

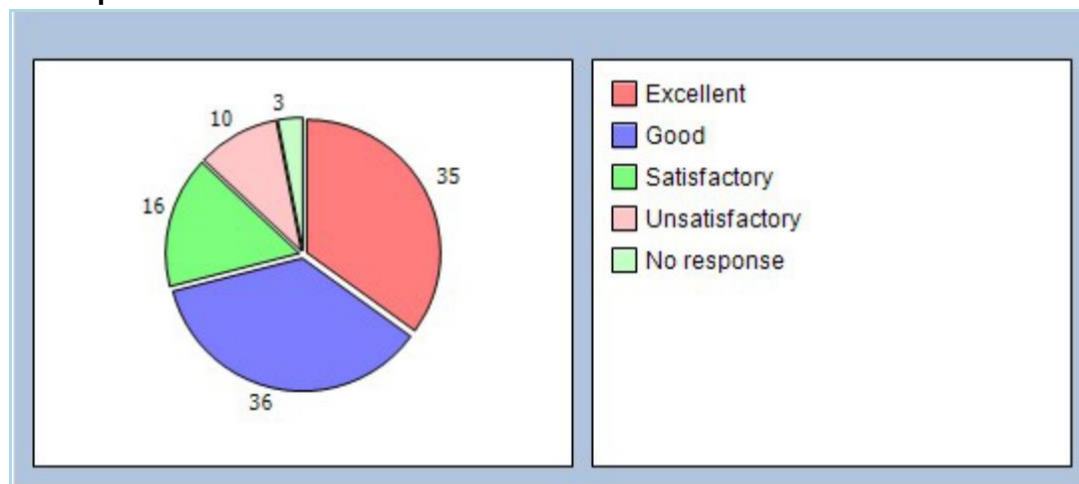
Bridge Medical Centre

Patient Satisfaction Survey 2020

Number of Responses: 286

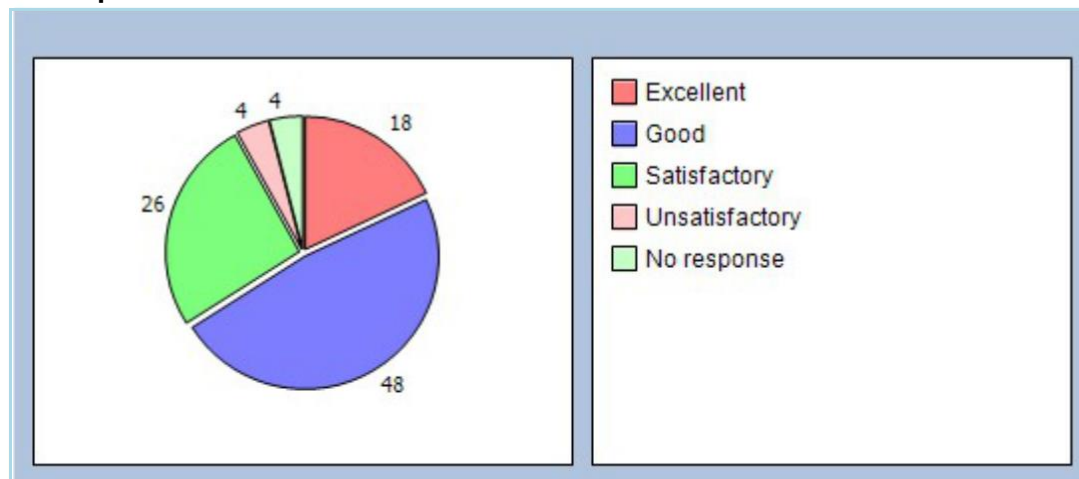
1. How to you rate our Reception Staff?

Excellent	35%
Good	36%
Satisfactory	16%
Unsatisfactory	10%
No response	3%



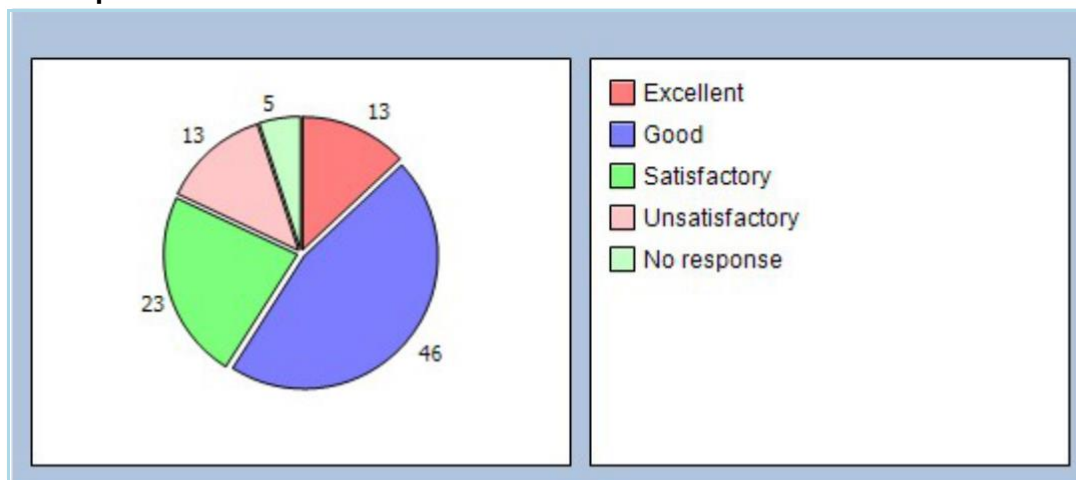
2. How do you rate our Waiting Room?

Excellent	18%
Good	48%
Satisfactory	26%
Unsatisfactory	4%
No response	4%



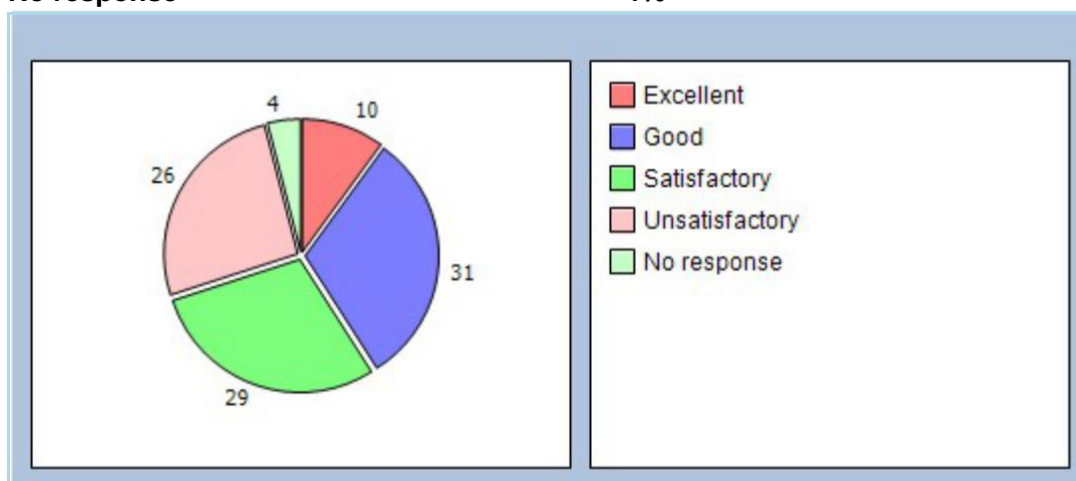
3. How do you rate our Patient Parking?

Excellent	13%
Good	46%
Satisfactory	23%
Unsatisfactory	13%
No response	5%



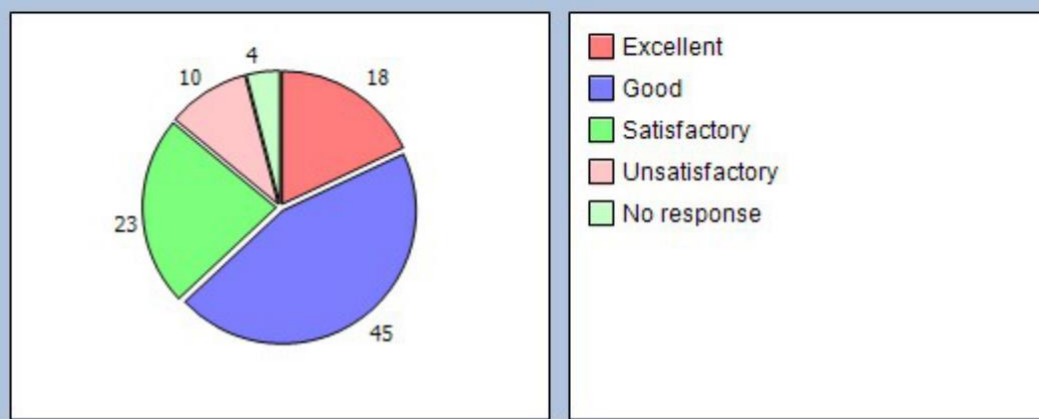
4. How do you rate getting through on the phone?

