

# BRIDGE HOUSE Medical Practice Friends and Family Report

**MAY 2016**

In MAY we had 57 patients respond to our Friends and Family Survey

Summary of the Scores



79% of patients surveyed would recommend this practice to their family or friends



9% of patients surveyed would not recommend this practice to their family or friends



12% 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:**

- Knowing which room the doctors/nurses are in
- Very pleasant as always
- A cup of tea would be nice while waiting
- Doctors are great .
- Having a long wait for the doctors calling you in to the consulting room for your appointment.

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

- No Comments for this question were given

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

- No Comments were given for this question

JANUARY 31<sup>st</sup> 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**

**Dr Ximena Thomas in March**

# And in April we welcome

## **Dr Atia Rafiq**

### **March 2016**

Dr Atia Rafiq will be starting with us on 18<sup>th</sup> April 2016 We hope you will all get to know her and it will ease the appointment situation.

We have also advertised for a new salaried G.P. we are at present receiving applications and C.V.'s we will be interviewing soon and hopefully will be able to appoint another new G.P.

### **April 2016**

Dr Atia Rafiq has now joined us and is settling into the team if any of Dr Ferrar's patients would like to see her please make an appointment at the reception desk.

As a team we wish her all the best in her role and employment with Bridgehouse.

We continue to thank all our patients for their understanding and patience for this time of transition for Bridgehouse

### **May 2016**

#### **TELEPHONES**

Once again we have had major problems with our telephones last week. Week commencing 23rd May 2016 and would like to apologise to all our patients for any inconvenience or stress this may have caused it took four days to sort out the problem and only after escalating the problem to BT's CEO did anything get sorted. The phones are now working and we would

like to thank all of our patients for their understanding at this very stressful time.

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.**