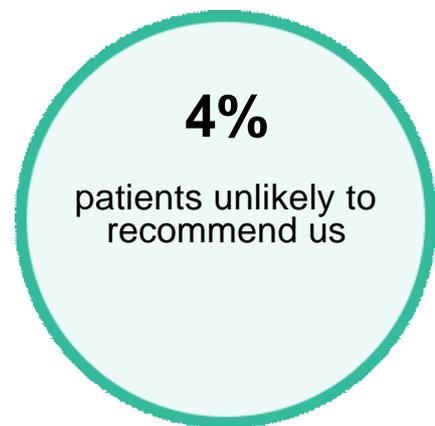
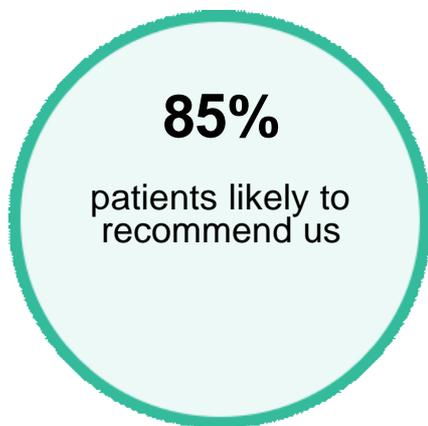


# The Blackmore Vale Partnership (Abbey View, Sturminster, Fontmell and Marnhu Surgeries)

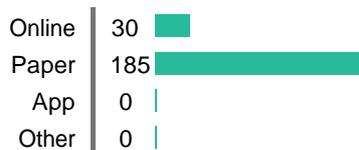
August 2017

215 patients left us feedback.

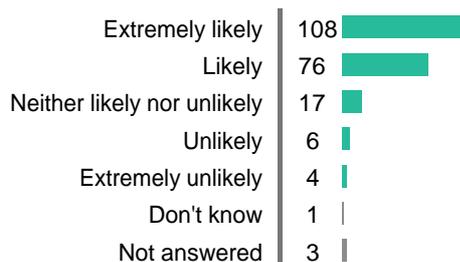


(11% didn't answer or gave a neutral response)

## Spread of responses



## How likely are you to recommend our GP Practice to friends and family if they need similar care or treatment?



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## Can you tell us why you gave that response?

My appointment for a blood test was 10.30am - I was seen and out by 10.35am ... WOW ! ... A vast improvement - thank you  
Consistently poor care disinterested doctors, poor outcome as a result.

Because they always have seen me even on the same day! I've phoned. The surgery have been good to me and my family and always get an appointment if you really need one. ( I understand that this may not be my named Doctor) but if your ill it doesn't matter!!

I always receive courteous friendly expert help when I attend Abbey View Practice

We have always had first class help from Abbey View

Usually manage to see a Dr when I need to community matron very good and helpful

Generally get to see who I want and have a good reception

I have never had a problem with this surgery

Highly efficient, super nurse - short wait after quickly organised appointment - Thank you

Because I have always been looked after very well by reception and the doctors

Such helpful people throughout the practice - particularly in the reception area

It is difficult to pre book a doctors appointment ie: The Day before

I have received prompt and appropriate services with a GP who listened to me

All staff very helpful polite professional and they provide a wide variety of services to patients ( ps. Especially Dr Horner)!!

I like the online service for prescriptions and appointments and being able to have a phone conversation with the Dr's. All staff are cheerful helpful and professional. The Dr's are very through and 'think outside the box' Thank you for making me feel safe

Caring and compassionate Dr, gave me time and options to consider, did not feel rushed thank you

This is not a reflection on the medical staff but a simple recognition that the services are stretched ever more thinly. I accept that applies to many other practices.

very helpful on the phone, quick appointments, running on time

Because I was able to book an appointment one week in advance, and the waiting time in the waiting room was very little, Doctor was very nice and pleasant

Hard to get an appointment - have to wait weeks

Since I moved here in January, I have been very satisfied with the help I have been given

Love the online booking of appointments and ordering prescriptions, really quick

For years my family and I have been patients of Abbey View now BVP. On visiting have been happy with patience, understanding and treatment offered from all members of the team.

