

Site	Rating:Extremely Likely,Likely,Neither Likely Nor Unlikely,Unlikely,Extremely Unlikely,Don't Know
Oakdale Surgery	1
Birchwood Medical Centre	1
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Response
The usual efficient, friendly and professional care, Happy New Year to you all, and thank you.
Always had reliable and caring treatment
Visit went well no waiting and treated well
I have been poorly with flu since Saturday and felt worse last evening. Appt was available for 8.45 that mornin
Always very helpful. I phoned for an appointment today and got one straight away.
Excellent service
All staff in reception were really helpful & friendly. GP appointment ran to time & he was really friendly which
[3/3] ence, despite the pain I was in!
I was dealt with in a polite, speedy, fair and professional manor.
Dr Wallace, is a great Dr. I always feel like I've been listened too, never rushed and he genuinely cares. Always
The nurse who i see is lovely and always makes me feel at ease
Lisa was very efficient and friendly as always.
[2/2] 3 weeks for earliest appointment
Always helpful there when you need to see some urgently
[2/2] as actually seen 10:40. Positive-really kind Doctor
Excellent help with my problem. A very kind and respectful doctor, much appreciated
I was waiting an hour over my app
Efficient friendly appointment
I'm afraid my resinse is nothing but clear.
Seemed less busy than creekmoore.
Dr Wallace was helpful, clear and kind. The treatment seems already to be working.
I have had fantastic healthcare and support from oakdale surgery for 30 plus years.
Very good service
Good treatment
The surgery is fantastic, I've never had anything but amazing treatment!
Friendly Drs who are thorough.
V efficient
[2/2] ad to have an appointment for each symptom.i was very unhappy
Their work high standard

Sarah is the reason I gave that score she has a perfect bedside manner.
Great service as always
Staff are friendly and helpful and been treated well both times I have been
Same as before. All good.
Always excellent patient care and from receptionists
Dr Wallace lovely caring Dr
I've always received the most I could possibly wish for.
Doctor very helpful and knowledgeable
[2/2] AFF GOOD AND SUPPORTIVE .
The doctors are brilliant
Excellent service
I didn't have to wait long in the surgery this time but my last visit to then surgery I had to wait nearly an hour.
Yes
Excellent service as usual
Nurse very helpful
Good efficient friendly service
Always get an appointment that day, today a receptionist is going to make a call tomorrow to chase up results
Always very friendly, helpful and attentive.
Dr on time and very helpful. Reception staff also very helpful and cheerful
My appointment was at 09.40 for a blood test. My appointment was on time precisely. I left the centre at 09.4
Always really efficient and patient
Very quick just a blood test didn't even have to wait on time amazing! But Had to book a blood test before 1 n
[1/2] Because ive had serious health problems all year and been in and out of surgery and doctors have always
A friendly atmosphere & very good treatment.
Very efficient surgery. And doctor I saw did not rush me and listened to me can't fault it
Appointments are quick online. Always good advice for myself and family. I just think that you are one of the b
Always efficient, friendly and understanding. A really good surgery. The receptionists listen well and always bo
The nurse was caring.
Doctor was excellent, only downside is the time to get bloods done
Reasonably soon appointment, GP listened & investigated. Organised speedy tests & follow up appointment. f

