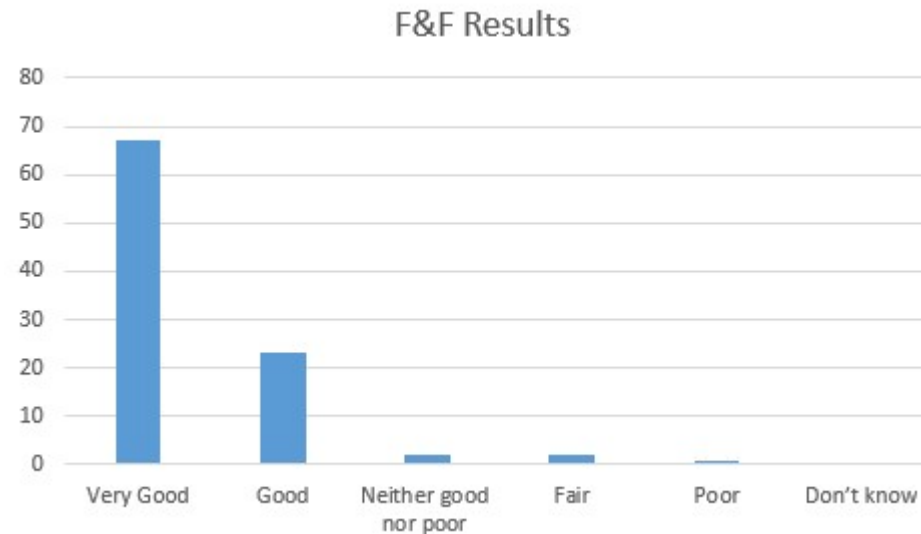


November 2024 – Friends and Family Test Feedback

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	I telephoned in the morning and got an appointment for the time that suited me. Everyone I have dealt with are friendly and helpful. I had to wait for my appointment as she was running late	The Reception are always very helpful on the phone and I always manage to get on the day appointment for myself and children	Have more qualified Doctors/ days to offer the coil as there is only 1 Doctor available. I previously only ever had an issue with this. Appointments running so late
Very Good	GP listened carfully, perscribed medications and arranged follow up with physio appt	/	/
Very Good	Carolyn is amazing. She picked up signs of my disorder and booked me in same day with Doctor. Great service	As above	/
Very Good	Rearranged appointment to add extra time easily. Friendly staff overall, seem to be able to get an appointment when needed	Only came in for a routine appointment however times of urgency you get seen in good time	I have no complaints

Good	Booking an appointment was easy but the Doctor was running very late	Very impressed that I could book a same day appointment	Send infor about different appointment types. I didn't know about the FCP service which would have suited me better
Very Good	No problem getting a personal appointment. Online response is also very good,. Telephone calls always returned	As Above	/
Very Good	Fantastic service from receptionist.	Service practice, help,advice,kindness	Nothing
Very Good	Usually able to have appointments when needed. Polite Receptionists	Vaccines	/
Very Good	Prompt and polite service at the appointment desk	Quick response from my email. Doctor phoned back and informed me of what was happening	Keep doing what you are doing
Good	Always friendly and helpful, usually able to get an appointment	Helpful and friendly	/
Good	Difficult to arrange an appointment. All Day appointments, splitting morning and afternnon after 1pm doesn't work	Communitcation is good under difficult circumstances	More open booking system- Prioity patients
Very Good	Always available and willing to help	Listening, knowing patients history and caring. Making appropriate appointents at hospitals	Better communication of doctors for face to face
Very Good	Nurses and Doctors very thorough and considerate		/
Very Good	I can always get an appointment on the day via online booking	Availbility of on the day appointment calls. Caring Doctors and staff.	Regular health checks
Very Good	Efficient and friendly	Very helpful	/
Good	I have been with you guys for 50 years and you've always looked after me and the family very well by all members of staff	All good	/
Very Good	/	Referral	/
Very Good	Attentive staff very friendly. Quick Response to call to see gp this morning	As above	n/a
Very Good	Always helpful, good services. Friendly staff	Appointments always availble will fit you in based on needs	/
Very Good	Attention to detail	/	/
Very Good	You asked and I answered	I am able to occasionally see my chosen Doctor and the staff are friendly	I don't know
Good	Always 99% good		
Very Good	All Doctors are very helpful	Quick respond and easy	All is fine

