

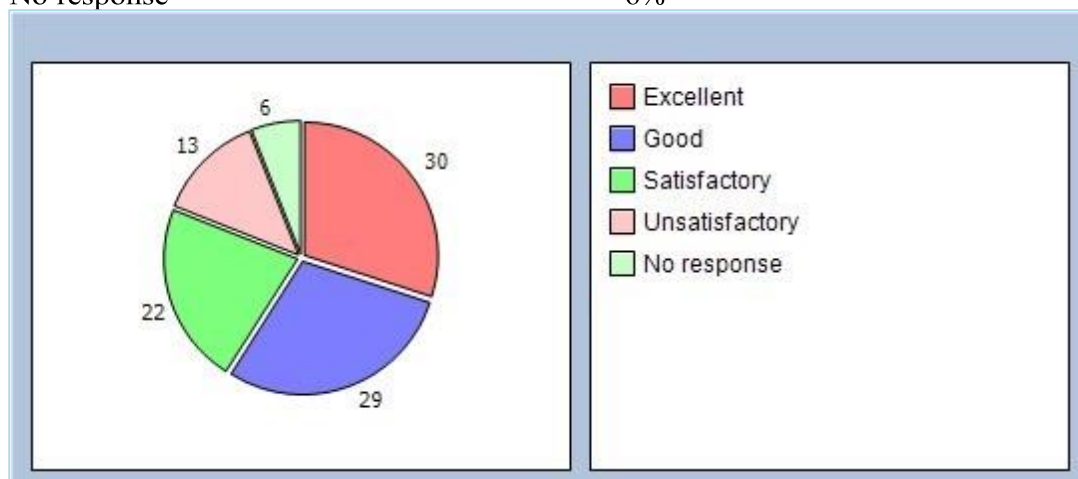
# Bridge Medical Centre

## Patient Satisfaction Survey 2022

Number of Responses: **728**

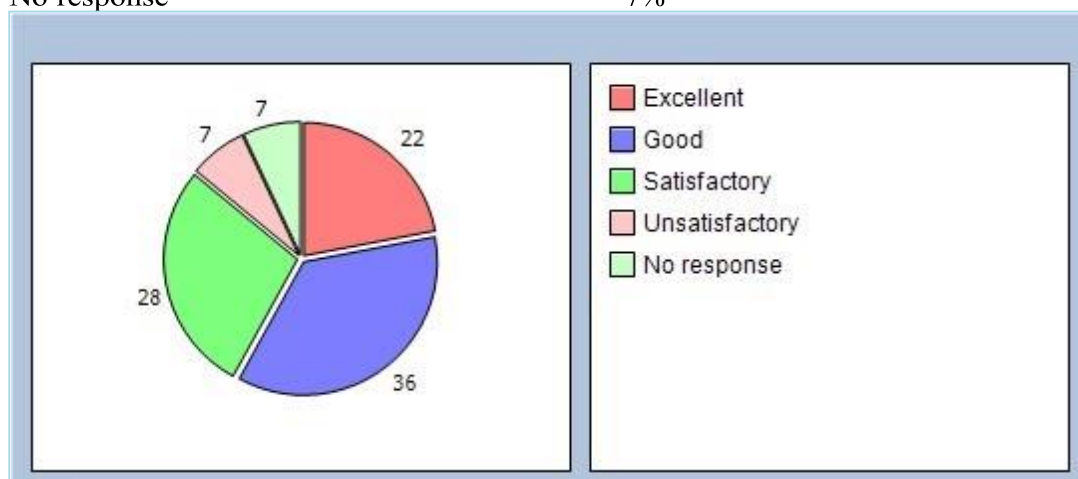
### 1. How do you rate our Reception Staff?

