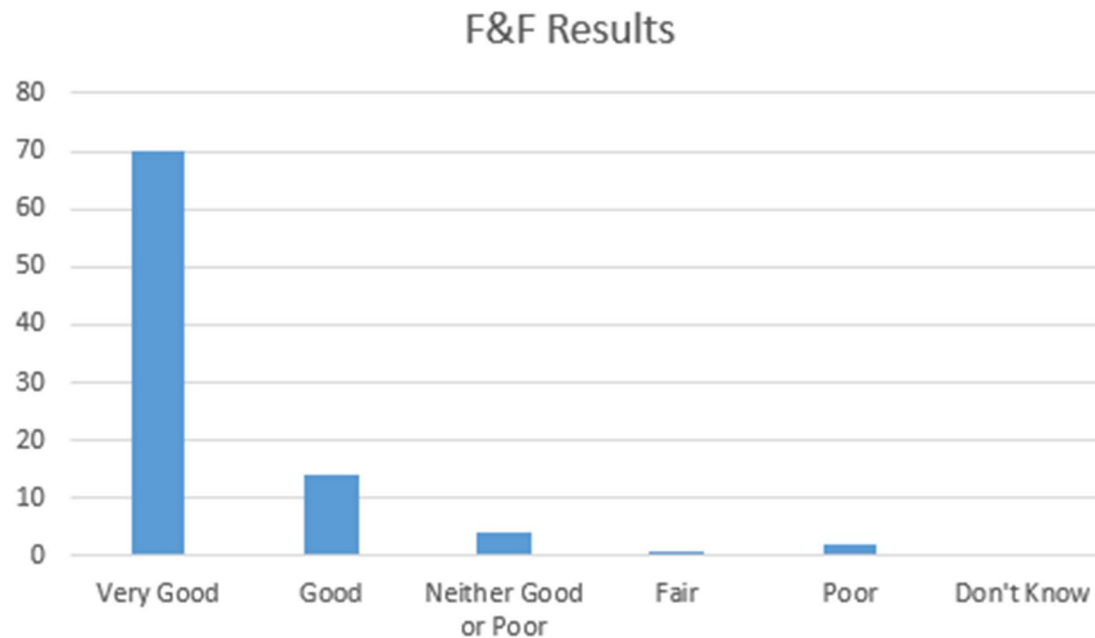


March 2026 – Friends and Family Test Feedback

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



How 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?
Poor	I think is terrible to treat a patient with heavily back pain over the phone. I didn't receive any prescription of what I should take as medication	Nothing	Seeing the patients in person would be a good start? What do you think? It's pretty obvious
Very good	Very grateful to all the folks at Bridge House for their support over the last few weeks - has made all the difference.	Timely responses, supportive attitude from everyone I've been in contact with.	Nothing that I can think of, truthfully.
Very good	Quick to be seen on same day.	Communication and receiving appointment same day	Cant think of anything for this instance.
Very good	Dr Ross always has time for a patient, she explains, listens and reassures. Best practitioner.	Triage system is working well	More practitioners who care
Very good	I felt really listened to, understood and felt the doctors really cared. We got an appointment really	Caring, good listeners and responsive	

	quickly and feel very grateful to have such a caring and responsive gp surgery.		
Very good	All the doctors are amazing and there are three doctors who listen to you.. Dr scrivens, Dr Cordner and Dr hall	I feel I can get appointment when I need it	Nothing
Good	The response was quick and I was given appt on the same day.	Timely response	
Neither good or poor	Struggling with mental health and nobody seems or ants to help me. No-one understands	Same day appointment Reception staff are mindful and thoughtful 80%	Try and make he same gp consistent More training on neurodivergence and mental health
Very good	polite gp, and everthing explained in a professional manner.	Returning the call straight away, problem dealt with and everything done promptly.	N/A
Very good	Very considerate with the condition of the way my knee was in very painful	Have got an appointment for an x-ray	N/A
Very good	The response was very fast and the doctor was excellent on th ephone	Quick response and phone call from the doctor rather than needing an in-person event.	
Very good	Call back was same day. Outcome was very helpful.	Helpful team. Timely call backs	
Neither good or poor	Different GP frequently.	Response times to triage	Clean up Bridge house office as it looks like a miserable 1980's brown & beige deep depression. Quiet rooms for sensitive patients Better lighting for sensitive patients
Very good	Very quick to reply and good conversation with the doctors on ways forward	Always very helpful	Nothing
Very good			
Very good	Appointment on same day and referred back to surgical team	Lusten to my concern and necessary action taken promptly	Keep on doing what you are doing
Very good	No very long time for being served . Doctors checked up everything was needed at the moment	Friendly atmosphere	You doing well
Very good	Dr Cordner was very efficient , quick react , knows what he is doing ...	although it runs late, but we go to straight the pioint, no waste time	punctual the appt time
Very good	The whole process of booking an appointment and speaking to staff is excellent.	Polite, kind, empathetic. I feel you guys are straight on it when I need help. I couldn't fault the care	I couldn't fault you all.
Very good	I met with the GP due to my underlying health concerns and offered support and revised medication.	The GPs and practice staff are always helpful	Nothing. My practice does the best it can in the current climate and that is all anyone can ask.
Very good	it was a very good experience	getting back to patients within agreed timeframes	

