

Dr Bassett & Partners

[APPENDIX C] // FEEDBACK DATA



3	Overall very good.
9	Good practice. My comment about opening hours relates to routine visits. Urgent stuff has always been available when needed - and opening hours are irrelevant for that!
10	nice surgery...all people are friendly....just the ongoing sag of getting an appointment is the problem.....I tried to book an appointment for 4 weeks time just last week....was told I couldn't see my G.P. for 5 weeks.
12	It would be a good use of my time if I could access my internet enabled phone whilst awaiting my appointment.
16	If there were an evening session (7pm onwards) it would be very convenient to me as I work as an (IT) consultant at Bupa in Staines and time off costs me money....
17	WE FIND THE WHOLE OF THE SERVICE , STAFF AND INDEED EVERYTHING AT THE SURGERY TO BE OF AN EXCELLENT QUALITY. THANK YOU. IT IS MUCH APPRECIATED. THERE IS ONE POINT WHICH MIGHT BE OUT OF YOUR CONTROL BUT WHILST WAITING IN THE SURGERY THE OTHER DAY WE OBSERVED THE GENTLEMAN WHO COLLECTED THE BLOOD, HE WAS IN AN EXTREMELY DIRTY HIGH VISIBILITY YELLOW OVER JACKET - IN FACT HE LOOKED AS THOUGH HE HAD BEEN ON A BUILDING SITE! THIS COMMENT IS IN NO WAY A REFLECTION ON THE SURGERY.
21	Being in full time employment it is fantastic that it is usually possible to see a doctor before 8am but sometimes a Saturday surgery would be beneficial.
22	i work in a practice and understand the difficulties faced in General Practice. I find Lee to be reliable and get excellent service and help. Just brought my Mother-in-law to live here and registered with Lee and reception was very helpful
27	A very friendly, efficient service. never have to wait too long, and everyone kind and helpful. no adverse comments atall. I have recently joined this practice, and the difference from my last one is amazing.
30	N/A
32	Everyone has been very helpful when I've needed to collect incontinence pads for my mother-in-law. But I've never needed to have an appointment myself in the 5 years since I registered.
35	Dr Bell is absolutely fantastic. Always makes time, very flexible, extremely caring and supportive. I can't recommend him enough.
36	The wait for appointments for further treatment is not very good, I have been waiting for 2 weeks and still do not have an appointment for follow up treatment.
41	The only slight criticism I have of the surgery's facilities is the quality of some of the phlebotomists. One or 2 can be quite offhand and poor at taking blood. I am aware however that this is probably outside the control of the practice.
43	We have always found the service provided by eeryone in the practice excellent,and thank you for all the help and advice given.
45	Generally an excellent service and very pleased with the support and care provided
58	statisfied with all aspects Thank you!
63	Interesting survey - thanks for opportunity. This is overall an excellent practise -much improved on my previous surgery and I am more than satisfied.
65	In my father's case the care has been brilliant, he died as he wished, well treated and comfortable, he had nothing but praise for everyone he met. We had moments of confusion and one very abrupt encounter with a senior nurse, but on the whole very good. However,

sometimes reception (phone) could be more inviting and compassionate, we would not ring if we did not need your services, it can feel that we are being fobbed off and from experience we are now prepared to fight our corner and challenge if needed. We are not stupid, but we did feel we were talked down to in several instances. My son (16) took his own life in xxxxxxxx and he has written in his diary about failed attempts to get past reception and talk to a Doctor (which he eventually did) and the frustration he felt. He even turned his experience into a short play. xxxxxxxxxxxxxxxx

66 SINCE DAY ONE I HAVE BEEN IMMENSELY IMPRESSED WITH THE CARE I HAVE BEEN GIVEN WITH MY PARTICULAR CANCER AND ASSOCIATED PROBLEMS

67 Great childrens area with lots of working toys

71 We moved here nearly three years ago and this surgery is far better and much more helpful than the one we left in London.