Excellent	30%
Good	29%
Satisfactory	22%
Unsatisfactory	13%
No response	6%



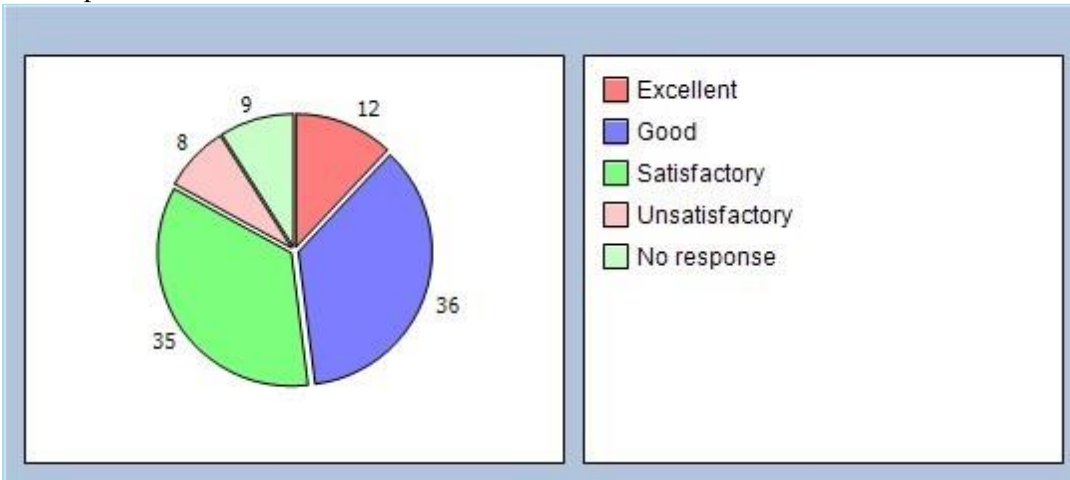
### 2. How do you rate our Waiting Room?

Excellent	22%
Good	36%
Satisfactory	28%
Unsatisfactory	7%
No response	7%



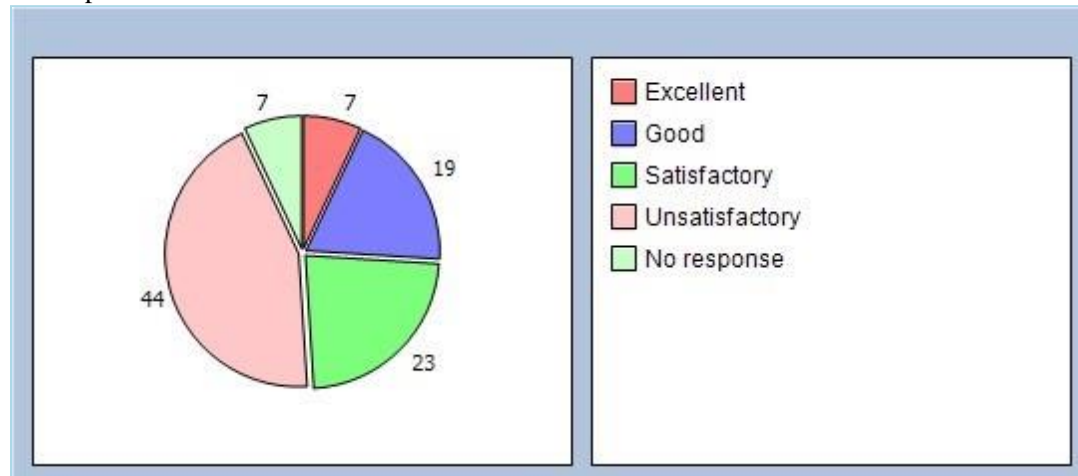
### 3 . How do you rate our Patient Parking?

Excellent	12%
Good	36%
Satisfactory	35%
Unsatisfactory	8%
No response	9%



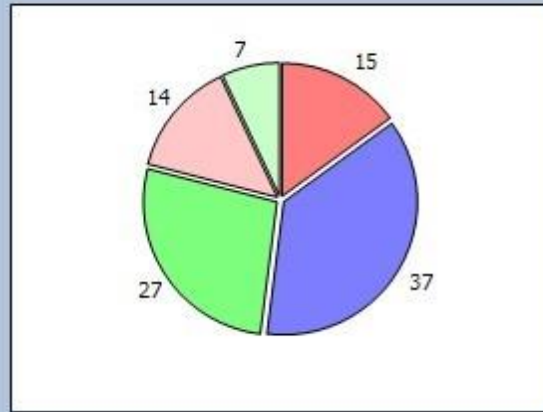
### 4. How do you rate getting through on the phone?

