

# BRIDGE HOUSE Medical Practice Friends and Family Report

November 2015

In November we had 71 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



13% of patients surveyed would not recommend this practice to their family or friends



7% 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:**

- Great Staff
- Very good staff and doctors
- Brilliant cheerful staff, always helpful, Dr Ferrar is the best Doctor
- Very Happy with the staff and doctors helpful and kind love them to bits.
- Staff at desk very helpful got appointment quick surprising.
- I prefer to come after 2 receptionist always try hard to help me.

- Best service I have ever had
- Because they are very good GP's both doctors and staff the practice is the best as far as I am concerned. They have time for their patients.
- Lovely Staff
- I am generally happy with the practice but am currently having some trouble with a non existent appointment that said the reception staff have done everything they can to help.
- Staff very helpful
- I think the staff are very helpful and the doctors are very polite approaching towards patients there are some issues that could be better which I can verbally inform if requested.
- Very helpful staff here
- Doctors and reception staff and nurse are brilliant
- Good Service
- No Problems
- Nice Doctor good staff
- Professional and friendly always willing to help and provide information and assistance

**Those patient who did not recommend the practice said:**

- Over an hour waiting to see a doctor who in that time has called in only one patient and has a student with her one lady walked out as she was late for work through waiting so long wait so bad.
- My elderly mother of 80 years old has been given 3 appointments for her ears to be syringed before she goes to St Anns hospital for an ear test St Anns said in a letter that her ears must be syringed before she goes on her appointment. 16<sup>th</sup> November 2015 appointment 1 Nurse called in sick appointment cancelled nobody told my mum. 17<sup>th</sup> November 2015 appointment 2 Nurse tried to look at her legs not syringe her ears. 23<sup>rd</sup> November 2015 3<sup>rd</sup> appointment I am now being told that this appointment should not have been made. Its all a Incredible mess.

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

- .Some are Ok others need training.

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 19<sup>th</sup>:** 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 19<sup>th</sup> March until the 1<sup>st</sup> 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 4<sup>th</sup>:** 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 31<sup>st</sup>:** 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 4<sup>th</sup> 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 30<sup>th</sup>:** 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.

**JULY 31<sup>ST</sup>** : Once again we would like to thank all our patients for their understanding in this difficult time of staff shortages. We would also like to point out that the partnership and staff are looking at more ways to accommodate access both face to face and on the telephones.

**AUGUST 31<sup>ST</sup>** We would like to welcome back Dr Shammi Sheth our G.P. Registrar for his 2<sup>nd</sup> rotation with us.

Also Dr Ximenia Thomas will be back from Maternity leave on the 4<sup>th</sup> of January as will our Practice nurse Elsa Isnard they have both had their babies and they appear to be thriving,

**SEPTEMBER 30<sup>TH</sup>** Our Full Time Practice nurse is going to do some Keeping In Touch days with us through October before she comes back full time from maternity leave in January.

We would like to also remind all patients that it is now the flu season and all those who are over 65 or who are at risk please book an appointment with one of the nurses or HCA to have your vaccination

Also all children ages 2, 3, and 4 are entitled to have the Fluenz vaccination which we strongly advise to protect them through the cold winter month

**OCTOBER 31<sup>ST</sup>** As you are aware we are in the flu season at the moment and we strongly urge all our patients who are eligible to contact the surgery **NOW** and book an appointment in one of our flu clinics.

Also all children under the age of 18 years should book for their flu vaccine. Children ages 2, 3 and 4 will get the Fluenz nasal immunisation.

Some of our patients may not be aware but you can now register at the reception desk for on-line access which will enable you to request prescriptions, book appointments , and view a summary of your medical records.

To register you need to bring in a photo I.D. plus proof of address.

**NOVEMBER 30<sup>TH</sup>.**

Just a reminder that those of you that are eligible i.e. over 65, Diabetics Asthmatic etc pregnant women and children under the age of 18 can still have their flu vaccination if they haven't already had one.

Please phone the receptionist or pop in to make an appointment.

**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.**