



Bridge Medical Centre

Patient Satisfaction Survey 2023

512

 (psurvey.aspx?p=357388&xls=1)

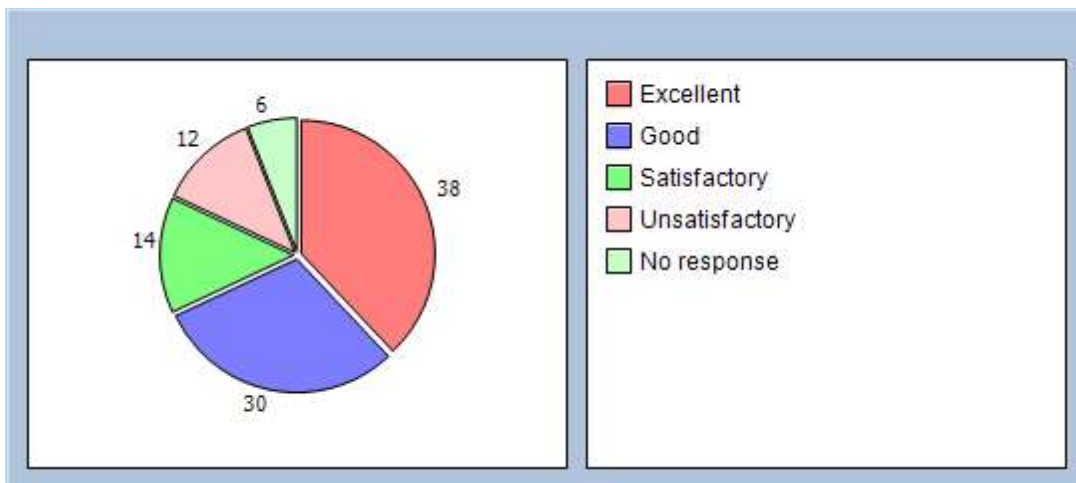
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Number of Responses:

Patient Satisfaction Survey 2023

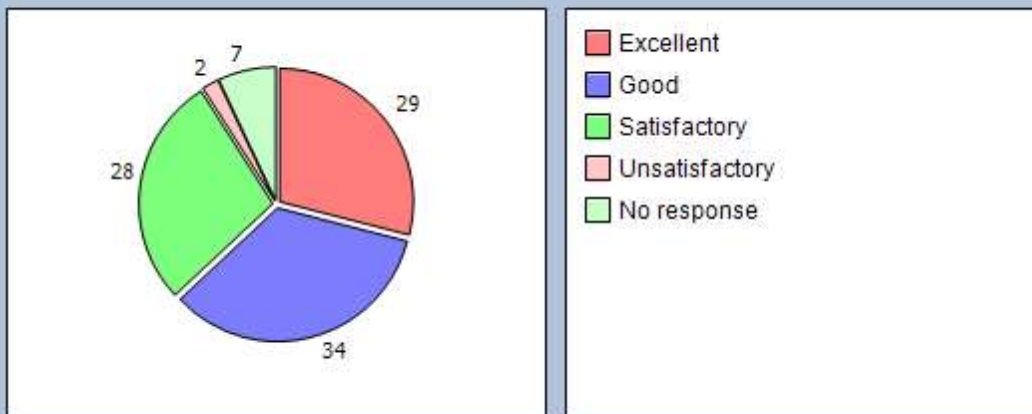
1. How do you rate our Reception Staff?

Excellent	38%
Good	30%
Satisfactory	14%
Unsatisfactory	12%
No response	6%



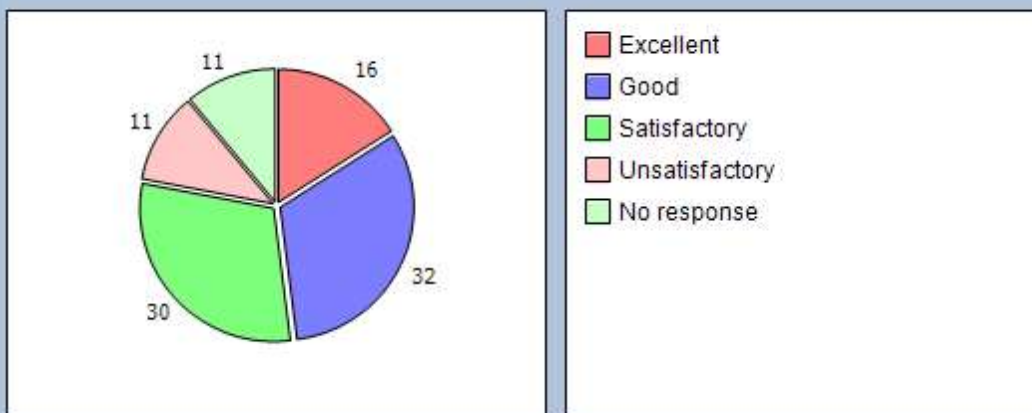
2. How do you rate our Waiting Room?

Excellent	29%
Good	34%
Satisfactory	28%
Unsatisfactory	2%
No response	7%



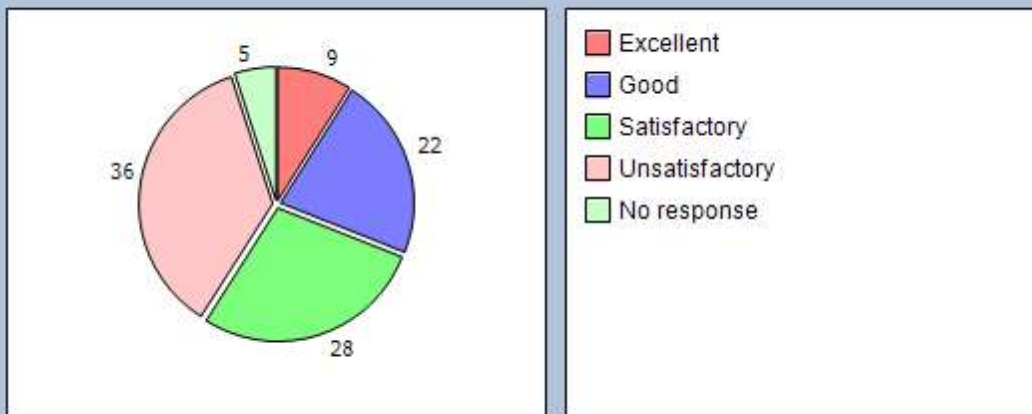
3. How do you rate our Patient Parking?

Excellent	16%
Good	32%
Satisfactory	30%
Unsatisfactory	11%
No response	11%



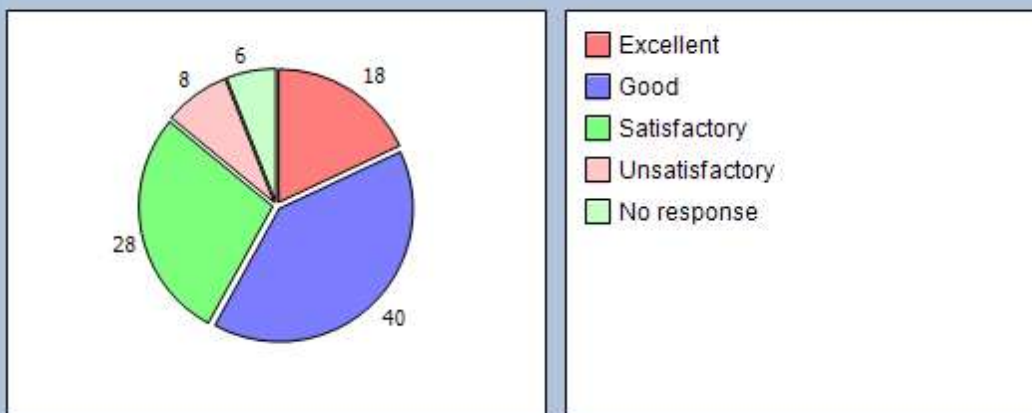
4. How do you rate getting through on the phone?