Excellent	10%
Good	31%
Satisfactory	29%
Unsatisfactory	26%
No response	4%



5. How do you rate the surgery opening hours?

Excellent	18%
Good	45%
Satisfactory	23%
Unsatisfactory	10%
No response	4%



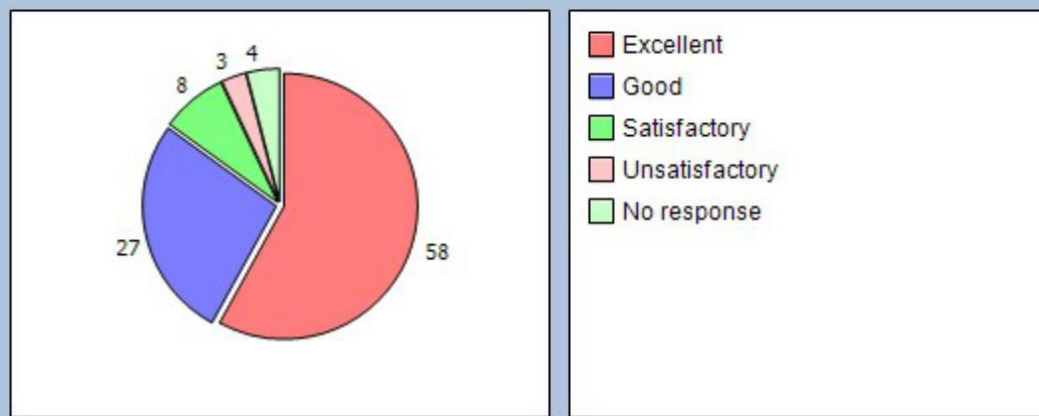
6. How do you rate Our Doctors?

Excellent	44%
Good	32%
Satisfactory	11%
Unsatisfactory	9%
No response	4%



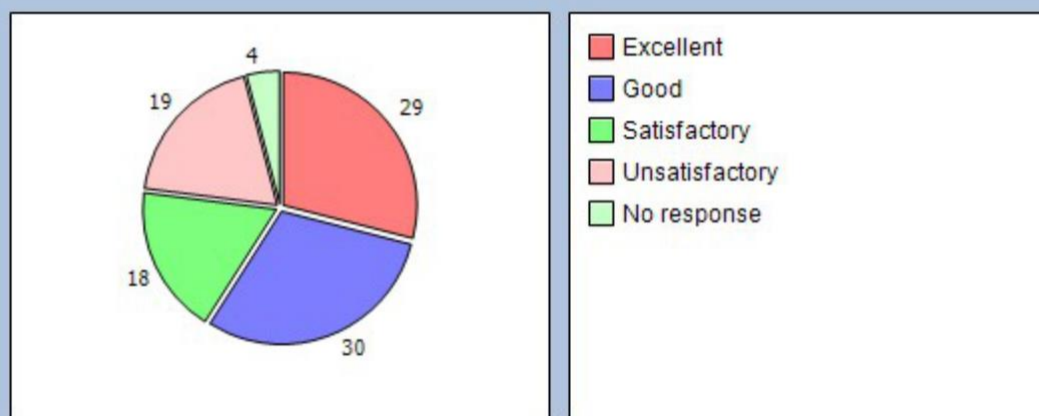
7. How do you rate Our Nurses?

Excellent	58%
Good	27%
Satisfactory	8%
Unsatisfactory	3%
No response	4%



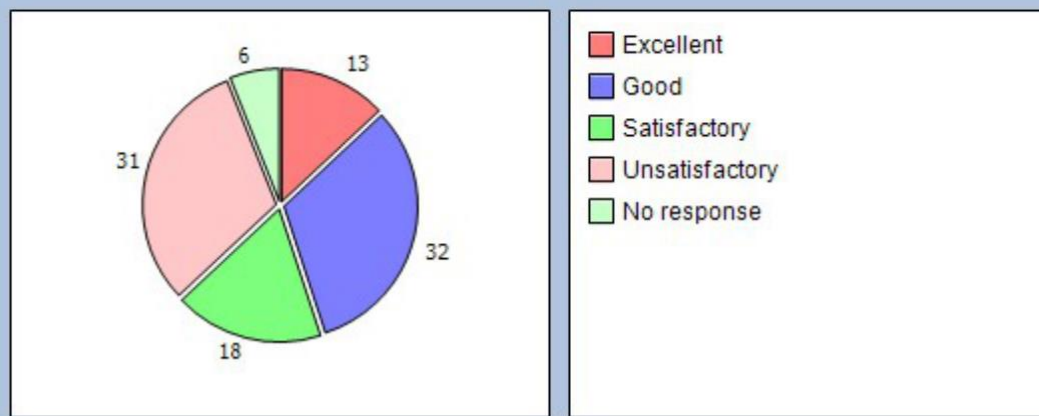
8. How do you rate being able to talk to a Doctor or Nurse on the same day?

Excellent	29%
Good	30%
Satisfactory	18%
Unsatisfactory	19%
No response	4%



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

Excellent	13%
Good	32%
Satisfactory	18%
Unsatisfactory	31%
No response	6%



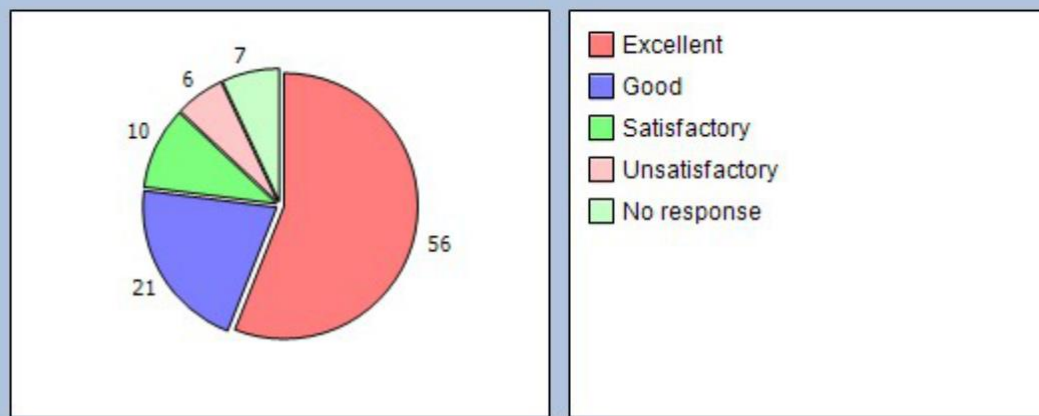
10. How do you rate the surgery having your prescription ready in 2 working day?

Excellent	47%
Good	30%
Satisfactory	10%
Unsatisfactory	6%
No response	7%



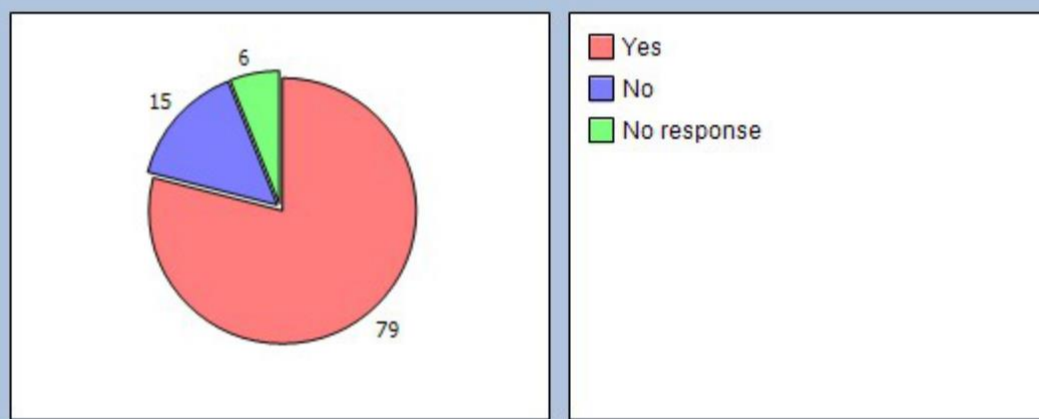
11. How do you rate the surgery making sure your prescription is sent to a pharmacy?