Excellent	7%
Good	19%
Satisfactory	23%
Unsatisfactory	44%
No response	7%



### 5. How do you rate the surgery opening hours?

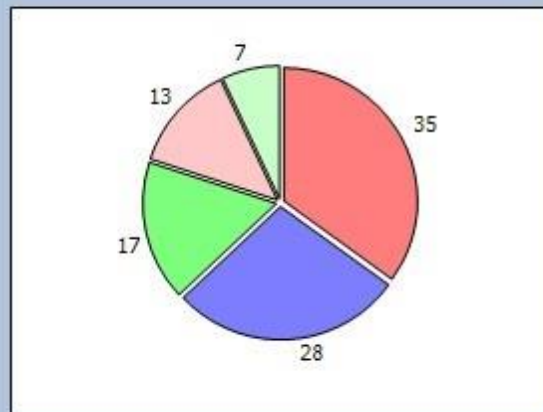
Excellent	15%
Good	37%
Satisfactory	27%
Unsatisfactory	14%
No response	7%



- Excellent
- Good
- Satisfactory
- Unsatisfactory
- No response

6. How do you rate Our Doctors?

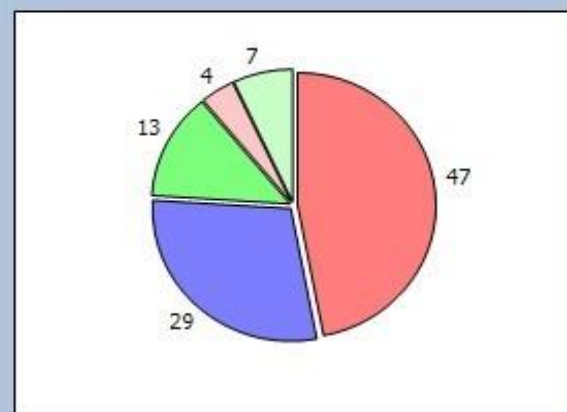
Excellent	35%
Good	28%
Satisfactory	17%
Unsatisfactory	13%
No response	7%



- Excellent
- Good
- Satisfactory
- Unsatisfactory
- No response

7. How do you rate Our Nurses?

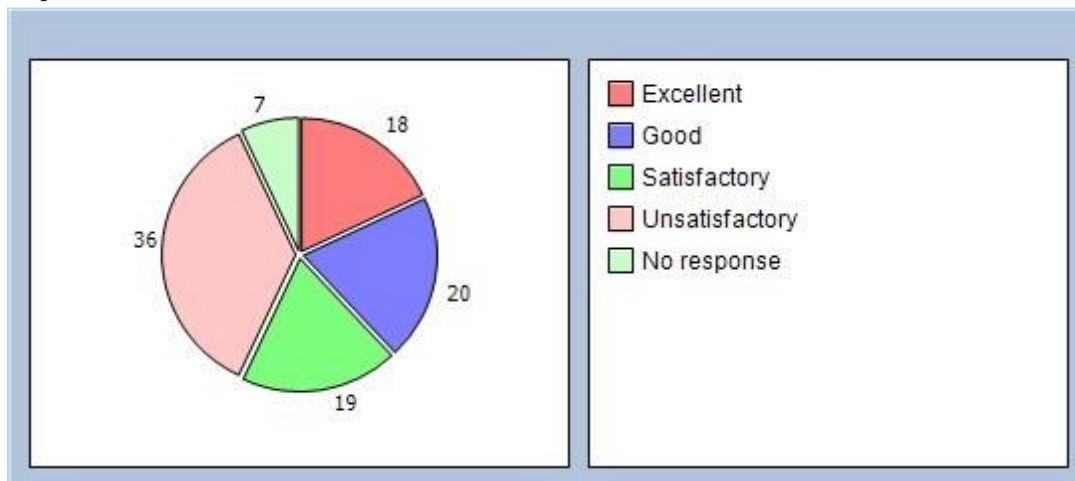
Excellent	47%
Good	29%
Satisfactory	13%
Unsatisfactory	4%
No response	7%



