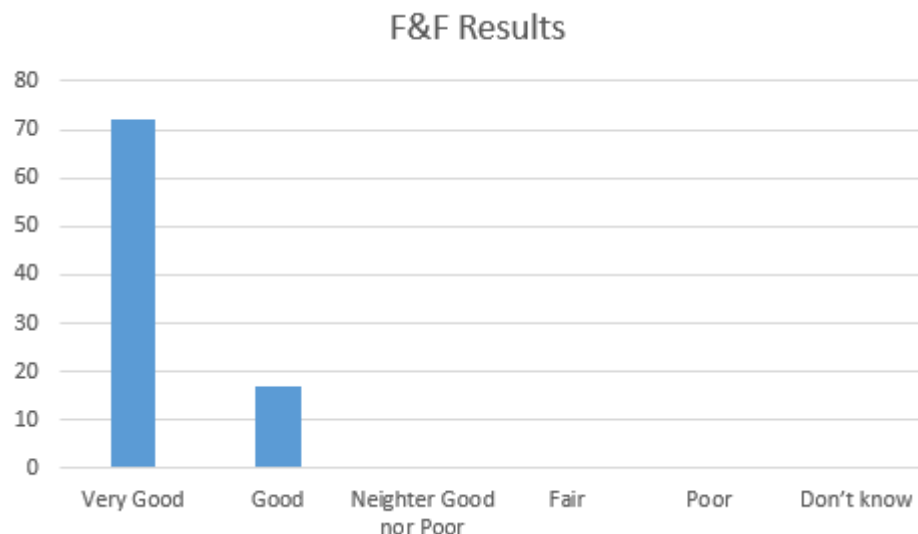


## October 2024 – Friends and Family Test Feedback

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	Staff friendly and Professional	Always try to be helpful	Nothing
Very Good	Clean and tidy, easy to check in	Nice calm environment. Welcoming	Not sure a christen radio station in the waiting room represents all patients.
Very Good	Staff very helpful and efficient	Can see doctor very quickly	Improve waiting time for appointment
Very Good	Always excellent	Appointments and service	n/a
Very Good	Efficient and caring staff	Call backs, practice nurses	More continuity by reducing locums
Very Good	Very helpful, listened. Asked lots of questions	Friendly, caring staff. Easy to use booking in system	
Very Good	Good feedback	Getting people to see the doctor	Nothing, doing fine
Very Good	Very polite and helpful	Speaking and checking in with everyone. Made to feel welcome	
Very Good	Good review of blood test results	Appointments ws on time. Ms Britts was friendly and was aware of my case	Was Surprised to be called for a 2nd review in the year.

Very Good	Seen on time	Monitoring my health	
Very Good	Always pleasant	Can usually get appointments when requested. Test results back soon	
Very Good	Easy to get an appointment	Very polite and friendly	
Very Good			It's good
Very Good	Given quick answers and treatments.		
Very Good	Reassurance on anything	Quick service and help	
Good	On time appointments	Customer Service	
Very Good	Good service, prompt appointment + call back	Positive + efficient response	
Good	Friendly staff	Booking an appointment has been easier and general communication between patient and surgery is good	n/a
Very Good	I have always received good service	All staff, doctors + nurses are kind and friendly	I don't feel I know enough about the nhs to comment
Very Good	Very helpful	Most things	Sometimes you have to wait awhile
Very Good	Can always get an appointment and doctors and nurses are always nice. Listen to concerns	Practice is very good in all things. Have never had any problems with any of the doctors	Cannot think of anything that needs improving
Very Good	Polite and efficient	Welcoming, polite and clean	Ask yourselves?
Very Good	Friendly and professional nurse	See above	Better accessible toilet facilities
Good	Dr Scrivens very kind and helpful. Was 15 mins behind but surgery very busy	Good staff, reception busy but seemed on top of things	Would like wait times to be shorter
Very Good	Easy to book appointment	Friendly manner	
Very Good	Always receive good advice and leave feeling reassured	Comforable to talk about problems with Doctor	Can't think of anything, very happy
Good	As a new patient, very good	All my needs sorted quickly	All good at the moment
Very Good	Always received help and appointments within a short period of time.	Good communication and troubleshooting issues	
Very Good	I've been a patient for 30 years and staff here have always been super friendly	Polite and helpful	You can't
Very Good	Easy to book online	Quick service staff all very helpful	
Very Good	Seamless process and friendly staff	Treat people as human beings	n/a
Very Good	Always helpful and friendly	Good appointment calling if long queue	
Very Good	Receptionists are great. Not typical gp reception. Always friendly and smiling and knowledge	Nurses are also so helpful	
Very Good	Simple, no delays and reassurance	Compared with the horror stories you hear about. None at Bridge House	I can not
Very Good	Prompt service	Friendly and helpful	More face to face meetings