Dr Goodworth always takes his time and listens and understands
Fast and efficient
Always able to get appointment when needed
Efficient x
Been coming to the surgery for 40 years, always good.
Everybody there are pleasant, helpful and willing to put you at your ease
On this occasion it was for physio but as on all other appointments I can only say the service and attention is 1
Excellent care from greeting at reception to GP. I feel valued and cared for
For being listened to and help required on that day
The Doctor I saw was very vague and I felt I was no further forward with this appointment..
FRIENDLY STAFF AND DOCTORS
Quick and easy. The nurse was very friendly
[2/2] I hear some nightmares from friends regarding there surgery. I moved to Bournemouth five years ago an
Always helpful staff & doctors and the pharmacy staff are helpful and knowledgeable. A++++++
Dealt with effectively on the phone and in surgery and no serious delays.
Helpful and friendly
The gp I saw was extremely helpful and very sympathetic, good advice given
Empathetic staff, understands fears and reassures patients
My appointment was on time, the doctor I hadn't met before dealt with my problem efficiently and sympath
Because I was pleased with the treatment I received from dr Wallace
The nurse I saw was so lovely and friendly. Thank you
[1/2] I've never had a problem with waiting long to see a doctor or waiting long to be called when I've had an
I have been with them since 1994 so i think that speaks for its self. Thank you to all who work thier :-)
Reception not very helpful..some of them.OK other reception staff not OK. Difficult with making app
The best surgery I've ever known, everyone so helpful and friendly and compassionate
As Maura was brilliant, explained everything in detail & checked constantly that all was ok.
The ladys on the desk are friendly, and so is the doctors.
Sorry....should have scored 1
Very friendly and efficient
The nurse was very helpful and understanding

The doctor was very helpful and carried out his duties to a very good standard
Friendly staff
Excellent treatment from the nurse I hardly felt my blood test ! ??
The nurse was very easy to talk to, and made me feel very comfortable in potentially embarrassing smear test
Well organised, very friendly staff, great team..
A very quick response to my problems, very good Term work
Both receptionist and doctor were friendly and helpful. I did have to wait for 15 minutes though before being :
[1/4] I have found the staff very professional and alway serve you with a smile. A smile goes a long way when i
Always very helpful staff both admin and health professionals.
Very helpful
Helpful friendly and professional
Because I always feel positive after an appointment
it is a very good practice the doctors and nurses and reception are really good and helpful
Fantastic helpful friendly team
Excellent service
Prompt friendly service
[1/2] Good service always and the hi light of the visit was seeing the gentleman receptionist entertaining a tod
Got seen the same day i made the appointment and treatment and further checks booked
Dr Andrea very kind.
Dr Wallis was very good with my medical treatment and had a pleasant manner
I feel listen to and always have help
All reception staff are amazing, Dr Daulton always very thorough and supportive empathetic and helpful .
Very professional and caring Andrea is a credit to your practice
For 28 years I have had excellent service
Physios friendly efficient and informative.
They always helpful

Was able to deal with my issue and went out of there way to sort this for me.
Lovely bright atmosphere with lovely doctors
Have always had a good service from the receptionists and medical team
[1/2] Dr Goodworth is an extremely professional, caring, understanding and supportive GP. The reception staff
Such respectful and genuine service not found elsewhere
The doctor gave clear instructions for further actions
[1/2] Efficiency of staff and Sarah the practitioner was great. Reception
Very friendly .
I have always found every one very kind and helpful.
As always very helpful and professional.
The nurse was very kind I'm overweight but she still made me feel good about myself top marks to her x
Doctor was caring and thorough
Excellent
It was a friendly atmosphere and a prompt service 10 out of 10
[1/2] My appointment was 9:50. I didn't get seen until 10:30. Letter from consultant hadn't been read yet whi
Always great with my children. Xxx
Very friendly
Excellent service. Have been a patient for 20+ years and cannot fault the service.
Always very helpful
[2/2] hitch, got an appmt quick enough....nothing to complain about ??
Because I was seen very quickly and the staff are very helpful and friendly
I live in Here Regis 14 miles away from the practise
Because of friendly staff and the care received .
[1/2] I have been with the practice a lot of years now they are always friendly nothing is to much trouble and t
Always attentive..listening..and prompt professional care
On time, friendly and efficient.
Always helpful and friendly
Friendly service