72 There can be difficulty in seeing a specific GP especially if they have been looking after your care. On the last occasion that I needed to see the doctor for a follow up, I had to wait four weeks for an appointment (I am not exaggerating!) Yet, on the very odd occasion that my children have been ill and have needed to see a doctor immediately, this has been arranged and we have been treated with the utmost kindness from the receptionist on the telephone to the doctor. The two doctors I have met were brilliant with the children. Sadly though, you can feel in the atmosphere the pressure that the doctors seem to be under with resources - whilst clinically it would seem that a course of treatment is required and the doctors would like to follow it, lack of resources or guidelines imposed preclude them from doing so. It must be very disheartening for them, although at least, they are honest about the situation.

73 In the 5 years that my husband and I (and now my daughter) have been registered with the GP Practice we have received excellent care. In that time the doctors have helped my husband give up smoking (having been a smoker for 20plus years) and taken me through my first pregnancy and the first 20 months of my daughter's life. My daughter and I see Dr Clarke, who is fantastic, doesn't matter whether you see her first thing in the morning or last thing in the evening, she is always the same, extremely welcoming and helpful. The one thing that I can't praise the surgery for enough is on the occasions where I have phoned the surgery and asked if it's possible for my daughter (currently 20months old) to see a doctor the same day it has been possible - everytime!

74 The receptionists are exceptionally helpful; ditto the nurses. It may be helpful to some patients if queries about follow-up appointments could be displayed - e.g. after a routine blood test, you should make an appointment to see your GP after 14 working days. Making GP appointments over 3 months in advance is not possible, but I would think rarely a problem.

76 Too long waiting times to see the only female doctor in the surgery - as she is my children's and my registered doctor also it is very hard to be seen by her specifically especially as she has followed certain health cases through from the start. Occasionally certain receptionists can appear rude over the phone and although I understand they need to know whether you definitely need an emergency appointment it is not always the case you want to tell them why, firstly due to doctor/patient confidentiality and secondly it can be for personal reasons. Overall a very highly recommended surgery with great doctor care.

77 I am very happy with both the practice and Dr Farrington in particular. He is probably the best GP I have ever had. I have two chronic health conditions. He always leaves me feeling that he has all the time in the world to speak and listen to me. He is respectful and friendly. I have total

confidence in him. I can't praise his manner and input enough.

79 I am fully satisfied with the service provided.

85 I could not wish for a better G P Practice.

Dr. Clarke seems to be more difficult to see than other Doctors in the GP Practice. Otherwise I have found the process to be good, fairly prompt and friendly. The current reception staff are far friendlier than has been the case in the past. The quality of the service from the Nurses

86 varies a lot.

Exceptionally happy with Dr Clarke, unfortunately she is not always available. Dr Clarke is a credit to the practice. I am also very happy with the phlebotomy service and invariably have been seen within 5 minutes of appointment. Thank you for excellent service.

87

98 Very good service, thank you.

99 Nice and pleasant experience going to see the doctors, nuses and health visitors

with my GP being female and part time it is extremely difficult to get a non urgent appointment . On the last occasion I requested one I had to wait over three weeks. My second choice doctor was also not available for over three weeks. Perhaps follow up appointments should not be booked more than 5 days in advance and then the system wouldn't be constantly clogged up?

100 The dealings with the doctors and nurses are excellent. The main shortcoming is getting an appointment, especially if you need an emergency appointment.

101 Seldom go to the Doctor but have not been very impressed on most of the occasions I have. Would like to move to a different practice but feel I would probably be penalised.

102

103 No immediate complaints, generally very good.

106 I have always been very satisfied, and comfortable with my treatment. Thankyou.

I did have a `female` problem which I wanted to discuss with a lady doctor at my practice, and found that the only appointment I could have was in a months time which I found unacceptable. Either she is the best doctor in town, or the practice needs to employ more than one lady doctor!

107

110 I consider myself lucky to be served by this practice.

Well run, friendly and efficient practice. I do not mind if I see my GP or another doctor in the practice - the same applies with my family. Keep up the good work!

