

BRIDGE HOUSE Medical Practice Friends and Family Report

MAY 2015

In May we had 63 patients respond to our Friends and Family Survey

Summary of the Scores



65% of patients surveyed would recommend this practice to their family or friends



21% of patients surveyed would not recommend this practice to their family or friends



14% 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:

- Very Good Surgery.
- All the Doctors are very helpful and listen to you no rush always very polite.
- Very helpful receptionists doctors FAB.
- Very happy with service received.
- Sometimes it's difficult to get through when calling and not always helpful or accommodating with certain situations.

- Relaxed and friendly atmosphere.

Those patient who did not recommend the practice said:

- I can never get through on the phones there are never any appointments especially in the evenings.
- Extremely bad Customer Service.
- Rude Staff
- I've had some very bad experiences at this surgery in the past but the people on reception today were much nicer than the old staff who were rude to me before.

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

- All though we had 1 patient who stated they were likely to recommend the practice there was no comments
- GP is usually very busy, there is no appointments free, the doctor doesn't consider the patient opinion or illness life of the patient.

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.