



- ✓ I didn't have to wait long to be seen. The receptionist & nurse were both very helpful & polite.
- ✓ Always helpful.
- ✓ I find JH to be a very patient and supportive service provider which is the reason I have given the score.
- ✓ Professionalism and friendly.
- ✓ Confident that my GP always does the right thing.
- ✓ Well dealt with on arrival and by the practice nurse. RSV jab given and explained. In and out within 15 minutes. Excellent.
- ✓ I truly appreciate everything the PS has done! Expertise and compassionate approach have been incredibly beneficial for my health journey. I'm grateful for all the support and guidance she's provided, which has made a significant positive impact on my well being
- ✓ Because service today was amazing to me.
- ✓ Because doctors and all staff were very helpful
- ✓ Very polite. Asked the right questions and examined me.
- ✓ The experience of the phone consultation was very good.
- ✓ No waiting time and excellent service and advise on the part of the nurse (S)
- ✓ The receptionists are also friendly.
- ✓ Attitude was professional.
- ✓ Dr was incredibly good, listen with a degree of attention and gave me advise on everything that matters that day.
- ✓ I had an emergency appointment I saw BS, she was very patient and understanding. She made me feel at ease and was very thorough.
- ✓ Good Staff, but ideally would be able to get a GP appointments sooner.
- ✓ God answered.
- ✓ I am just happy with the service and care.
- ✓ The staff were very helpful
- ✓ Polite efficient, lovely phone manner.
- ✓ I feel that I was listened too today. Normally I am rushed at appointments.
- ✓ Because I want to thank Dr MS and Dr IK for everything, they did to me. Also, to all the staff at Westbury medical centre. Thank you for your support and for your being patient. Be healthy and Blessed.
- ✓ The Doctor was understanding and informative without being pushy or judgemental.
- ✓ Because the Doctor that attended to me was very goof and their service was also good.
- ✓ Because my doctor was very helpful.
- ✓ Since last year I join this surgery, they are being very good. Only problem is calling for an emergency appointment. You call exactly 8 and you 12 in line.
- ✓ She was kind and professional
- ✓ My concerns where not dismissed. The GP had read the notes, so I didn't have to explain to myself again and some information was given about the next steps. The GP was relatively nice and shoed care.
- ✓ I was very impressed by all staff, especially BS.
- ✓ The lady nurse practitioner, sorry forgot her name as i was stressed, she was so professional and made me feel so relaxed thank you. And Dr MD, also was so nice and Nurse MS again was so helpful all have great communication skills with patients. Thank so much.
- ✓ GP was welcoming, helpful, friendly and was focused on my needs. Made me feel at ease even though I was unwell and struggling to continue with the appointment. Gave advise and I felt feeling satisfied with the care I received.
- ✓ Nurse S is a kind, good listener and puts you at ease. She doesn't rush the appointment and makes you feel comfortable.