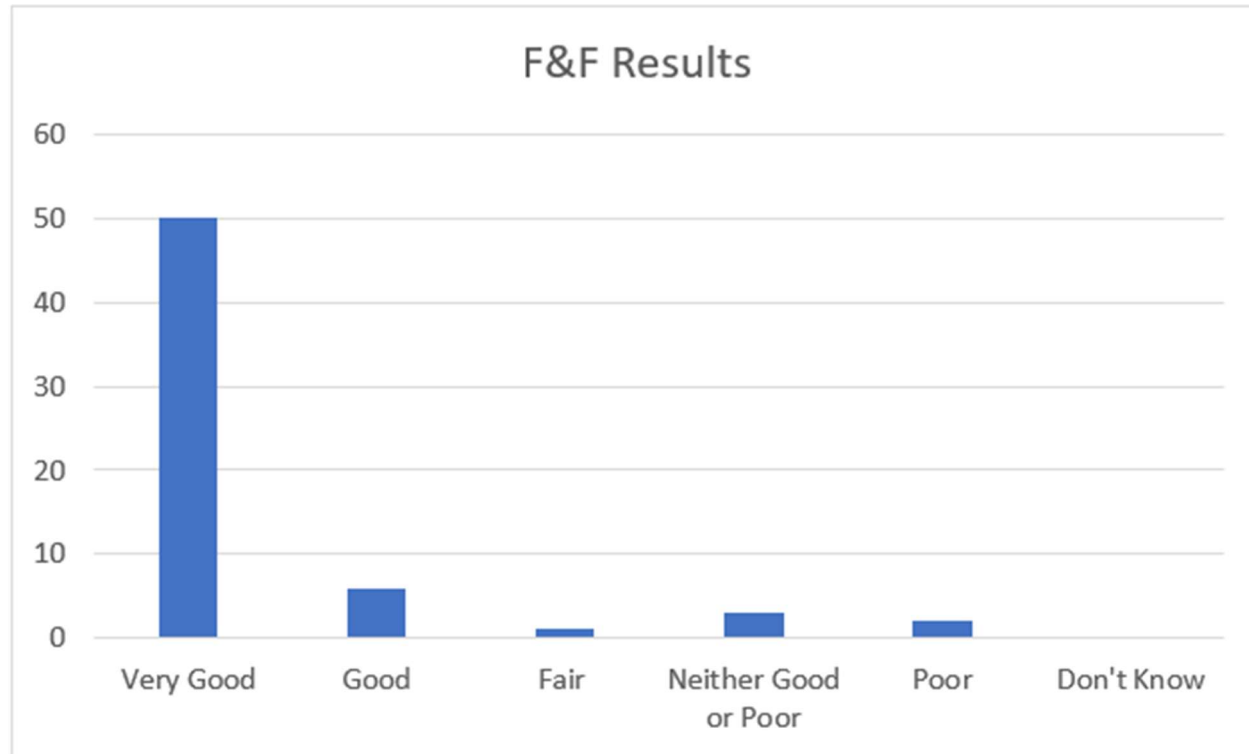


June 2026 – Friends and Family Test Feedback

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



how was 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	Saw Dr Bennett- really nice young Doctor	Took his time with my issues	
Poor	Prescription got rejected- really needed medication		Was told it could not been done in the same day and needed appt
Very good	done triage in waiting room, got seen within the hour	Amazing service from Reception, really helped me out	Nothing can't fault service, the girls were amazing
Very good	I cannot praise the doctors highly enough.	Had a recent bad accident been seen by gp for a follow up, felt like my care was all In hand	
Very good	I queried the RSV vaccine, reception was very helpful	Good advice and got me booked in	

Very good	Kerry kindly helped me with my NHS App to issue my medication	She sat down and took her time with me	Nothing I got sorted
Good	Lovely Doctors surgery, but upstairs toilet needs a clean		Soap dispenser was all dirty not nice while washing hands
Very good	Great team- rapid responses	Great surgery	no
Very good	Got all in muddle with my passwords on the app, came to get sorted.	Manage to sort it out as I have been locked out for 3 weeks from my app	
Very good	Thank you bridgehouse for being so kind and caring and helpful. My health suddenly declined and it had changed my life overnight	you have taken care of me so much I really think appreciate it	
Very good	big thankyou to this exceptional practice.	I filled in a triage form online and only just over 2 hours later I was home after seeing the doctor.	It really is a superb service.
Very good	Dr Morgan was great throughout, being very patient and understanding while I struggled to articulate what I was trying to say, and not beign wrongfooted when I failed to give a simple answer to a simple question.	Amazing Doctor would recommend	nothing great appointment !
Very good	Lovely Lady on the phone, very well mannered. Easy to talk to	She booked my appointments in, very easy process	n/a
Very good	Seen promptly, ho listened and was compassionate	Being responsive to patients needs	N/a
Poor	As a cancer survivor and still having issues from my treatment i found it extremely difficult to get any help and support. It would also help if the doctors looked at your history so you don't have to sit and explain your situation which adds to the trauma already experienced		
Very good	I received confirmation of a telephone appointment very soon after submitting my enquiry online. The GP called in the time allocated and was very friendly and professional.	I always experience good care at Bridge House. I am conscious that I have the capacity to use the online triage system which works really well.	
Very good	The follow up care has been excellent by the doctors, and the reception staff are always friendly and helpful in the surgery too.	The appointment system is very good, and the doctor calls back promptly. It seems that there is a lot of care taken with each patient.	
Very good			This is in the I suppose administration level - you could try to make it easier to contact you via your technology/intrnet /ipad . I know it's got its advantages but it can be daunting for some who find it easier to have direct contact with
Very good	Understood quickly the medical issue and sorted it out .was patient if I asked her to repeat something .Was very reassuring which I very much appreciated .	You are working and liasing efficiently as a team and seeing the patient as a person . I always found an understanding kindness and willingness to deal with any medical problem that confronts them	