		Everyone at the surgery when talking to them is really lovely with their manners and caring attitude. I have had wonderful support during the past 3 months and no matter whom I've spoken to regarding my health issue I have felt cared for. That included reception and pharmacy staff too in addition to GPs.	More joined up care with external providers. The attitude towards Newson Clinic, mere metres away, is pretty dreadful. The GPs could really learn a lot by the care and provision provided by NC to my HRT regimen and use the evidence to give better personalised care on the NHS. Not admonish me for taking steps to manage my health privately due to lack of knowledge.
Very good	Good advice. Was listened to. Kind and caring attitude.		
Very good	I felt I was given the right amount of time to discuss my situation with the doctor who was very supportive.	Timely responses and appointments	
Very good	Friendly helpful staff from front of house, to nurses, to GPs.	So far I have been offered solutions to any issues. Staff throughout have been excellent. Referrals have been quick where needed.	N/A
Good	3 medical issues discussed with GP. Physio this Thursday, other 2 issues not yet resolved.	Quick response times and very quick to secure an appointment. Receptionists helpful and friendly.	Awaiting to hear about my finger and results of BCG.
Very good	The pharmacist was so easy to speak to and answered all my questions. She understood the issues and was extremely helpful in resolving my concern. The prescription arrived in my e-mail almost immediately.	Excellent communication. Kind and friendly staff.	I had to wait a few days for the telephone consultation, but as my concern was not urgent this was entirely appropriate.
Very good	Good service	Listening	No improvement needed
Very good	Appointment was on time and efficient service	Efficiency and good care	Nothing to suggest
Very good	Very efficient service in processing the triage form and the follow-up call from the doctor. The in person appointment that was arranged for me was very reassuring.	Every one is polite and respectful. The practitioners are excellent and are friendly in manner.	If a problem is ongoing, it would be good if one did not have to fill out the triage form repeatedly.
Very good		Everything	None
Very good	The form is simple to use, someone phoned me very promptly and arranged a telephone appointment with a GP, which was all I could ask for.	Responding quickly.	On this experience I can't think of anything.
Very good	I spoke with Dr Ross. She was lovely and gave me time to talk. She listened and empathised and gave me the impression that she understood my needs. She followed up on a query and I received a text response the same day.	You are all really lovely and helpful whenever I have to speak to you. The triage system works	Whilst I appreciate that you probably have too many patients, are hugely overworked and somewhat stressed, I'm afraid that I am beginning to feel like a "number". A telephone conversation to discuss quite worrying matters about one's heart doesn't feel like the right response. As

			it turns out, Dr Ross was delightful, professional and caring. But I would have preferred a face to face appointment. These seem to be very difficult to obtain.
Very good	Filled out the online triage form and had a call back same day as promised	Getting back to patients on the same day initially by telephone which I think is more acceptable nowadays..... and then escalating to a visit if deemed necessary	Keep doing what you are doing 😊
Very good	Very prompt reply , doctor was very detailed in her response , gave me a prescription for a short term fix , whilst simultaneously looking and putting things in place for hopefully a longer term solution, don't know what more I could have asked for more really, so thank you.	Fast and efficient response from front of house, followed up by the same from the doctor (see above)	Nothing really good efficient caring practice
Good	Machine stated on time appointment was 45 minutes late		Ensure information given is correct
Fair	Dr.Corden told me I had not been given a longer appointment as I requested. He said that he only now had 6 minutes to administer my steroid knee injections, even though he was running 10 minutes late which was not MY fault. He also said he didn't have time to discuss my right hip. I felt rushed and not listened to so I suggested I made a different appointment.	The receptionist booked me a further appointment saving me the hassle of filling in another triage form.	This triage system is failing. Doctor Corden hadn't even read the notes before my appointment. This may just be the case for one doctor though.
Very good	Dr Morgan was helpful and knowledgeable	Quick appointments. Helpful receptionists. Don't have to wait in surgery long.	Can't see how you can improve.
Very good	I put in a triage at 8.30 am and within 30 minutes was offered an appointment	Processing triage and having appointments available	
Very good	All staff at the surgery are wonderful and I've yet to find a single negative from being a patient at this surgery. My requests are dealt with super fast and in a warm and friendly manner. Thank you to all the staff there.	Warm and friendly. Accurate, and fast to help	Can't think of anything - already really, really good
Very good	Comprehensive response. I felt listened to.	Timely response.	Better familiarisation with history before calling.
Very good	EVERYTHING WENT SMOOTH AND ON TIME	PROMT TIMES FOR APPOINTMENTS	ALL GOOD
Very good	On time appointment and very good check up.	Booking appointments at times that I need is second to none. BHMC always tries to fit my appointments in with my once every 3 hours rural bus services.	All very good so hard to fault.