Excellent	9%
Good	22%
Satisfactory	28%
Unsatisfactory	36%
No response	5%



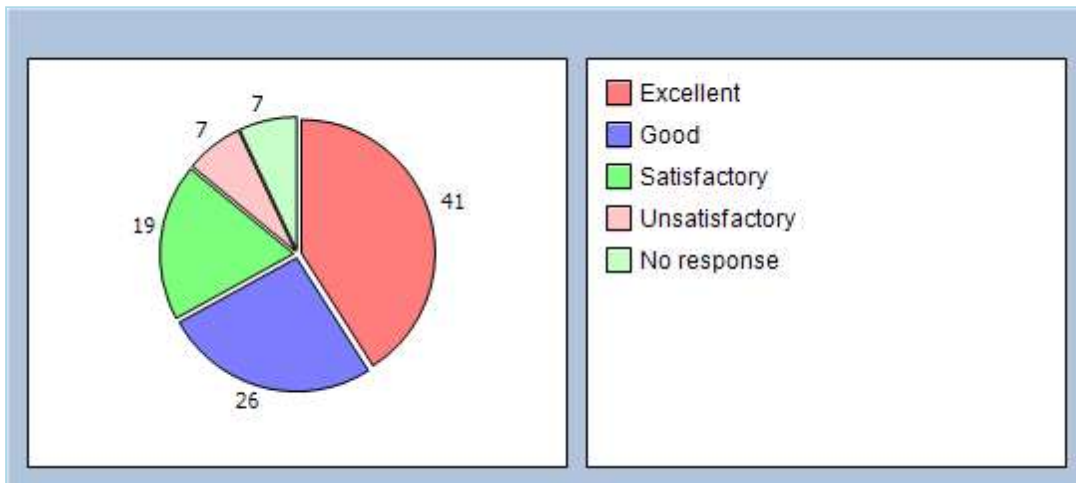
5. How do you rate the surgery opening hours?

Excellent	18%
Good	40%
Satisfactory	28%
Unsatisfactory	8%
No response	6%



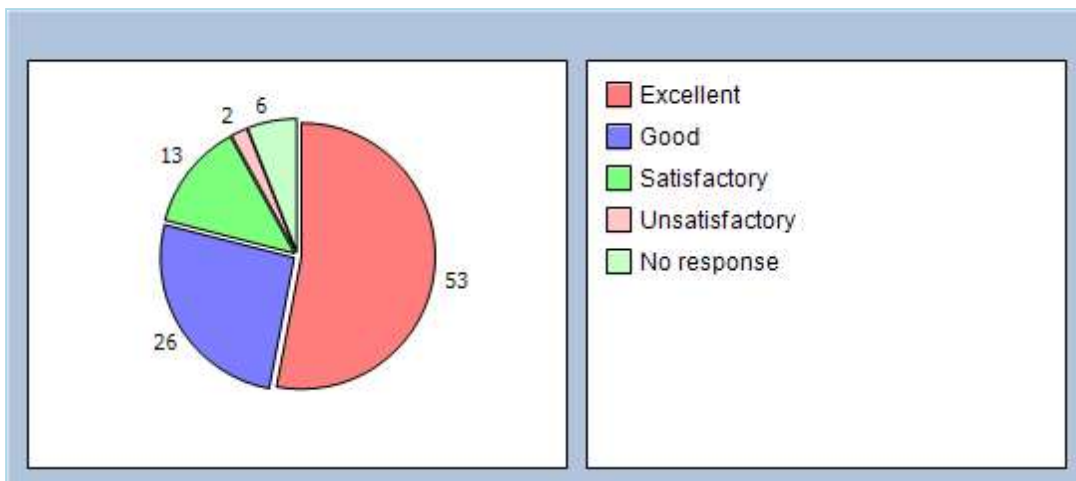
6. How do you rate Our Doctors?

Excellent	41%
Good	26%
Satisfactory	19%
Unsatisfactory	7%
No response	7%



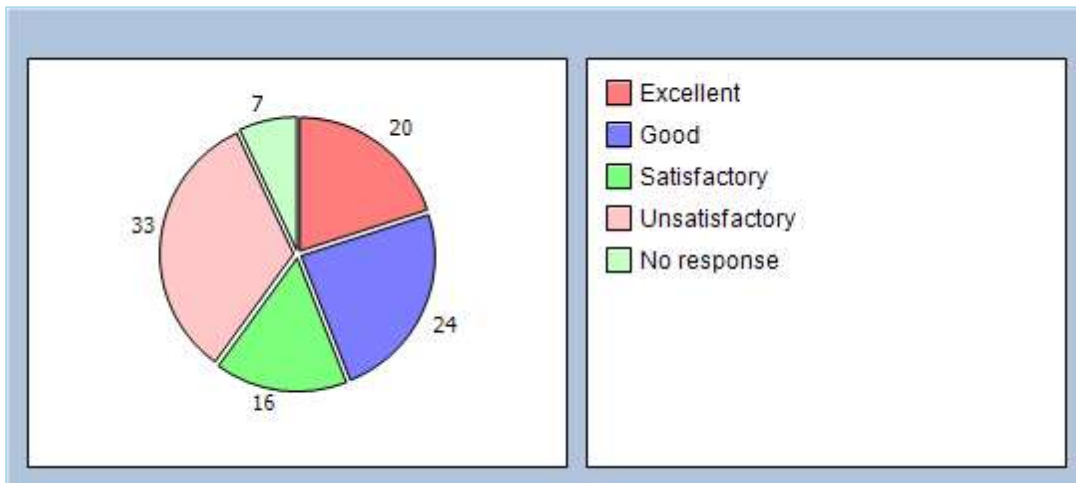
7. How do you rate Our Nurses?

Excellent	53%
Good	26%
Satisfactory	13%
Unsatisfactory	2%
No response	6%



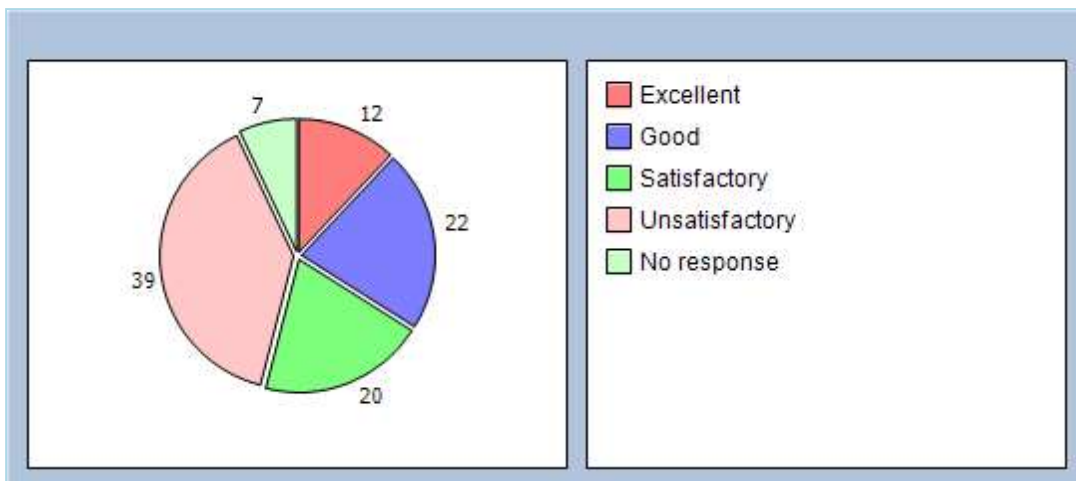
8. How do you rate being able to talk to a Doctor or Nurse on the same day?

Excellent	20%
Good	24%
Satisfactory	16%
Unsatisfactory	33%
No response	7%



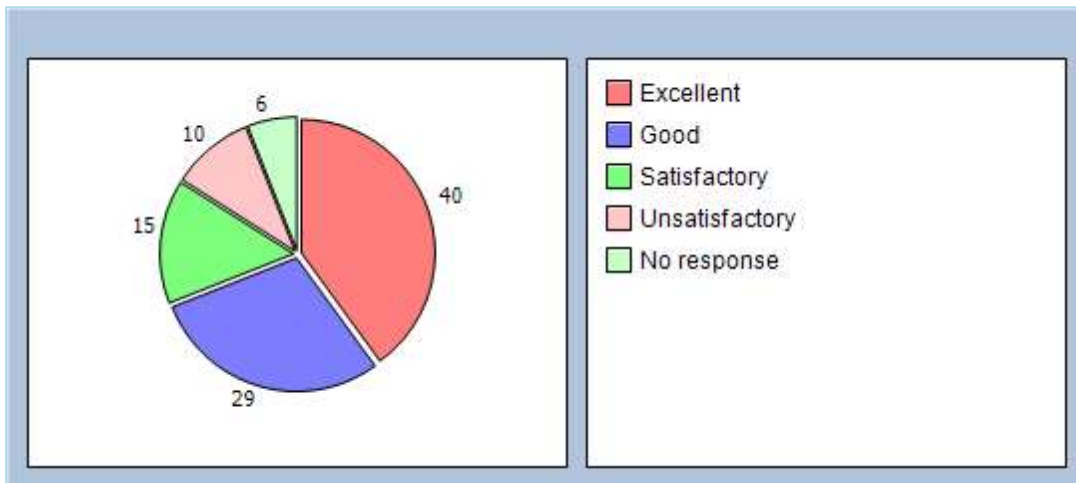
9. How do you rate being able to make an appointment in advance?