			your staff instead of having to go through some stages in a programme..
Very good	I gave this answer because I got good service, honest communication and fast answers	Good communication and care	Updating the nhs app
Very good	Everybody encountered was very pleasant and professional. Put me at my ease.	Being extremely pleasant, professional and understanding	I don't think at this moment in time I can think of anything
Very good	Always helpful	Easy to get an appointment	I can't think of anything.
Very good	Dr Scrivens listened and answered my questions comprehensively.	Responding to requests	
			The last couple of doctors I have seen or spoken to at the practice have been quite patronising or condescending. I don't know how you improve that but it has really affected my confidence and self esteem
Fair	The doctor spent a long time on the phone with me but I found her to be quite patronising	Fast responses	
Very good	Dr Scrivens was considerate and helpful and dealt with all my queries effectively.	Patient triage system works well for me.	N/a
Neither good or poor	The clinician asked me the same questions 3 times, I expected twice to make sure, but she didn't listen	Offering at least a telephone call from a Doctor	Letting us know how long ,roughly, before we get a call back
Very good	Very friendly and helpful receptionist and GP who was very thorough	Responding quickly to online appointment requests and being very thorough	By issuing annual medication monitoring blood test requests on time (not part of this recent contact but a general observation)
Very good	Very efficient always ready to help	Everything!	No idea
Very good	Very helpful	What's required	
Good	Generally very helpful	Generally	
Very good	Because I was seen fairly quickly and received the treatment I wanted	Seeing patients quickly who need the care	I'm not sure that relying on a triage system online is the best for older patients who may not be computer savvy- ok for us though
Very good	Needed an urgent appointment and was offered one within 90 minutes of phoning.	Greater flexibility of appointments	Nothing specific
Very good	The surgery administration and the practice in general is first class. I couldn't ask for better.	Very quick response to my on-line details.	Hard to say, as far as I'm concerned, keep doing what you're doing and don't let the service slip.

Very good	Dr Scrivener very thorough, asked lots of relevant questions, caring attitude.	Dr Scrivener very thorough, asked lots of relevant questions, caring attitude.	Being able to book appointments online
Very good	Lottery is very helpful and always on time	Appointments appear to be available more easily now but the triage process is a real pain	Stop online triaging
Neither good or poor	I was unsure whether the review was the annual age review or a medics review until Charlotte told me. It was a medics review that was very good. The downgrade above was because it was not clear in the previous information.	You are following up very well and giving me all the opportunities but as I am away so often I sometimes find it difficult to follow up with you.	I was invited for a jab but you had no time available as all appointments had been taken up.
Neither good or poor	I needed to change my mobile number.This was done but my old house address in Kenilworth was reused for my NHS account.	Always polite and helpful.	Just recheck all addresses and details if any change
Very good	I am new to the practice and met Dr Shoffa for the first time. She was very approachable and friendly	Dr Shoffa undertook to refer me to the appropriate agencies to continue the treatments I was having in Sunderland	Don't know
Very good	Very courteous and professional staff	Treating me like an individual and listening to me patio	More air con in the hot summer pls!!
Very good	Made me feel easy and comfortable	Very polite and helpful	I don't really know
Good	I was disappointed that I had to call for my test results. Almost 4 weeks after the surgery received them. And I had heard nothing.	Responsiveness to on-line forms is very very good.	Contact your patients when best results come back to the surgery.
Very good	From triage to actual face to face was efficient and caring.	Speedy response and good outcome leading to confidence in the process	My experience was good so far.
Very good	From triage to final outcome gave confidence in the process	Because of your efficiency across the board it's difficult to fault	Apart from the thorny issue of car parking improvements must be incremental based on experiences of patients generally. Would be good if it were possible to see the doctor of choice more frequently.
Very good	Because I was so pleased with the outcome. Thank you much for your help and attention.	Every thing. Because you have fulfilled everything I have asked of you and more.On the vast majority of cases.	Make the triage easier to complete.I found it very difficult. But your staff sorted it for me.Bearing in mind that I am 84 years old it makes it difficult for me.
Very good	Saw me very quickly first time. This was a second appointment that the gp had made to check on my mole. Very thorough	Thorough care from gp. Gave me advice and what she will do next	