113 The only observation I can make is the amount of time before you can get an appointment with Dr Clarke. My own experience is that I have to book an appointment more than one month ahead, when I really need an appointment within a week. I know I could see another doctor, but I prefer seeing only one doctor throughout, and I prefer that doctor to be female.

114 I have every faith in my doctor, he always has time to listen to you even though it may mean going over time. Everyone is very helpful, which is essential if you are worried about something.

115 The surgery itself is comfortable and clean.

When telephoning to request blood results, I was told I would have to phone back the next day to await a Doctors comments on the results. At other surgeries Doctors routinely add a comment for the patient when they view their results via the computer link from the laboratory. Would this not save receptionists and patients time and phone calls?

117 Sometimes I forget to ring the chemist of my choice on the prescription slip and I have to go to the surgery to pick up the prescription, which is awkward should I go to the chemist/pharmacy on a Saturday and find out its not there waiting for me. Maybe have an option for a permanent choice (held on computer) when printing new prescriptions - rather than choosing an option

118

each and every time. Apart from that - Everything is pretty hunky dory. Thanks for asking for my input

119 I have only been living in Lee-on-the-Solent for less than 2 years and have been very happy with the practice. One doctor said "What do you expect at your age ?" and last year said "You are 86 you know". He was quite right as in my mind I feel much younger but I have not seen him since.

123 With the time restraints placed upon doctors (which I find ridiculous) I think they all do a very good job.

126 We are very impressed with the GP practice in Lee-on-the-Solent having not long moved from Windsor (where our GP practice was also very good). We have only had one negative experience at the practice in Lee-on-Solent when a nurse, who was dealing with a blood sample, refused to deal with a urine sample too so the latter had to be handed in again on a subsequent visit.

127 I am very satisfied with the service, although it can sometimes be quite difficult to get an appointment. The only problem I have had was with a phlebotomist who was uninformed and refused to take my blood as I had had a cup of green tea, no milk or sugar, this is completely acceptable but the phlebotomist would not believe me necessitating me returning another morning, whilst this is a minor irritation to me, it is not so for someone who is diabetic or elderly and I feel they should not be making clearly wrong decisions without checking with someone more qualified.

128 I live close by so it is very convenient .

130 I am very impressed with Dr Bassett & Partners. I have only been a patient of the surgery for 6 months but am very pleased with the follow-up and the availability of my doctor. Dr. Clarke seems genuinely caring and focused on providing quality care. I particularly like that the surgery does their own collection of blood/urin samples with appointments.

131 The biggest problem is parking. Often the carpark is full and on road parking is difficult. This results to parking in the main shopping area and rushing to keep the appointment time.

132 The receptionists are invariably polite, helpful and friendly. The nurses are friendly and efficient. Always on time. My GP is approachable, explains things in a way I understand and provides treatment that works. Very professional. This is an excellent practice.

134 This practice is by far the most efficient and well organised we have ever experienced, but there is no reduction in care or time despite the well-oiled procedures that you have instituted. We are very happy with the practice - all it needs now is a free multi-story car park!!

135 Fantastic doctors and nurses. Great receptionists all very helpfull and friendly. Dr Bell has gone out of his way to understand my issues and has given me lots of time and support over the last year. Surgery always nice and clean and waiting area never full. Opening times great

136 My experience in the past has been excellent with this practice. I have been registered for 22 years. I have always found receptionists and doctors to be patient and helpful. My results have been skewed by a very unpleasant experience last Friday. I was caught in traffic on the way home from work and could see I was going to be late for my appointment, which was to request antidepressant medication. I texted my husband and asked him to call the surgery to explain and ask whether it was worth coming in or whether I should reappoint. He texted back to say the woman he had spoken to was very unhelpful, and unsympathetic but had agreed to note that I would be late. When I arrived (20 minutes late) I went to the reception desk where the receptionist was dealing with another patient. She looked up and said "xxxxx?" - I said