- Excellent
- Good
- Satisfactory
- Unsatisfactory
- No response

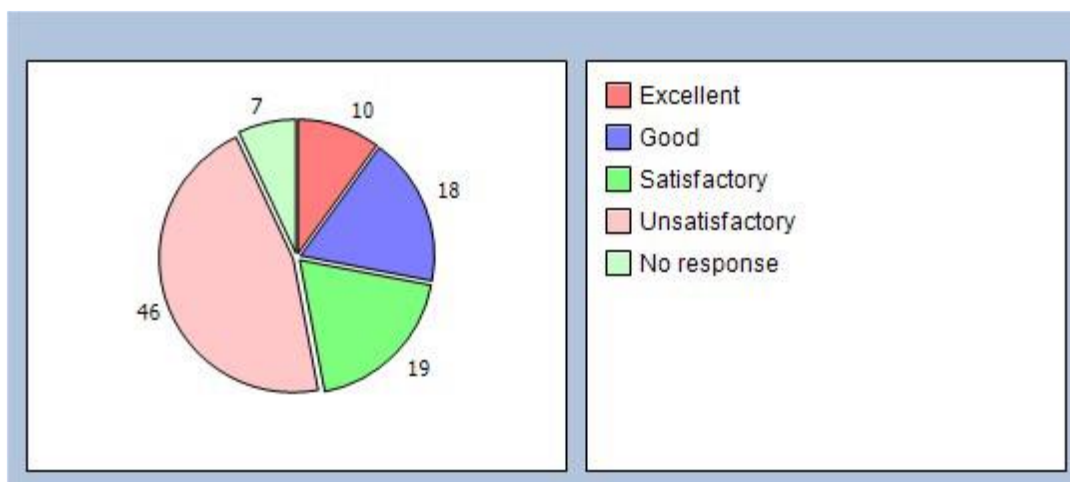
8. How do you rate being able to talk to a Doctor or Nurse on the same day?

Excellent	18%
Good	20%
Satisfactory	19%
Unsatisfactory	36%
No response	7%



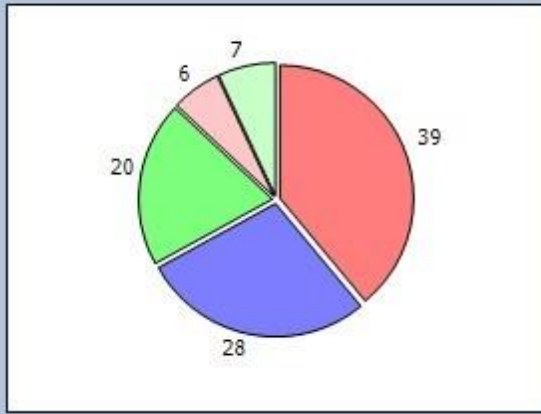
9. How do you rate being able to make an appointment in advance?

Excellent	10%
Good	18%
Satisfactory	19%
Unsatisfactory	46%
No response	7%



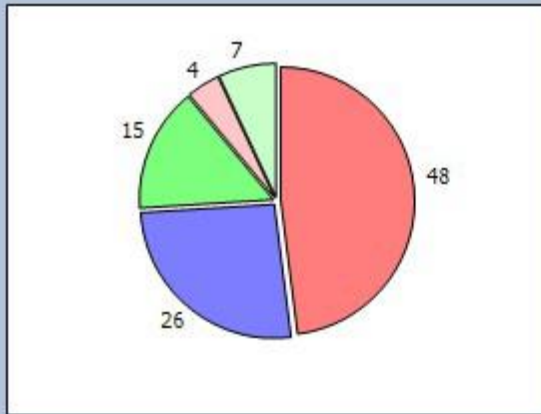
10. How do you rate the surgery having your prescription ready in 2 working day?