Very good	Efficient and helpfull	Everything goof	
Very good	Always helpful	Pleasant . And helpful	A place for elderly patients to been seen downstairs
Very good	Prompt call Dr Shoffa listened to my symptoms and explanation.	Listening and giving advice on telephone appt is more convenient than having to attend the surgery where possible	Continue the good service
Very good	Super care from everyone I spoke to or who attended me. Best gp I've ever had since I was young	Gentle care listening going the extra mile	Keep doing what you are doing
Very good	Efficient	Responding quickly	
			Finding an option for reporting back to you about the results of a particular treatment or medication. Or is it me failing to find an option within the info already in place?
Good	My opinion of the discussion that took place Ringing	Ringng back when not available first time!	
Good	Polite and helpful on phone	Invited me to the surgery straight away	All seems good
Very good	The drs, nurses and receptionists are amazing	Everything!	Can't think of anything
Very good	Staff are nice and care about the patient and their family	Everything are good	Nothing
Very good	It was quick and effective the GP listened and explored options	Responding. Quickly	
Very good	Filled in an online consultation and was given appointment same day, polite and friendly receptionist.	Efficient response	Waiting time for appointment was almost over 1/2 hr
Very good	The receptionist/pharmacist always asks how they can help and I know they will follow through. Always polite even though they are perhaps very busy. A caring surgery.	You always follow up our requests for help with concern to assist.	not sure you can
Very good	I FILLED IN AN ON-LINE TRIAGE FORM. VERY QUICKLY I WAS ASKED TO ATTEND A FACE TO FACE APPOINTMENT. DR SCHOFFA WAS LOVELY TO ME , APOLOGIISING FOR MY WAITING TIME. SHE REALISED HOW WORRIED I HAD BEEN AND I WAS SO RELIEVED SHE SAW ME ON WHAT WAS OBVIOUSLY A VERY BUSY DAY FOR HER. SHE ARRANGED TESTS AND A CONSULTANT APPOINTMENT FOR ME AGAIN RELIEVING ME OF WORRY. I AM VERY GRATEFUL TO HER		
Very good	I was seen very quickly and referred very quickly	Everything and o particularly like the triage on lime form rather than wiring for ages on the phone.	I can't think of any way to improve.
Good			
Very good	Efficient, helpful and friendly team	Efficient, helpful and friendly team	Automated appointments for routine and annual checkups

Very good	Service I have received at the surgery has always been excellent	Everything
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Key points on “Please tell us how we can improve?”

Soap dispenser was all dirty not nice while washing hands	Thank you for taking the time to share your feedback. We’re sorry that the soap dispenser appeared unclean during your visit. The dispenser is cleaned regularly; however, we understand that the marks on it can make it look unsightly. These marks are from the air freshener spray and, unfortunately, have proved difficult to remove. We have taken your feedback on board and are already looking into replacing the dispenser to improve its appearance. We appreciate you bringing this to our attention and apologise that the facilities did not meet the standard we aim to provide.
I’m not sure that relying on a triage system online is the best for older patients who may not be computer savvy- ok for us though	Thank you for sharing your feedback. We understand that using an online triage system may not be suitable or comfortable for all patients, particularly those who may be less familiar with using computers or online services. Our reception team are always happy to assist patients who are unable to complete the form themselves and can fill it out on their behalf. We want to ensure that everyone is able to access our services, regardless of their confidence with technology. Thank you again for raising this with us.
Updating the nhs app	Thank you for your feedback. We understand your comment regarding the NHS App. The NHS App is provided and managed by the NHS, rather than by our practice, so unfortunately we are unable to make changes to the app itself. We appreciate you taking the time to share your experience and will continue to assist patients with any practice-related services where we can.
Contact your patients when best results come back to the surgery.	Thank you for your feedback. We understand that it would be reassuring to be contacted when your test results are available. Unfortunately, due to the large number of results we receive each day, it is not possible for a doctor to contact every patient individually when results come back. Our practice therefore operates on a “no news is good news” basis, where we will contact you directly if your results require any further action or discussion. You can also view your test results through the NHS App, which allows you to check them without having to wait for a call from the surgery. We appreciate you taking the time to share your suggestion.

Being able to book appointments online	Thank you for your feedback. We understand that being able to book a GP appointment directly online may seem more convenient. Our practice partners made the decision that requests for GP appointments should first go through our triage process. This allows a GP to review the request and determine the most appropriate clinician or service to deal with the patient's needs. We have found that a number of appointments that were previously patient booked directly with a GP could be more appropriately managed by another member of our clinical team, such as a clinical pharmacist, physiotherapist or other healthcare professional. This approach helps ensure that patients are seen by the right clinician for their needs, while also allowing GP appointments to be available for those who require them. We appreciate that the triage process may not always be the most convenient, but our aim is to make the best use of our clinical resources while ensuring patients receive the most appropriate care.
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