Excellent	56%
Good	21%
Satisfactory	10%
Unsatisfactory	6%
No response	7%



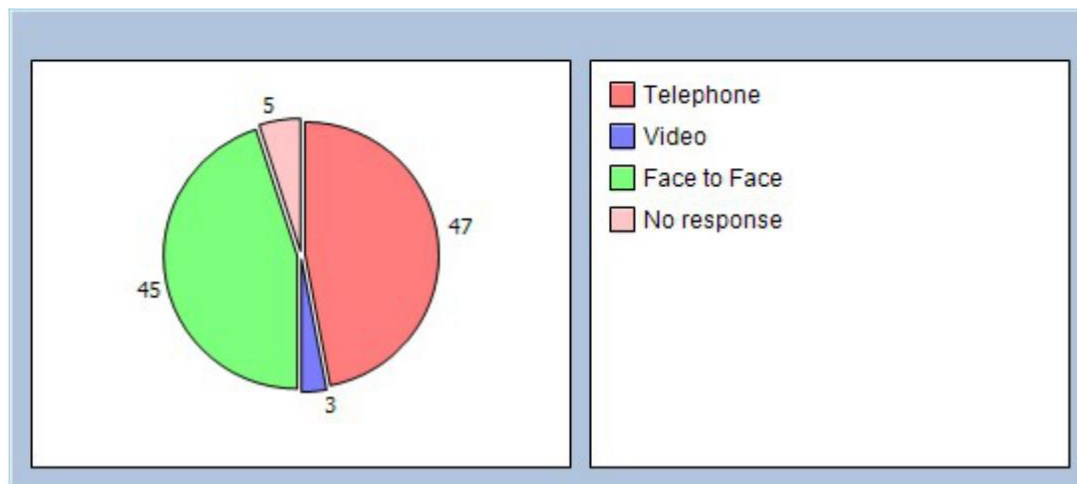
12. Did you know you could order a prescription Online or via eConsult?

Yes	79%
No	15%
No response	6%



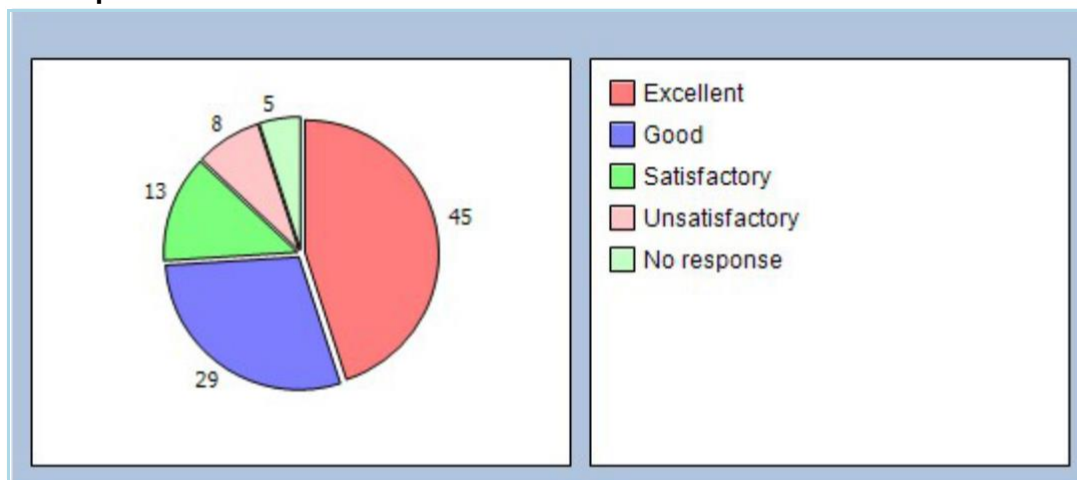
13. Thinking about your most recent appointment with a Health Care Professional (Doctor, Nurse, Paramedic Practitioner, Clinical Pharmacist). How was your appointment conducted?

Telephone	47%
Video	3%
Face to Face	45%
No response	5%



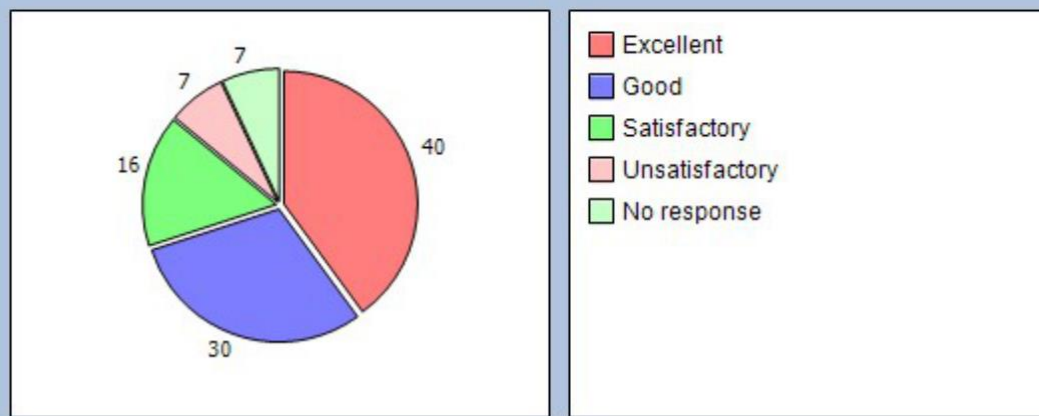
14. The Health Care Professional listened to your problems and concerns

Excellent	45%
Good	29%
Satisfactory	13%
Unsatisfactory	8%
No response	5%



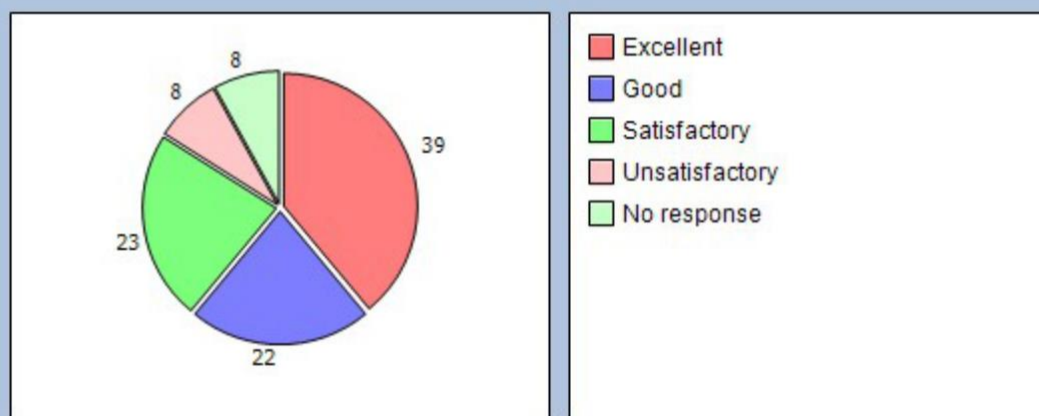
15. The Health Care Professional explained what was wrong and the treatment and tests needed

Excellent	40%
Good	30%
Satisfactory	16%
Unsatisfactory	7%
No response	7%



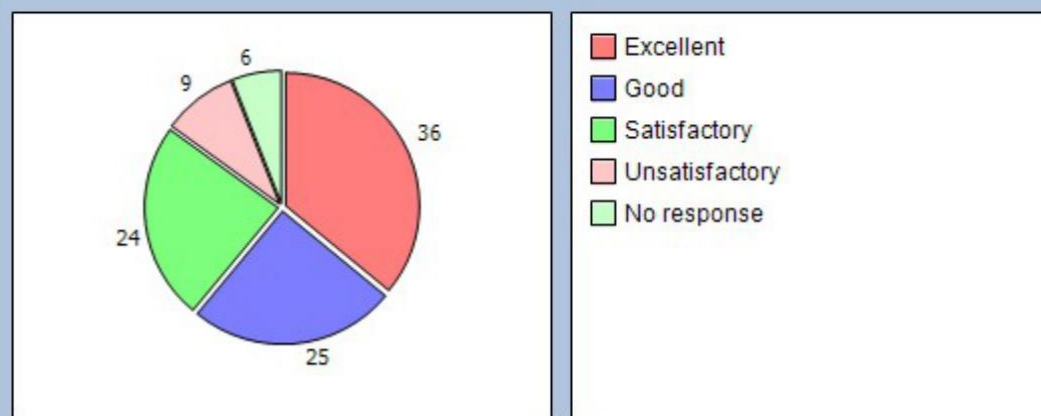
16. You were involved in the decisions about your care