Excellent	12%
Good	22%
Satisfactory	20%
Unsatisfactory	39%
No response	7%



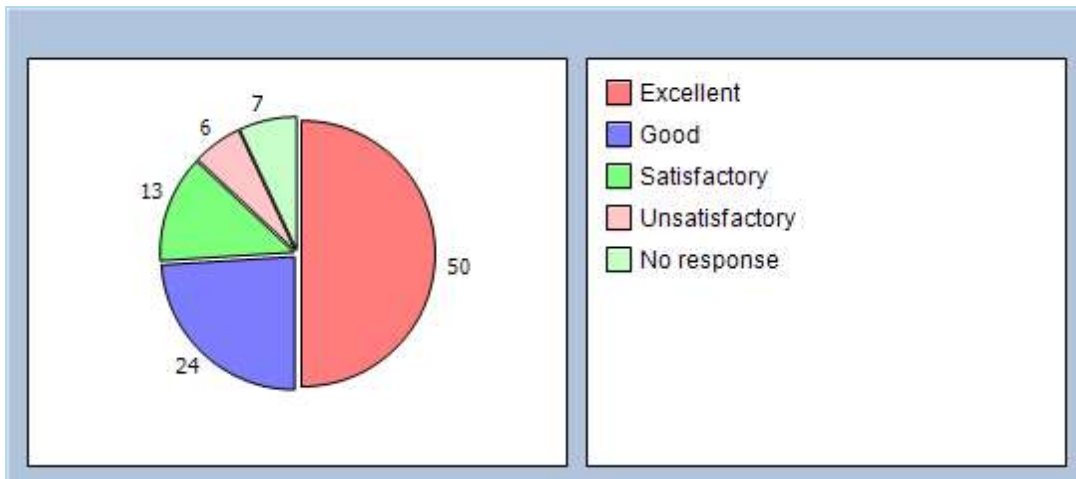
10. How do you rate the surgery having your prescription ready in 2 working day?

Excellent	40%
Good	29%
Satisfactory	15%
Unsatisfactory	10%
No response	6%



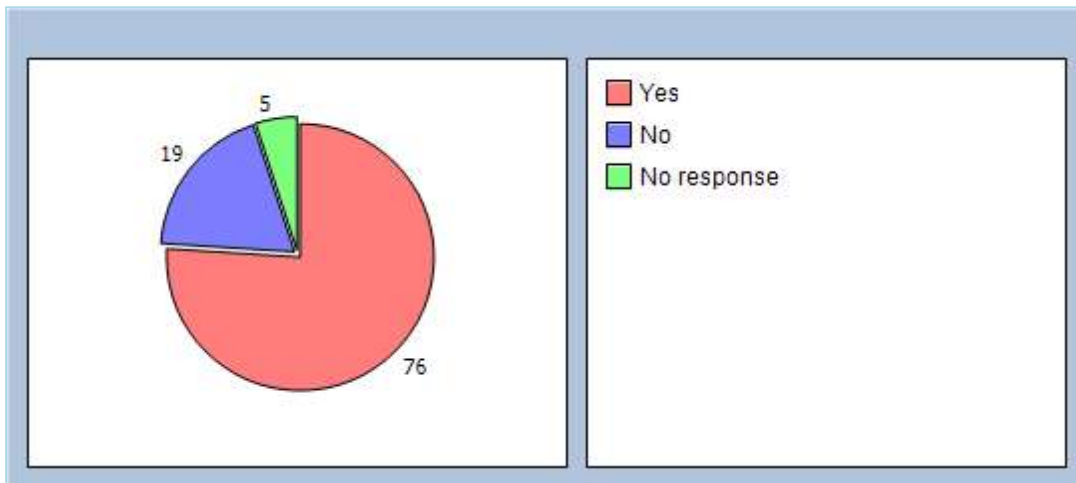
11. How do you rate the surgery making sure your prescription is sent to a pharmacy?

Excellent	50%
Good	24%
Satisfactory	13%
Unsatisfactory	6%
No response	7%



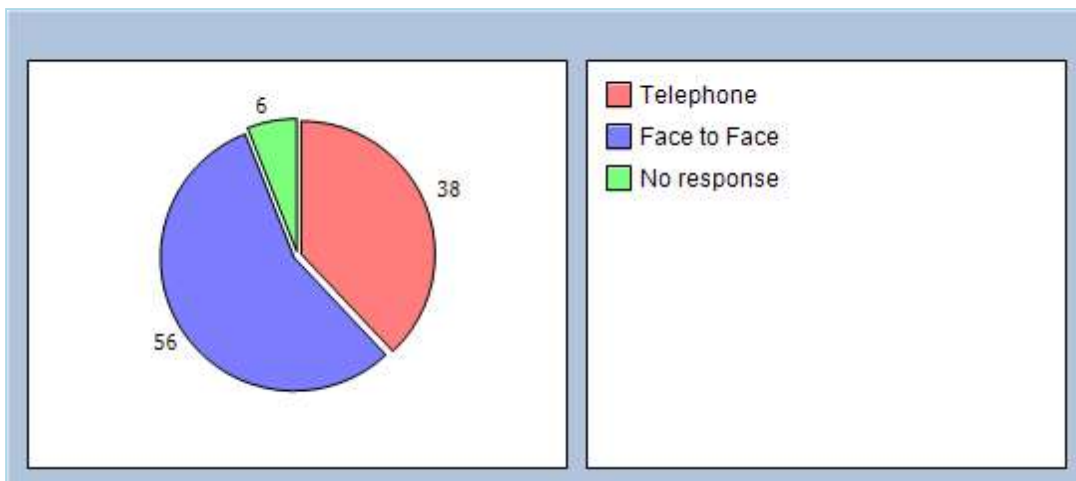
12. Did you know you could order a prescription Online or via eConsult?

Yes	76%
No	19%
No response	5%



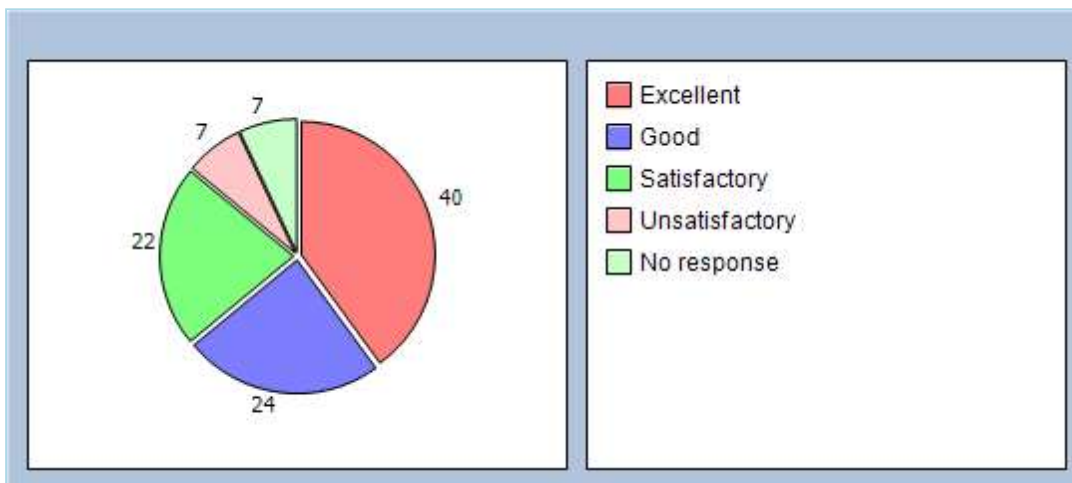
13. Thinking about your most recent appointment with a Health Care Professional (Doctor, Nurse, Advanced Clinical Practitioner, Paramedic Practitioner, Clinical Pharmacist). How was your appointment conducted?