	"Yes" - she looked at me as if waiting for me to say something - she then apologised to the woman she was dealing with who said - no, you do what's important - she said "You're the important one but I just need to deal with this" - she then turned back to me and said "You're obviously very late - I will note this on the system and it's up to the doctor whether he sees you". I was close to tears. I wanted to ask whether I would be told if he wasn't going to see me but she then said "so take a seat". When I saw Dr Bassett he said I needn't have rushed as he was running late anyway. I told him about the receptionist and he agreed to speak to her, which I hope he did. I sincerely hope this was a one off - at the time, I wondered if I was being oversensitive, but my husband said she was very rude on the phone too.
138	The only problem I have is waiting sometimes over one month to have an appointment with my registered G.P unless I make an emergency appointment. Although my appointment is not usually an emergency I would like to see my G.P. within a week for example.
142	It should be easier to make appointments close to the time they are required.
143	Moved to Lee October 2011 and have found the surgery excellent, the surgery I previously attended wasn't anywhere near as good.
144	Feel very fortunate to be served by this practice
145	Some of the Doctors are only part time and therefore if you are on their books it is more difficult to see the Doctor of your choice.
146	I have only lived in this area for 4 years and my standard of care from your practice has been excellent. The practice has very caring and understanding Doctors, I don't feel as if I have ever been rushed in discussing my problems with any of the Doctors I have had to see.
148	Generally happy with service of the partnership but if patient prefers to see a female doctor they may have to wait a long time unless it is an emergency.
150	I feel a wait of 5 weeks for a routine appointment is unacceptable.
151	I have been a patient at 2 surgeries since i moved to hampshire 9 years ago and between the 2 DR Bassett & Partners is one off the best in the area as the take there time to understand your condition and not rush you and dont make you feel just like a number.the practice has time for its patients from the receptionist to nurse to doctor and the practice is very friendly.
152	We moved from the practice next door to your practice after is was recommended by our neighbours, I have found the move well worthwhile. The surgery seems to be professional and efficient. The Receptionists smile (very important) and are very helpful. Dr Farrington is always welcoming and very pleasant, one feels one could discuss anything with him which is important. I have not seen any other partners at the surgery.
153	My husband and I have been with this practice since 1989 and have been very satisfied with all aspects of the health center care, the GPs the practice nurses and the receptionists. When we have required urgent treatment there has never been any delay
158	The practice provides a very good service in most respects other than the ability to get an appointment to see one's own doctor within what I consider to be a reasonable time frame. On the last occasion that I tried to make an appointment to see Dr Bell there were no appointments available within 2 weeks.
161	I find my GP to be very understanding of my particular needs. I always see him and find him to be very helpful and understanding. The only thing that I might feel could be changed although I do understand why it takes place like it does is the giving of blood for tests, the nurses are excellent at what they do but I have a fear of giving blood and sometimes feel that the nurses

