

Friends and Family Test Comments ~ Bridport Medical Centre

22 April 2015 – 25 September 2015

These comments may be published for public view

Answer Date	How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?	Please tell us why you feel that way about our practice
22/04/2015 10:33:18	Extremely likely	<p>I recently attended the Patient Participation Group and was made to feel very welcome. It was an opportunity to meet our new GP and also to listen to plans on how we could contribute with help and ideas within the Practice. I will be trying to encourage some of the younger patients to join and feel that having a balance is most important.</p> <p>Thank you for the time you gave in setting up the meeting. As a patient of 30 years I am very pleased and remain very satisfied with the service I and my family are offered. Jean Glover</p>
27/04/2015 12:24:58	Likely	It's a very helpful service when your in need
28/04/2015 19:39:13	Extremely unlikely	its absolutely deadout, where were the tunes? #LoveTheBass
02/06/2015 15:31:21	Neither likely nor unlikely	its boring nothing tondo for 12 year olds

02/07/2015 17:50:27	Extremely unlikely	ludicrously difficult to get an appointment, also the demand to know what you want to see the doctor for by the staff is shocking.
06/08/2015 17:59:51	Likely	helped put me on anti deppresants
12/08/2015 08:32:09	Extremely likely	always helpful and friendly
18/08/2015 14:10:19	Extremely likely	Nicky is knowledgeable, helpful, friendly and has provided me with excellent treatment. thanks to her. with regards to the practice I question the need to be checked and have to explain to a receptionist. about a condition when a quick in/out visit with the nurse is the answer if the doctors are so busy. the patient either needs a doctor in his or her opinion and that is a need of some sort and checking whether is is essential by a receptionist nor delaying by 48/76 hours because of waiting queues doesn't always help the genuine patient who may be too shy or not knowledgeable enough of medical conditions.
18/08/2015 18:35:40	Extremely likely	good service
21/08/2015 10:43:27	Extremely likely	Good consultation as my concerns were listened to and addressed.
24/08/2015 17:23:23	Unlikely	v bfty ng. ebbbed cv □□
25/08/2015 13:59:27	Unlikely	The receptionists are unfriendly, as though they are doing you a favour by making an appointment etc. Have they forgotten that tax payers are paying nhs wages?
03/09/2015 13:45:11	Likely	Very friendly practice , but difficult to make routine appointments.
03/09/2015 13:48:20	Extremely likely	Good practice nice people.
03/09/2015 13:49:00	Extremely likely	Good

03/09/2015 13:49:25	Extremely likely	Can always speak to someone ,staff always kind & cheerful.
03/09/2015 13:51:33	Extremely likely	Quick & friendly.
03/09/2015 13:51:57	Extremely likely	I have always had excellent help from here .Thank you .
03/09/2015 13:53:24	Extremely likely	Every one is very helpful.
03/09/2015 13:53:45	Extremely likely	Excellent service in my dealings so far .
03/09/2015 13:54:27	Extremely likely	Staff friendly & helpful.
03/09/2015 13:54:50	Extremely likely	Although appointments can be difficult ,the treatment is excellent.
03/09/2015 13:55:36	Extremely likely	Allways helpful & friendly
03/09/2015 14:00:57	Extremely likely	Sorry we have to wait so long to see our GP.
03/09/2015 14:02:11	Extremely likely	Very friendly and very efficient.
03/09/2015 14:04:03	Extremely likely	Very good.
03/09/2015 14:04:17	Extremely likely	Excellent service.
03/09/2015 14:04:37	Extremely likely	Very good ,just hard to get Dr's appointment.
03/09/2015 14:05:15	Extremely likely	Always friendly staff from receptionist & Doctors.
03/09/2015 14:06:01	Extremely likely	Had really good service.
04/09/2015 12:11:35	Extremely likely	Very good.
04/09/2015 12:54:23	Extremely likely	Helpful & friendly
08-09-2015 11:38:13	Extremely likely	Very efficient reception.
08-09-2015 11:38:54	Extremely likely	The practice is efficiient & well run with cheery people .I have never had any problems in ordering a precription at short notice.
08-09-2015 11:44:45	Likely	Very helpful & quick referral .
08-09-2015 11:45:16	Extremely likely	Dr Skellern was alaways very good to us ,as Dr Finucane seems to be the same & the Nurse Practioners are angels.

