

BRIDGE HOUSE Medical Practice Friends and Family Report

FEBRUARY 2016

In FEBRUARY we had 60 patients respond to our Friends and Family Survey

Summary of the Scores



80% of patients surveyed would recommend this practice to their family or friends



17% of patients surveyed would not recommend this practice to their family or friends



3% of patients do not know whether they could recommend this practice to their family or friends

Please find below some of the comments made for each category

Those patients who would recommend the practice made the following comments:

- Nice Reception Staff
- I have been very well looked after over many years
- Happy Surgery, Nice Doctors

Those patient who did not recommend the practice said:

- Very hard to get to see the right person for your problem also cancelling appointments

Those patients who were not sure what they would say said:

- Impossible to get an emergency appointment for contraception implant

JANUARY 31st 2016

CHANGES

There will be some changes of staff during Feb - April. Some old friends are leaving us for professional or family reasons.

We are saying goodbye to

Dr Ferrar and Dr Curtin in February

And in April we welcome

Dr Atia Rafiq

We do ask patients to bear with us during this period of change.

Once again we would like to thank all our patients for their feedback we value your comments. Which we feed back to the whole practice and we try to improve our service and learn from your comments both positive and negative.

FEBRUARY 29TH

You will notice attached to your repeat prescriptions and invitation to our patient education Day on the 10th March 2016 please do come along if you can there will be tea, coffee, cakes it will also be a chance to update all your personal data address, DOB, Telephone numbers. Also a chance to have your blood pressure taken.

We have two new members of staff who are apprentices hoping to learn all aspects of primary care clinical and non clinical their names are Dayna Hounslow and Ruwayda Hashi come along and meet them on the patient education day..