	have so many people to get through that they don't have time to calm me first. I am very happy with the practice I use and find all the staff very helpful despite always being very busy.
162	None
165	I am very happy with everything about my GP practice.
167	I was sorry to see Dr Ashby go but having met Dr Clarke twice I feel confident about the future. I have only been using this practice for 3 years having moved from the Stockbridge Surgery which I considered to provide exemplary service in all aspects from reception to clinicians. From talking to patients of other practices around the country I believe the standard here is good compared to most so my responses should be viewed in this context. Eye contact and a welcoming smile would go a long way to help! Thank you for asking my opinion.
169	
171	Well done - keep up the good work. Regards, Richard
	I do find the phlebotomists tend to speak to each other rather than the patients but it doesn't particularly concern me. As previously mentioned the location of the receptionist counter is
174	hardly ideal in terms of privacy or congestion
	Weekend opening would be appreciated. An explanation of the expected length of the appointment would be helpful so that I understand when I should book a double one.
176	Otherwise I find it a good practice.
	My wife and myself have nothing but praise for the service we get from our surgery. All staff doctors and nurses are first rate. Listening to our friends from their experiences in a practise
177	not too far away we are very lucky to live in Lee on the Solent.
183	Our GP is part time , it would be helpful if they were full time
	Dr xxxxxx was very unhelpful and lacked sympathy to an ongoing ear problem of my husbands, he was adamant that it would clear on its own. Over a year later the problem is not solved and my husband has had 3 operations. Dr xxxxxx on the other hand did hearing tests and referred my husband to a specialist, as he could see all was not well. Dr xxxxxxxx was understanding and sympathetic whilst Dr xxxxxxxx made my husband feel that he was a time waster, even though
188	he hardly ever goes to the surgery.
	I find all the staff very friendly and try hard to fit me in with an appointment whether it be with my GP or a nurse. The service is generally punctual and even with time constraints they always have time to talk and listen to you, never making you feel rushed in any way. My GP is DR. Farrington and I find him a very friendly and helpful individual and always makes time to talk things through with you. This surgery is probably the best practices I have been registered with
190	over the years and the team are all professional and courteous Thank you xxxxxx
	I have not needed to see the doctor or nurse this year apart from a flu jab , but previously I have sometimes needed a quick appointment and on these occasions everyone has been very helpful and I have received the attention I needed quickly . I have friends in the Portsmouth
194	area who have waited 2/3 weeks to be seen so I feel very lucky to be part of this practice .
	I am delighted with the service I have received from all the Doctors ,Nurses and staff . I am so
197	pleased I changed to your Practice. Keep up the good work! Many thanks.WD.
	Receptionists are surly and abrupt. Appointment times are convenient if you don't work.
206	Appointment almost always run late. Never did get a response to the on line booking service.
	My GP Practice is excellent, apart from the fact that my family and I have to wait so long for appointments with our particular GP - frequently up to 4/5 weeks. With elderly patients, this is
207	worrying. All the staff are very professional and helpful.

On the few occasions of my visits the practice appears very effective and well run, from reception to doctor. I particularly like the ability to order prescriptions and, where necessary book appointments online and, on the one occasion, to be able to see a Dr after my normal working hours.

Have been using the surgery since 1987, it has always been very good and remains so. Keep up the good work.

An efficient and caring practice, from the receptionists, secretary, nurses and doctors. After 16 years with Dr Bell and his team, I have every faith in the help and support my husband and I have received - through some traumatic and also sad periods, I have always felt that I am treated as a person and not just another patient. Gold star and ticks all round!

Very happy with the care received at this practice over the many years I have been a patient. The best practice I have ever had.

please put some more motoring magazines in waiting room, to many girl magz.

On the whole an efficient and well run practice.

I have been very satisfied with my relationship with my doctor since returning to Lee in December 2000.

It is not easy to get an appointment with a female doctor.

Having joined the practice 15 months ago we have found the doctors, nurses and administration staff to be extremely efficient, helpful and very pleasant. It makes the experience of attending the surgery a pleasant one.

Very helpful and friendly, never feel rushed when visiting the Doctor. Information on details always available.

Both my wife and I have nothing but praise for all surgery staff. Just one 'little niggle' = I have a regular monthly prescription. The nurse and Dr Farrington agreed to change my inhaler. I get a 'one off' prescription for the new inhaler OK. But when I go to the Chemist the following month I find my monthly prescription has not been amended so I cannot get the new item. After a fruitless journey to the Chemist I have to go to the surgery and then usually have to go back to the surgery the next day (To allow for Doctors signature on the prescription) then go back to the Chemist again to get the new medicine. Kind Regards, xxxxxxxx

I have nothing but praise for the doctors at the surgery and up until recently, I had the same opinion of the nurses. However, the nurse I recently saw was quite unfriendly and made me feel I was wasting her time.

