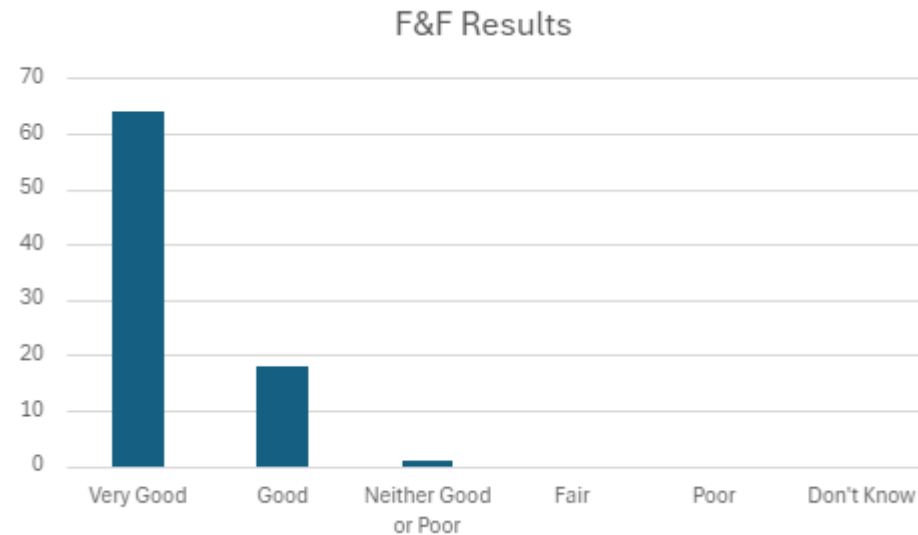


July 2024 – Friends and Family Test Feedback

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	Better Customer service than previous Surgery	Welcoming, Friendly, helpful	
Very Good	Bridgehouse medical centre is an excellent practice. I've always been looked after and can usually get appointments when needed. All the staff- Doctors and back room are friendly and care about what they do	Patient care, Online service + appointments bookings. Communication with patients. Friendly welcoming atmosphere.	Evening + weekend appointments
Very Good	Easy to get an urgent appointment	All my experiences here have been positive one. Always on time	Carry on as you are !
Very Good	Because all doctors and staff are wonderful		From telephones to repeats
Very Good	I have always had a very positive help as required	Everything	More high back chairs in waiting room. Disabled loo
Very Good	Very nice doctor, Very helpful	Everything	No improvement
Very Good	Very friendly on arrival	Answering any questions asked	

Very Good	Doctors been to get to the root of the problem and not just signed off	Attentive at appointments. Willing to listen	Booking appointments only allow booking on the day at 8:00. Other stratford practice allow pre book up to 3 days forward. No longer medical MOT?
Very Good	The staff are always very helpful. The gps are really good and explain conditions well	If I ring early I can usually get a telephone or face to face appointment the same day	3 and 4 give my opinion
Very Good	Really friendly	On time	
Very Good	Phoned for an emergency appointment and was seen 4 hours later	Providing appointments quickly	Nothing
Very Good	Helpful receptionist- supported with patient access		
Very Good	All good no issues		Parking- decoration, disabled access
Very Good			
Very Good	Always excellent service once you get an appointment. Efficient, Friendly, helpful	Everything, The new wellbeing service is excellent	Make the online appointment booking system easier to understand
Very Good			
Good	Able to get same day appointments. Reception staff helpful.	Answering phones, quickly. Sorting out problems	More appointments online
Very Good	Have been seen quickly by DR and even enjoyed an impromptu ecg with the nurse	Polite and seen quick	Keep up this service
Good	In general I find all of the team very helpful from receptionist to doctors. However my most recent visit to dispensary I found unhelpful and not heard. Therefore good instead of very good.	Seeing children the same day. Waiting for the appointment is reasonable. Good practice nurses and good gps	Communication improvements with dispensary staff. Education needed in communication skills
Very Good			
Very Good	Good follow up by gp, Prescriptions always ready for collection	Link with nhs app, messaging. Always friendly	n/a
Very Good	No problems booking an appointment with my named doctor within a reasonable time	Friendly and efficient service. Reception good experience. Treatment is also good	Nothing specific.
Very Good	Always great care given by practice teams and doctors	Appts are fairly easy to get it if you call early	More available appts to pre book
Very Good	Good service all round		Parking and decoration
Very Good	Carolyn great service- helped me with my dressings. Could not have anyone better. Asset to bridgehouse	See above	
Very Good	The gps know their patients and are efficient and kind	Everything :)	Perfect as you are
Very Good	Everyone is very polite and helpful	Everything	I can't think of anything
Very Good	Always friendly and helpful	Efficient service	

