



FFT Monthly Summary: November 2020

Westbury Medical Centre
Code: F85031

Surveyed Patients: 342

Responses: 98

Extremely Likely	67
Likely	20
Neither Likely nor Unlikely	1
Unlikely	3
Extremely Unlikely	6
Don't know	1
Total	98

The following comments are a selection of the responses that have been received by the Surgery for the month, as part of the Friends and Family data collection. In accordance with Data Protection and GDPR requirements, patient and/or practitioner details have been redacted. All comments below have been given with approval to publish. Comments submitted to the Surgery by paper means are securely destroyed after being processed. The full FFT report is reviewed by the Surgery Senior Management Team each month and this information is used for feedback and planning.



- ✓ Fast and effective help
 - ✓ Remarkable and exceptional
 - ✓ Because Dr M S was very kind, sympathetic and understanding about my indisposition. As well our Reception staff are exceptional and especially patient and kind.
 - ✓ Professional, knowledgeable and friendly
 - ✓ Because he welcome nicely
 - ✓ Because you asking me about my experience on your services
 - ✓ In these difficult times it was good to be able to see a Doctor face to face! And it was done very efficiently, and fairly! Thank You
 - ✓ Great service friendly doctors
 - ✓ Quick, friendly, efficient, helpful, comprehensive, understanding. Have been impressed with the surgery this year especially during covid
 - ✓ Sometimes I'm waiting for my appointment too long... 40 minutes, half an hour. But the GP workers and doctors are good
 - ✓ quick response, very kind attention and very efficient
 - ✓ Understanding and professional service
 - ✓ Doctors are very professional and there recommendations work. Very pleasant staff and service from everyone
 - ✓ Excellent service
 - ✓ Caring and understanding

- ✓ Staff is friendly and issues get resolved fast.
- ✓ Excellent staff including reception staff, nurses, doctors, healthcare staff and physician associates. I trust and respect them all one hundred per cent in everyway
- ✓ Was satisfied with the consultation and the outcome
- ✓ Receptionist were professional and really helpful, the appointment with the doctor was effective and quick
- ✓ Professional consultation with prompt follow up
- ✓ Efficient and thorough
- ✓ Because of the good service
- ✓ The doctor was very kind and competent.
- ✓ Because the doctor actually listens.
- ✓ The woman was not very approachable or understanding which was quite difficult considering the situation that I'm currently facing.
- ✓ 1 because she was interested in knowing more about my problem very kind thank you very much
- ✓ Dr ES was hugely helpful.
- ✓ My GP was very amazing and lovely .- she speak each and every time as sister. So I like to share every single problem. Even I have horrible past . I shared that too
- ✓ The time I was given for the phone call was prompt and I was able to get further helps in terms of injection and blood test due.
- ✓ Everywhere is clean, people who work there are polite.
- ✓ Service was excellent and professional. The nurse practitioner who took my appointment was fantastic and an asset to your team, just wish I remembered her name. It would be great for your team to where #HelloMyNameIs badges in future.
- ✓ The lady who dealt with me was so friendly, kind and caring.
- ✓ Because the consultant was very polite and helpful
- ✓ They are always helpful and kind
- ✓ I gave 1 because my appointment was on time and I got help from the doctor.
- ✓ The Doctor, was informative as to what my options were, also she treated me with respect and she was courteous.
- ✓ The matter was dealt in a simple, clear and satisfactory way.
- ✓ Happy
- ✓ Staff and Doctors always ready to help.
- ✓ Attended to professionally and respectfully
- ✓ Very friendly and approachable doctor
- ✓ Super helpful! Listened and came up with solution for my problem.