Excellent	39%
Good	28%
Satisfactory	20%
Unsatisfactory	6%
No response	7%



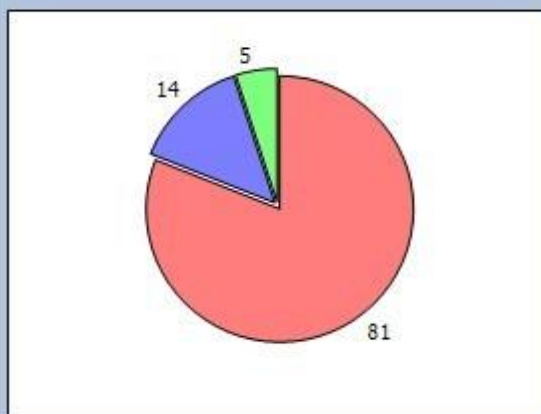
11. How do you rate the surgery making sure your prescription is sent to a pharmacy?

Excellent	48%
Good	26%
Satisfactory	15%
Unsatisfactory	4%
No response	7%



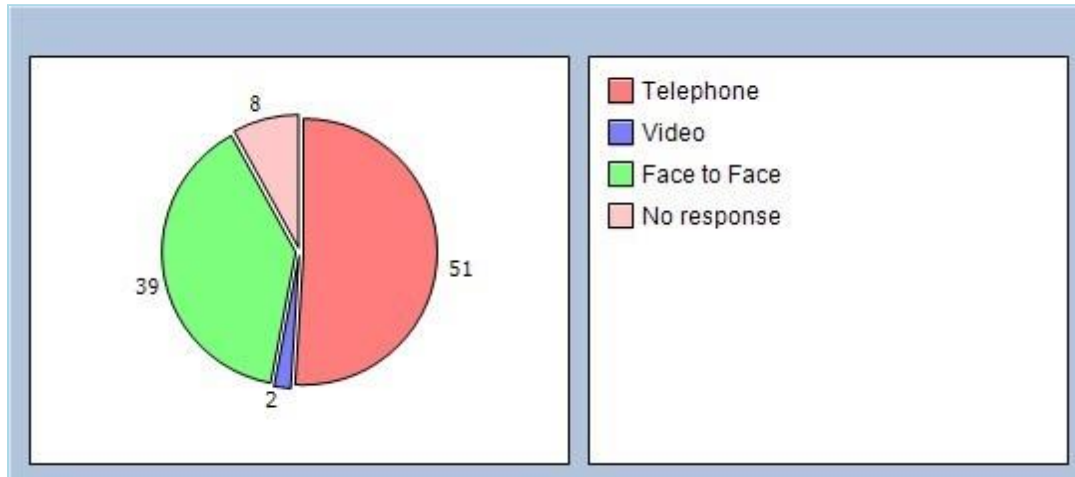
12. Did you know you could order a prescription Online or via eConsult?

