

- ✓ Response to the survey I got from you thanks.
- ✓ Because I'm happy with the service. Thanks.
- ✓ When I rang this morning both ladies I spoke to were very helpful very pleased with the service thank you.
- ✓ Very good attitude from the reception and my GP.
- ✓ Got a call back appointment within 2 hours of my initial call. The doctor was very good, and organised my sample kit to be ready for collection on same day.
- ✓ Very pleased with service received this morning. Was able to address concerns raised with appropriate action plan.
- ✓ I am very happy with their services
- ✓ Well I am always happy when I see my favourite doctor who understands me well as I am always look after by other workers I am very happy with my surgery.
- ✓ It's quick service and good
- ✓ Informative. Be far better if IT allowed better access to reports
- ✓ It was quick and efficient.
- ✓ Yeah it was very good when I was speaking to Dr Steinberg
- ✓ The doctors at the Westbury medical centre have provided an excellent service regarding my on-going and new medical conditions. Covid-19 has restricted access to the surgery but the doctor's appointments and consultations via telephone have been very informative, helpful and reassuring during this difficult time.
- ✓ Doctor was able to answer my question and there was no need for another call back. Very satisfied
- ✓ The appointment was on time and the GP explained everything clearly. As a non-native speaker I appreciate that she made sure I understood everything.
- ✓ When I phone the surgery the receptionist is polite and helpful the doctors also are v good I was unwell recently and the doctor phoned me and left medicine for me at the reception which really helped v pleased with my surgery.
- ✓ The follow up phone consultation was thorough and unhurried and the way my call to reception was handled was very courteous.
- ✓ The Doctor contacted me as arranged on the correct day and time and following discussion informed what she would do.
- ✓ Very good
- ✓ Problem was sorted in a minute.
- ✓ Because the service was good
- ✓ Friendly nurse
- ✓ Always get great service whenever I call or go to the surgery, from the front desk to the Drs everyone is helpful
- ✓ Because he explained everything in detail and was willing to go over anything I was concerned about and didn't rush me
- ✓ Friendly staff. Appointment ran on time.
- ✓ Suited my requirements
- ✓ Because they were prompt and supportive.
- ✓ 1) I only had to provide a couple of key words for the consultation when booking so didn't have to have repeat conversations. 2) Appointment was 09:15 an hour after my call. I was expecting a call in the afternoon. 3) the call came at 09:16 which was brilliant. 4) I felt listened to throughout the call 5) It was easy to follow the steps when sending photos 6) the findings came back really quickly and a prescription is ready for me this afternoon. It would have been even better if 1) I was reminded of the name of the condition I have 2) How to take the medication eg 3x daily for a week or 2x daily for a fortnight (appreciate the chemist will have that info – hophop)
- ✓ They are very helpful and they are understanding
- ✓ Staff are very polite and helpful
- ✓ Very happy with the doctors and staff and the service I receive
- ✓ Ok. I'll never answering....
- ✓ Very good services - fast and high quality , well experienced and professional doctors with good attitude, very welcome and patient receptionists!
- ✓ Appointment on time, professional medical support
- ✓ PA KM was extremely helpful, professional and diligent
- ✓ Seen on time, very efficient and friendly service by practice nurse
- ✓ The doctor was compassionate and did enquire about matters that are relevant but wouldn't have been seen as such by me.