Very good	I was invited to make an appointment for routine cervical screening. It was easy to make an appointment at a convenient time for me. On the day of the appointment, there was minimal waiting and the procedure was carried out smoothly.	I like the text reminders for routine test/examinations I need. The wait times for speaking to the receptionist for making an appointment are not too long.	Can't think of anything.
Very good	Quick response to my online triage and an appointment with a doctor the same day.	Can't think of anything that I could grumble about.	
Very good	It was a test result and I didn't have to chase it, plus the content was discussed in a professional yet friendly manner, and the result was appropriate	Pretty much everything,	In this instance it would be difficult to improve on this experience.
Very good	Because you requested it	Everything	?
Very good	After my phone call I was contacted and saw the doctor the same day	Responding to my concerns quickly	continue as you are
Very good	Almost immediate response to online triage, followed up with either same day appointment or information of further treatment requirements	Triage is fantastic	If possible see the same Doctor for ongoing consultation when condition does not improve.
Very good	My query was dealt in an informative and helpful way	Prompt response	I'm not sure anytime I have had to use the service I've been very happy at how I have been dealt with. Great staff
Very good	Reassurance and kind	Keeping me informed	
Very good	The receptionists are really helpful.and obliging.	Everything.	Only to go back how it used to be.!!
Very good	everything went very smoothly	Efficient, easy interaction, very professional	Keep the standards at this level
Very good	Impressed with level of attention.	Prompt attention to find what was causing my problems.	As far as I am concerned, I am happy with overall service.
Very good	GP appointment was informative and helpful. Reception staff pleasant and corrected my address which peculiarly had reverted back to my previous address!	My experiences since being with the practice for 5 years have all been good. All staff have been helpful and pleasant and timely appointments arranged.	No unpleasant experiences encountered. Keep on doing what you're doing.
Good	because trying to book an appointment with the triage form is usually irrelevant and therefore annoys you before even speaking to anyone	the face to face stuff	get a patients view of calling your surgery and listening to the aggressive butch woman. I always get the impression you are overloaded and feel guilty just calling you.
Very good	Friendly and helpful front desk. Great GP's who inspire confidence in patients, especially at this very difficult time within the NHS.	See above	When visiting being able to discuss our medical issues (triage) in a less public space.
Very good	Response to my request was quick.	Ansering online requests quickly	Not sure

			The waiting areas are stagnant and poorly ventilated! I always feel like I will catch a bug when people are coughing. Please provide healthy extraction fans and ventilation.
Good	I have a history of bowel polyps removal 8 years ago and bowel cancer from my father. I am struggling to defecate which is concerning me. Even tho, I couldn't get a face to face appointment and the "doctor" didn't ask a colonoscopy, which the norma protocol in my case (above 50 y/o, polyps, familiar bowel cancer) is to repeat every 3 years. It is a shame that NHS prefer to treat cancer instead of preventing it.		
Poor	I ordered a blood form personally at reception when I went to collect it was told "it was not on the system"	In this case nothing	Start focusing more on prevention.
	This morning I have received notification from the surgery to have a blood test regarding my sugar levels. MY 3 MONTH BLOOD TEST WAS TAKEN LAST THURSDAY 27TH FEBRUARY 12:15 AT STRATFORD HOSPITAL.	Unable to answer this as I avoid attending the surgery if I can treat myself with help from Avon Pharmacy.	
Neither good or poor	I realise the tests are for different things.		Have no idea
Very good			
Very good	Clear and concise conversation, with relevant conclusion.	Being punctual, courteous and helpful.	All ok at present.
Very good	Good service	Prompt service	More staff
Very good	My concerns & treatment were dealt with promptly, much quicker than the media would have you believe.	I was able to see a GP quickly & a plan of action agreed	Keep it up
Good	Using the triage is stressful when you are feeling unwell or anxious.	Responding quickly to triage.	Easier access to receptionists or nurses for minor problems. IT system not sending multiple messages,
Very good	Because it's a fact	As far as I am concerned, your surgery is the best.	People moan about less face to face, but the system suits me, we are all different.
Very good	I recently had a urine infection following a cystoscopy so I sent a triage message and a doctor phoned me within the hour and prescribed antibiotics which were delivered to me in the	Responding to health problems quickly and showing patience.	I have been with Bridge House Surgery since 1979 and have never had an unhelpful experience.

