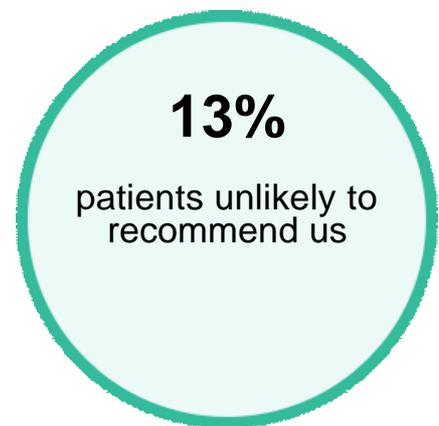
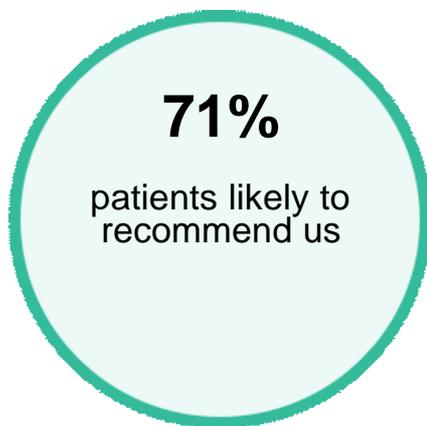


Dr Goodison and Partners

Patient Feedback

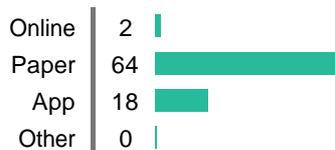
June 2017

84 patients left us feedback.

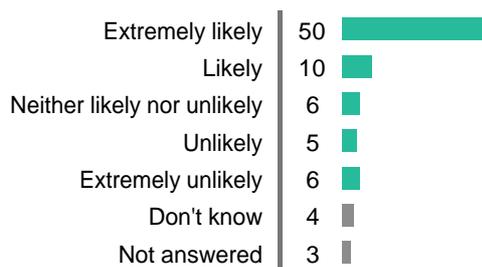


(16% didn't answer or gave a neutral response)

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?

I didn't have any treatment ! Routine health check

Everything about Blackthorn is first class. We are always welcomed at the surgery, the team of doctors, nurses, auxiliary staff, in fact everyone are all very nice people, very professional, polite and courteous

Happy friendly efficient service

I gave 2 as my rating because, although I was treated with the utmost courtesy and kindness, I find the appointment quite difficult to deal with. At my previous doctors surgery, that I was registered with for 17 years before moving house, I always got an appointment on the same day as phoning. I don't know how they managed their system in such a way, and I know from listening to radio debates that that is unusual, but we appreciated the reassurance of that service and do struggle with understanding the waiting times at Blackthorn.

You need to sort out your appointments so people don't have to wait 6 weeks to see their GP. Your reception staff need some serious lessons in manners and general privacy and respect. You need to take mental health way more seriously, no wonder the suicide rate is so high.

Quick appointment booking. Time keeping very good not much of a wait to see the doctor on my appointment date. Professional and friendly service.

Although difficult to get an appointment, when you do get one you are treated very well.

Friendly competent staff. Quick service

I have been a patient of this practice for over 60 years and have always received the best of attention. However the problem I have is that I can now wait 2-3 weeks to get an appointment with my named GP. Touting for more patients without expanding existing staffing levels will only increase this problem

Time taken to get a "routine" appointment with a doctor - 5 to 6 weeks is unacceptable and may put people and risk and cost the NHS more money in the long run. Whilst it is possible to see a doctor in an "emergency" I suspect the "ordinary public" (possibly young people with young children) are unable to put their "case" to the receptionists clearly and may be put off when there is a genuine need. "Accident" waiting to happen

Dr Shah was extremely helpful to my wife self during the last days of her life and myself recently. The nurses have also used needles with no sharp ends !