Telephone	38%
Face to Face	56%
No response	6%



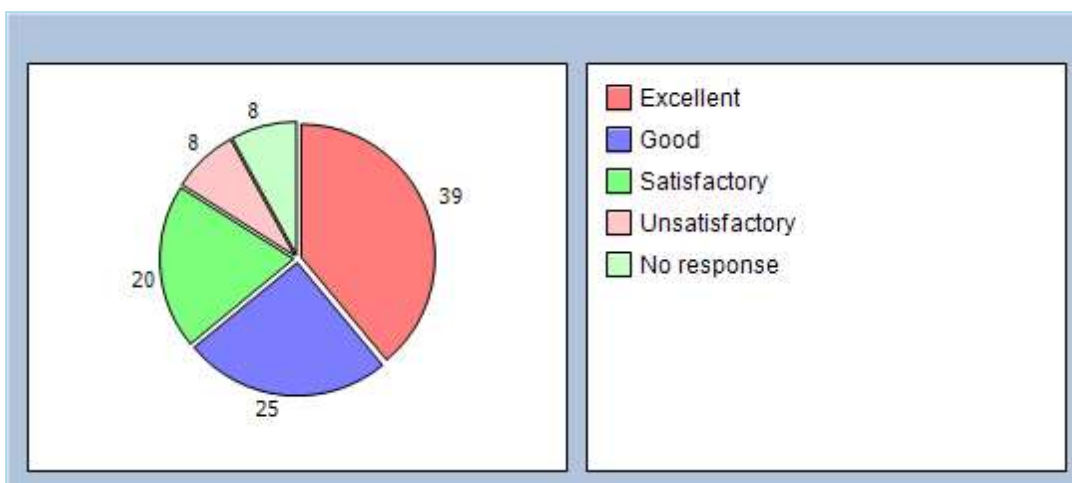
14. The Health Care Professional listened to your problems and concerns

Excellent	40%
Good	24%
Satisfactory	22%
Unsatisfactory	7%
No response	7%



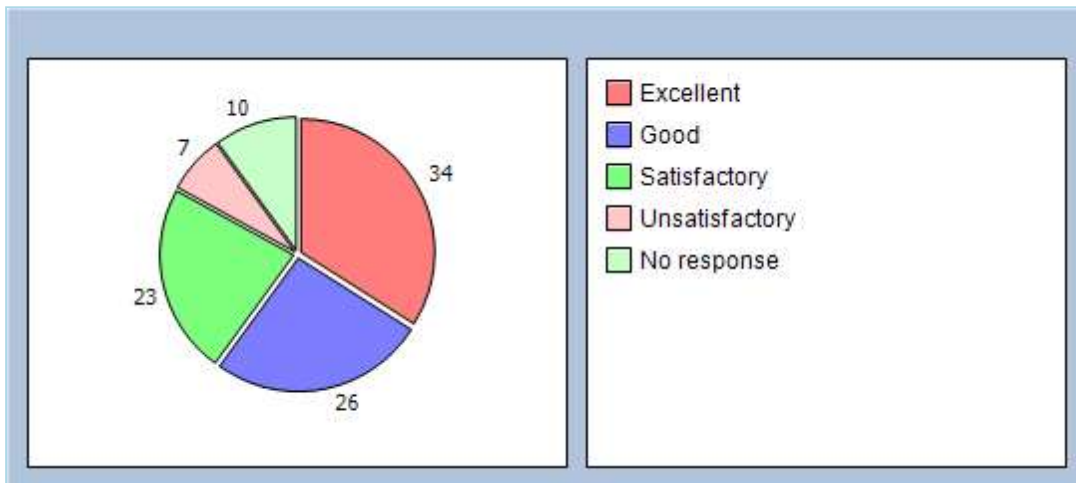
15. The Health Care Professional explained what was wrong and the treatment and tests needed

Excellent	39%
Good	25%
Satisfactory	20%
Unsatisfactory	8%
No response	8%



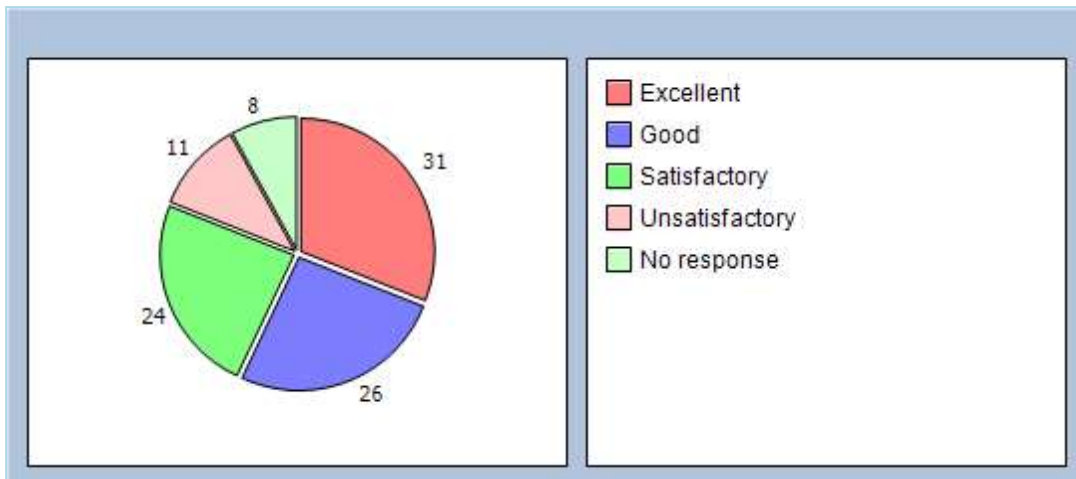
16. You were involved in the decisions about your care

Excellent	34%
Good	26%
Satisfactory	23%
Unsatisfactory	7%
No response	10%



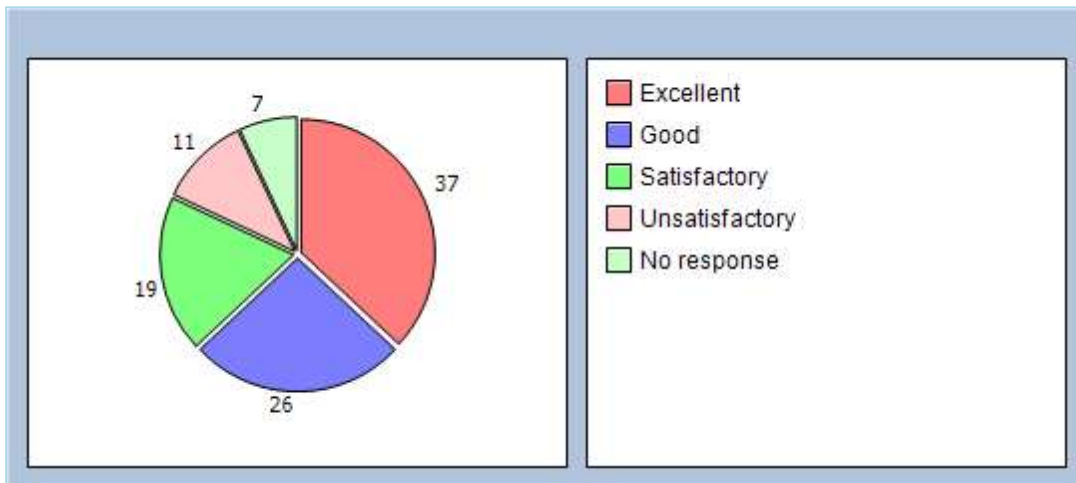
17. The amount of time you spent with the Health Care Professional