Very Good	Good practice, same evening appointment	Evening appointments good doctors	n/a
Very Good	Very good availability. Good number of gp and other clinicians	Efficient	n/a
Very Good			
Very Good	Good service	All very helpful	
Very Good	Amanda in dispensary has gone above and beyond	Dispensary always helpful	
Very Good	Good practice		modernise the inside
Good	understanding Receptionists	As above	Not my practice but always been helpful
Very Good	Very helpful + polite. Was able to get my husband an appointment straight away	As above	
Good	Very welcoming and have a positive attitude		
Very Good	Staff are so friendly and try to fit you in 2 see dr	Being friendly and kind	
Very Good		Friendly and approachable	
Good	no issues getting an appointments. Same day		
Good	Rang Am and got appointments	Everything	
Very Good	Because service is very good	Being polite to patients	
Good	I feel that the staff always try there best for you	Answering queries	More availability of appts at a time. Convient instead of ringing at 8am
Very Good	Gave me an early appointment		
Good	Very helpful	Keeping on top of things	More face to face appointments
Very Good	Fitted me in on an emergancy call within 1 1/2 hours	Responding quickly and efficient. Pleasant staff	
Good	Excellent Treatment. Running slightly late - 20 mins	Dr stein is great, excellent, clear advice and treatment. Options given to fastrack if needed	Had to wait 10 days to get in via online booking system
Very Good	The care provided is always very good	I would say generally the surgery provides great care	Well there is always room for improvement but my core has always been the best
Very Good	Always efficient	All the staff are always helpful and friendly	
Very Good	Easy appointment booking	Online booking. More appointment through nhs app	
Very Good	The receptionist was so helpful, welcoming and cheerful	Getting an appointment within 24 hours	Keep it up
Very Good	Efficent, offered options	Last minute Doctors appointment	Same doctor each visit

Very Good	Always very helpful from reception, Doctors and Nurses	Ringing for appointments so helpful. Best surgery in stratford. Doctors gives you time to listen	
Good	Reception staff always friendly and helpful	Friendly attitude, willing to help	More same day appointments
Good	Everytime I'm in the doctors no matter what the issue is. They're amazing	All Doctors listen to you and understand what you have to say and always give the best advice	I wouldn't say anything does
Good	Prompt response to online request. Call back within the hour	Prompt response to online request. Appointment within 1 hour	Waiting areas need redecorating- Brighter environment
Very Good	Always great care given by practice team and doctors	Appointments are fairly easy to get it, if you call early	More available appoitments to pre book
Very Good	Very helpful + polite. Was able to get my husband an appointment straight away	Bedside manner	Air con
Very Good	Nurse bethan is good	Lovely staff	
Very Good	Clear consistency. On time, Understandable	Everything as far as im concerned. Keep it up!	
Good	Services is usually pretty good	providing medical advice	Waiting times
Very Good	Saw Carolyn, loving nature and really helpful. Great welcome from reception	making everyone feel welcome and well cared for	Decoration of the building needs to be welcoming
Very Good	I was seen same day because of my asthma	Polite reception, good doctors and prompt service	n/a
Very Good	Staff friendly and helpful	Caring patient service	Less time waiting on phone for appointments
Very Good	Doctor listened and actioned effectively	All good	Easier more accessable appointment system perhaps
Very Good	Good Doctors	Good care	Decoration
Fair	15 minutes late, phone queue this morning	Good advice	
Very Good	Confident in the working surgery	Giving patients a good service, Always can be fitted in on appointments	Carry on you're good care to patients
Very Good	Compassionate, Caring, listening. Gave me options for my care	Good appointment, Availibility. Great communication between the correct team member	Provide more services eg: regular blood tests, regular check ups
Very Good	I know Dr Stein is excellent	Service good, reception very good phone calls	
Very Good	I am always made to feel welcome whn I visit the surgery and feel valued and listned to	The receptionist whether it be on the telephone or in person is always polite and listens to me	Try to improve telephone appointments waiting times
Good	My needs have always been met with tender care and urgency	Customer service. Appointments most waiting times	n/a