	afternoon. Whenever I have contacted the surgery I have always had a prompt reply.		
Very good	Very quick reply	Responding to more urgent care well. Friendly staff and patient doctors	No complaints
Very good	Because the doctor was very thorough and understanding	Always helpful with your recommendations whether it's telephone appointment or face to face.	It would be lovely to book an appointment on the telephone.
Very good	No problem		
Very good	Lovely nurse, did not have to wait long	Great members of staff	no
Very good	Great response time for triage put one in and had appointment an hour later	Service is good was not expecting an appointment same day	Unsure as received good service
Very good	Had good face to face appointment with doctor morgan	felt listened to, have a plan in place	no comment as doctor answered all my concerns
Good	Awful smell in toliets		Check toliets regularly
Good	waiting rooms are quite old, harsh lights.	Kind staff as always	Very cramped upstairs
Very good	Great Doctors		
Very good			
Very good	Saw Nurse lottie for travel vaccines, very knowledgeable	Very informative	No complaints
Good	online form is quite longwinded, don't like how you have to keep filling it out even if the same ongoing problem	lovely surgery, staff are very nice	Shorter forms?? Or find an easier away
Good	Reception waiting phone times can be long, was waiting a while	Friendly reception when speaking to them	Not sure maybe more staff or help on phones? Could have just been a busy day...
Very good	Did not feel rushed in appointment	Really caring doctor	Nothing the appointment was great, felt listened to
Very good	Came in to book a blood test, very nice lady on the front deak	Very welcoming and friendly	
Good	Having to constantly chase up results	Lovely staff who try to help	Should be a easier way to contact patients about results instead of them having to constantly phone
Very good	Pop a form in for an appointment was heard and had appointment same day which I was not expecting	Really high standed	can't fault this system
Very good	Came in to enquire about shingles injection got an appointment an hour later from a cancellation	Fast response, very quick appointment	Very happy with service no improvements
Very good	answered my urgent health concern	Fast plan put in place going forward, felt safe with my health with the doctor	nothing

Good	All Doctors are good, feel like I don't see the same Doctor each time which may help as I have ongoing issues	All doctors have a good level of knowledge	Try and keep with the same doctor, I try and request the same doctor and end up with someone else
Good	Always come here for covid booster got notified to book clinic all full?		Not acceptable as now I have to make other arrangements for it
Neither good or poor	Kept missing calls of doctor now have to rebook		Given a better timeframe with telephone appointments
Good	Had covid invite- clinic fully booked		not happy only one clinic available
Very good	Had prescription query, was dealt with quickly	Dispensary staff very informative	

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

<p>I think is terrible to treat a patient with heavily back pain over the phone. I didn't receive any prescription of what I should take as medication. Seeing the patients in person would be a good start? What do you think? It's pretty obvious</p>	<p>Thank you for your feedback. We're very sorry to hear that you feel dissatisfied with your recent experience, and we do understand your concerns, especially when you are dealing with significant back pain.</p> <p>All patient requests are carefully triaged by a GP, who will decide on the most appropriate next step—whether that is a telephone consultation or a face-to-face appointment—based on the information provided. This process is in place to ensure patients receive timely and appropriate care.</p> <p>As we are not directly involved in your specific consultation, we are unable to comment on the clinical decisions made in your case. However, we take all feedback seriously. If you would like us to look into this further, please contact the practice directly so we can investigate your concerns in more detail.</p>
<p>Had covid invite- clinic fully booked - not happy only one clinic available</p>	<p>Thank you for your feedback. We're sorry to hear that you were unable to book into the clinic and understand how frustrating this must be.</p> <p>At present, we are only able to run one COVID vaccination clinic at a time. This is because we are allocated vaccines in stages, and we can only order further supplies once a certain proportion of our current stock has been used. As this clinic is scheduled a few weeks ahead, we are unable to arrange additional clinics until more vaccines have been administered.</p> <p>We appreciate your patience and understanding, and we will be offering further appointments as soon as more stock becomes available.</p>
<p>Should be a easier way to contact patients about results instead of them having to constantly phone</p>	<p>Thank you for your feedback. We understand that contacting the practice for results can sometimes feel inconvenient. There is an alternative way to access your results without needing to call the surgery. You can download and use the NHS App, which allows you to view your test results and other health information securely online.</p> <p>If you need any assistance setting this up, please feel free to contact the practice and we'll be happy to help.</p>

If possible see the same Doctor for ongoing consultation when condition does not improve.

Thank you for your feedback. We understand the importance of continuity of care, especially when a condition is ongoing. When submitting a triage request, there is an option to state a preference for a specific GP, and we will always try to accommodate this where possible. However, this cannot always be guaranteed, as GP availability varies. Some doctors work on different days, may be on annual leave, or may be running specialist clinics such as minor surgery or other services. We appreciate your understanding and will always aim to provide the most appropriate and timely care available.