A friendly and helpful service

As I have many on-going conditions, I'm glad that I can see the same doctor each time(Dr Bell). A recent condition occurred requiring a quick resolution/answer (lumps in breast) and I was very grateful to have an appointment the same day with Dr Clarke. I had to wait for over a week for an appointment at QA, which wasn't so good. Last year I was referred by Dr Bell to the foot clinic housed in the Manor Way practice. I found them very inefficient and unhelpful. I reported that at the time to Dr Bell.

All my experiences involving the Medical Centre and all that it provides have been totally satisfactory in every way for which I am extremely grateful.

HOW NICE IT WOULD BE IN THESE MODERN TIMES TO SEE THE PRACTICE OPEN ON SATURDAYS AND AN EXTRA HOUR DURING THE WEEK TO ACCOMADATE WORKING PATTERNS

As a full time 9-5 worker, I really appreciate the early and later appointment slots that are

available. Also, the online repeat prescription service is really great and my prescriptions are delivered to the local Boots. Dr Bell is a really friendly doctor who takes the time to listen to you. Many thanks to the receptionists also who are friendly and helpful when you talk to them both in person and over the phone.

THE ONLY GRIPE I HAVE IS THE CAR PARK IS NOT BIG ENOUGH FOR BOTH PRACTICES AND IS ALWAYS A HEADACHE PARK, IF THE PEOPLE WHO ARE NOT USING THE SURGERY WERE STOPPED FROM PARKING, IM CERTAIN THIS WOULD HELP. ONE REASON FOR THIS PROBLEM IS NOW WE HAVE NO TRAFFIC WARDEN IN LEE THE SHOP KEEPERS PARK IN THE HIGH STREET ALL DAY TAKING UP MOST OF THE CAR SPACES FORCEING PEOPLE TO FIND ALTERNATIVE PLACES
263 TO PARK, HENCE THE CAR PARK BEING FULL

I have always received courteous, professional and friendly treatment at our practice from both the reception and medical staff. I have never encountered any problem in seeing Dr Bassett when necessary (unless of course he is on leave) and there has always been a Nurse available when needed. The advice, care and treatment that I have received could not, I
264 believe, have been better. Well done all concerned and thank you. Joseph Mundy

I am amazed when I hear stories of other practices that don't seem to have the same levels of service as we do. I consider myself lucky to have such an efficient practice with doctors who both listen and give time to their patients. I have seen three different doctors since I have been at the practice and I would rate every single one of them. It is a pleasure to deal with all the
267 staff, and I would like to thank them all.

269 Extremely well run and efficient.

It is difficult to book an appointment on line. My doctor's diary is usually full for the following 2 weeks and the system is not easy to operate. Every time I visit I use the hand wash in reception. I have noticed that the vast majority of other patients do not. How many bugs am I picking up from this technology! Couldn't the machine start by asking if the operator has
270 already cleansed their hands?

Staff at the practice are excellent. It is just unfortunate that it can take two to three weeks to
274 get an appointment to see your doctor! The only way to speed this up is to have an emergency!

Not always easy to get an appointment by phone at 0800 as phone busy. Good to have facility
275 for taking blood samples All staff very friendly

284 A very well run practice with good staff/clinicians and a good use of technology for patient use.

Dr. xxxxxx's approach is decidedly doctor-centric. In my most recent appointment I had to endure being spoken at rather than being willingly included in the discussion. I certainly made my voice heard and asked my questions; however I was only able to do so once Dr. xxxxxxxx had finished - with all due respect – babbling! Furthermore, I felt that what were fairly standard methods of handling my concern were ignored until I myself suggested them. Frankly I didn't feel that I was taken particularly seriously, and I walked away feeling uncertain. In future I will try to avoid Dr. xxxxxxxx if I can help it. I would also like to see some female GPs at
289 the practice at some point in the near future.

We have always found it efficient. The waiting area is pleasant with plenty of information
291 available. The signing in method can be troublesome at times!

I have only one comment - it is too long to get an appointment for my next visit to see my own
292 GP.

This is a general comment and not specific to this practice: When a patient is an occasional
296 visitor, one who visits just once or twice a year. It may be useful to flag this fact as an indicator

to alert the GP that their may be a significant change to the patients health.