[1/2] I was seen on time, Dr Goodworth was thorough & reassuring. I didn't feel like I was wasting his time. Plu
Appointment was on time and my Doctor is always very good
Because the staff are polite and helpful. Nurses are very good and my dr is very good too.
They can get me in when I call them as soon as they can
Always brilliant service by reception and nurse
Because of the treatment I received from Dr. Goodworth.
Physio with Alison is very good. Easy to get to the surgery only problem I have usually is parking
Always have been good to me when I require medical attention
Lovely staff
Allways very professional, I saw the physio today.
[2/2] e appointment which had to be rescheduled at the end of February ! Totally unacceptable !
Phone today saw my special needs sister as she was very relaxed
They are a great surgery xx
Second time I've arrived 5 mins before my appointment , second time I've sat in the waiting room for over 40
[1/2] The practice has a well organised team spirit, each and every one of them is easy to interact with and the
Always found everyone very helpful & friendly
Very quick service when at surgery, pleasant doctor and staff.
Happy with service
Been with you for years good staff and the centre looking really nice with the refurbishment
No waiting and very nice staff
Very professional and friendly service. Felt at ease and everything explained well. Thank you
The medical centre has good gps who do their best to help and the centre is pleasant to be in
Excellent advice & treatment
Polite staff at reception and prompt time keeping to see dr
Very friendly
Doctor was happy to address 3 problems and put plan in place for follow up after blood test results

always had good treatment
Nurses and doctors are really helpful, friendly and emphatic. Communication is clear and explanatory. You are
Quick efficient service
The staff are always so helpful.
Lovely doctor and atmosphere.
Fast on the day appointment friendly staff running on time
[1/2] Always the same at Birchwood never any different and I've been comi
[1/3] Dr Wallis is very very good,helpful and puts your mind at rest. He was brilliant with my young daughter t
I have problems that have become harder,I try not to ewaste anyone's valuable time I feel everyone I deal Wi
Everyone helpful.
Always caring and professional.
The last two lady dr who have looked after me have been very kind and patient with me and I thank them for t
Ease of parking. Pleasant courteous receptionist. Knowledgeable and helpful GP
Surgery very friendly and helpful
Nurse Mo is great she is always very cheerful and you can talk to her about anything
Impressed with how thorough nurse practitioner was when I saw her this morning.
Polite and competent staff always looking to put the patients at ease.
Because can get appointment and always warm welcome
[1/2] Although running a few minutes late the nurse I saw was very personable, explained in detail what she w
Professional and friendly
Lady who has done my test was really nice and was very gentle.
Dr Ben Wallace is the best GP there is. Very understanding and assuring, even in difficult times.
Very helpful staff and nurse
A friendly & professional appointment
Because the surgery people are all courteous and helpful.
[1/2] I wasn't told the appointment was at creekmore and not Oakdale, so missed the appointment. I don't vis
Excellent advice from physiotherapist

[1/3] Dr Wallace is a very kind and gently spoken gentleman. He shakes your hand upon arriving and leaving. F
They were very helpful
Nurse was very professional and friendly.
Took the time to speak to my son directly & generally had a very nice manner.
No long wait and Dr Dalton didn't rush me through my appointment
Doctor consultation was excellent.
Always really good. Quick blood tests too which make it easier
Because they are all very helpful and kind thank you
Good happy staff prompt service thank you
Excellent service no waiting & very friendly doctor.
On time and good care
Friendly and efficient,
[1/2] This was an appointment that follows up on an appointment at Poole hospital urgent treatment centre. I
Vey helpful Nurse who cured my problem
I trust Dr Goodworth. He and the receptionist were polite efficient and friendly. Can't ask more than that.
Good service
Efficient friendly staff at reception.Large waiting room.Chemist in surgery.Knowledgeable understanding doctor
I have been with them for the last 40 years and always been good to me staff always welcome you what more
Appointment available at a convenient time, called in to see the nurse on time, very friendly nurse and whole
Able to get appointments, friendly staff
Been my doctor for 30 plus years and wouldn't change
Good doctors and efficiently run
My appointment was on time(no waiting). All the staff were friendly,polite and very helpful. Thank you.
[1/2] Maura, the practice nurse was excellent. I went in for a blood test but she asked lots of questions about i
Because i was caught in traffic. I called and the nurse said i could wait and i was seen soon after.
Seen fairly quickly full tests on every thing I had and referred to the right people
[2/2] ime and I left feeling completely reassured.
Professional, kind and caring staff members



