Very Good	I needed a face to face today by a gp and I managed to get an appointment	I always have a friendly/helpful time when speaking to someone here	More things on the way in the waiting rooms to look at
Good	Many years of receiving good service	Efficiency	Shorter appointment waiting
Good	Always helpful when calling	Like accessibility on app	More available appointment
Very Good	Very efficient and pleasant	Keeping on top of things	No improvement needed
Very Good	Save my Life		None
Very Good	Everyone is always so helpful	Being understanding, decent human beings	
Very Good	Almost no wait. Friendly staff	As above	
Very Good	Appointment with nurse on time and informative	Everything	At present nothing noticed
Very Good	Usual prompt and professional service with a smile	Well organised and managed surgery compared to all my previous experiences	Keep doing what you're doing
Very Good	Same day appointment, reception very pleasant. Excellent doctor	Everything	
Very Good	Doctor explained my problem in details and said what I need to do in each scenario	As above	
Very Good	Comfortable- very pleasant, helpful receptionist	Makes people welcome	Don't change
Good	Speedy service	Polite staff	More explanations on problems
Very Good	Very helpful		
Very Good	Prompt - on time appointment	Dealing with my health issues promptly	
Good	Very helpful receptionist	Giving quick appt	Keep as you are
Very Good	Ontime	On the day appt	Nothing specific
Good	Screen not responding to touch had been pressed 4 times	Appointments with cathy	I know you can't help but parking is a nightmare
Very Good	Always get to see a Doctor on the day I needed	Online booking on the morning always good level of available available	
Very Good	Booked appt easily online with gp choice after being advised weeks available by reception staff	Polite helpful staff	
Very Good	Always a fabulous service	Great staff	I don't think you can
Very Good	Seen to Swiftly	Dealing with patients	No idea
Very Good	Always lovely staff. Drs listen to you and act appropriately	Everything	n/a
Very Good	Attended to my needs promptly	Listening to patients	Makes it easier to get appointments
Very Good	Easy and efficient service	Friendly and helpful	n/a

Very Good	Very polite receptionist	Always have a good service and including fitting in an appointment	hmmmmmm???
Very Good	I feel helped and looked after	Listening and acting fast to see me	
Very Good	Friendly kind nurse. I didn't feel like I was just a number	Efficient and friendly	Would love to be able to get an appointment with Doctor of more choice easily
Very Good	Always on time and easy to book through NHS app	Always polite and able to answer questions	Doctors need to keep their diaries up to date on app
Good	Listens to what I said	Been able to see a doctor	
Very Good	This Surgery has looked after me since the day I was born. 89 years	Always pleasant and helpful	
Very Good	Very helpful at very short notice	I think you are doing everything well	
Very Good	Easy to check in and staff are friendly and efficient	Easy to get an appointment and check in	Could brighten up the décor, bricks are quite dull
Very Good	Very helpful and wonderful reception team	Staff are always very polite	
Very Good	Helpful and welcoming at reception and on telephone. Great nurses	Getting appointment to see doctor or nurse	
Very Good	Good communication on phone and in surgery	Friendly staff	
Very Good	Very responsive and friendly staff	Friendliness and responsive	Nothing
Very Good	Prompt service and friendly	As above	
Very Good	Felt that the doctor listened to my concern	Friendly doctors	They used to be children's toys in the waiting room to entertain the little ones
Very Good	You always take patients seriously!		
Good	I have been coming here for years and never really had a problem. Just never easy to get appointments		Have more available appointments
Good	Easy to check in	Booking and checking in	Online appointments
Very Good	Friendly staff, clean waiting room	Everything seems to run pretty smoothly	I can't think of anything
Very Good	On time with appointments	Prompt attention	Open more hours
Very Good	Received all the help I needed	Staff are friendly and helpful	
Very Good	Quick appointment via online. Excellent friendly advice and treatment. Reception is friendly and helpful	Dr Scrivens friendly clear advice	
Very Good	Very speedy appointment	Caring for your patients	Only by making parking easier
Good	Always helpful and generally on time. Can always get an appointment	Access to appointments	No issues
Good	Friendly team	Being polite and helpful	Don't think you can

Very Good	Everyone we interact with have been very professional and friendly. Nothing is ever an issue	Communication, use of SMS messages. Points for services- Private referrals	
Very Good	Everyone at the medical centre have always been very helpful, patient and kind	Everything	Nothing
Very Good	Good appointments availability. Polite helpful service	Appointments. Efficient on line system	Nothing apparent
Good	Everyone especially reception, very freindly		
Very Good	Excellent and careful service	Exhibiting real concern at my condition	Keep doing what you're doing
Good	It was easy to sign in and everyone was very polite when helping me	The surgery seems clean and well looked after. The Staff are welcoming and understanding over the phone as well. Managed to get an appointment straight away	I had no option to see female doctor however I understand that is often out of your control.
Good	Check in machine faulty	Everything is good	Have more appointment slots

#### Key points on "Please tell us how we can improve?"

Was Surprised to be called for a 2nd review in the year.	We are trying to invite all patients in around their month of birth for all annual reviews to reduce the number of appointments needed. Therefore, whilst we are putting this into practice, you may have 2 reviews in the year to ensure that you do not wait more than a year for your next annual review.
More continuity by reducing locums	We only use locums to cover unexpected illness or due to annual leave or else the GPs that are working would be overrun with appointments and it would not be clinically safe. We are unsure of the GP you are referring to as we haven't the need to use a locum within the past month or two.
Better accessible toliet facilities	Please do inform us of any assistance you may need and any improvements we can make. We do have a booster toilet seat available for patients to use if requested from reception. We do have to keep it away from the toilet as it needs to be sanitised after every use.