Amazing service today

Improvement.

Nothing is perfect but in my experience, I have found the staff here very helpful. Getting an appointment is perhaps the most difficult part.

I recently saw one of your male practice nurses when I was at my lowest and by the time I came out of my appointment, I already felt like someone cared and helped me look at how I can change my situation and turn things around. sometimes that's all it takes, So Thank you.

You are the only option locally. The only problem I have ever had here is when the computer screen wouldn't sign me in and there was a huge queue in reception.

Always been able to get an appointment. Like the online service for prescriptions and appointments. Only downside is the parking!

Efficient service, professional and easy to get an appointment with short wait times.

Always find the surgery staff to be very helpful.

Most people are happy with their GP practice I had no need to recommend

Everybody at Abbey View do an amazing Job in helping everyone that comes in.

Because this practice seems to be very efficient.

I am very happy with your service appreciate text reminders. Only problem is parking.

Generally I have been very satisfied with the service.

Normally everybody helpful.

(Not a criticism but a comment on inadequate Dr's for increasing population) Unfortunately over some years now it has become very difficult to get appointment. When we moved here 10 years ago you could call and get an appointment without problem.

Even today with 0850 appointment I am waiting to go in and it is now 0855 Presumably I am only the 3rd appointment? Last time I was 20 mins late going in!!

I cant always get to see my own GP Dr Yule who I confide and trust a lot.

Never had any problems. All staff helpful and respectful. You all do a fantastic job.

Getting an appointment seeing the GP you know.

In my long association with Abbey view GP practice . I have always found the GP's and staff to be as helpful as possible. Although in the past year things have been difficult for all concerned, there seems to be a marked improvement in time taken with phone calls and appointments etc...

Always helpful on reception and rest of the team Doctors, nurses very patient and understanding and resolve problems quickly. Because my experience of the Blackmore vale partnership has been superb - always very good at communications and helpful.

Very Friendly and efficient.

Have had no problems.

Always treated well.

Its getting hard to get appointments. The wait for blood tests is ridiculous. However the staff are lovely - kind, caring and effective. Just would like to see them!

Locality and numbers of GPs have improved.

I have always found the GPs and nurses friendly and helpful.

Very happy with my service.

Very rarely get an appointment when needed have to book well in advance. Bad when you have a 3 year old who isn't well. You rarely get to see your own doctor. Never have the opportunity to build and relationship for on going care situations too many patients / not enough doctors

When immediate help needed practice has been there for my mother and my daughter

I have been perfectly satisfied with the treatment received except one occasion when the GP was asked to visit my husband at home and they had to phone me twice to get directions in spite of the fact that my husband was on the DNR register.

Both my husband and myself have had cause to call upon services of our GP and death care services, our experience has been excellent so far!

because it is in the area

I think Dr Yule and nursing staff are some of the best around. They excel despite the pressures on them.

Despite the obvious pressures and busy workload the staff are helpful and treat you as an individual, with careful juggling and information on the internet booking system it is possible to see the same gp and build a relationship longer term. The nursing staff and senior nurse practitioners are a valuable resource working along side the GP team. They give an excellent service.

Except - hugely difficult to obtain an appointment "Have you ever tried to get an appointment?!"

At Abbey View whilst we are aware of the heavy commitments of the staff, our recent experiences have been dealt with in a friendly, professional and accommodating manner

I have always found the doctors \* prepared to give me time and genuine care, whilst I recognise they have very demanding work loads, pressure and targets. (\*mostly latterly Dr Kershall)

I am usually quite pleased with the service. However I feel one of two of the doctors I have seen in a hurry over the last 6 months DO NOT RESPOND WELL ie: not a great interaction. I often feel I get a better response from the nurse practitioners. This survey is rather irrelevant as it is the only surgery in the area of Shaftesbury.

Because I got to see my own doctor !