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- 297 An important part of Lee community- a safe and reassuring practice. Thankyou to all.
I wouldn't want to be at any other Practice. My own doctor, Dr Farrington is lovely, best doctor
301 I have ever had.
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- While attending routine blood pressure checks, the healthcare support worker is unsble to
302 comment on any other health issues where as the practice nurse always would
I think it is a very well run practice and I have had confidence in the advice I have received
304 there over many years. xxxxxxxxxxxxxxxxxxxxxx
-
- Because of my Chronic Illness I sometimes need to be seen urgently & your staff on reception
are extremely helpful about sorting me an appointment, without question. Your staff are
totally focused on the needs of the patient-what more can you ask. In all honestly without their
305 support I don't know where I'd be. Tks & Rgds xxxxxxxxxxxxxxxx
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- I always try to see Dr Farington, even though he is not my registered doctor,because he aways
307 seems very understanding and explains things in a way that are understandable and nice.
-
- 311 Dr Bassett & Partners run an excellent practice and service I am very pleased with it.
Receptionists need to give new patients instructions of where to go in the building to get to the
correct room and instructions on what is expected. My first visit was to the phlebotomist all
the way at the back and around a corner. I had to find my own way there and then sat on a
chair waiting to be called in. After 10 wasted minutes and people walking past me I went in to
ask if they knew I was there to which I was told off for being late. I was not happy and then the
nurse was so busy chatting to her colleague and another patient that she rammed the needle
into my arm and wiggled it around to get blood out, leaving me with a very sore arm and a
bruise which extended 5cm x 3cm and took days to clear. I did consider complaining at the time
but I lead a very busy life, working and running my family and so let it go. Secondly, my teenage
daughter phoned the receptionist for the first time by herself to make an appointment with the
nurse to update her tetanus. She reported back to me quite upset at her treatment from the
receptionist who demanded to know who had told her she needed to have a tetanus and she
could not make an appointment without speaking to the nurse first. I was dissappointed that
after encouraging my daughter to do things for herself she was met with an unfriendly and
317 unhelpful attitude.
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- 318 Residents of Lee on the Solent are very fortunate to have an excellent G P practice. Thank you
319 All in all, extremely satisfactory. Particular emphasis on preventive medicine.
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- 320 Previous box.
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- 321 No complaints whatsoever
I have only been with the practice or a month and so far I have found it to be efficient, helpful
322 and I am very satisfied and confident in the medial practice at Lee on the Solent
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- 323 I find everyone I have come in contact with very helpful and polite
The opening hours are not convenient for people who work full time. There needs to be a
better service in this respect. Hairdressers, for example, generally offer a couple of late night
options and this is something that I would like to see the GP practice do. As per my earlier
324 comments Dr Michelle Clarke is superb and a real asset to your practise
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- 325 there are no practices as good as lee
-
- 331 Thank you for a lovely surgery

I tried to use the online appointment system recently, but was unable to login! When I entered my email address, I was informed that no record of me and my address existed! I haven't used it for a while, but it is annoying that when you want to use it, the service is unavailable! The receptionists said she would get the practice manager to send me an email, but I haven't received one yet! My name is xxxxxx, and my email address is: xxxxxxxxxxxxxx

329 this is a very good practice for our needs and it is rare that we are not able to see the doctor of
 335 our choice.

I did experience a problem contacting the surgery by phone on a particular day (Weds 22nd Feb). From the paperwork given to me when I joined the surgery it said the surgery was open but when I called in the afternoon I had nothing but a recorded message saying the surgery was closed. I had to wait until the following day to speak to someone to book the appointment

336 I needed to discuss test results from a hospital appointment.

Very good service especially for urgent appointments. If I can't see my own doctor, Dr

338 farrington is easy to talk to and very helpful.

The Doctors do not seem to be happy to refer to a hospital specialist, when not sure about condition. They seem to prefer to trial and error treatment rather than refer to a specialist.