Very Good	I have been a patient for 40 years	Everything is great	I think everything is fine
Very Good	Seen on time- Doctor dealt with issue and explained the problem and treatment	Online consultation system is very good	Easier to make non urgent appointment
Very Good	Lottie is very kind and a good listener. She encourages me without telling me off	Asthma catch up, Bp Check discussed weight.	No improvement necessary
Good	No problems with visit. Even better if I had a reminder text or email	Accommodating when booking appointments	When registering it would be good to receive emails on how to get online apps and stay connected. SMS appointment reminders
Very Good	The Receptionist Sam was intuitive and sorted out same afternoon appointment for me	consistently helpful across, the Bridgehouse team. Thank you!	
Very Good	Professional, attentive, happy to listen	The Receptionist are fabulous front of house dictates the whole experience	Lesley was wonderful however the Triage approach only adds to the workload
Very Good	I was treated with care	Providing excellent medical service	
Very Good	Very efficient and understanding		Phone waiting times?
Fair		Doctors Diagnosis	Communication between staff
Good	Dr Stein is amazing. Very easy to talk to the makes you feel comfortable. Other Drs have been good too	Explaining to patient, Lovely reception ladies	n/a
Good	I have been seen two days running with no problem. Quick responses and empathic Doctors	Support for patients and response times on all media.	Not sure about the religions radio station in waiting room?
Very Good	Person doing the vaccination was very pleasant and approachable. Appt was ontime and everything was ready to go ahead	Pleasant, Friendly, Helpful staff	
Very Good	My appointment questions was dealt with in a friendly manner	Being available when needed	
Neither good nor poor	Only been waiting in the waiting room. No service received yet	Always efficient, polite and approachable	nothing really
Very Good	Always happy with you	Everything	5 Stars!
Very Good	Very polite and answered my questions without any hesitation	Happy smiley face on reception	
Good	Sometimes difficult to make an appointment but when I have seen a doctor or nurse I have always received a first class service	Provide very professional health care service for which I thank you	Make it easier to book advance appointment. I have been seen when I made on the day appointment
Very Good	Excellent service- reception staff are polite and friendly	Dr Scrivens is an amazing gp	Disabled facilities
Very Good	Receptionist was very helpful when I phoned for the appointment for my son. As I forgot to re registered him from uni.	Always try to get an appointment asap whenever I phone the surgery. Staff are always friendly.	Sometimes the telephone queue is long in the mornings
Very Good	Prompt in dealing with request and booking an appointment. Good call back service		

Very Good	Staff are friendly and will do the best that they can to accommodate an appointment for you	All Aspects	Open Saturdays
Very Good	All Staff and medical team have always been polite and helpful either Via phone triage or finding an appointment	The surgery has always been welcoming and attentive. I feel looked after when I have needed to visit	Coffee Machine
Very Good	Always friendly and efficient	As above	
Very Good	I arrived and was seen quickly and left satisfied	People are very friendly, helpful and treatment is good	
Very Good	Answered all my queries. Quick actions to address	Time from appointment request to seeing doctor	
Good	Nice helpful staff	When I call, always get an appointment to the doctors	
Good	Staff put at ease. Good experience with the Asthma Nurse and jabs	Friendly and understanding. Staff as above	IF could book day before for certain things
Very Good	Very nice staff	Friendly staff	
Good	It was good	Quick to get appointment, good service	
Very Good	Good personal services	Good front desk	Can't think of anything
Good	I was able to get an appointment on the day that I rang the surgery	The receptionist are polite and don't ask questions about your health that makes you feel uncomfortable	Late opening in evenings
Very Good	It's easy to check in, No wait. Everything clean and tidy	Always helpful, kind and courteous	It's all good, I like the gp practice keep the doing what you are doing
Very Good	Was able to get an appointment. Dr Yu was very helpful and thorough. I was really pleased how do deal with and explain things	See above	I was happy with the service
Good	I mostly find Bridgehouse efficient and friendly. Follow up care has been good.	All the monitoring and preventatives tests. ie bowel cancer screening. I've never had any problems getting an appointment	I prefer face to face appointment rather than telephone
Very Good	Great service from booking an appointment to seeing a doctor	Everything	
Good	Standard	Friendly	Chairs in waiting room should be wipeable. Waiting time is always bad to see doctor. Dr Ross is rude
Very Good	Because of the answers given below and this practice is very good at reminding us of checks ups and vaccinations. You really look after our patients	All the staff I come into contact with are courteous and helpful especially those on reception and pharmacy	
Very Good	Always good	Efficiently easy to make appointments	Not requesting reason for appointment (can be personal)
Very Good	I was fitted for same day. Check in with a nurse today.	Friendly service with aim of helping	

