

BRIDGE HOUSE Medical Practice Friends and Family Report

OCTOBER 2016

In September we had surveyed 183 patients and had 46 patients respond to our Friends and Family Survey

Summary of the Scores



76% of patients surveyed would recommend this practice to their family or friends



17% 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 take the time to read a selection of comments made by patients taking part in this survey

Improvements

You made us aware how difficult it was to contact the surgery by phone. We have recently installed a new phone system and have prioritised 4 out of 8 lines for patients to call into the surgery. This is a very busy practice and we do ask you to be patient if you are in a queue. Please be assured that we working as fast as we can to deal with your call.

The system does also allow the reception team to record calls for training and quality purposes.

CHANGES

Dr Rafiq is now on maternity leave having safely delivered a little girl

Dr Julie Thomas is joining us from the 18th Oct to cover Dr Rafiq's maternity leave.

Please welcome her.

Sue Gilbank our practice manager is now back from 5 weeks sick leave.