Excellent	31%
Good	26%
Satisfactory	24%
Unsatisfactory	11%
No response	8%



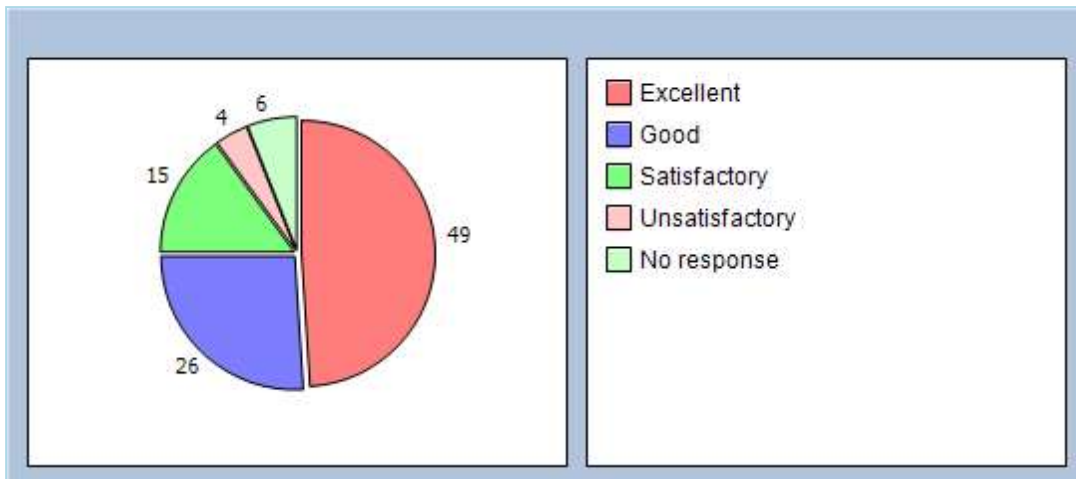
18. Your overall satisfaction with the recent appointment

Excellent	37%
Good	26%
Satisfactory	19%
Unsatisfactory	11%
No response	7%



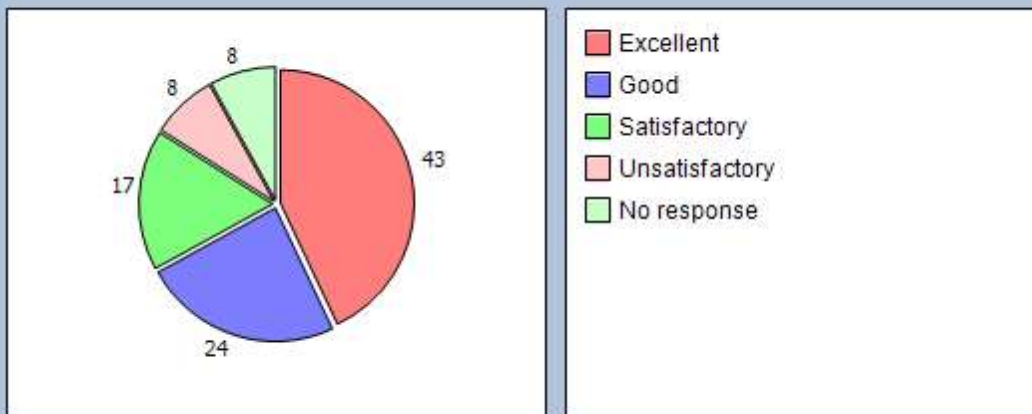
19. You were treated with friendliness and dignity

Excellent	49%
Good	26%
Satisfactory	15%
Unsatisfactory	4%
No response	6%



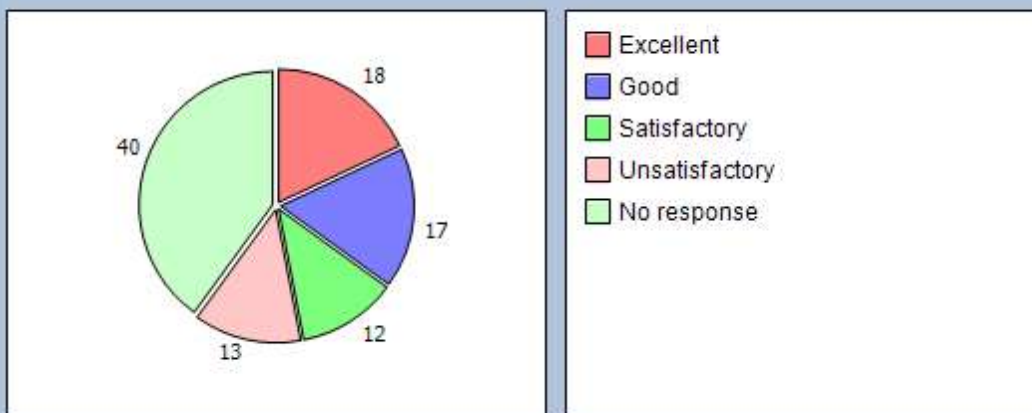
20. The Health Care Professional took your problems seriously

Excellent	43%
Good	24%
Satisfactory	17%
Unsatisfactory	8%
No response	8%



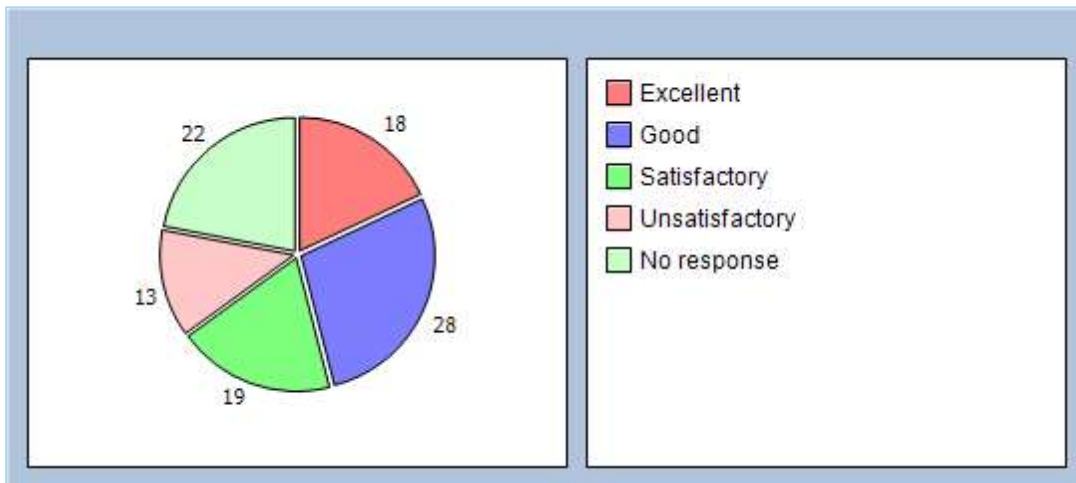
21. If your appointment was by telephone, how was your overall experience?

Excellent	18%
Good	17%
Satisfactory	12%
Unsatisfactory	13%
No response	40%



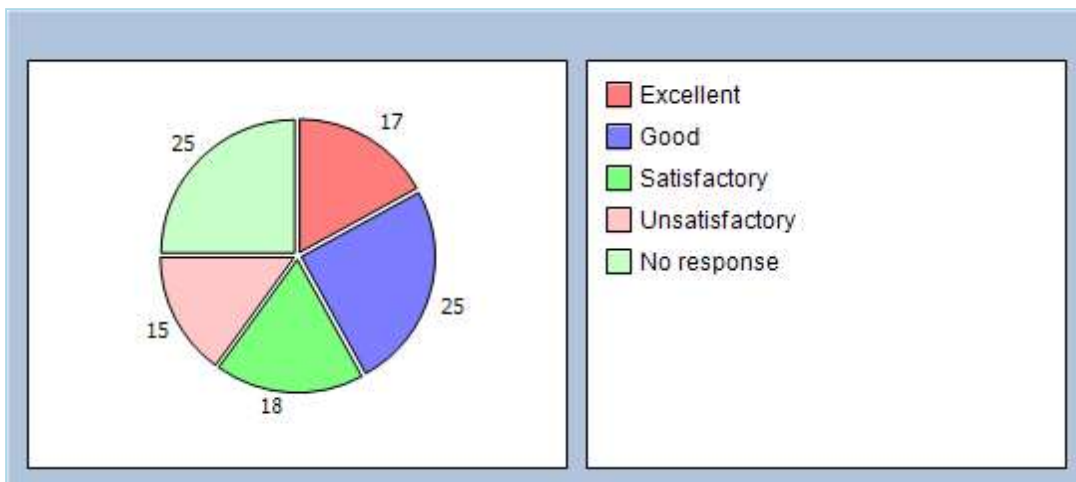
22. Our Triage Service. How do you rate the convenience?