08-09-2015 13:45:23	Don't know	nnnnnn
10-09-2015 14:11:44	Extremely likely	courteous staff prompt appointment and matters clearly explained and resolved
17-09-2015 12:04:39	Extremely likely	I am impressed by the friendly and helpful nature of the receptionist. My doctor has always been very efficant and not judgemental ,but more happy to asvise .Pharmacy on site.
17-09-2015 12:09:01	Likely	Parking needs to be inproved- Insufficient take time .Queues on arrival -either more staff or speedier-agon take time. Long wait for appointments GP & Nurse .
17-09-2015 12:23:04	Extremely likely	Calm freindly helpful place. Doctors are supportive.
17-09-2015 12:27:38	Extremely likely	Very professional ,polite ,effective easy atmosphere.
17-09-2015 12:35:39	Unlikely	Only been here once
17-09-2015 12:39:57	Extremely likely	Adaptable for making appointments .Good selection of reading material when doctors are running late .Warm in winter and 2015 summer.
17-09-2015 13:14:51	Extremely likely	I just moved here .It was easy to register,easy to use the online service.All the staff are knowledgeable and helpful.You wrote & reminded me that i'm due for a smear test without me needing to think about it.The appointment system is far better than my GP surgery in London .
17-09-2015 13:14:56	Extremely likely	I would difinitely recommend friends & family to the pracyice.
17-09-2015 13:15:48	Extremely likely	Staff are friendly and give you time so you don't feel like you are being rushed .However you are normally still finished within you appointment time making everybody happy and appears to be more of a relax atmosphere.
17-09-2015 13:18:20	Extremely likely	After 18 years ,nothing bur praise.
17-09-2015 13:18:59	Likely	Satisfactory service.

17-09-2015 13:19:22	Likely	Ok except for long waits for appointments.
17-09-2015 13:20:15	Extremely likely	Always very helpful & you can normally get an appointment quickly.
17-09-2015 13:21:28	Extremely likely	Because they are very helpful & understanding and they don't judge you on anything.
17-09-2015 13:22:43	Extremely likely	Always pleasant.
17-09-2015 13:23:03	Likely	My opinion is tempered by limited knowledge of the doctors and i have only seen a few and these i am happy with and would recommend to others.
18-09-2015 08:53:50	Extremely likely	Staff are very helpful and friendly. Doctors very good at sorting out problems, only downside is taken to get an appointment sometimes.
18-09-2015 08:58:48	Likely	Nearly always got good times for appointments .Good service.
18-09-2015 09:05:36	Extremely likely	Its efficient & friendly.
18-09-2015 09:06:08	Likely	Have been very good at seeing my children quickly & been very thorough with myself though my cancer treatment.
18-09-2015 09:07:40	Neither likely nor unlikely	The surgery facilities are good but it can be hard to make a appointment.
18-09-2015 09:10:04	Neither likely nor unlikely	The doctors are always helpful ,but it can be hard to get a appointment.
18-09-2015 09:18:43	Neither likely nor unlikely	Can't always get appointments to see Dr or nurse when feeling really unwell , sometimes having to wait up to two weeks .Really miss Dr Skellern & Dr Webb who would always speak to you on the phone .
18-09-2015 09:20:57	Neither likely nor unlikely	Can't always get appointments with Dr when feeling really bad , having to wait 2 weeks to see a Dr is unacceptable .especially when the illness has been going on for a while.

18-09-2015 09:29:12	Extremely likely	Although an appointment can now take 2 weeks , where as last year it was 2 days , in a real emergency you will get a same day appointment as this has happened to me twice recently.
18-09-2015 09:31:43	Likely	I am able to see a Doctor in a resonable time frame.
18-09-2015 09:32:38	Likely	I have always got some help when needed and this surgery is within walking distance .
18-09-2015 09:34:03	Likely	To be honest i only visit every 2 years or so , hard to tell . I always seem to see a nurse but that been ok . Other people tell me its hard to see your own doctor but i haven't tried so i don't know .
18-09-2015 09:36:52	Extremely likely	Usually possible to see Dr quickly if necessary .Pleasant surroundings.
18-09-2015 09:39:23	Likely	I hadn't visited the GP practice for some time until today . The organisation appears much more streamline and modern with a good simple use of technolgh . The touch screen log in could do with saying " Watch sreen for your appointment " or someting simlair . (It may already dose and i missed it)
18-09-2015 09:43:41	Extremely likely	Never had any problems although waitng time for appointments should be shorter .
18-09-2015 09:46:57	Extremely likely	I have never had reason to be unhappy with the srevice offered .
18-09-2015 09:47:57	Extremely likely	Good practice , efficent operation.
18-09-2015 09:49:54	Extremely likely	Helpful & caring.
18-09-2015 09:51:34	Extremely likely	Staff always very helpful and obliging.
18-09-2015 10:02:36	Likely	Very sattisfied.
18-09-2015 10:04:29	Extremely likely	Best practice i have ever experienced.
18-09-2015 10:05:03	Extremely likely	Its bright & claen , staff are helpful & friendly. Its not there fault there's too much work , too busy & not enough time .
18-09-2015 10:16:01	Extremely likely	Faultless friendly service !!