341 This can cause a delay in achieving recovery.

Generally very satisfied except for the wait for routine appts with my GP which can be up to a fortnight or more sometimes which has led me to having to make an 'emergency' on the day

343 appt which I do not like doing.

Firstly although I like Dr xxxxxx and he has served my daughter and I well he does talk too much. I do not need to know all the medical names and I would like to be listened to and not spoken to quite so much, the consultation time could be halved if this happened. I find the system for receiving test results frustrating and time wasting for me and your staff. Every time I have phoned for a result, which is quite often for my daughter, the receptionist says the result is in but it needs to go back to the doctor, so that the doctor can tell her the result. Why? The results should be marked -normal or prescription prepared or appointment required or receptionist contact patient to inform them they require appt or med. Once I complained and asked why the results always have to go back to the doctor and the receptionist told me that when this happens there would be nothing found wrong with the result. However, my daughter did need a prescription as she has on previous occasions. The last time I phoned which was for a blood result for me I was told, and this was without me making any comment, the result had to go back to be double checked by the doctor. For some reason the receptionist decided on this occasion not to give the usual response and said that the results needed to be double checked! I'm sorry but if this is the case and the doctors need to check each others accuracy at interpreting results does not fill me with confidence! By the way the result was normal - that took two phone calls and whatever the process is at your end! I have thought that the results are only read when the patient's enquiry triggers the process. This is totally unacceptable as something seriously wrong could be missed if a patient doesn't follow up on

344 their results.

The staff at the surgery have always been very helpful and efficient to my family. We have no complaints at all and on hearing friends and families experiences of other practices feel very lucky to be registered here. Dr Bassett is a lovely man with an easy manner and he always takes

347 time to explain things.

348 Have been happy with it for a number of years

I like the fact that I can type in my details on the PC in reception to confirm my appointment
349 but dislike the fact that everyone in the waiting room can see my date of birth!

When last booking an on-line appointment I did not receive the confirmatory e-mail as
351 indicated in the booking process

I have difficulty getting appointments to see my allocated doctor using the internet. It seems
352 that she is never available.

i have been a patient since 1954. My husband and I have received excellent care from all the
Partners over the years. Now I am alone and in my late eighties, I find the receptionists always
courteous and helpful and I am confident in the treatment and care that I always receive from
353 the Doctors. xxxxxxx.

My GP practice is very good, I WOULD RECOMMEND IT TO ANYONE, BUT I WOULD ALSO SAY
TO PHONE IN THE MORNING FOR THE BEST RESPONSE - AFTERNOON STAFF ARE NOT SO
354 OBLIGING BUT THAT MAY BE JUST THE WAY THE APPOINTMENT SYSTEM WORKS.

The online method for booking is very cumbersome. Should be a lot better with the technology
355 available

In comparison to GP surgeries I have used in the past, in other parts of the country, the
practice here is very good. The building itself is nice and clean and welcoming. I think this is
important. The receptionists seem to want to help, unlike some I have encountered in the past.
There seems to be a good range of services offered, apart from appointments with GPs,
although I do not need to use them, e.g., for mothers of young children. The use of modern
technology is very welcome and has been introduced in a way that is not intimidating to the
patient. Sometimes there is a bit of problem with parking but usually I can get there on foot, so
for me personally, I can manage. However some less able patients may have problems. The
notice board with publicity about support groups etc., is also a very good thing. It is a great
benefit that the surgery is so near a pharmacy,so that one can get medication quite quickly
after it is prescribed. I would like to see an "MOT-type" service offered. It may be that it is
356 available but I'm not sure if it is and if there is a cost attached.

358 I am very satisfied with the care I receive from the practice

362 It would be useful if Dr Clarke worked more hours.

369 Having a phlebotomist on site is very helpful. Requesting repeat prescriptions (by e-mail) to be
dispensed at Boots has proved convenient and reliable.

370 All the staff are very pleasant and helpful