Excellent	39%
Good	22%
Satisfactory	23%
Unsatisfactory	8%
No response	8%



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

Excellent	36%
Good	25%
Satisfactory	24%
Unsatisfactory	9%
No response	6%



18. Your overall satisfaction with the recent appointment

Excellent	44%
Good	25%
Satisfactory	15%
Unsatisfactory	11%
No response	5%



19. You were treated with friendliness and dignity

Excellent	53%
Good	25%
Satisfactory	10%
Unsatisfactory	6%
No response	6%



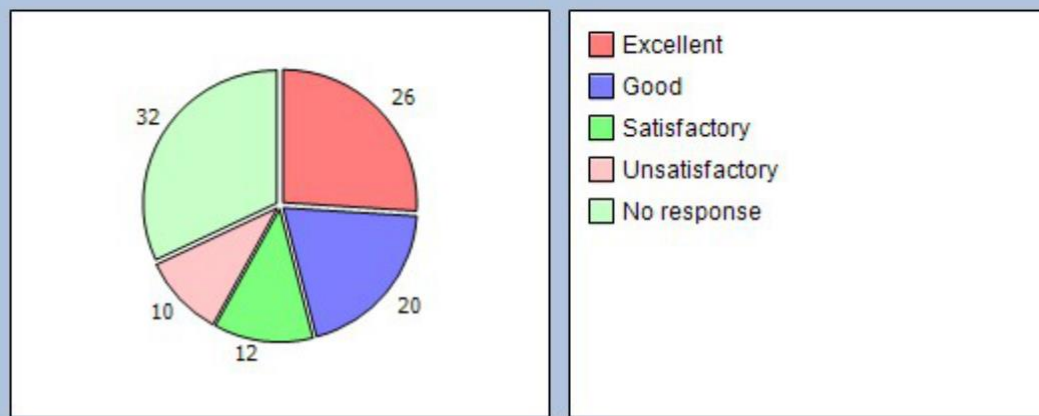
20. The Health Care Professional took your problems seriously

Excellent	51%
Good	22%
Satisfactory	13%
Unsatisfactory	9%
No response	5%



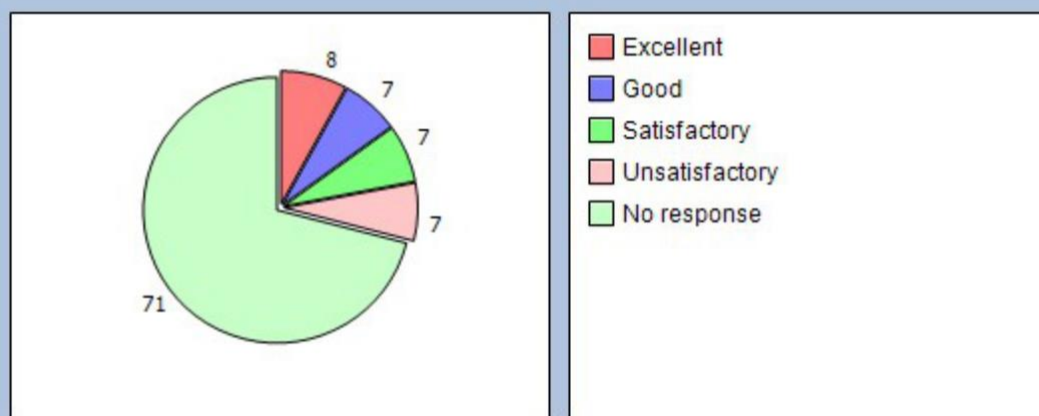
21. If your appointment was by telephone, how was your overall experience?

Excellent	26%
Good	20%
Satisfactory	12%
Unsatisfactory	10%
No response	32%



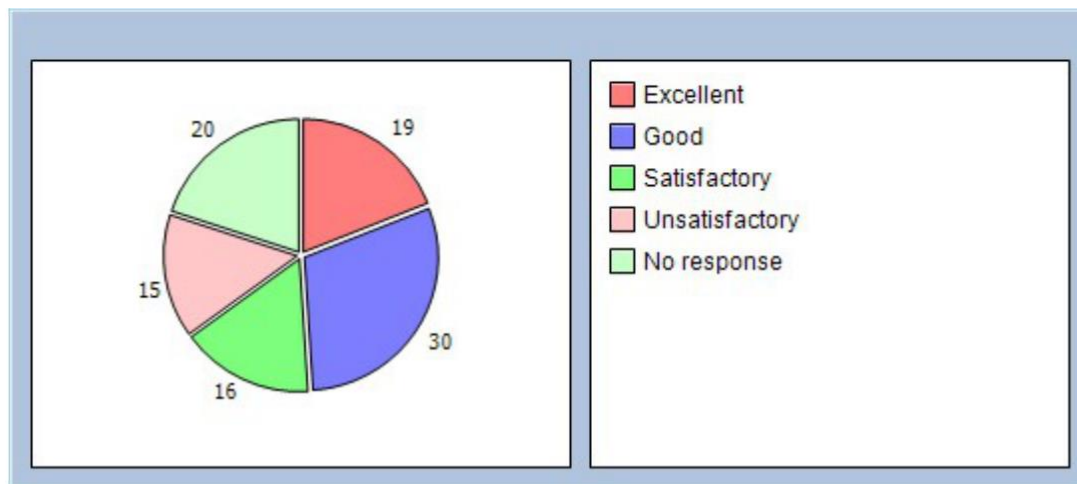
22. If your appointment was by video, how was your overall experience?

Excellent	8%
Good	7%
Satisfactory	7%
Unsatisfactory	7%
No response	71%



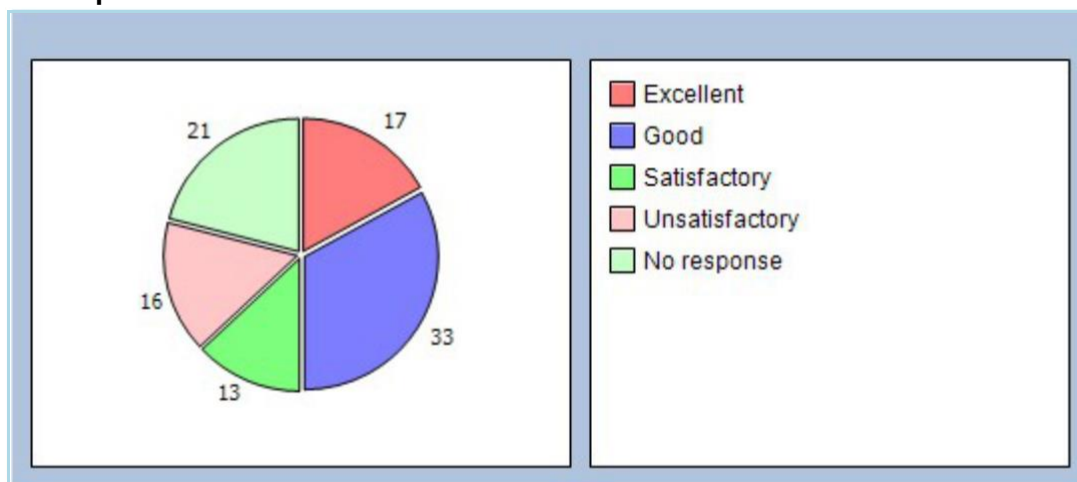
23. Our Triage Service. How do you rate the convenience?

Excellent	19%
Good	30%
Satisfactory	16%
Unsatisfactory	15%
No response	20%



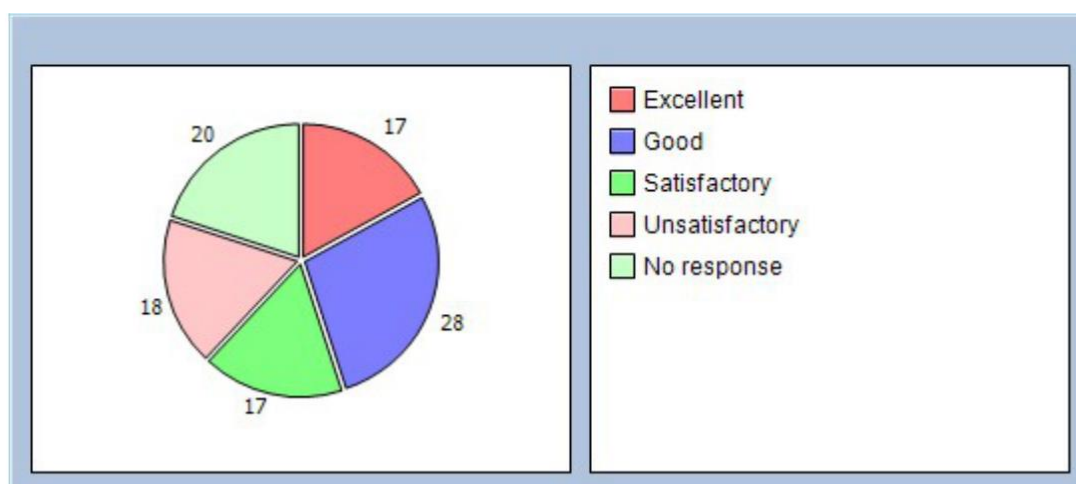
24. Our Triage Service. How do you rate the service dealing with your problem over the phone?

