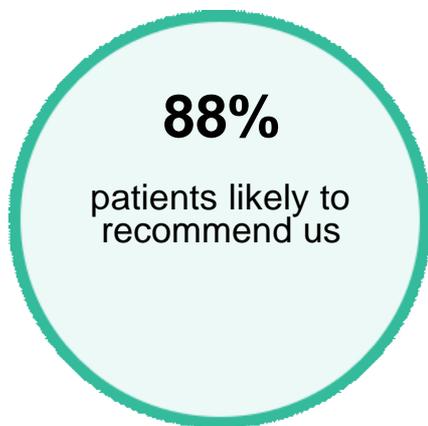


# Blackthorn Health Centre

## Patient Feedback

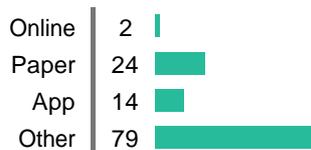
July 2017

119 patients left us feedback.

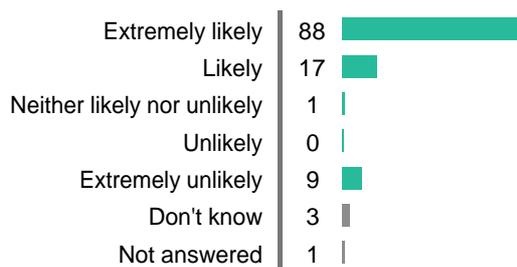


*(5% didn't answer or gave a neutral response)*

### 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?

Excellent service despite busy practice. I find the text reminders very helpful in particular.

Very helpful and easy to get an appointment most of the time.

Was able to see a duty doctor immediately. Paperwork required by insurer was completed within 48 hours. All very efficient.

All so friendly, helpful and kind. Always feels like a both by they never make me feel that way

Dr Sonpal has treated me for ten years and despite being a difficulty case he listens and treats me with dignity and respect even when I don't deserve it. Best doctor I have ever had

Able to get in twice recently at short notice to see a duty doctor

Because the wait for appointments

Lady at reception was very polite and helpful. Very pleasant

I can't get an appointment with any doctor (except for an emergency) until end of August. Not good enough. What are you going to do about this. Please let us know.

Doctors and staff are professional and pleasant but long wait times for appointment to see same doctor to achieve continuity is frustrating. If I feel that if I recommend friends and family I would be compounding the problem.

I was told that to get an appointment with a Dr and Dr Tomson is a six week waiting list and another doctor is 22 August which is totally unacceptable. What is happening to our service.

Always find everybody in the practice extremely good.

I have been unable to see my GP (or any GP) I called on 30 June to be told the next available appointment was 11 August. Subsequently early calls were not successful either. This is not acceptable in any stretch of the imagination. Does this adhere to

NICE guidelines? This is detrimental to my health and I'm sure to others. I want to add that the receptionists dealt with my frustration and upset with empathy and good grace. However this situation remains unacceptable.

The receptionists are always helpful and friendly. The phone calls are always answered in the same helpful way. I have been seen the same day when urgent. All the many doctors I have seen over the years have also been helpful in referring and given good advice.

Why are you open with no docs

Great GPs but no appointments

I was given an appointment for the same day despite the doctors being extremely busy. Always a good service. Thank you.

Great, amazing

Because the service I receive at Blackthorn is the best

A good service

It's a lovely, clean, smart, modern surgery and the staff are lovely. I love the music.

A well organised practice, helpful reception staff, phlebotomy service great, patient access app and web consultation service really helpful; GPS and nursing team caring and proactive

Very helpful reception and in stressful situations have kept calm and doctor has phoned back promptly.

My request was dealt with and prescription issued

To have fun

Fun

Great service

Pleasant friendly practice.

Ft

Because I can and I'm a savage

VZ. Hi.)? Mmjgufbm

No one cared or even asked questions about the problem

Great service so far

Polite and prompt service Privacy respected

Good place

J

The nurses receptionist and doctors are very friendly and kind

It's a very nice surgery