Excellent	18%
Good	28%
Satisfactory	19%
Unsatisfactory	13%
No response	22%



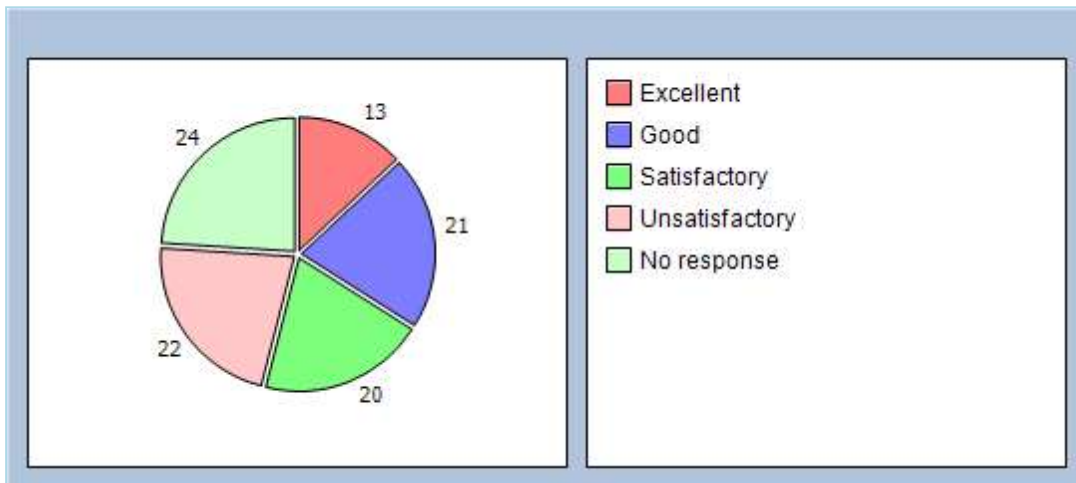
23. Our Triage Service. How do you rate the service dealing with your problem over the phone?

Excellent	17%
Good	25%
Satisfactory	18%
Unsatisfactory	15%
No response	25%



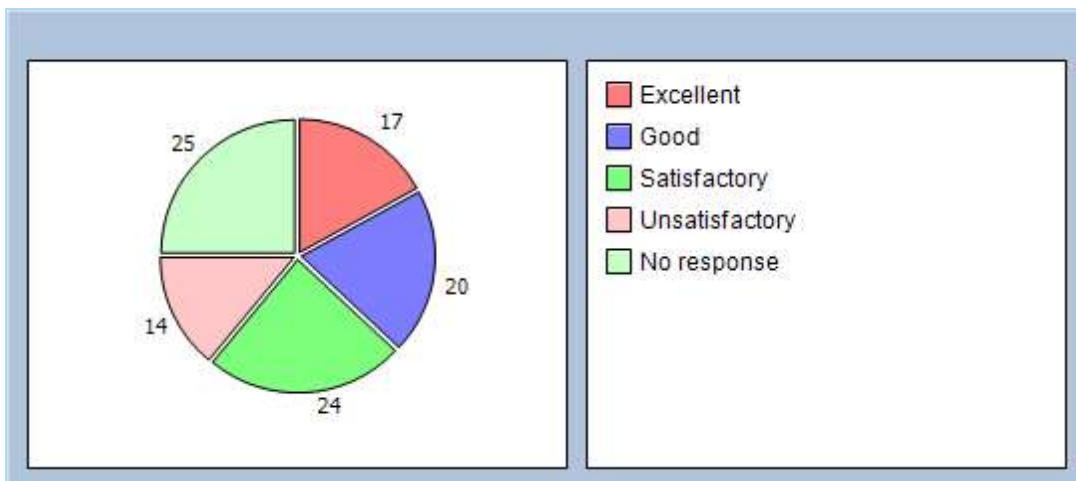
24. Our Triage Service. Does the service give you an appointment when you want one?

Excellent	13%
Good	21%
Satisfactory	20%
Unsatisfactory	22%
No response	24%



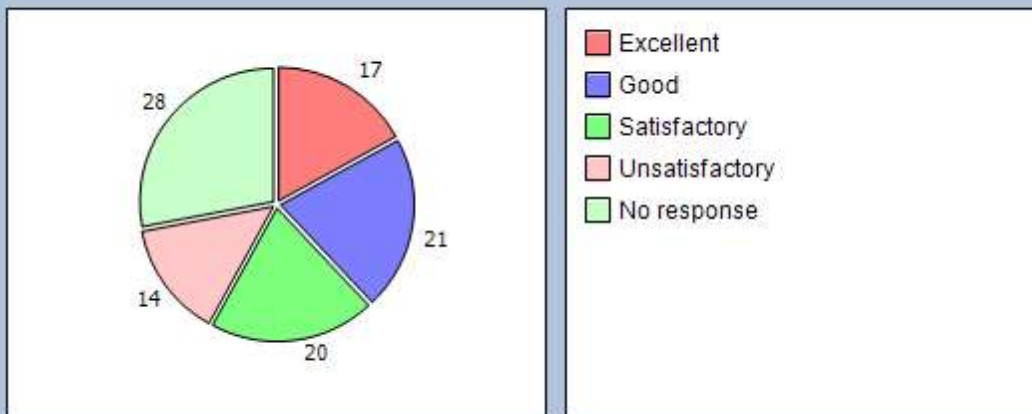
25. Our Triage Service. Does the service use time efficiently?

Excellent	17%
Good	20%
Satisfactory	24%
Unsatisfactory	14%
No response	25%



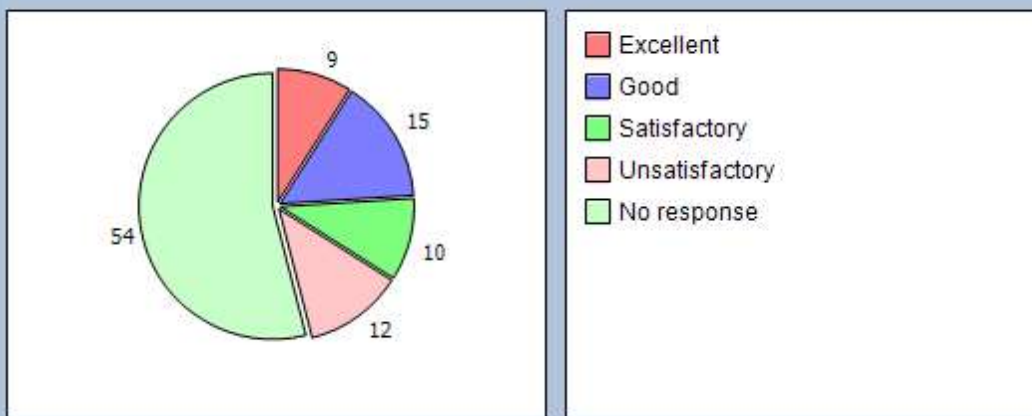
26. Our Triage Service. Does the service provide information to prevent illness and stay healthy?

Excellent	17%
Good	21%
Satisfactory	20%
Unsatisfactory	14%
No response	28%



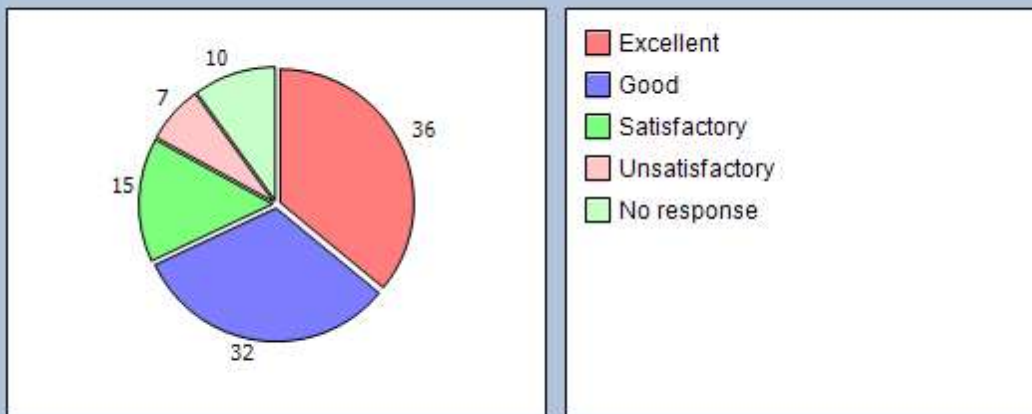
27. Our Health Kiosk. If you have been invited to use the Health Kiosk, how easy did you find it to use?