Excellent	17%
Good	33%
Satisfactory	13%
Unsatisfactory	16%
No response	21%



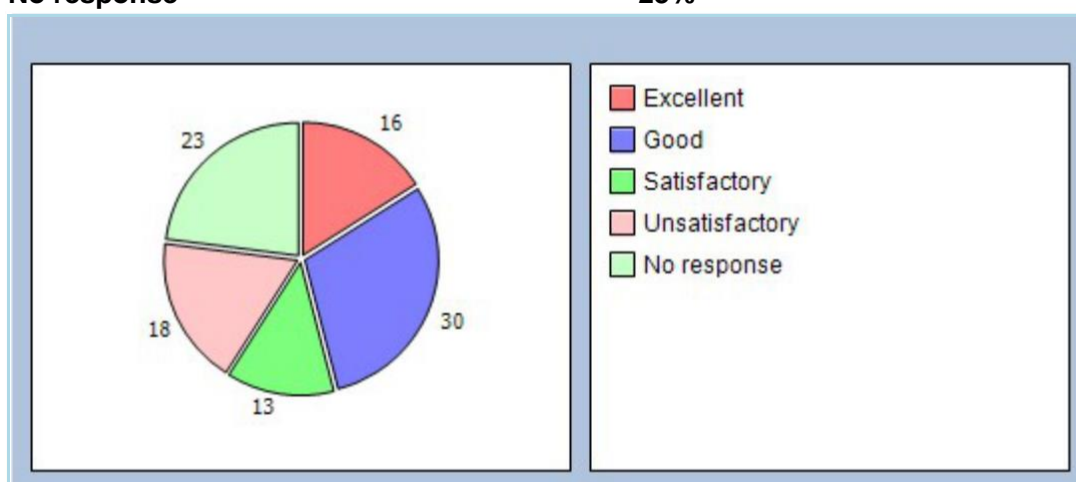
25. Our Triage Service. Does the service give you an appointment when you want one?

Excellent	17%
Good	28%
Satisfactory	17%
Unsatisfactory	18%
No response	20%



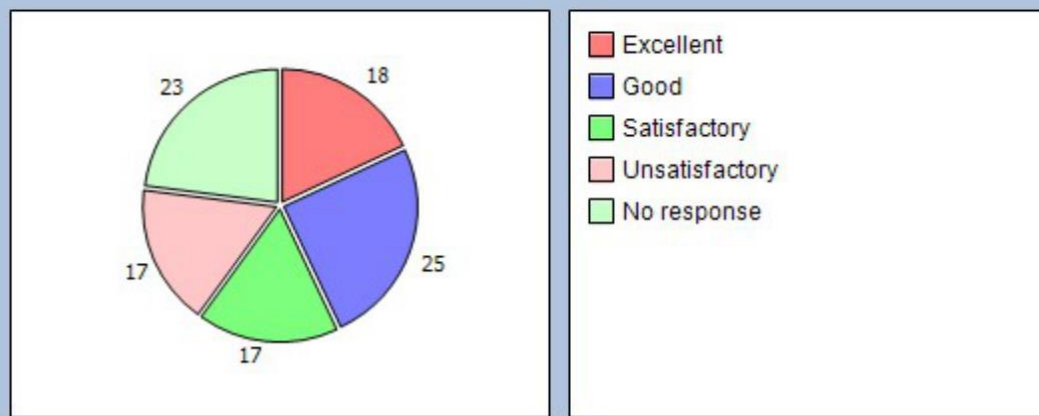
26. Our Triage Service. Does the service use time efficiently?

Excellent	16%
Good	30%
Satisfactory	13%
Unsatisfactory	18%
No response	23%



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

Excellent	18%
Good	25%
Satisfactory	17%
Unsatisfactory	17%
No response	23%



28. Our texting services. Quality of information

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



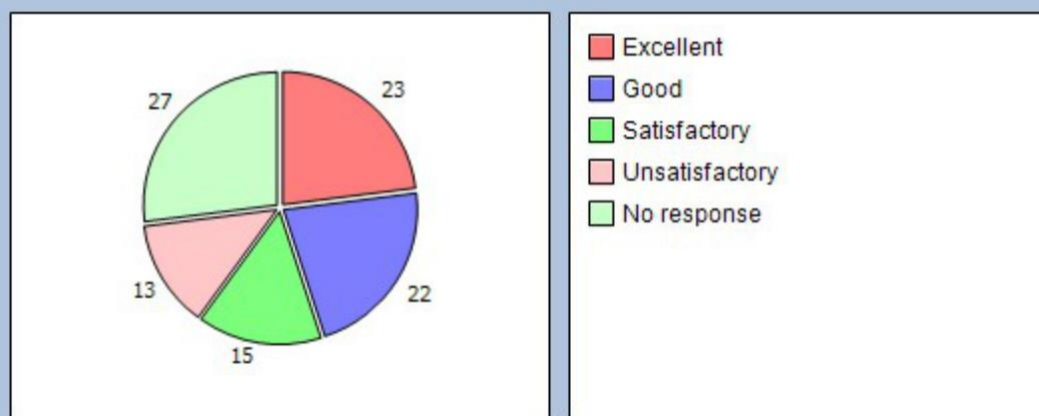
29. Our texting services. Reminder texts

Excellent	51%
Good	25%
Satisfactory	12%
Unsatisfactory	4%
No response	8%



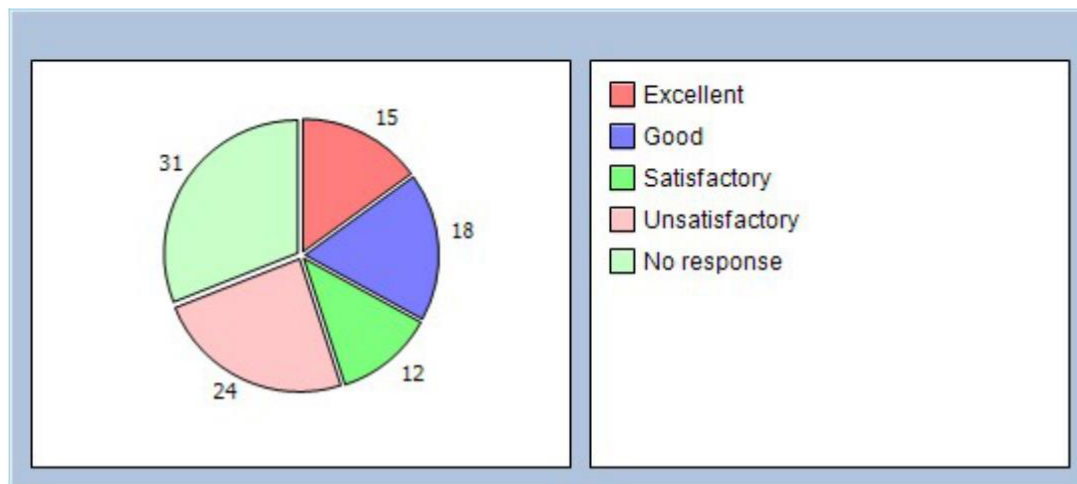
30. Our texting service. Result texts.

Excellent	23%
Good	22%
Satisfactory	15%
Unsatisfactory	13%
No response	27%



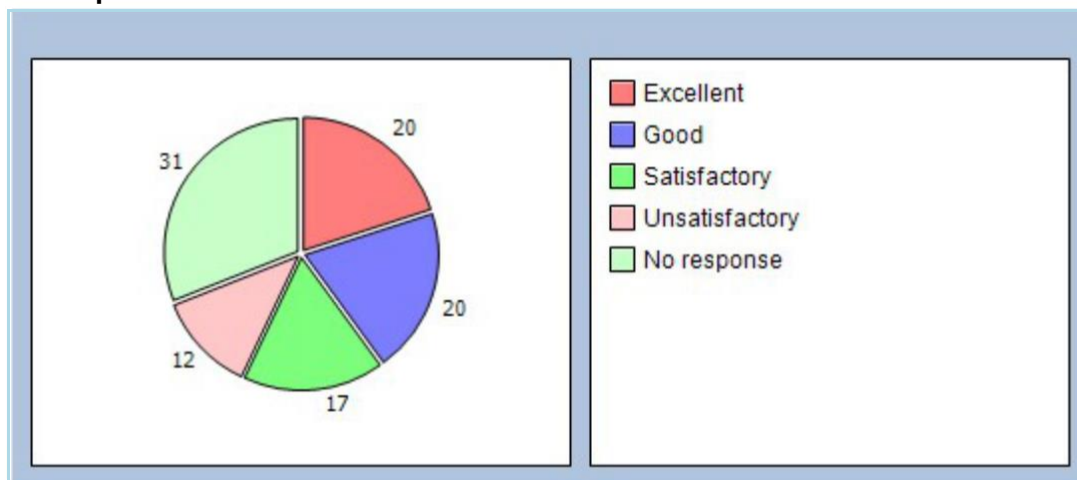
31. Our online service. Booking appointments

