

BRIDGE HOUSE Medical Practice Friends and Family Report

JUNE 2015

In June we had 134 patients respond to our Friends and Family Survey

Summary of the Scores



90% of patients surveyed would recommend this practice to their family or friends



2% of patients surveyed would not recommend this practice to their family or friends



8% 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:

- Lovely and helpful lady ast the desk, quick test.
- The service I receive is good need more appointments or more doctors staff are very helpful.
- The service is very good
- Very happy with my treatment receptionist are lovely.

- Friendly receptionists, understanding will try to give you the earliest appointment. They know you by name very welcoming doctors are pressured but very accommodating.
- Quick Response, professional staff.
- Very friendly and helpful staff
- I have always been welcomed and the staff has been helpful in booking appointments and answering enquiries also very convenient for me near to my home.
- Happy with treatment from doctors, receptionists are very helpful.
- I have been with the practice for over 5 years and know the staff and doctors I trust almost all of them.
- I have always had a good experience with this practice it gets very full I know but on the whole everyone is friendly.
- Very accommodating and very helpful when I needed a dressing there were no appointments but they went over and above to fit me in.
- Always ready to help and a quick service.
- I have always been lucky to see the GP the doctors have been very helpful.
- Very friendly and helpful staff compared to other places I have visited competent too.
- Very friendly, helpful and professional team.
- All the staff are friendly and helpful.
- All my concerns were looked into was examined well
- Doctors and staff are extremely friendly and helpful
- Good help in this place.
- Very friendly surgery reception courteous and accommodating
- Very helpful
- The staff and service I have received has been great. Very helpful people friendly too.
- The best
- Nice People
- Drs are brilliant
- We are very happy with the service
- It's a friendly, happy surgery with polite staff always a smile.

- Good attitude and response also kind, so overall good as well as good treatment
- The front line staff are super. They are very helpful the doctors are very nice and supportive very helpful indeed they are awesome.

Those patient who did not recommend the practice said:

- Poor very poor service waited 2 weeks for appointment not on system. Doctor doesn't need to see me now but have been told by the hospital that she does. Called 5 days ago for blood test results no call back still.

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

- The Medical staff and clinicians are brilliant but getting an appointment is an absolute nightmare.

The practice would like to thank all the patients who gave us their feedback as we value your comments.

Dec 14: We will continue to try and offer more appointments and we acknowledge that there are still issues for patients trying to get through on the phones. We do take a huge number of calls in the day. The peak times are 8.30 – 10.00 and 2.00 – 4.00pm. If you are able to call outside these times the phone lines are less busy.

January 15: this month we undertook a survey to ask patients and staff how easy it was to get through to the practice using the telephones. There were as many patients who said it was easy to get through as those who said it was difficult. It did identify peak demand times when it was harder to get through. This month we have been recruiting new reception staff so we have employed the new staff to provide more cover for the phones at the peak times.

We do note that patients are saying that it is difficult to get an appointment. We have been dealing with long term sickness and maternity leave which has put strain

on our appointments. Dr Thomas and Nurse Elsa have recently had their babies and will be back with us later in the year.

We have welcomed Dr Jabber, who have agreed to long term locum cover for us as well as a variety of locum doctors.

February 15: The triage is working well and patients are speaking to a clinician on the day the telephone the phones are improving although we are still striving to make them better we have taken on 3 new receptionists and hope we can relieve the

March 19th: All our telephone lines went down with a fault we could dial out but no one could ring in. We immediately referred to our contingency plan and informed NHSE, put up posters in the reception area, and advertised the fact on our website also patients were given the practice managers mobile number and we had the managing partners Direct Dial line diverted so that at least some patients could get through. From the 19th March until the 1st April we were in contact twice daily with BT we had several engineers out eventually they corrected the fault on the 1/4/15 and our lines are now up and running again.

APRIL 4th: Our telephones are now working and we would like to thank all of our patients for their understanding at this difficult time for the practice. Also we would like patients to be aware that our doors are now open from 8am – 6:30pm Monday to Friday giving patients a chance to come in on their way to work.

May 31st: We are aware that some patients are still having difficulties getting through to us on the telephones. Our phones are extremely busy and at our peak times are constantly ringing. In view of this we would ask patients that if they need to ring for results, repeat prescriptions, and non-urgent issues could they please do this between the hours of 12pm and 2pm when our phones are less busy.

We also note that some patients are not happy with the customer service they receive when visiting the practice we have taken on several new members of staff over the last few months and are in the process of sending them for customer service training also we are training in-house with the newest members of staff.

We would like to give patients prior notice that Dr Shivani Baynham will be going on maternity leave her last working day will be 4th June 2015 she will be away for about

10 months so to any patient that sees Dr Shivani on a regular basis we would ask you to please be patient and book with one of our other excellent doctors.

JUNE 30th: Dr Shivanni has now gone on maternity leave she has had a beautiful baby boy.

We would like to thank all our patients for their understanding of us having to use Locum doctors while our two salaried doctors are on maternity leave. We know it can be stressful when you are feeling unwell and want to see a particular doctor but we strive to accommodate all our patients especially in this difficult time of staff shortages.