

BRIDGE HOUSE Medical Practice Friends and Family Report

AUGUST 2016

In AUGUST we had 79 patients respond to our Friends and Family Survey

Summary of the Scores



77% of patients surveyed would recommend this practice to their family or friends



19% 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:

- Staff always Helpful
- Seems they are doing their best
- Doctors are very good .
-

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 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

Dr Ximena Thomas in March

And in April we welcome

Dr Atia Rafiq

March 2016

Dr Atia Rafiq will be starting with us on 18th 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.

June 2016

We have employed two new practice nurses one Nurse Gavari Velan has already started with us and the other Nurse Breda Redmond-Hunt starts with us on 7th July 2016.

We have also employed a part time qualified HCA her name is Julie Rosewood she will be starting with us on the 20th July 2016.

We are also running Smoking Cessation Clinics every Wednesday Afternoon if you feel you would like to quit smoking please call our reception for an appointment.

Also Linda our morning reception Manager will be leaving us on 20/7/16 to go onto pastures new she has been with us now for 11 and a half years we wish her all the luck in her new Job and she will be missed by all her colleagues and the patients.

July 2016

As previously stated Linda Grover our Morning reception manager has now left us and gone on to pastures new.

Also our part time receptionist Sherrelle Green has also left and gone onto pastures new we would like to wish them all the best in their new endeavours.

August 2016

We have taken on a new receptionist/administrator Ruby Martin initially temporarily with a view to a permanent position with us.

We are also having a new telephone system installed which we hope will go a long way to improve our phone access this will be installed week commencing 3rd October 2016

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.