Excellent	15%
Good	18%
Satisfactory	12%
Unsatisfactory	24%
No response	31%



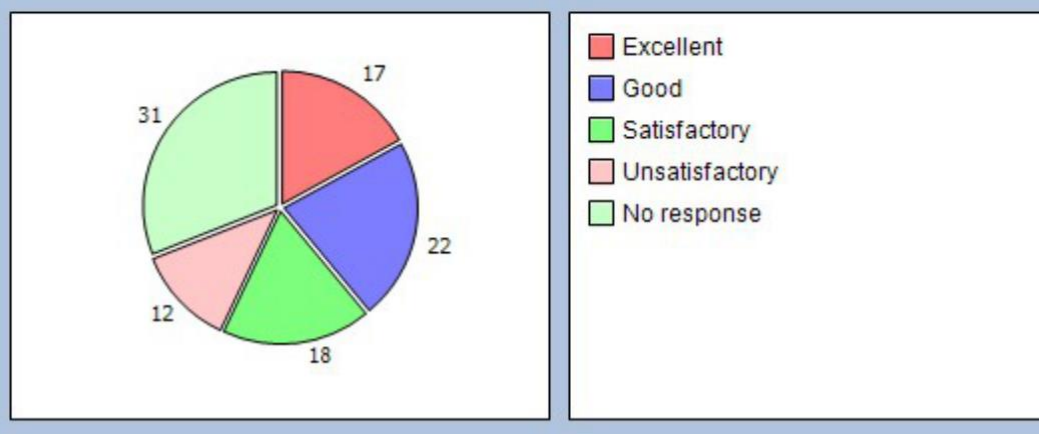
32. Our online service. Obtaining results

Excellent	20%
Good	20%
Satisfactory	17%
Unsatisfactory	12%
No response	31%



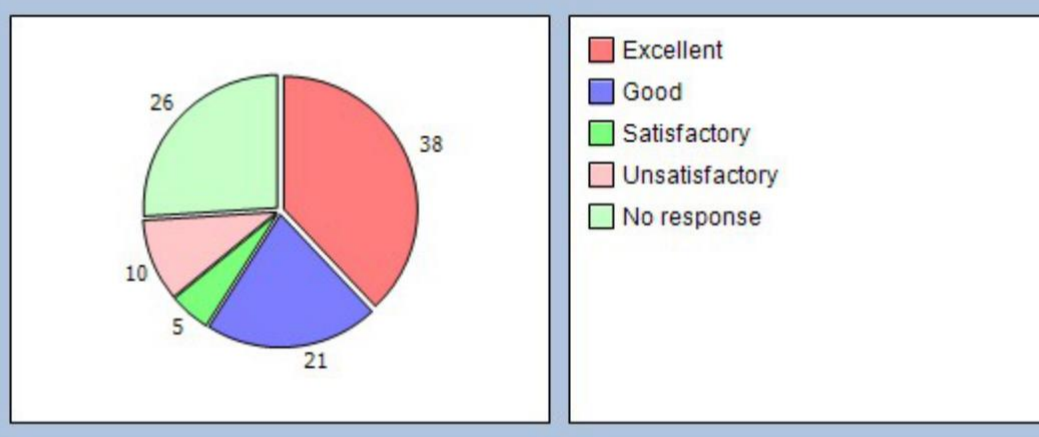
33. Our online service. Looking at your Summary Care Record

Excellent	17%
Good	22%
Satisfactory	18%
Unsatisfactory	12%
No response	31%



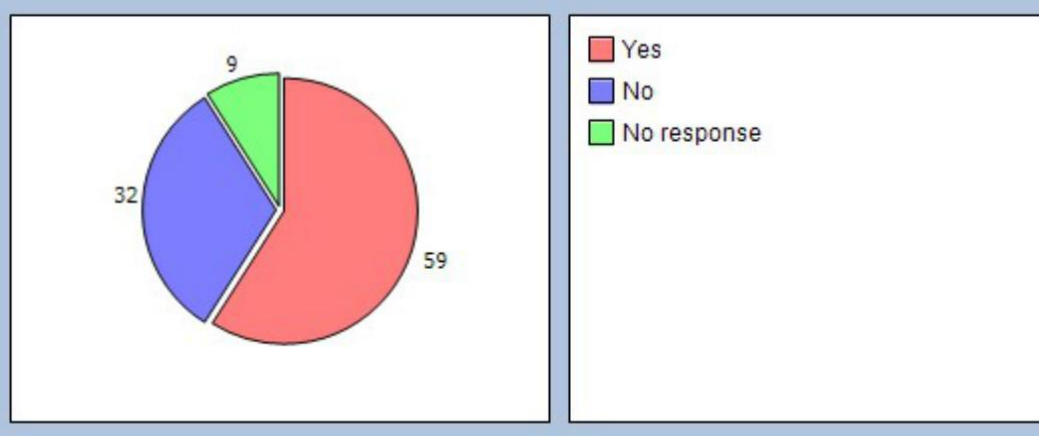
34. Our online service. Our electronic prescription service

Excellent	38%
Good	21%
Satisfactory	5%
Unsatisfactory	10%
No response	26%



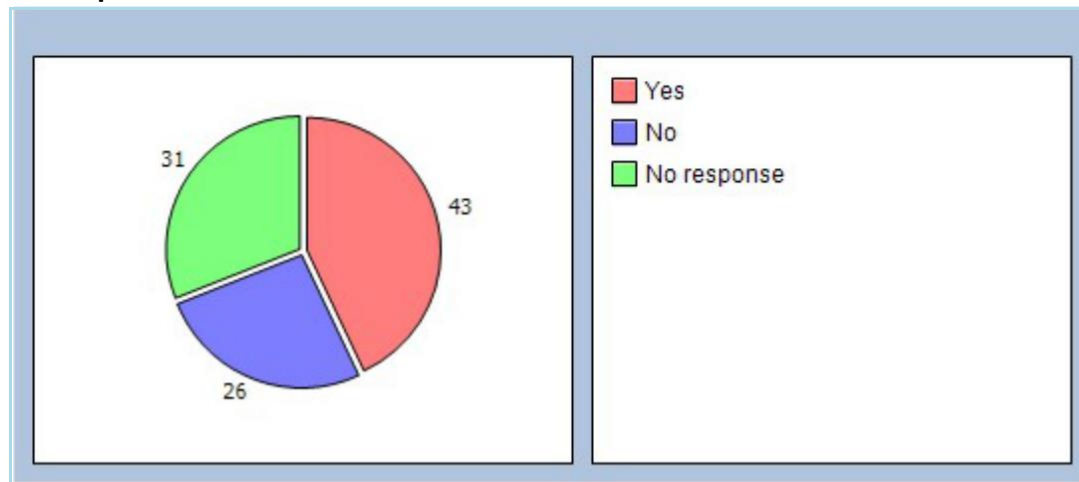
35. Are you aware of eConsult?

Yes	59%
No	32%
No response	9%



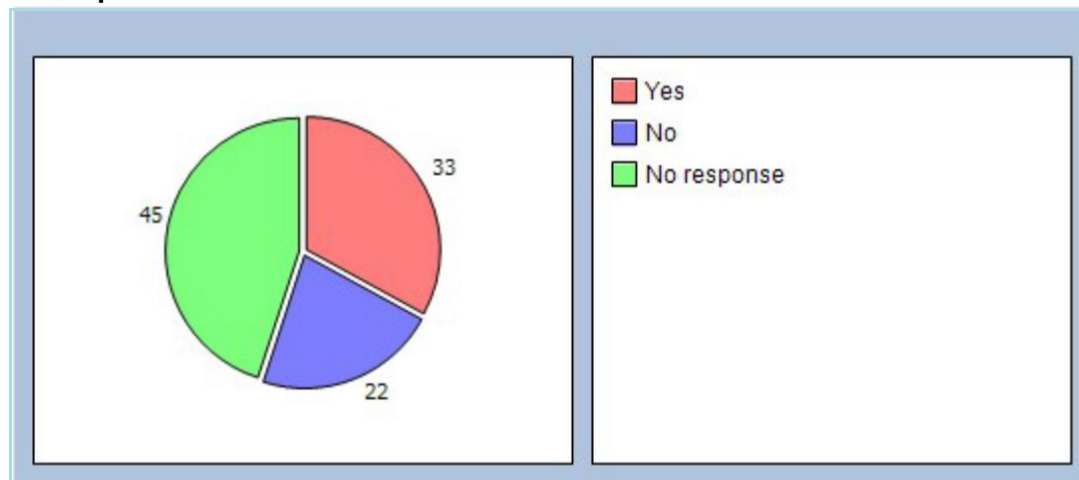
36. Were you able to find the eConsult banner on our website?

