

# BRIDGE MEDICAL CENTRE PATIENT SATISFACTION SURVEY 2018

Bridge Medical Centre had a total of **229** completed questionnaires returned between 18<sup>th</sup> June 2019 – 27<sup>th</sup> August 2018. We can report the outcomes as follows;

	No	QUESTION	Poor	Satisfactory	Good	Excellent
<b>Overall</b>	1	Our Reception staff	21	51	90	<b>58</b>
	2	Our waiting room	8	73	<b>107</b>	37
	3	Patient parking	17	86	<b>76</b>	30
	4	<b>Getting through on the phone</b>	<b>124</b>	<b>54</b>	28	13
	5	Surgery opening hours	16	95	<b>90</b>	24
	6	Our Doctors	5	50	91	<b>78</b>
	7	Our Nurses	4	29	77	<b>95</b>
<b>Thinking about booking your appointment</b>	8	Being able to talk to a Doctor or Nurse on the same day	82	63	<b>48</b>	30
	9	<b>Being able to make an appointment in advance</b>	<b>111</b>	57	26	19
<b>Ordering a prescription</b>	10	Having your prescription ready in 2 working days	18	53	81	<b>58</b>
	11	Making sure your prescription is sent to a pharmacy	12	47	71	<b>60</b>
	12	Did you know that you could order your prescription on line?	<b>172 YES</b>		<b>40 NO</b>	
	No	QUESTION	Poor	Satisfactory	Good	Excellent
<b>Thinking about Your Doctor appointment</b>	13	The Doctor listened to your problems and concerns	10	58	85	<b>73</b>
	14	The Doctor explained what was wrong and the treatment and the tests needed	11	57	81	<b>72</b>
	15	You were involved in the decisions about your care	16	53	96	<b>61</b>
	16	The amount of time you spent with the Doctor	25	78	67	<b>50</b>
	17	Your overall satisfaction	19	59	70	<b>55</b>

	No	QUESTION	Poor	Satisfactory	Good	Excellent
<b>Thinking about Your Doctor appointment</b>	18	The time you had to wait in the waiting room between your appointment time and when you were seen	20	100	<b>63</b>	32
	19	You were treated with friendliness and dignity	5	41	88	<b>78</b>
	20	Took your problems seriously	9	43	80	<b>72</b>
<b>Our triage service</b>	21	Convenience	12	51	<b>73</b>	<b>48</b>
	22	Deals with your problem over the phone	29	70	<b>70</b>	46
	23	Gives you an appointment when you want one	71	60	<b>47</b>	28
	24	Uses time efficiently	61	74	<b>54</b>	29
	25	The information provided to prevent illness and stay healthy	16	68	<b>62</b>	41
<b>Thinking about the services available at the surgery</b>	26	How would you rate the range of services available at the surgery	15	62	73	<b>40</b>