Very Good	It is quick and efficient	It's quick	Nothing
Very Good	Nurse carolyn is excellent at changing dresses with minimal discomfort	Once you get to see a nurse and doctor. The service is very good	Make it easier to get an appointment
Good	Lovely, rarely visit the doctors as I'm aware of how busy you are. In times of need I have always been well looked after		Clearly the nhs needs updating massively
Very Good	Referred by dr hall I was seen promptly	Explanation of new drug, explained simply and clearly	Most satisfied
Good	Staff at reception are very helpful and doctors	Listening to patients giving diagnosis or futher referrals	Appointment system, is very frustrating
Good	It's been good	Communion is good and always respectful	
Very Good	Very good system on the phone, Reception is friendly. Doctors are very thorough	Always get an apointment promptly unless you want to see a certain doctor than you may need to wait	Doing as well as you can within the NHS restrictions
Very Good	You responded to my worry about not feeling well. I had an appointment and ecg. Always there for us	The receptionist are great, they listen and get you seen if needed or a phone call	
Very Good	I have been here for a long time and everyone is pleasant	Space and Good service	Soft music in background
Very Good	I have been with bridge house since 1956 and have always the best attention	Prompt attention to treatment	
Good	Generally able to make an appointment when needed, more difficult if waiting for specific doctor	Staff always pleasant and helpful. Doctors I'm seeing currently is very nice	Access to specific gp.

Key points on “Please tell us how we can improve?”

Evening + weekend appointments	We do offer late Nurse and GP appointments on a Tuesday, and we also offer appointments on Saturdays. However, due to our patient list size, we only offer a Saturday clinic, at a minimum, every 2 months.
More high back chairs in waiting room. Disabled loo	Sadly, at this moment in time, we do not have the funds for any additional chairs. If anyone does need assistance, please let reception know. Regarding the disabled toilet, we are unable to add an additional toilet due to the lack of space in the building. However, we do have a raised toilet seat that adapts our current toilet, and this is available from reception.
Booking appointments only allow booking on the day at 8:00. Other stratford practice allow pre book up to 3 days forward.	We do offer prebook able appointments that open up 14 days, 7 days, 3 days ahead and the day before head of the appointment. However, when all these appointments run out, we are unable to open up more as we wouldn't be able to

<p>No longer medical MOT?</p>	<p>offer any appointments on the day. If you are unable to book online, please do contact reception as they maybe able to offer alternative options.</p> <p>Medical MOTs. Almost every year, NHS funded campaigns expire and new NHS campaigns are created. For example, healthy heart clinic. We no longer offer these, but the NHS health checks have replaced these and many of those patients that fell under the healthy heart clinic, are eligible for the NHS health Check. If you are eligible for any current campaigns, we will be in contact with you. Please ensure that we have your correct contact details on record.</p>
<p>Provide more services eg: regular blood tests, regular check ups</p>	<p>For all patients who have chronic diseases, such as diabetes, heart failure, chronic kidney disease and so on, they are annually recalled for blood tests if appropriate and appointment with the appropriate clinician. This is also the case for medication reviews.</p> <p>For those patients that do not have any chronic diseases, if they are within the correct cohort, they could be entitled to an NHS health check. Please do contact the surgery if you have health concerns.</p>
<p>Decoration of the building needs to be welcoming</p>	<p>We completely understand this and do agree with you. However, due to funding, we are doing this step by step. This month, we have had our toilets repainted.</p>