Yes	43%
No	26%
No response	31%



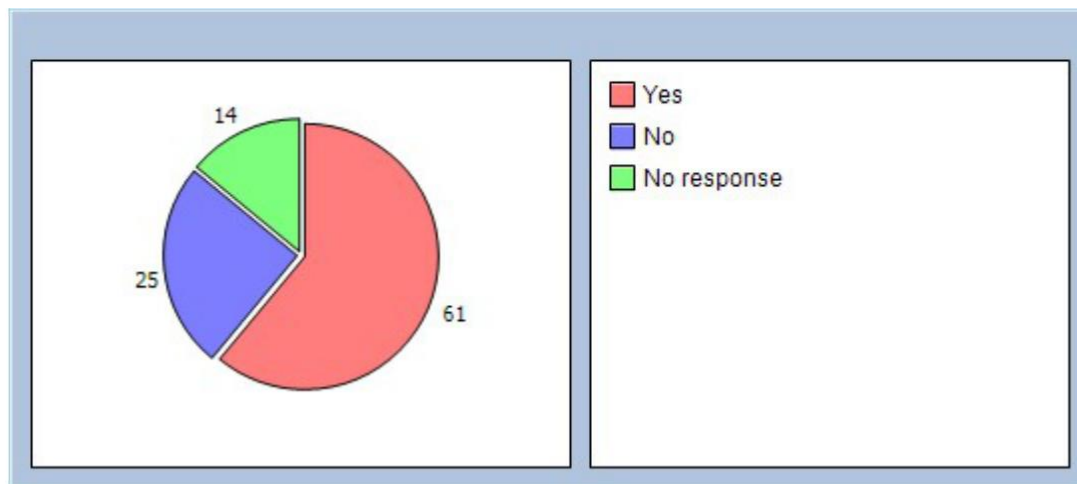
37. Would you use eConsult again?

Yes	33%
No	22%
No response	45%



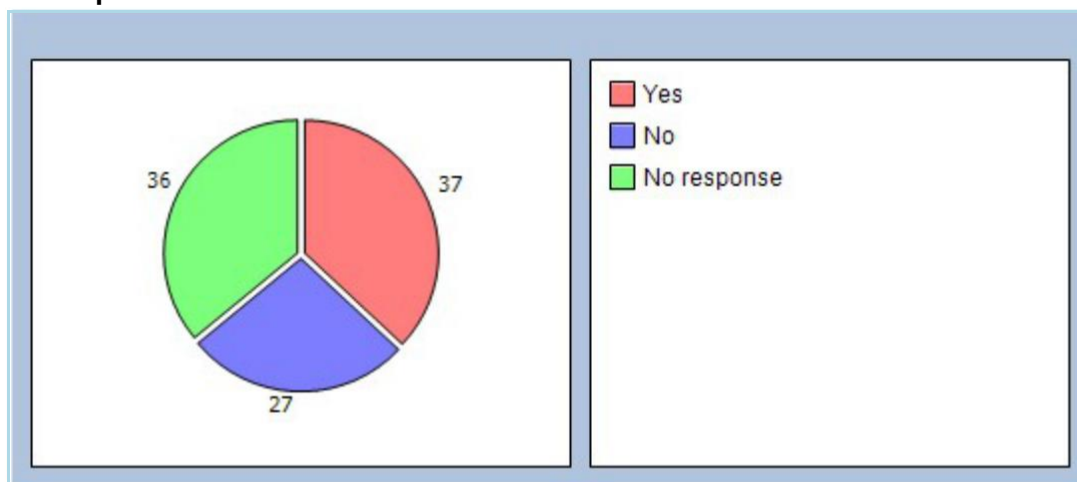
38. LIVI App. Are you aware of the LIVI App?

Yes	61%
No	25%
No response	14%



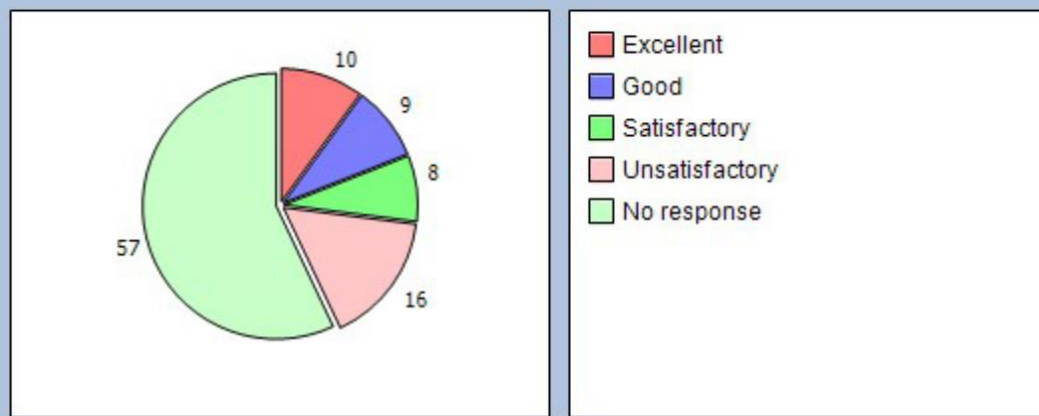
39. LIVI App. Were you able to download the LIVI App and register yourself with the service?

Yes	37%
No	27%
No response	36%



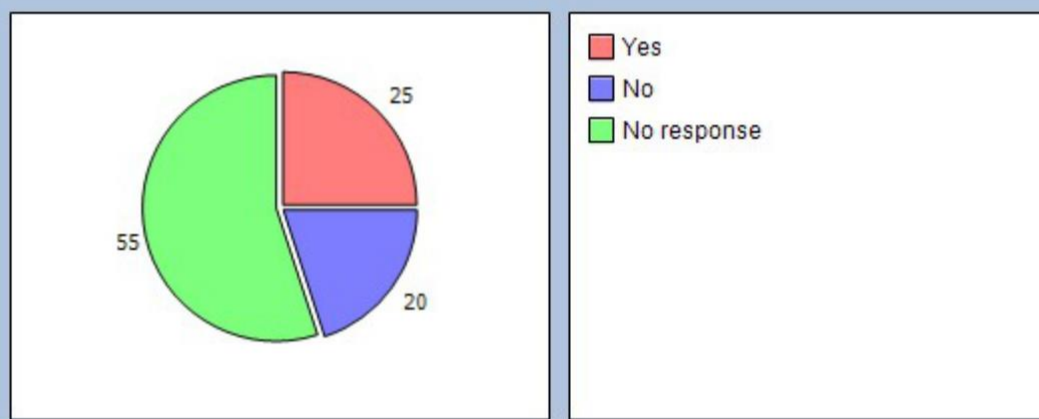
40. LIVI App. How did you find the LIVI consultation?

Excellent	10%
Good	9%
Satisfactory	8%
Unsatisfactory	16%
No response	57%



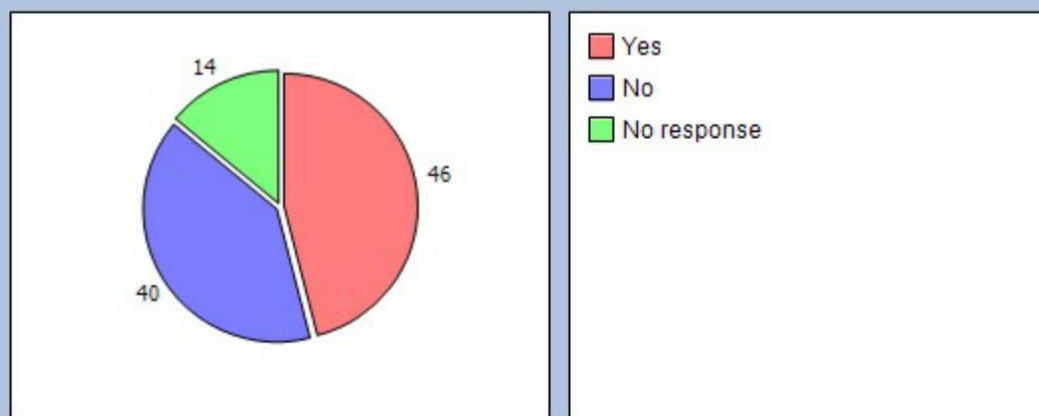
41. LIVI App. Would you use the LIVI App again?