Excellent	9%
Good	15%
Satisfactory	10%
Unsatisfactory	12%
No response	54%



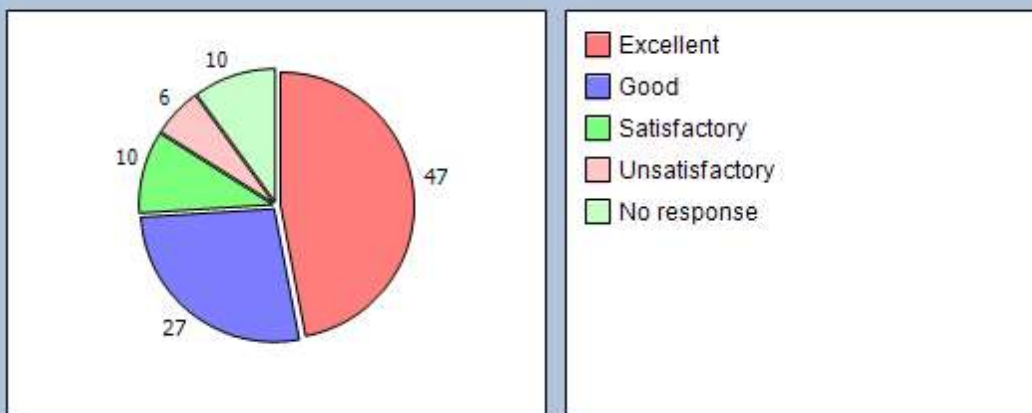
28. Our texting services. Quality of information

Excellent	36%
Good	32%
Satisfactory	15%
Unsatisfactory	7%
No response	10%



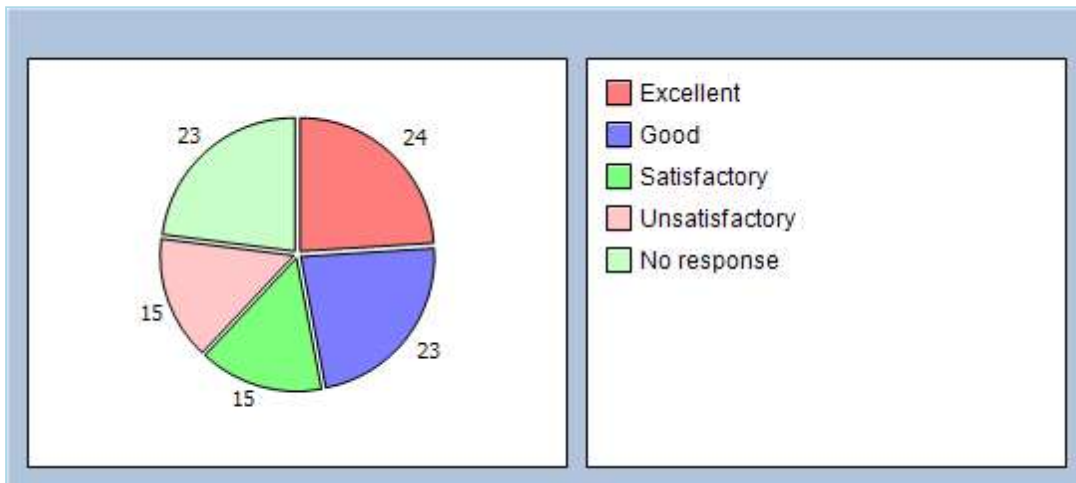
29. Our texting services. Reminder texts

Excellent	47%
Good	27%
Satisfactory	10%
Unsatisfactory	6%
No response	10%



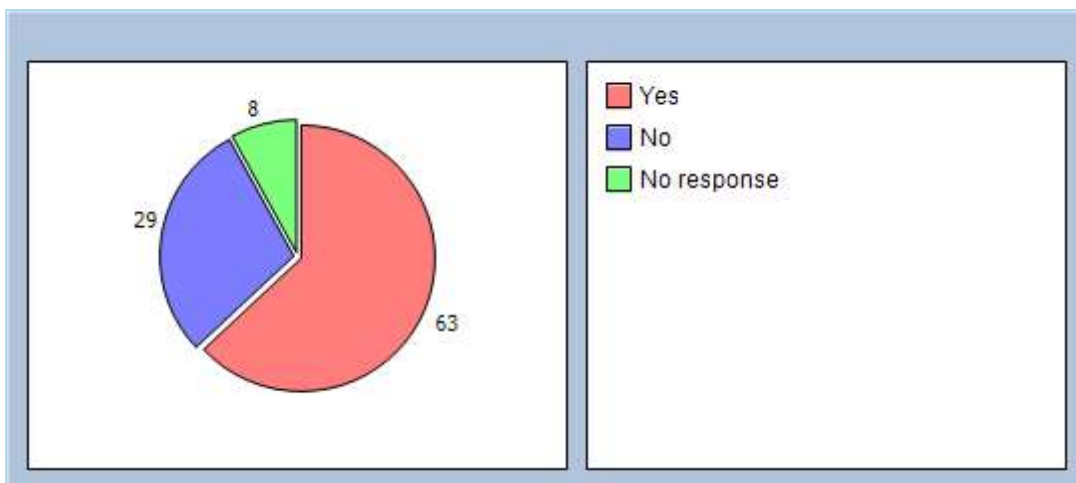
30. Our texting service. Result texts.

Excellent	24%
Good	23%
Satisfactory	15%
Unsatisfactory	15%
No response	23%



31. Are you aware of eConsult (website form with commitment from Practice to respond by end of following working day)?

Yes	63%
No	29%
No response	8%



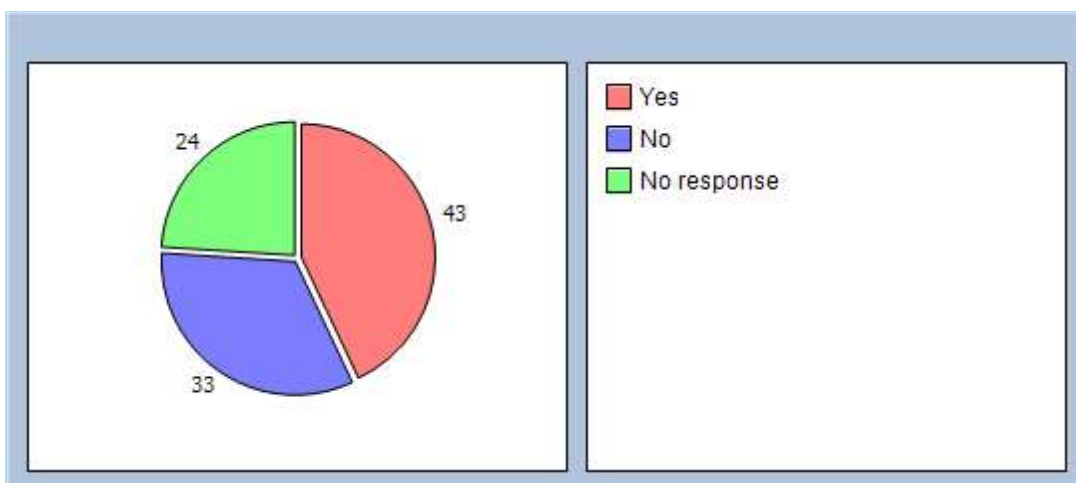
32. Were you able to find the eConsult banner on our website?

Yes	52%
No	28%
No response	20%



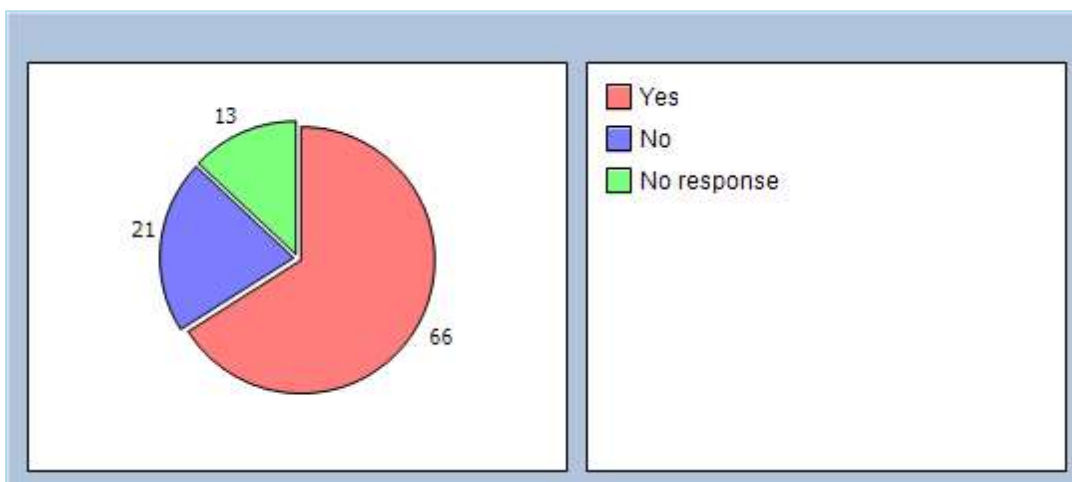
33. Would you use eConsult again?