All receptionists are helpful apart from one. Maybe she not a people person. Always a very warm welcome from the doctors. Always friendly on the telephone and nice doctors practice. Doctors very good also. I would recommend this practice as long as it doesn't get too busy

The reception staff are always so friendly and helpful and the doctors are always very thorough

Doctors are very good. Six weeks waiting time to see doctor is very poor

Extremely helpful and friendly practice

I have just been to see Caroline who gave me excellent advice and really helped me. As with all the doctors I have always had excellent service

I have had an excellent rapport with Dr Adam. I hope he has a long and successful career, He has made me at ease with my latest health condition. I wished him luck with his career

Prompt service. Friendly. Met my needs and my family local

Everyone at the surgery is very helpful - doctors are great

Quite impressed with the NHS in general. My surgery is on the whole excellent but it is a tad worrying when you phone for an appointment only to be told "3 weeks" or phone early every day for a cancellation. That is my only criticism. Overall everything is good

The waiting time to get an appointment is awful. You phone only to be told next available appointment is six weeks or you can ring in the morning

Caring and responsive

Because Hamble doctors in good because they help people that need care

Because I was recommended to you and found you helpful and understanding as well as competent and polite. I apologise for my inconsistent behaviour. My bowel habit is also inconsistent. I hope we can remain friendly

None of my family live locally and my friends are already registered. It would only apply to new residents

Too long a time waiting to get an appointment with doctor. Service very good when you finally get to see the GP

I have been very impressed with service for the last 15 years

Because of the difficulties of booking an appointment to see a GP in person for a routine appointment

Blackthorn Health Centre can always help and have always helped me

Rapid response to an online request for advice. Excellent ongoing treatment
Very thorough, friendly and explained everything. In all the years we have been coming to this practice we have been more than satisfied

Due to high volume of patients already at the practice and the long periods of time waiting for appointments. Also some receptionists not being too helpful

I have been with this surgery for approximately 26 years and had always been treated with the utmost care and respect
We have always had extremely good care and attention from all members of the team. Many thanks.

The service from Dr Sonpal and Nurse Ranking was excellent
I have been receiving treatment for three months and Nurse Martina has been wonderful. My leg has now healed. Thank you for my excellent treatment.

Because this doctor's is the best. Hamble is the best
Having seen a GP in mid May I attended my ultrasound investigation today (22.06.17) I need a follow up discussion with the GP to progress talk treatment - there is no bookable appointment until August. I am travelling a lot and only back in the practice area for short periods. How am I supposed to make progress ?

Firstly I told my mum to transfer to this surgery previously. Secondly, there are several different doctors at the surgery which helps to find one to you feel comfortable with, not easy to some times. Thirdly, I had much support from the doctors I've seen here and with little complaint for waiting times

Due to having to wait around 7 weeks for a doctors appointment for my daughter
Excellent service from Nurse Sutherland

Havent been registered long enough to comment. Friendly receptionist.
Nice people on reception. Dr Sonpal was helpful and understanding

I changes from Lowford Practice and the change was for the better. Doctors and receptionists all excellent
Don't often visit but when I do service is friendly, practice is clean and tidy. Like the evening appointments - good for workers.

Very hard to book appointments, especially for a particular doctor
Quick diagnosis and treatment

One month to wait for appointment !

Great service today, doctor was great and receptionist really useful
Always well treated and sympathetically listened too

Always helpful

This has always been a very nice surgery to come too. The doctors and nurses are all very helpful and the receptionists are always patient and cheerful plus it is very prompt with appointments

Relatives do not live in the area covered

Friendly service, polite and efficient

As a patient who has had complex health issues over the past few years I have had excellent support from all departments of the surgery.

Brilliant service from doctors and HCA, especially. I have regular blood tests. Staff are considerate and understanding.
Too long to wait for an appointment

I have always received good timely care here

Because the doctor s give the best advice needed and the write medication
Caring people always trying their best

Always been great dealing with my ailments!

I have always found everyone from receptionists to nurses & nurse practitioners to those doctors I have been to see, on the whole very helpful indeed, concerned & efficient.

Always helpful

Good quality of service

Very pleased with my Doctor and all of the nurses that I have seen over the past few weeks.

Long wait

I have to wait to lang

GP fabulous

Excellent service as always from the nurse