Yes	81%
No	14%
No response	5%



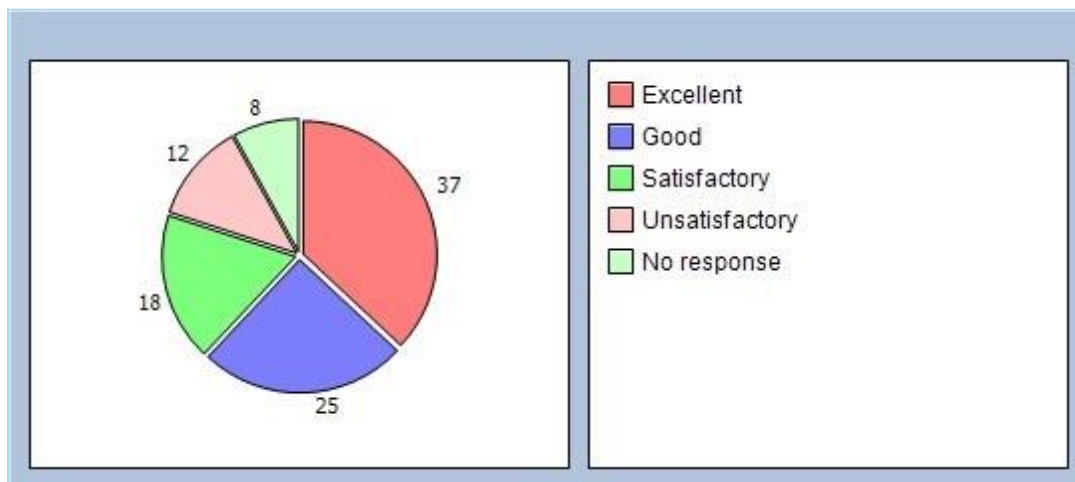
13. Thinking about your most recent appointment with a Health Care Professional (Doctor, Nurse, Paramedic Practitioner, Clinical Pharmacist). How was your appointment conducted?

Telephone	51%
Video	2%
Face to Face	39%
No response	8%



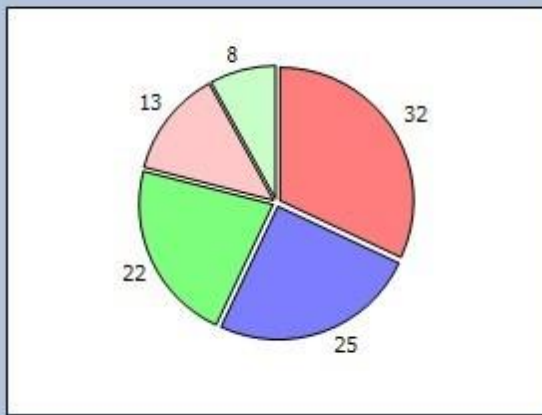
14. The Health Care Professional listened to your problems and concerns

Excellent	37%
Good	25%
Satisfactory	18%
Unsatisfactory	12%
No response	8%



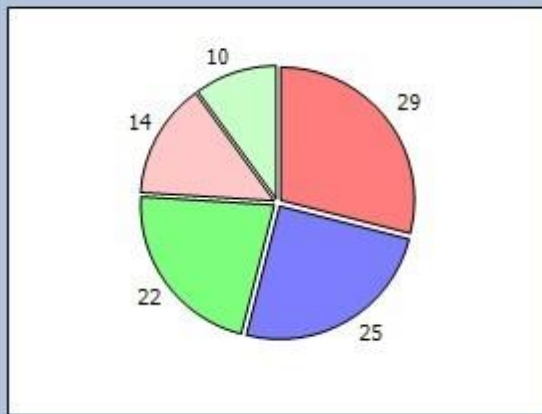
15. The Health Care Professional explained what was wrong and the treatment and tests needed

Excellent	32%
Good	25%
Satisfactory	22%
Unsatisfactory	13%
No response	8%



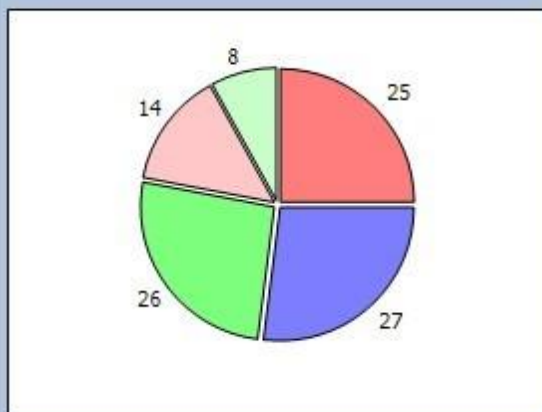
16. You were involved in the decisions about your care

