

BRIDGE MEDICAL CENTRE PATIENT SATISFACTION SURVEY 2017

W/C 12/06/17 – 31/07/17 Bridge Medical Centre had a total of 241 completed questionnaires returned and issued 700 in the 8 weeks.

We can report the outcomes as follows;

Box 1 for Poor **Box 2 for Satisfactory** **Box 3 for Good** or **Box 4 for Excellent**

	No	QUESTION	Poor	Satisfactory	Good	Excellent
Overall	1	Our Reception staff	9	36	86	100
	2	Our waiting room	5	42	99	78
	3	Patient parking	17	62	80	53
	4	Getting through on the phone	72	80	55	25
	5	Surgery opening hours	8	56	93	72
	6	Our Doctors	7	24	74	105
	7	Our Nurses	3	9	55	165
Thinking about booking your appointment	8	Being able to talk to a Doctor or Nurse on the same day	45	63	62	56
	9	Being able to make an appointment in advance	70	60	50	42
Ordering a prescription	10	Having your prescription ready in 2 working days	6	28	80	97
	11	Making sure your prescription is sent to a pharmacy	4	24	71	102
	12	Did you know that you could order your prescription on line?	YES – 132		NO – 27	
	No	QUESTION	Poor	Satisfactory	Good	Excellent
Thinking about Your Doctor appointment	13	The Doctor listened to your problems and concerns	6	32	73	107
	14	The Doctor explained what was wrong and the treatment and the tests needed	7	35	76	96
	15	You were involved in the decisions about your care	10	31	75	91
	16	The amount of time you spent with the Doctor	18	37	79	84
	17	Your overall satisfaction	9	41	82	86

	No	QUESTION	Poor	Satisfactory	Good	Excellent
Thinking about Your Doctor appointment	18	The time you had to wait in the waiting room between your appointment time and when you were seen	10	54	85	57
	19	You were treated with friendliness and dignity	3	13	59	126
	20	Took your problems seriously	6	20	60	117
Our triage service	21	Convenience	7	25	70	71
	22	Deals with your problem over the phone	17	40	76	46
	23	Gives you an appointment when you want one	40	44	61	39
	24	Uses time efficiently	11	42	74	48
	25	The information provided to prevent illness and stay healthy	12	33	65	55
Thinking about the services available at the surgery	26	How would you rate the range of services available at the surgery	12	38	79	72
	27	What suggestions would you make				
	28	Any other comments				

This additional information will help us make sure we try and speak to a true representative sample of our patients

Please delete as appropriate

About Yourself	29	Are you	Male - 33		Female – 52	
	30	How old are you	16 – 24 - 6 25 – 34 - 17	35 – 44 - 14 45 – 54 - 24	55 – 64 - 47 65 – 74 - 40	75 – 84 - 27 85+ - 14
	31	Ethnicity	White British - 152	Black British - 2	Asian British - 11	Indian British - 5
			White European - 8	Caribbean - 0	African - 3	Asian - 1
			Indian - 6	Chinese - 0		

We would like to contact patients regularly, for their views. If you would like to help us improve, please leave your contact details below

NAME.....

ADDRESS.....

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TELEPHONE No. (Home and mobile if applicable)

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EMAIL ADDRESS.....