18-09-2015 10:16:44	Extremely likely	Efficient service with friendly staff.
18-09-2015 10:17:28	Extremely likely	Friendly receptionist , easy checking in service .
18-09-2015 10:18:13	Unlikely	Don't do anything about my strange illness . Appointments too short .
18-09-2015 11:24:20	Extremely likely	Great doctors & nurse practioner & nurses.
18-09-2015 11:24:29	Extremely likely	I have a first class Gp, Dr Neame & the receptionist are always helpful.
18-09-2015 11:25:17	Likely	Generally helpful & undeerstanding when booking appointments.
18-09-2015 11:37:21	Extremely likely	Efficent ,Professional ,Caring service .
18-09-2015 11:38:13	Extremely likely	New to practice.
18-09-2015 11:38:39	Extremely likely	I am a knew patient so no experience yet.
18-09-2015 11:41:04	Extremely likely	He is a gentleman you can talk to & very efficient .
18-09-2015 11:41:53	Likely	Very good service .Dr Pearse excellent.
18-09-2015 11:42:31	Extremely likely	Very happy with everything.
18-09-2015 11:45:42	Likely	Helpful service by everyone from reception staff, nurses to doctors. The online booking of appointments & repeat prescriptions works well .
18-09-2015 11:47:21	Extremely likely	Just a good practice.
18-09-2015 11:51:06	Extremely likely	Alawys very satisfied with treatment and attenstion received .
18-09-2015 11:52:06	Extremely likely	It appeared to be very organised & the environment felt calm & comfortable .
18-09-2015 11:54:03	Extremely likely	Fantastic !!!
18-09-2015 11:54:36	Extremely likely	I believe in the NHS despite the increasing pressure upon it.
18-09-2015 11:55:39	Extremely likely	Satisfied with the service.

18-09-2015 11:56:31	Likely	I feel in the last year our practice has become much more patient friendly , plus my daughter and i have had very good care & treatment from our doctors.
18-09-2015 11:58:29	Extremely likely	Good helpful staff , always ready to assist.
18-09-2015 12:01:06	Extremely likely	Its the only choice.
18-09-2015 12:02:40	Extremely likely	Because its local.
18-09-2015 12:03:05	Extremely likely	Very helpful staff, quite a few doctors so always able to see a doctor , very clean & spacious building.
18-09-2015 12:10:27	Extremely likely	I have always been received with friendly concern.
18-09-2015 12:11:14	Extremely likely	Always friendly & polite . A good community feel to the practice.
18-09-2015 12:14:33	Extremely likely	I have been treated very well by Dr Wilson i am very grateful .
18-09-2015 12:17:44	Extremely likely	Its the only local practice.Recently it has been extremely difficult to get appointment to see my GP .I had to resort to using the Minor Injuries Unit .
18-09-2015 12:20:58	Extremely likely	Both admin & medical care are impeccable .
18-09-2015 12:22:12	Extremely likely	I have always found the staff & nurses very helpful , if i needed an appointment in a emergency there has always been one available ,usually the same day .
18-09-2015 12:24:26	Extremely likely	I saw Dr Platt earlier this year & he immediately arranged for me to have an ultrasound at Dorchester Hospital .It happened very quickly i was given the all clear by Dr Lale soon afterwards . Very efficient and helpful.
18-09-2015 12:27:47	Extremely likely	Having moved here from elsewhere i am very pleased with the new experience . The staff are friendly , didn't act like gate keepers . The doctors are kind, helpful, respectful & treat the person .The appointment system works well .Referral system is good . 10/10 Thank you .

