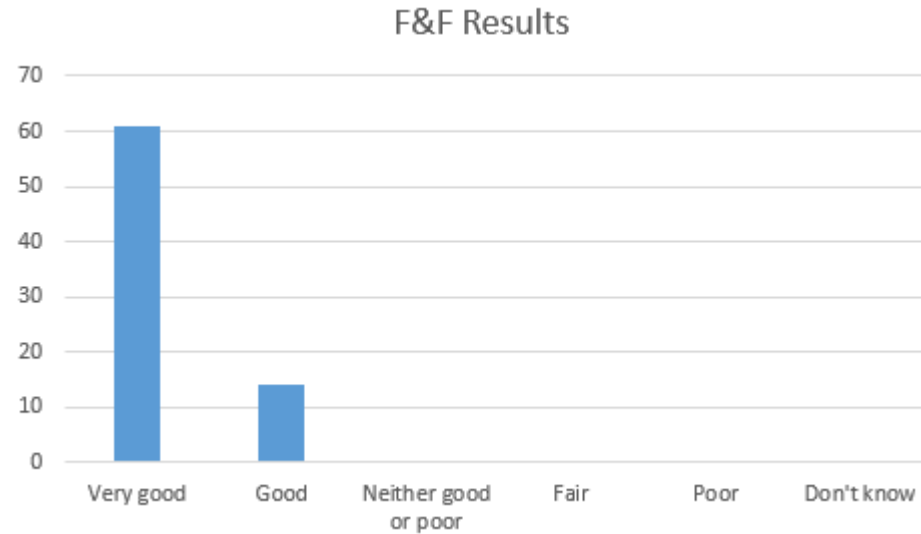


April 2024 – Friends and Family Test Feedback

Overall, how was your experience of the service you received?



Overall, how was your experience of the service you received?	Please can you tell us why you gave your answer?	Please tell us what we are doing well?	Please tell us how we can improve?
Very Good	Always efficient and pleasant	Keeping patients upto date with medications and changes within practice	All fine for my experience but appointments more available
Very Good	Communication & service is always excellent	E consolt is really helpful & reliable	Nothing
Very Good	Doctors very informative and caring	Check in service very speedy and efficient	n/a
Very Good	Very helpful & imformative	Willing to listen	Not sure there is anything
Very Good	Everyone is so nice and very helpful and understanding	Helpfulness, understanding	
Very Good	Wonderful receptionist who exceled	Listening	
Very Good	you were very good	Everything	you keep doing your best
Very Good			

Very Good	All good no issues		
Good	Keep doing what you are doing		Parking
Very Good			
Very Good	Receptionist Mandy was so helpful		Lift
Very Good			
Very Good	Lovely kind nurse carolyn		
Very Good	Dr rogers is very helpful		No
Very Good	Always been a good surgery all staff are excellent		Nothing
Good	Good staff		Better parking and decoration needs redoing
Very Good	Very Friendly and helpful front desk staff. Gp appointments always provided when required.	Jane is very helpful in securing hospital appointments for orthopaedics	
Very Good	Great surgery, excellent staff	Communication skills, listening to patients. Professional staff	Needs a new paint and revamp
Very Good	Friendly good service. Cannot fault anything		
Very Good			
Very Good	It was very good	Everything	
Very Good	Managed to get an appointment the same day	Cannot answer yet as I haven't had my appointments	
Very Good	Very pleasant and helpful	Good communications	
Good	Always get an appointment when in severe pain	Listening to problems	Having more pre bookable appointments
Very Good	Very thorough	Check results + retest urine. Had antibiotics	
Very Good	Very friendly and efficient	Caring customer service, takes the time to help with problems and re assured less confident patients	I am very happy with the personal touch. No improvements
Good	Excellent service	Polite and caring	Décor
Very Good	Always polite, helpful & friendly staff. Good empathy from doctors	Keep up with waiting times	reception looks dated, change seating
Very Good	lovely bubbly smiling receptionist this morning	Everything is good at the surgery. Keep up the good work	Nothing
Very Good	Very satisfied with the prompt service received		
Very Good	Outstanding personal attention and care. (behalf of my husband)	Helpful informative, polite staff and doctors	n/a
Very Good	Easy to book via nhs app, prompt		
Very Good	Receptionist polite and welcoming. Great service today		Parking. Leaflets in the waiting room would be good
Good	Better service then other gp	Some doctors are really invested and interested in our	