Yes	25%
No	20%
No response	55%



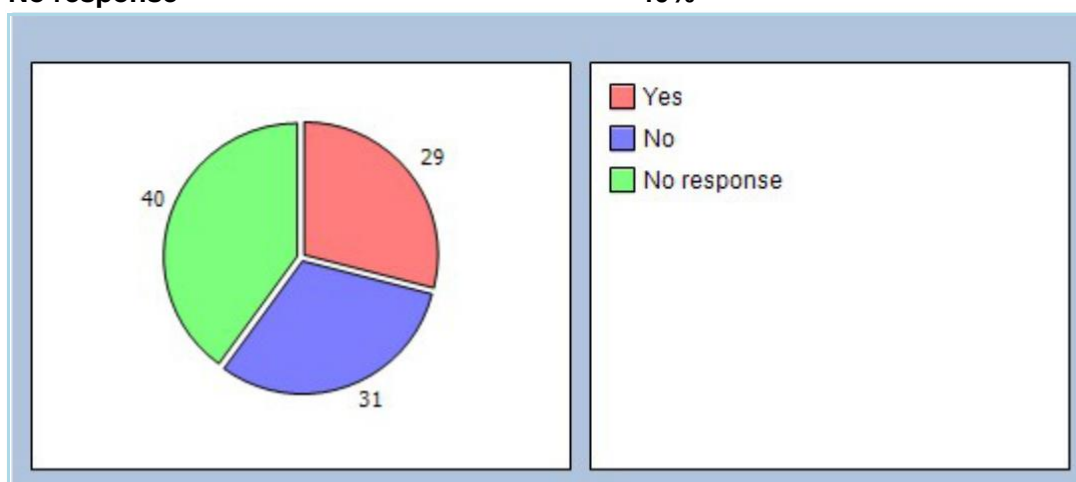
42. NHS App. Are you aware of the NHS App?

Yes	46%
No	40%
No response	14%



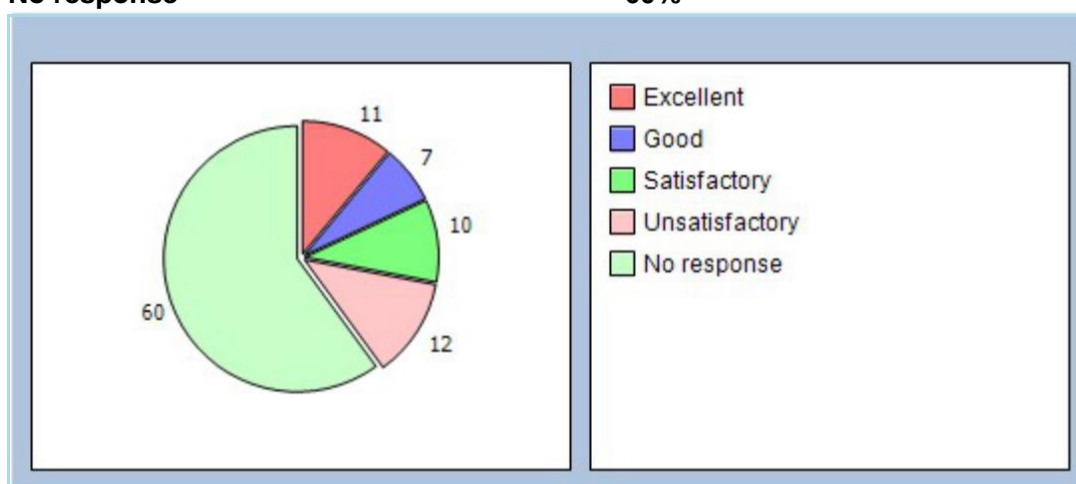
43. NHS App. Were you able to download the NHS App and register yourself with the service?

Yes	29%
No	31%
No response	40%



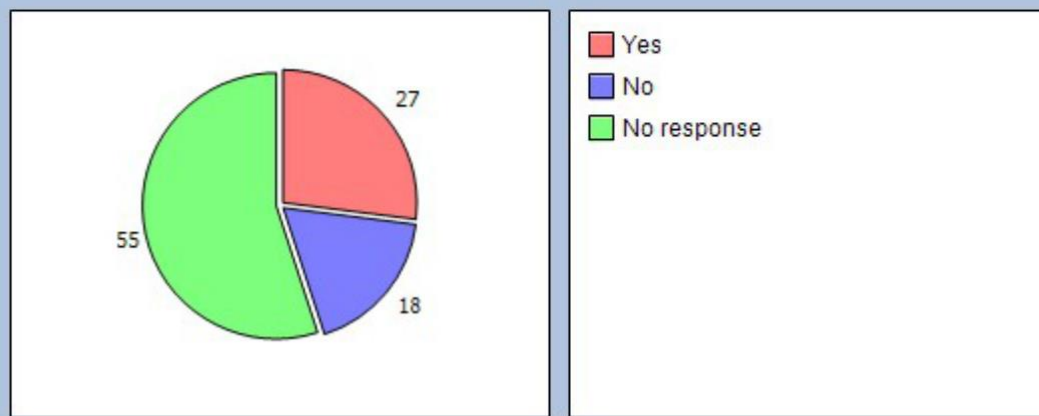
44. NHS App. How did you find using the NHS App?

Excellent	11%
Good	7%
Satisfactory	10%
Unsatisfactory	12%
No response	60%



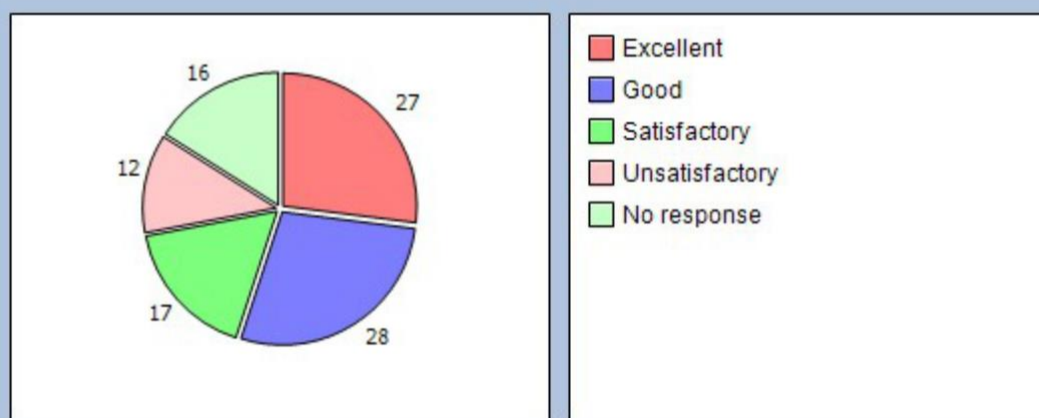
45. NHS App. Would you use the NHS App again?

Yes	27%
No	18%
No response	55%



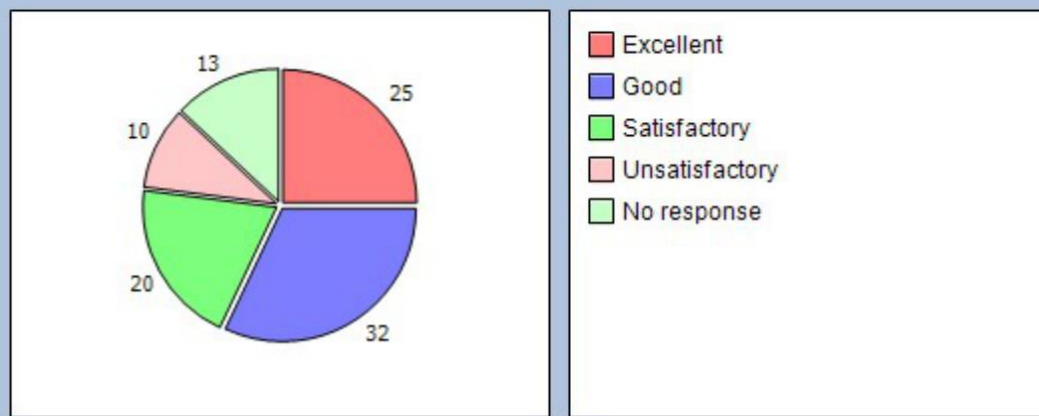
46. We have made some considerable changes to how we operate during the Coronavirus pandemic. How do you rate Being able to access the Practice in so many different ways - telephone, video consultations, eConsult, email for example?

Excellent	27%
Good	28%
Satisfactory	17%
Unsatisfactory	12%
No response	16%



47. How do you rate Information on the Coronavirus pandemic and support available?

Excellent	25%
Good	32%
Satisfactory	20%
Unsatisfactory	10%
No response	13%



48. If you've had to come into the Practice during the Pandemic, what was your experience?

Excellent	31%
Good	27%
Satisfactory	12%
Unsatisfactory	6%
No response	24%

