



FFT Monthly Summary: December 2020

Westbury Medical Centre
Code: F85031

Surveyed Patients: 308

Responses: 91

Extremely Likely	62
Likely	15
Neither Likely nor Unlikely	5
Unlikely	3
Extremely Unlikely	6
Don't know	0
Total	91

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.



- ✓ Nice Staff
 - ✓ I have been to the surgery, I was seen straight away, receptionist was very polite and the surgery is very clean, the nurse was wonderful.
 - ✓ The service all round was excellent
 - ✓ The help I got was first class
 - ✓ Very good service as the surgery and staff are well protected as is the patients
 - ✓ Because the doctor was understanding and helpful, meaning I will not have to suffer undue post-operative pain.
 - ✓ Professional service over the phone. I felt satisfied that all my queries were answered clearly
 - ✓ I am extremely pleased with Dr. IK, he is always kind and has never refused to help us, in the last few years he has taken care of the whole family, but I have never been close to the health of our whole.
 - ✓ Informative and helpful
 - ✓ Dr listened to me and spent a long time in the phone with me.
 - ✓ Because I've and doctors always had a good Service from all the Staff
 - ✓ The Doctor is so kind and she managed quick appointment for blood test, MRI, Renal Tract for me and she explain me patiently about the result and also MSK appointment. All the ladies who work at reception also very nice
 - ✓ Very prompt service and care
 - ✓ My doctor seemed to be in quite a hurry and so I didn't feel I could tell her everything I wanted to. Otherwise she was good.
 - ✓ Service. Very good

- ✓ The doctor was really nice and kind. My experience was very good
- ✓ DR IK was knowledgeable and understanding. I wish only I should not wait so long for an appointment
- ✓ Nice and professional service.
- ✓ Doctor MS was very helpful and I have every confidence he will sort out my problem. I like him because he is most understanding and knows his business and myself very well thanks.
- ✓ The staff stuck to covid protocol but were still polite and courteous and the doctor was professional as always
- ✓ We have had several telephone consultations with PA NS who has been very kind, patient and helpful in her dealings with us regarding my mother, she has a very nice manner making her approachable and easy to talk to. 10/10 for the service she has provided, many thanks to her
- ✓ The doctors are superb. Reception staff were good enough.
- ✓ Made to feel relaxed and the doctor was very helpful great communication skills
- ✓ I am happy the Dr served me today she is very kind and so helpful to me in my medical issues. and providing me good medication
- ✓ I'm always happy with the service I receive, from the surgery
- ✓ Because nurse was very nice she so kind and gently treating me
- ✓ Helpful and he will do best to solve the problem.
- ✓ Westbury Avenue Medical centre is excellent, and the doctors there listen to me and always address my health needs, and more importantly they listen to me! The only criticism I have is that there is a fairly new receptionist who has a bad attitude on the telephone, and she was rude to my daughter when my daughter returned back to London from University, and attended the surgery to re-register. This unfortunately resulted in my daughter registering with another surgery and returning home to ask me where X had gone. This receptionist may need customer service training as in my opinion she brings down the professional standards of my excellent GP surgery.
- ✓ My call with GP was good - she was very quick and efficient. I received the treatment I needed. However, the line she was using was a bit faulty and it was difficult to hear her at times. Also, when I booked my appointment, I was on hold for 20 minutes. The receptionists are lovely and helpful though.
- ✓ Was Very helpful And Friendly
- ✓ All staff were amazing and special thanks to DR MS
- ✓ Nice and polite, very informative
- ✓ The listen and help with need.
- ✓ because the doctors are very professional and attentive. Especially my DR MD
- ✓ Because the advice I got from your nurse satisfied me
- ✓ All fine
- ✓ She was real helpful thanks very much
- ✓ Very professional and organised. Friendly and caring staff. Dr. IKs thoughtful attention to my problem also highly appreciated.
- ✓ Very friendly And very happy With the doctors kindness
- ✓ All my questions was answered and good directions was given.
- ✓ Well organised and prompt service with friendly staff
- ✓ Telephone consultation as promised. PA YM was good on the phone and listened to my problem and said she would refer me as I had requested. 10/10
- ✓ I had an issue with my blood pressure medication. A visit to GP Surgery, to the pharmacy and finally a call to Telephone consultant managed to resolve the issue. During the process, the surgery acted in a very professional.
- ✓ Considering it was a video consultation, I think it's good I was able to tell my issue and get necessary treatment.
- ✓ Didn't had to wait and my test was taken without hurting me
- ✓ U r always very helpful an considerate