18-09-2015 12:49:35	Likely	Have to wait too long for appointments lately.
22-09-2015 09:26:07	Likely	Most of the time -friendly, helpful, efficient !! .Only ever had one major issue with practice which was very quickly sorted !
22-09-2015 09:28:24	Extremely likely	
22-09-2015 09:28:37	Extremely likely	Staff are always friendly & helpful.
22-09-2015 09:29:17	Extremely likely	Excellent friendly staff.
22-09-2015 09:29:44	Extremely likely	Always happy & helpful receptionist.
22-09-2015 09:32:34	Likely	Staff and Doctors etc very friendly and approachable.
22-09-2015 09:33:42	Extremely likely	Excellent service provided by all members of staff , only downfall is not being able to see my own GP . Excellent service, clean and tidy surgery.
22-09-2015 09:35:17	Extremely likely	I have always received good care.Sometimes have to wait a while but to be expected on the amount of people , always fitted me in even on short notice.
22-09-2015 09:37:06	Extremely likely	Receptionist always helpful and approachable - not intimidating.
22-09-2015 09:38:03	Extremely likely	Doctors are extremely helpful & patient and thorough . Clinic well organized & efficient . Easy communications.
22-09-2015 09:41:32	Extremely likely	Always very helpful .The pharmacy unfortunately is a problem with lengthy waiting .
22-09-2015 09:46:01	Likely	Prompt service.
22-09-2015 09:46:24	Likely	Difficult to get appointment with own doctor.
22-09-2015 09:46:59	Extremely unlikely	Only want a yellow fever jab , has taken 5 phone calls and when i got appointment its always late.
22-09-2015 09:50:49	Extremely likely	Most people seem to be seen mostly on time.
22-09-2015 09:51:47	Extremely likely	Over 9 years i have had a consistent level of good care.
22-09-2015 09:53:21	Extremely likely	Good lovely to come here very nice people.
22-09-2015 09:54:00	Extremely likely	My experience.

22-09-2015 09:55:22	Extremely likely	Friendly service.
22-09-2015 09:56:03	Extremely likely	Caring & thoughtful staff. Good system .
22-09-2015 09:56:35	Likely	Thankfully my family are not regulars at the practice , but i have never had any problems when we did need to be seen .
22-09-2015 09:58:25	Extremely likely	I have alwayst had support and good care from doctors & nurses at the medical centre.
22-09-2015 09:59:14	Extremely likely	Extremely good , though obviously under pressure. Not keen on the recorded voice system ehen trying to book appointments . Nurses system works well & they are all great. Would be happier if one did not have to wait weeks for appiontments.
22-09-2015 10:03:02	Extremely likely	I am happy to be here . Thank you .
22-09-2015 10:27:32	Extremely unlikely	Because when my daughter in law who was visiting in the summer needed some tablets she had left at home , she was told she could not see a doctor , she was told to contact her own doctor who would fax a percription though. Her practice said it was this practice who should contact her doctor ! Result - no tablets , negative result not good .
24-09-2015 13:00:01	Extremely likely	Work as a well oiled team.
24-09-2015 13:01:14	Likely	Very Good
25-09-2015 08:57:16	Extremely likely	Helpful staff & doctors , sensible appointment times always available
25-09-2015 08:58:18	Extremely likely	Always willing and available when required - staff aways cheerful.

25-09-2015 09:00:30	Neither likely nor unlikely	Its so hard to get an appointment with your doctor . My Dr Napper is a fabulous Dr with a personable , friendly & kind approach & traets all of her patients as individuals. Another thing is that the paper work takes a long time to go though the system, i was discharged by a hospital & they sent my discharge letter to the surgery, but 3 weeks later, there was nothing on my record of bmy new diagnosis or hospitalization this was particular challanging when i needed some more medication
25-09-2015 09:11:35	Unlikely	Most ridiculous survey i've every seen !!! This isn't Amazon you are either a patient or you aren't , whats the point of recommendation , if it's urgent they either attend the hospital or here , one would hardly " recommend " a medical centre to someone needed an urgent appointment they don't have a choice . Also if you recommend a particular GP you won't get an appointment for at least 15 days .
25-09-2015 16:07:57	Extremely likely	Friendly atmosphere.
25-09-2015 16:08:22	Neither likely nor unlikely	We have not been patients at the Bridport Medical Centre long enough to make a judgement it is so big compared to our recent village surgery with its own pharmacy . Difficult comparison .
25-09-2015 16:13:15	Extremely likely	I ahve always been traeted in a friendly manner and waiting times are kept to a miniimum. I am very happy here . Thank you .
25-09-2015 16:16:13	Extremely likely	Alaways recieved excellent patient care.
25-09-2015 16:16:45	Extremely likely	
25-09-2015 16:16:53	Don't know	Not very good.
25-09-2015 16:17:12	Extremely likely	Dr Napper is a great doctor and i have every confidence in her . The appointment was very prompt within a week.
25-09-2015 16:18:27	Extremely likely	Friendly staff & good doctors , i am able to get appointment same day if needed.