Always receive, prompt, helpful courteous response ( But not necessarily an appointment within a day or to)n

Excellent service received for the past 8 years

Always helpful

A reasonable practice, recently had quick referral to x-ray in local hospital but it is very difficult to get an appointment at Abbey Improved staff levels - Reception more accessible much better telephone response system

Service has been satisfactory apart from approx. 20 minutes wait for one of my appointments. I especially like text reminders of appointments.

Great service today thanks

Very helpful on the phone - and try their best to accommodate with appointment

Local Service

Because sometimes the service can be inconsistent. However, it does seem to be improving

Seamless process for appointment and consultation with the doctor

I was happy with my consultation today  
Always found doctors courteous and clear  
I always receive careful and expert opinion

Excellent, appointment today after calling at 8.30, see at 9.00

The availability of appointments - especially online excellent service from GPS and all other staff. On two occasions I have experienced potentially serious medical issues - both Dr Patterson and Dr Kershall immediately referred me to Salisbury hospital. On the first occasion I was seen on the same day and on the second occasion on the following day. Excellent reassuring service which was much appreciated.

Doctors and Desk have always been friendly and helpful do not go to Sturminster Newton anymore though it nearer.

Staff always very helpful! I like the facility of a phone consultation with G.P

I have always received excellent service from all members of staff. Professional and considerate.

Don't need to use surgery often but always found it good and helpful. Telephone appointment not easy.

effective care. polite staff

I have always received prompt treatment.

I have always found it easy to get an appointment.

I've always had a positive experience.

Receptionists polite and helpful, appointment easily made, nurse practitioner helpful, got what I needed on time

Because I managed to speak to someone straight away without going on hold and get an appointment straight away.

Not a complaint - Just a comment ... Review the expected run late time on the check in screen. 19 minutes was approx. 45 mins.

Cest La Vie!

I have been very happy with the experience I have had.

I have been a patient here for over 20 years and have always received excellent care.

friendly and helpful doctor

I have been concerned (still a little) about difficulty in getting an appointment - particularly Fridays or Mondays. More recently I have found this easier and was seen very quickly with a poorly baby - and good follow up. I didn't have an appointment as became ill quickly, so I hadn't booked, but my baby was seen anyway. Good Compassionate care.

I have always managed to get an appointment if needed by telephone or visit. The reception staff are always very helpful and feel the doctors and nurses I have seen, have been very efficient and my issue of health concern has been diagnosed and treated quickly.

Always Satisfied

We have always found you pretty prompt and efficient.

There has been a spell when it was difficult to get difficult to get an appointment but it seems better now - This has been all excellent health centre for many years

Treatment has always been prompt, careful & professional. Follow-up excellent.

Service and medical attention is generally very good - special thanks to practice nurses over the years. I regret the amalgamation with Sturminster Newton because now too big, but appreciate the pressures

I have always received good treatment whether it be doctors or nurses

Always had prompt and satisfactory treatment

Always supportive, friendly service. Able to get appointments when wanted.

Staff wonderful and helpful. Can always get appointment if I really need one. Local Hospitals are very efficient. Partnership seems to be working well.

This is the local surgery

Given the volume of patients this practice has to see. I find the doctors and all the staff very friendly, helpful and efficient at all times.

I feel it has improved a lot in the last year. Reception staff are much more friendly and helpful than before. Doctors are very approachable and thorough take time to listen.

I always find the practice nurses particularly helpful and empathetic. They are always friendly patient and professional.

Everyone is very helpful and nice

I've always had confidence in all @ Abbey View

I have always found all the staff, doctors, practice nurses and reception very professional. I accept that increased volume of patients mean we have to be patient, if not an emergency.

I have always found the practice helpful, considerate and responsive. You do an excellent job in a area of high patient demand.  
Well done!

For my recent appointment your doctor was running 1.5 hrs late seeing me. There where no seats in the waiting room B free for me to sit down. I asked at reception for a chair. On entering the doctors room I was rushed and told I only had 10 mins. Dr obviously over powered with to many patients.

