

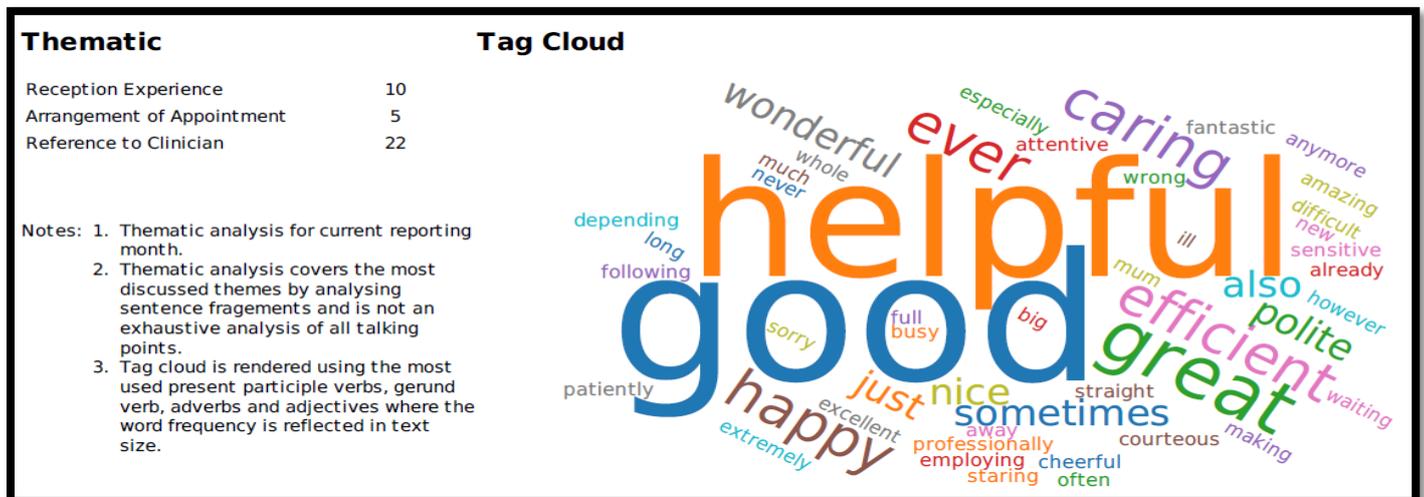
# FFT Monthly Summary:

Westbury Medical Centre  
Code: F85031

**Surveyed Patients: 320**  
**Responses: 80**

|                             |           |
|-----------------------------|-----------|
| Extremely Likely            | 56        |
| Likely                      | 20        |
| Neither Likely nor Unlikely | 3         |
| Unlikely                    | 1         |
| Extremely Unlikely          | 2         |
| Don't know                  | 0         |
| <b>Total</b>                | <b>82</b> |

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.



- ✓ Doctors are very attentive to patients.
- ✓ Appointment with my Doctor was on time. Reception staff are always helpful. Doctor gave me time to explain my symptoms and undertook an examination. Clarified what he would do following scan.
- ✓ I was seen straight away. Appreciated advice given by doctor
- ✓ Had time to listen. Sorted my problem out. Thank you DR MS
- ✓ The doctor was very good
- ✓ Appt was on time and the Dr was fantastic. She took time to listen and to explain the prescription.
- ✓ Missed my appt so sorry. However doctors are fab best surgery ever Dr MS is a great doctor.
- ✓ I always find the staff very helpful no complaints about the service I receive thank you.
- ✓ Did not have to wait too long and the doctor was very helpful and caring.
- ✓ Gave me wonderful advice and dealt with my issue professionally.
- ✓ I was happy with the outcome of my visit.
- ✓ Appointment was on time, the doctor was nice and helpful
- ✓ please allow patients to see their doctor - more easier
- ✓ All Staff here are always wonderful especially VW. When I'm feeling not great, this seems to be picked up on by her and she always asks if i'm alright. So thank you for your employing her. V and A also, always go above and beyond the call of duty in making me feel better about everything.
- ✓ Dr MS listened, asked lots of questions and I didn't feel rushed. Reception staff were friendly and helpful.
- ✓ prompt and courteous service
- ✓ GP was sensitive, kind, did not hurry us, was not patronising and inspired a great deal of confidence.

- ✓ *Seen the GP on time, good customer service, Dr MS is as always excellent. He listens and explains.*
- ✓ *very good doctors and very good services*
- ✓ *My mum and I have received great treatment from Drs MS and IK and also AK on reception is extremely efficient and helpful.*
- ✓ *Very happy with JH, cheerful and efficient and kind.*
- ✓ *The nurse and my GP are ever so nice and caring people*
- ✓ *Good and friendly service*
- ✓ *Is the best ever GP which I had in my life. All the team are very friendly and helpful.*
- ✓ *Doctors and nurses are very friendly and care for us. Thank you*
- ✓ *Good service and very good doctors. Thank you so much.*
- ✓ *Staff were efficient and helpful. Reception booked me a new appointment with the specialist doctor and gave me directions to another centre where I could get my blood test done.*
- ✓ *The doctor I had was to the point and gave me a swab just in case to check that my eczema wasn't infected.*
- ✓ *Best and caring Doctors.*
- ✓ *The whole service is good. Receptionists & doctors*
- ✓ *For the doctor IK... He is best doctor*
- ✓ *AP is just amazing, both as a professional and as a person. The ladies at the reception are always friendly and kind, too!*
- ✓ *Always very friendly and professional and very helpful*
- ✓ *Helpful surgery staff*
- ✓ *Good service and a smile*
- ✓ *Day appointment*
- ✓ *Very impress very good stuff and doctors*
- ✓ *Everything went smoothly. Polite, professional and friendly service.*
- ✓ *Professional polite staff*
- ✓ *You*
- ✓ *Because you deserve it base upon my own assessment thank you.*