

BRIDGE HOUSE Medical Practice Friends and Family Report

MARCH 2017

In March we had surveyed 219 patients and had 58 patients responded 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



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

We are getting used to our new phone system and welcome any feedback regarding your experiences getting through to the practice.

CHANGES

We are pleased to introduce Dr Julie Thomas who is an experienced local GP who is new to our practice. Dr Thomas a special interest in child safeguarding and Domestic violence and takes the lead role for Haringey.

New members of staff:

We have employed two new receptionists Teresa and Milana please be patient while they are being trained and we welcome them to our team.

We are also taking part in a new trainee nurse scheme and we have Ellen Rungay who is a qualified hospital nurse but is training to be a primary care nurse we also welcome Ellen to our team.

Patients who would recommend the Practice made the following comments:

- **I have been visited by Dr Haas and it has been the first time since I registered 2 years ago I have felt not alone, but carefully helped. She has been kind, precise careful with details.**
- **Saw the student nurse she was very nice**
- **Breda the nurse is extremely professional , caring, attentive and informative. I never had such a thorough consultation or advice in all my years as a patient of this surgery (over 20 years) Breda is excellent.**
- **Very efficient and helpful.**
- **Patient care is excellent, my needs are met not just by the GP but the other staff offer excellent services I feel my care is dealt with in a very efficient manner and the teams assistance is supportive.**

Those patients who did not recommend the practice said:

- They do not care about repeat prescription. Every time I must come to the surgery to get it but doctor has said that the prescription is repeat.

Those patients who were not sure what they would say

- No comments were made for this question