T have not had any anti experiences in 5 years at the practice

Always friendly but didn't get top mark because recently had to chase up results for my mother in law three times which was rather disappointing. I also feel it would be really useful to have an online option to be able to ask a general question about medication and wellbeing.

Always friendly but didn't get top mark because recently had to chase up results for my mother in law three times which was rather disappointing

My husband and I have always found the staff always pleasant and very helpful especially in recent months when my husband has had various health problems

Very efficient

efficient and friendly staff

Excellent care

not seeing a GP

Slow on telephones limited appointments

Friendly staff, good care, clean and tidy practice.

The service from doctors, nurses etc is excellent, but always issues in getting appointments in the first place, in particular with the same doctor as previous.

Fairly easy to get an appointment like the online service.

Efficiency friendly service, usually, only wee problem is getting an appointment.

We have always been well looked after - care with kindness and efficiency. We are most grateful. Susan and Colin Bower

No concerns. Staff friendly.

A few of the doctors are very friendly and warm, several are not. most don't comment very well. Receptionist can be a bit aloft and haughty.

No concerns and happy with care given.

After 53 years with the practice and given the high in flux in the population. I often have a satisfactory experience.

I have always found the staff and doctors to be very helpful and friendly.

Never really consider recommending any doctors

As a patient it can be frustrating and challenging not to be able to see the same doctor without a wait period - continuity of care.

Too long a wait for an appointment congestion in waiting room B

This is no reflection on any GP, but it is hard not to feel that your problem/s has to fit round their very tight schedule. You can get medical advice, but they have no time for compassion.

Access/availability of car parking is sporadic and you cant park at all at certain times. The "no news is good news" policy for results in not acceptable.

I have had to be in regular contact with the surgery for the last three years. Their care and kindness and helpfulness makes the odd long wait on the telephone seems very un-important.

Am Happy with treatment received.

I was seen at short notice (suffering from a very painful ankle). Everyone was polite, helpful and informative.

I have nothing but praise for the service I've received from this practice. I've found appointments easy to make through the online service, the doctors attentive and ready to offer valuable advice, liaison with hospitals speedy and efficient and the nurses and other support staff both professional and friendly. I also like the online access to my patient records and the data available on the practice website. I've been registered with several practices in my life, mostly in London, and can honestly say this has been my most positive experience to date. In these cash-strapped times, we are extremely fortunate to have this practice in our midst.

prompt attention - care on consultation- willing to listen

Lovely doctors and staff, very caring

Always found staff and Doctors very helpful.

I asked for a doctor appointment but got sent to see nurse practitioner who said I needed to see a doctor. She couldn't help me.

Being disabled and having to come in twice for an appointment.

Top Service.

Always excellent service from the doctors. The receptionists could be a little softer though!

Friendly. Ease of making appointments online.

Firstly I have already recommended the practice. All staff are extremely cheerful and helpful.

A vast improvement since last here 4 years ago

I have had mental health issues and every appointment I have had I have felt I had time to talk and the doctors listen and don't rush me and always follow up with how I am doing.

The only slight problem has been waiting times with such young children, but service is so good.

Always treated by doctors and all staff with respect and kindness. Doctors usually give good diagnosis and treatment, but sometimes difficult to get an appointment - but not recently as this has improved constantly.

I'm perfectly happy with the care I have received over the years at Abbey View

Great service and friendly staff

The phone waiting time on top up mobile sometimes cost me around £1 other than that problem free

Because it takes so long to get an appointment. Plus the car park is so small so spend ages trying to park.

I have always had a good experience with this surgery, and have not had to wait for appointments.