		wellbeing. Some our more like manager than doctors	
Very Good	Doctor and receptionist staff are very empathetic and helpful. Also got in an emergency appointment straight away. Docotr very knowledgeable	Efficent telephone waiting times. Can see the same doctor with ongoing problems. Don't feel rushed in appointment	Nothing I can see
Very Good	Always helpful when an answer is needed.	What is needed at the appropriate time	n/a
Very Good	Always get good response	Polite and helpful	n/a
Good	Can't really fault anything about this visit or recent one	Seeing patients face to face again	Rethink the Monday scramble for appointments
Good			
Very Good	Always polite and caring	Caring about patient	Nothing
Very Good		We get appointments easily when required	
Very Good	All good no issues		
Very Good			
Very Good	positive experience today and previous visits	Listening to patients	Hard to improve on a faultless service
Good	improved service past year, telephone answering	Appointments	A lift for disabled people
Very Good	The dr gave me time. I didn't feel rushed. He explained everything clearly	Staff are always friendly + helpful	You can't. you need a government that cares and invests
Very Good	Fantastic staff. Fantastic service.	As above	having to request meds per months - painful
Good	Appt not running on time	Mostly everything from previous visit	
Very Good	Friendly + efficient	Always treated well with friendly staff. Satisfied with getting any medical problems addressed	Parking
Very Good	lovely staff- helpful		Redecoration would be good
Very Good	Excellemt		
Good	Wonderful staff	polite	Bike rack
Good	Did not have to wait to long		Have more people at reception, people using mobile phones while waiting upstairs
Good	Frequent patient who receives great care when needed	Communication, friendly, always go the extra mile. Very happy with my experience with bridge house	
Very Good	We are always treated well even though we do seem to live here	See above	Be able to pre book appointments rather than 8am on the day
Good	Some receptionists are really helpful as in dispensary. Excellent Doctors	Good Nurse carolyn who I see regularly.	Parking, décor needs a revamp
Very Good	Staff are helpful. Good online appointment system is better than	On communitcation is supportive on the phone	

	hanging on. I have always been fortunate in getting an appointment		
Very Good	See Dr Scrivens fairly regularly at the moment and I am very satisfied with the care and attention I received	All staff I have encountered have been extremely helpful from doctors to nursing staff and receptionist	It is not easy to make appointments for a future date. Makes life Difficult when Dr has asked to see again example: months time
Very Good	Easy to book via nhs app, prompt	Everything is good	n/a
Very Good	Dr stein was lovely. Best experience I have had for a while	Good Doctors	n/a
Very Good	Always found bridge house to be really helpful and efficient	Very swift appointments and referrals elsewhere if necessary	Very happy with the efficiency and organisation. Can't think of any improvements at present
Very Good	The Truth	Everything	Impossible
Very Good	All good no issues		
Very Good	We enjoy the surgery, very well. Always friendly. Appointments very helpful	Your treatment, support.	Keep seeing same doctors
Very Good	Friendly receptionist	Having Dr Scrivens as one of your practice doctors	Having more than one person answering the phone in the morning
Very Good	Excellent support with patients, excellent staff	Focus on patients symptoms and needs	
Very Good	Dr hall is so helpful	Everything	Nothing
Good	All good - better when radio is off.	Reception and Doctors brilliant. Getting online is tricky at the start.	toilets sometimes need soap
Very Good			
Very Good	Good service, great reception and nurses		Untidy décor, needs upgrade
Very Good	Always friendly and helpful		
Very Good	Always looked after so well	Always see patients- no delays and very friendly	
Very Good			
Very Good	Good Doctors- helpful reception and good nurses		Décor of the building