

BRIDGE HOUSE Medical Practice Friends and Family Report

JANUARY 2016

In JANUARY we had 64 patients respond to our Friends and Family Survey

Summary of the Scores



89% of patients surveyed would recommend this practice to their family or friends



5% of patients surveyed would not recommend this practice to their family or friends



6% 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:

- I feel that the GP's and receptionists do a good job at The Bridge house Practice.
- I have been very well looked after over many years
- Happy Surgery, Nice Doctors
- Nice Receptionists, Doctors and Nurses but poor appointments.

Those patient who did not recommend the practice said:

- No comments this month

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

- No comments this month

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.