I have always been incredibly impressed by the Abbeyview Medical Center, I do think the Blackmore Vale Partnership is good and I am sure that the growth of Shaftesbury has a lot to do with the fact that it is, maybe, not quite as efficient or personal as it used to be. The online appointment system is very good, although, sometimes trying to get appointments with ones preferred doctor is a little difficult. I have had to visit the surgery a few times in the past months for a particular complaint, in the circumstances I wished to see a female doctor and out of the 3 different ones I saw, the last one, luckily was really the only one interested and sympathetic to my needs and has taken appropriate action. I found 2 of them to be offhand and cynical and I feel some remarks were uncalled for. Overall I am and always have been very happy with the GP practice.

very professional, explained clearly next procedure and was kind and friendly

Lovely Nurse practitioner I saw today, was very supportive and helpful, thank you

Its very difficult to get an appointment with the doctor of choice.

very helpful and friendly receptionist, and the Doctor fully discussed the issue I had been to see her about. At no point during my consultation did I feel that there was a time pressure on me to be pushed out of the door as the next patient was waiting. The Doctor was thorough and friendly and approachable.

1st class care and attention, no matter what the problem is. Nothing is too much trouble plus VERY efficient and attentive reception staff

friendly staff and nice environment

Always very kind and quick response very helpful and polite.

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Great receptionists who are helpful, but the doctors and nurses also fab! Waiting time is average but never had a problem.

Doing well under demanding circumstances.

Easy booking - on the day.

The appointments I have had has been good but there has been issues on collection of medication from the surgery to pharmacy.

Although the doctors care and professionalism is always exemplary, the length of time it takes to get an appointment is ridiculous. Have considered going to Salisbury walk in clinic symptoms that could be helped by medication get worse. ie: the service is not fit for purpose.

I am always happy with the service here and the staff are brilliant :o)

The doctors are very good at their job, they are here to support you and help your needs. They do more than that here. They come highly recommended from me.

A girl on reception helped with my daughters medication, called Dorchester hospital and sorted it all out. Very happy.

Have only received positive experience with this practice- this goes for all friends and relatives.

Invariably receive good and effective attention.

Because my husband & I have always had excellent service from all staff at Abbey View.

Actually got an appointment the day I rang in - A first for a while.

I have been coming to this medical centre for almost 11 years and I have been very happy with my GP Dr Yule.

Always manage to get an appointment, sometimes, more often than not only with Nurse practitioner not a doctor.

Few problems with the practice!

I have found the service very mixed. Sometimes I am delighted but other times a long wait has led to an unsatisfactory appointment/diagnosis. Also I have several times been phoned unnecessarily - great waste of resource

The staff are cheerful and helpful with a can do attitude. I am always looked after well and treated as person not a number.

Years of being a patient

I have received outstanding care for many years  
Everyone does their best under difficult circumstances (i.e. So many of us oldies)  
All Staff very pleasant and helpful  
Because this practice has always looked after myself and my family and been amazing :o)  
Have been with practice for last 50 years  
efficiency of staff. Shame about difficulty in parking though  
managed to get an apt for the same day but with a NP not a GP. I hope to get the same service as if it was a gp  
very pleased to be fitted in at short notice. Excellent consulting, i do wish I could return to a two month prescription supply  
Range of services and locations offered  
Excellent and lovely receptionist & Dr & Physio - all very informative and kind - Thank you  
Good service but sometimes a long wait for an appointment  
We have quick responses to requests for appointments and the way in which we are forwarded for further advice  
always professional and friendly  
Because dr Parker really helped me when I seen him it's nice to have a doctor who listens  
Majority of the GP's and practice are friendly and professional.  
I have found over the last 8 months that ordering prescriptions online to go to the chemist have resulted in some not being signed, some items left off the prescription even after I have made sure they were ordered online, on one occasion my prescription was left in the chemist section of the draw in the surgery for just over a week which left me to chase up with the chemist and then with the surgery, it does not feel like the patient comes first from what I can gather I just have to live with it and it will only get worse  
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My treatment to date has been excellent, staff friendly, supportive, and caring .... Thank you  
I feel I have not been taken seriously due to having a severe mental health condition  
I have always received the best of care from the Shaftesbury GPs over the years. The receptionists are always friendly, kind and helpful.  
Because I have been effectively dealt with  
Every time I attend there is always and I mean always a long wait as they are running late