



FFT Monthly Summary: May 2018

Westbury Medical Centre

Code: F85031

Surveyed Patients: 453

Responses: 93

Extremely Likely	55
Likely	25
Neither Likely nor Unlikely	0
Unlikely	5
Extremely Unlikely	8
Don't know	0
Total	103

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.

- (X) is a nice caring, friendly nurse.
- Listen to my problems politely and solved my problems promptly
- Well I have been with the practice for 48 years and have always had a good service
- The person that delt with me today was exceptional.
- Very understanding nurses grateful thanks
- Am able to get the appointments I want and my worries are solved as expected
- Prompt service. helpful staff.
- (X).
- Nice, helpful reception staff and experienced calm nurse
- The dr was very thorough, she listened and acted.
- Comfort
- Dr X is an Understanding and caring doctor. He helped us immensely. Very grateful
- Pleasant attitude of reception staff. Health Assistant I saw was also pleasant and reassuring.
- Friendly staff good service good information given to me
- The physician associate I saw today went above and beyond for me. After my appointment she rang the hospital on my behalf and sent them a letter so that @that I did not face any issues. She then rang me to let me know. This was a high stress issue for me so I am very grateful to her.@ her.
- Excellent appointment with Dr X. She answered all my questions and i felt well informed. Also Dr X has been fantastic too. Thank you.
- Very good service
- X - nurse was and always is excellent. Completely focussed on the customer - it's so delightful.
- Helpfull reception and medical staff.
- Efficient service provided all round as well as polite and friendly members of staff
- Every body helpfully & friendly.
- The only thing what bad when you pick up the pills you have to go pick them next door then not there so back to you then wait for the doctor gives you a new one
- Friendly and flexible staff, efficient service
- Was good attention
- The personnel staring from front desk to all your doctors are all very helpful and great people with a can do attitude. So thank you to them all!

- Efficient service. Dr was great
- Everyone is always so helpful
- Good service. Now - no more texts please. Thanks.
- Excellent care
- Received good quick treatment
- good service
- Felt comfortable and was easy to talk about my worries
- Excellent service
- Just happy with that one
- Seen for appointment only slightly late. Easy check-in. Good communication from staff.
- Very friendly staff
- I saw a specialist in regard to my specific problem
- I had a friendly and attentive practitioner who gave me all necessary checks
- Fast, friendly, efficient service.
- All of u are very helpful and very pleasant
- Friendly efficiency
- Friendly service from all the staff I have encountered.
- I found the staff very welcoming and caring.