

recommend\_gp recommend\_gp\_comment

Very good ""They have a very high sense of customer service, always trying to help"

Very good

Very good Very caring staff

Very poor I did not need a questionnaire to request my repeat prescriptions. I should have been taken to the repeat prescription page.

Very good

Neither good nor poor

Good

Good

Very good ""All staff are friendly, and compared to previous GP surgery when necessary it is fairly easy to get an urgent GP appointment "

Good

Very good They have always been very responsive to my needs and reassuring

Good

Good Difficult to comment as online contact only and not the actual surgery face to face

Good

Very good

Poor Noone answering phones. Patches not adequate for booking single smear appointment

Very good easy to understand

Good Usually a quick response

Very good

Very good

Good

Neither good nor poor

Good

Good I have always found the surgery to be helpful and informative

Good It was a quick and smooth experience

Neither good no ""Have not yet visited BMC today as it is 7:37am, before opening hours."

Very poor Cannot find their response to my Patches request despite text msg advising response has been sent.

Very good

Very good Easy to navigate and request what I needed without having to wait on the phone

Very good Always willing to help me. The reception staff are knowledgeable and empowered to escalate issues or manage non-medical elements. It i

Neither good nor poor

Very good

Poor They could have given me the direct link to Patchs when I emailed them and the direct form to help me - instead I spent ages looking for t

Neither good no ""No contact with practice therefore, no comment"

Good

Very good Contacted me quickly and had a thorough investigation

Good

Good

Good

Neither good no the system is not easy enough to use

Good

Good

Very good Every easy to use

Very good Never a long wait to get through to the practice or for an appointment

Very good Kind people

Very good Dr Ramdanchani is excellent

Very good

Very good

Very good Very efficient service

Poor Patchs is a stupid system

""Don't know"

Good

Very good ""It's always a good experience with you all thank you"

Good I have always been able to get an appointment when needed

Good No problems and reasonably straight forward

""Don't know"

Very good

Good Was quick and easy to transfer my details over from my previous gp practice

Very good Responses to messages on patches is very quick.

Good ""Today I was able to manage well, getting in my information withing the 30 minutes, but if there is more detail to supply it is a struggle ar

Very good

Very good Always helpful and understanding

Very good Accommodating and happy to serve ! Though not enough time but at least so far all my request has been done

Very good

Very good ""Using and maintaining Patchs, which works"

makes a huge difference to the experience

he right form to fill in. I was not even informed why I had to fill a form or what it was for.

nd at times I have not been able to fit it all in - I am a touch typist - ex secretary - so I type fast, just would like to have put in more detail. "