



# FFT Monthly Summary: September 2019

**Westbury Medical Centre**

**Code: F85031**

**Surveyed Patients: 352**

**Responses: 69**

<b>Extremely Likely</b>	<b>41</b>
<b>Likely</b>	<b>17</b>
<b>Neither Likely nor Unlikely</b>	<b>2</b>
<b>Unlikely</b>	<b>3</b>
<b>Extremely Unlikely</b>	<b>3</b>
<b>Don't know</b>	<b>3</b>
<b>Total</b>	<b>69</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.

- ✓ Waiting time was more than expected.
- ✓ She was very polite and her explanation was nice and simple.
- ✓ The main reason was that she listened to me, she asked me questions regarding my problem, the appointment was not in a rush and she checked on me to tell me what to do.
- ✓ Best Dr IK
- ✓ Friendly Service
- ✓ Satisfied but wondered if weather rainy & wait outside
- ✓ Seen on time
- ✓ Everyone kind and helpful
- ✓ Kind, helpful and friendly
- ✓ Friendly staff and Doctors
- ✓ The staff are always friendly and helpful to me
- ✓ Dr MS is always worth waiting for and reception staff are very helpful
- ✓ Having been a patient for nearly 10 years, I have always found the staff to professional and helpful in my time of need. The doctors and nurses I have encountered at Westbury medical have always been empathetic and helpful.
- ✓ I chose this because it was more appropriate. The response was good and helpful for new medication.
- ✓ The delay to start the appointment. The appointment was not started on time. The doctor was very helpful.
- ✓ Everyone does their best to accommodate you.
- ✓ Very polite and helpful
- ✓ Always great service especially AK on reception.
- ✓ Professional and compassionate treatment from GP, but could not give a 1 because waiting time for appointments is too long and reception can be overly brusque on occasion.
- ✓ Very good doctor who took time to hear my fe problems
- ✓ I have a medical phobia and the physician was compassionate, prepared on the subject, knew exactly how to help me and get me to do the examination, encouraging and empowering me.
- ✓ Most of the workers at the surgery are very helpful
- ✓ Received helpful advice
- ✓ Best Doctor.
- ✓ Doctors are very helpful. Reception staff are very nice . nurse amazing
- ✓ The receptionists are extremely helpful and polite, nothing is too much for them. Also, I am very happy with the physio I am receiving.
- ✓ Dr MD was very gentle and kind, did not cause any pain, very happy with her.
- ✓ JH and AK treat me with respect all the time, the others sometimes rude.
- ✓ Staff are friendly however it is increasingly becoming more difficult to have an appointment with one's own GP

**If you would like to leave a review, please note the feedback box on the reception desk.**