Very Good	Phoned, appt given same day	Texting for appointments. Eg flu etc.	If pressing for ring back in Q please. Have message to confirm number you're ringing
Good	Quick to answer the phone to make an appointment + helpful	Not really had any issues	Was Frustrating not to be able to report a problem over the weekend via website. Said it was limited opening hours?
Very Good	Phone answered promptly and app. Offered same day		
Good	Staff are friendly and they ensure all questions are answered as required.	Prompt booking and appointment. Short appointment time/ consultation	Appointment days should be made available on the nhs at all times
Very Good	Helpful receptionist and easy to make appointment	Friendly approachable and efficient staff	Website a bit clunky could be easier
Neither good nor poor	I didn't speak to anyone , just checked in via screen. Nurse was good	Asthma nurse is always excellent	Appointment booking
Very Good	Follow up with Same Doctor. Efficient and attentive	Good Atmosphere	Keep it as a small surgery with one Doctor
Very Good	Since me and my husband recently moved to Stratford the staff have been most helpful and attentive to all out health issues	Your staff are very helpful and friendly. The Doctors are very informative and have helped with all our health needs., They've been amazing	We found it a bit diffeent going to hospital for blood tests. Howver we now appreciate he system
Very Good	Prompt service received, always friendly and helpful	Always do best accommodate patients	Stairs annoying. No good for age
Very Good	Punctual, easy to book appointments	Regular check up	
Poor	My mother had an appointment for a b12 injection for 10am Thursday. When we arrived reception said she didn't and there was no nurse who could do it. The nurse had just told me she could have done it if reception had asked		Train reception to use some common sense and speak to other members of staff
Very Good	Reception staff are very friendly, welcoming and helpful	As above	Can't think of anything all in good
Good	Listened to what I have I had to say and answered any questions I had.	Operate to a professional standard	Can't think of anything
Very Good	Good help and advice for issue	Always manage to get an appointment	Waiting times delayed
Very Good	The Service I get the surgery is always supplied in a friendly manner. Whether it is minor or major medical condiction and course of treatment outlined	The surgery had an excellent team, of Doctors and nurses to give a high standard of support and the same time reception staff also handle patient queires effectivity	I'm not sure how you could improve on the current service
Very Good	Supportive gp, very helpful. Listened to me and answered all my queries	Kind care and attentive. Thank you for letting me know to check the NHS app at 6:30 to book a f2f appt on the day	Being able to get an GP appt when I phone.
Very Good	Did not have to hold for long to get an appointment. Treatment has been arranged effectivity		

Good	I got an Doctors appointment	I don't know I only joined this practice in July. I can see this is very Patient Orientated	Too early for my to suggest anything
Very Good	Entered online request this morning and reception called in 30 mins and offered an appointment	Seeing patients	This has been my practice for 30 years and very happy
Good	luckily little need for appointments	Dr Scivens has always been very helpful	Availbilty of appointments
Good	Auto check in did not work. Staff friendly and helpful	Staff very approachable.	
Fair	Can usally get an appointment quickly, Don't know any gps apart from Dr Scivens. Seems to be a large turnover of staff. It had changed since pandemic	As above with appts	
Very Good	Rang this morning to get an appointment and was spoken to in a friendly manner and given the appointment with the doctor as requested	All receptionist speak very kindly to patients and try their best to help	Maybe making sure letters from patients/ Consultants receive the relevant doctors attention
Very Good	The practice is easy to contact by phone or online. Reception staff are understanding and helpful	Waiting time I usally get to see gp within 7-10 days. I met different gps all are good and helpful	
Very Good	I have always received such good treatment here	appointments for poorly people	It seems to be good anyway
Very Good	Very helpful on the phone this morning	Polite and efficient	
Good	Helpful and friendly staff. Appointment was late but doesn't bother me	Friendly staff, clean waiting room	
Very Good	Called surgery 8:00 spoke to receptionist and made appointment for the afternoon. Good service	Respectful on call, very helpful	
Very Good	The practice has always been excellent. My family have been here for many years	Attention is given	Return the kids play toys
Very Good	Caring people	Been kind and helping people	
Very Good	I never have a problem, with seeing Dr Scivens when necessary and receive the best treatment	The phone system is very good and can request call back	
Good	I called this morning and received a callback and appointment was made for today which I wasn't expecting	Fast service and responded quickly	I have notice appt improvements
Very Good			

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

Have more qualified Doctors/ days to offer the coil as there is only 1 Doctor available. I previously only ever had an issue with this. Appointments running so late	We are sorry that you have struggled for an appropriate appointment. Coil removal is an additional service that one of our GPs offers. This is not a standard service that is provided by a GP surgery. If you would like more options for dates and times, please visit https://digital.thesexualhealthhub.co.uk/coventry-and-warwickshire or call 0300 247 0069.
Stairs annoying. No good for age	If you struggle with stairs, please do let reception know. Our clinical staff are more than happy to see you in a room downstairs if there is one available.
Was Frustrating not to be able to report a problem over the weekend via website. Said it was limited opening hours?	<p>As a practice, we decided to disable our patient triage (online consultations) due to the risk of not being able to see these until the next working day. If a medical emergency was submitted online on a Friday night, we wouldn't be able to see this until Monday, this could be detrimental to a patient's health.</p> <p>If you have an urgent issue during the time we are closed, please contact a pharmacy, call 111 or for life threatening emergencies, call 999.</p>