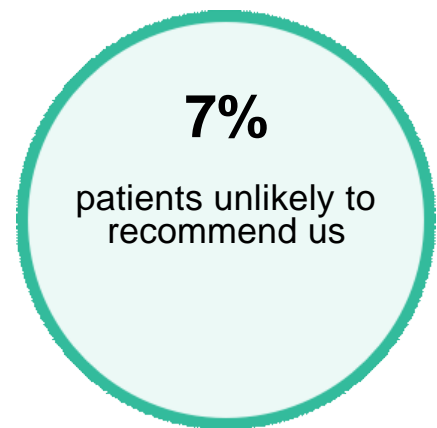
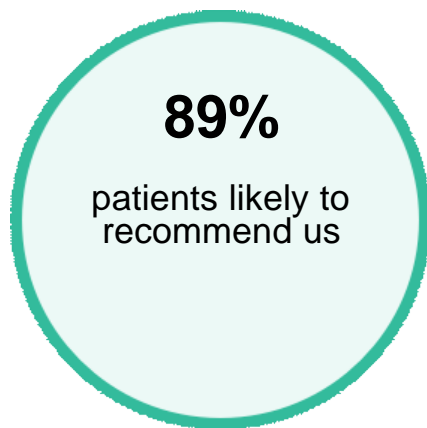


The Blackmore Vale Partnership (Abbey View, Sturminster, Fontmell and Marnhu Surgeries)

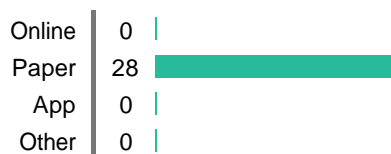
July 2017

28 patients left us feedback.

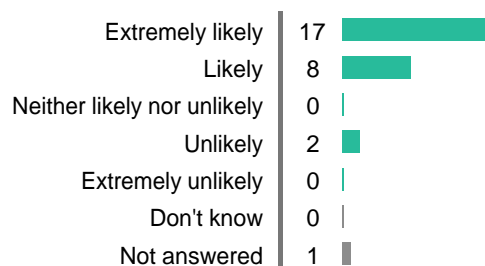


(4% didn't answer or gave a neutral response)

Spread of responses



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



Can you tell us why you gave that response?

Everyone is really friendly and supportive

I have most times found the practice fine

Welcoming Receptionist Lovely Reception to wait in

HELPFUL RECEPTIONIST + HELPFUL DR - EASY TO TALK TO

I HAVE BEEN WITH YOU MOST OF MY LIFE AND THEYRE A FRIENDLY SERVICE :)

LOVELY NURSE KODIE TOOK A LOT OF BLOOD FOR LOTS OF TEST, I AM NEEDLE PHOBIC, SHE WAS VERY GENTLE AND EFFICIENT AND KIND WHEN I BURST INTO TEARS

BASED ON A RECENT APPT WITH A GP THAT I LIKE + VALUE, I WAS VERY UPSET ON HAVING GIVEN AN ACCOUNT OF MY SYMPTOMS IN ORDER OF EXPERIANCE TO BE TOLD I COULDNT EXPECT TO BE DIANOSED BASED ON THAT STORY!LEFT ME ANGRY AND ALARMED

Never had any problems - straight forward. Always pleased with the GP or Nurse

Easy to make appointments online Usually able to make an appointment within a reasonable time period

Doctors are always helpful and explain things in a way I can understand

Because there is nowhere else they can go!

Extremely good service response to my telephone call within 1hr and appointment made to see Dr within 2 hours

Booked for PSA blood test and an annual review - Nurse only knew about blood test - she was very good and helpful.

generally excellent and friendly service

Friendly, helpful staff

I have always found staff and doctors very friendly and helpful. They always try to get appointments as soon as possible. couldn't wish for better when you are feeling unwell

Have had positive experiences

All the staff and GP's are both professional, efficient and effective

very helpful,informative and quick to help & reassure

I HAVE NEEDED TO VISIT THE STUR MEDICAL CENTRE AND MH SURGERY RATHER A LOT LATELY AND HAVE ALWAYS RECIEVED KIND,CARING AND POSITIVE ASSISTANCE

IN RECENT YEAR OR SO IT HAS BECOME MORE DIFFICULT TO GET APPTS EASILY BUT OVERALL I AM SATISFIED WITH THE LEVEL OF CARE AND ATTENTION, I THINK THE NUMBER OF PTS HAS GROWN VERY QUICKLY

All in all i feel well looked after by the BV team, Still problems with telephoning the surgery - not knowing who is answering or where they are (stur/shafts) and out of date messages e.g flu jabs in may

Prompt & appropriate medical response in times of real crisis, in spite of heavy demands on the services of this medical practice.

Normally have quite a wait for seeing Doctor - long waiting time also in surgery

Easy to book appointment. Pleasant venue for appointment. Good service from GP.

Very good surgery with good Dr's and friendly staff