Yes	43%
No	33%
No response	24%



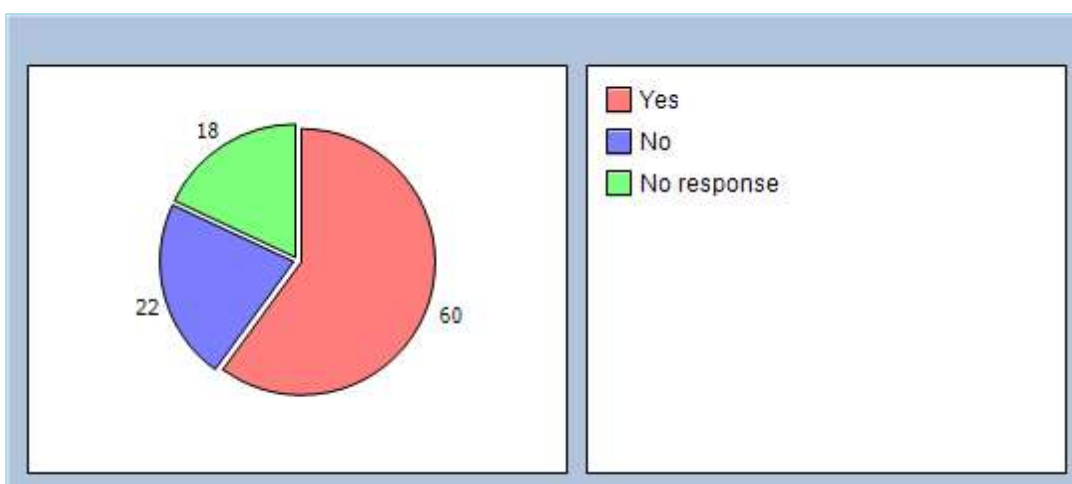
34. NHS App (Ability to book appointments, see results and view your Summary Care Record). Are you aware of the NHS App?

Yes	66%
No	21%
No response	13%



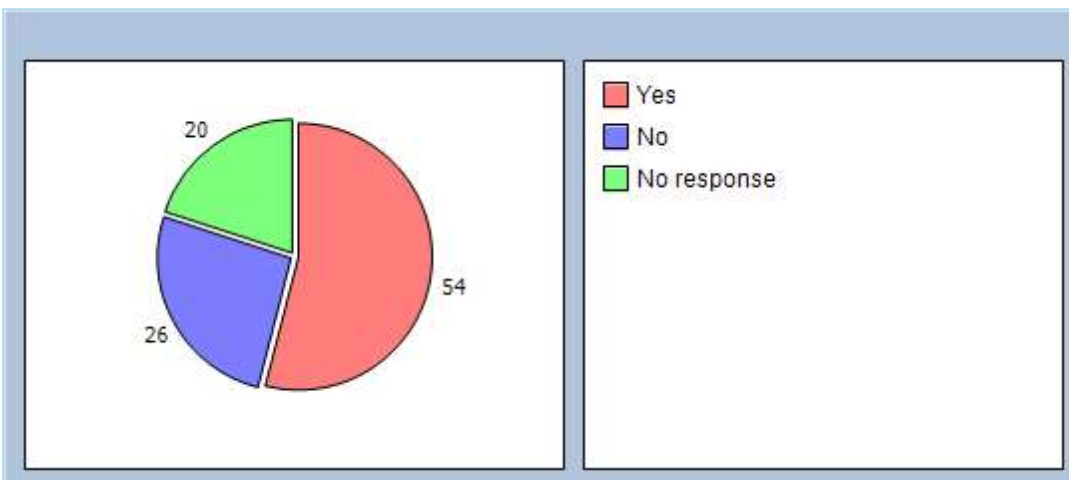
35. NHS App. Were you able to download the NHS App and register yourself with the service?

Yes	60%
No	22%
No response	18%



36. NHS App. Would you use the NHS App again?

Yes	54%
No	26%
No response	20%



37. What suggestions would you make to add or improve our services?

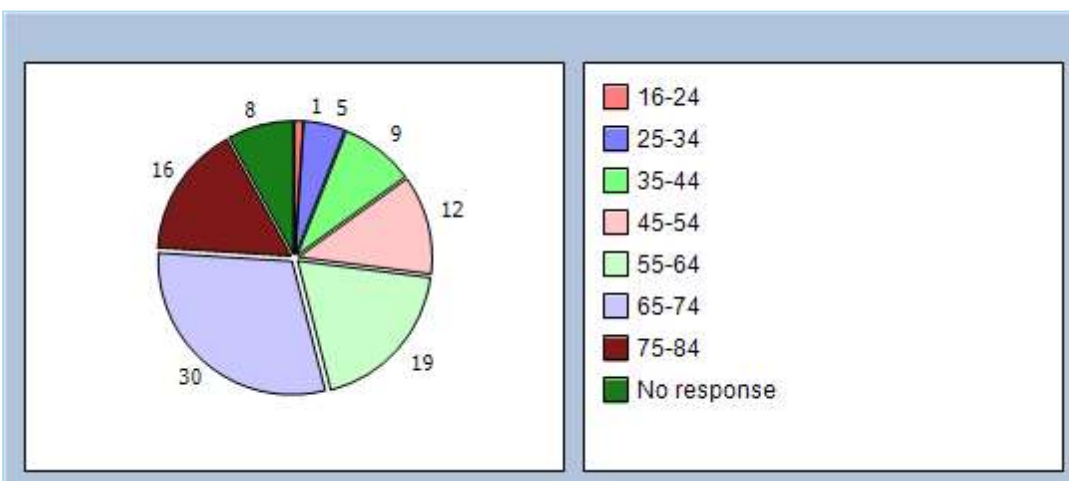


38. About Yourself. What is your gender?



39. About Yourself. How old are you?

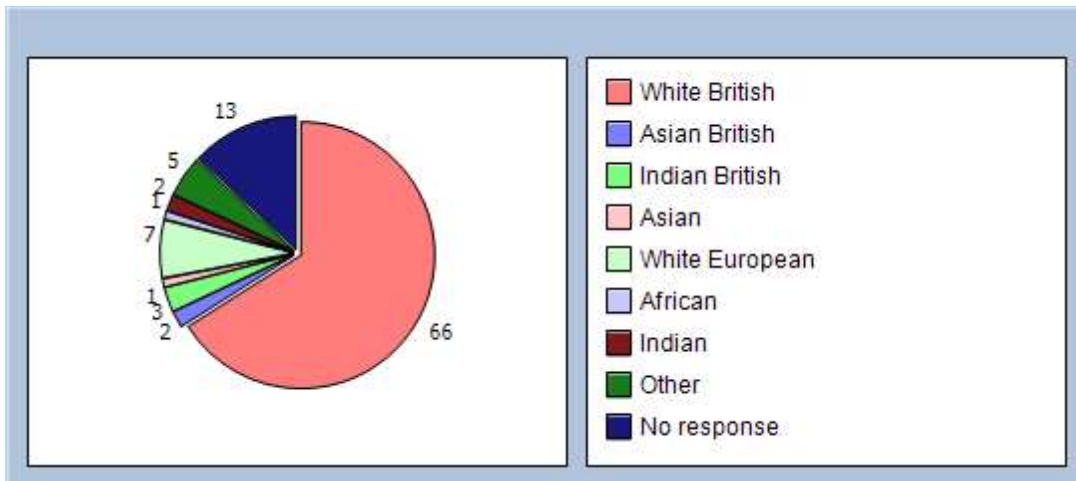
16-24	1%
25-34	5%
35-44	9%
45-54	12%
55-64	19%
65-74	30%
75-84	16%
85+	0%
No response	8%



40. About Yourself. Ethnicity. Are you?

White British	66%
Black British	0%
Asian British	2%

Indian British	3%
Asian	1%
White European	7%
African	1%
Chinese	0%
Caribbean	0%
Indian	2%
Other	5%
No response	13%



41. Would you be interested in joining our Patient Participation Group (PPG) - Friends of Bridge Medical? If so, please may we have your contact details below:



42. Would you like on-line access enabling you to book appointments, view your results etc? If so, please may we have your contact details below:



Delete Responses