Excellent	29%
Good	25%
Satisfactory	22%
Unsatisfactory	14%
No response	10%



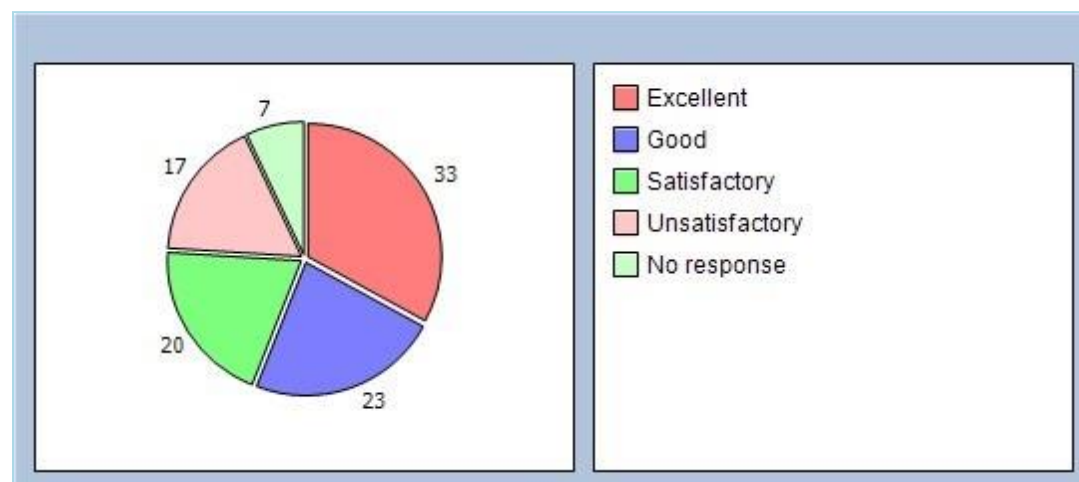
17. The amount of time you spent with the Health Care Professional

Excellent	25%
Good	27%
Satisfactory	26%
Unsatisfactory	14%
No response	8%



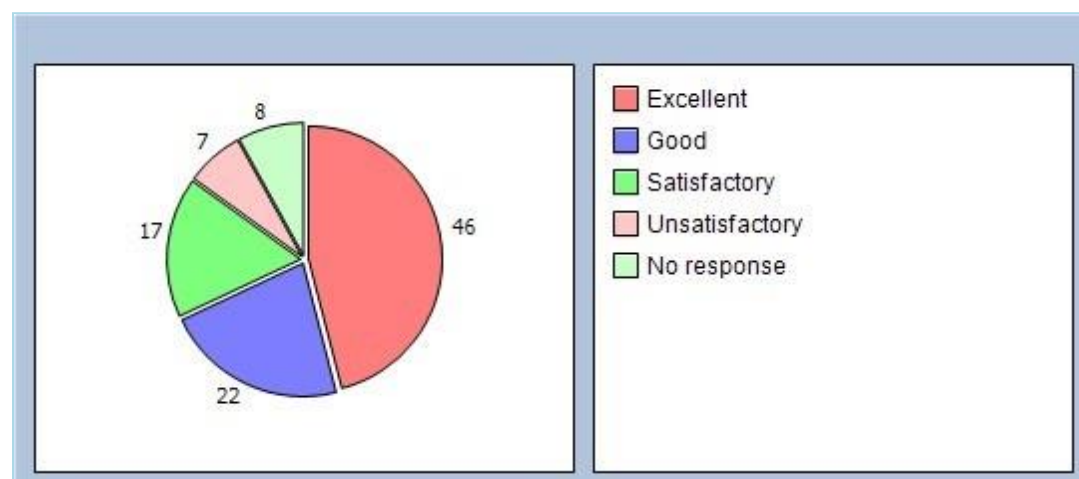
18. Your overall satisfaction with the recent appointment

Excellent	33%
Good	23%
Satisfactory	20%
Unsatisfactory	17%
No response	7%



19. You were treated with friendliness and dignity

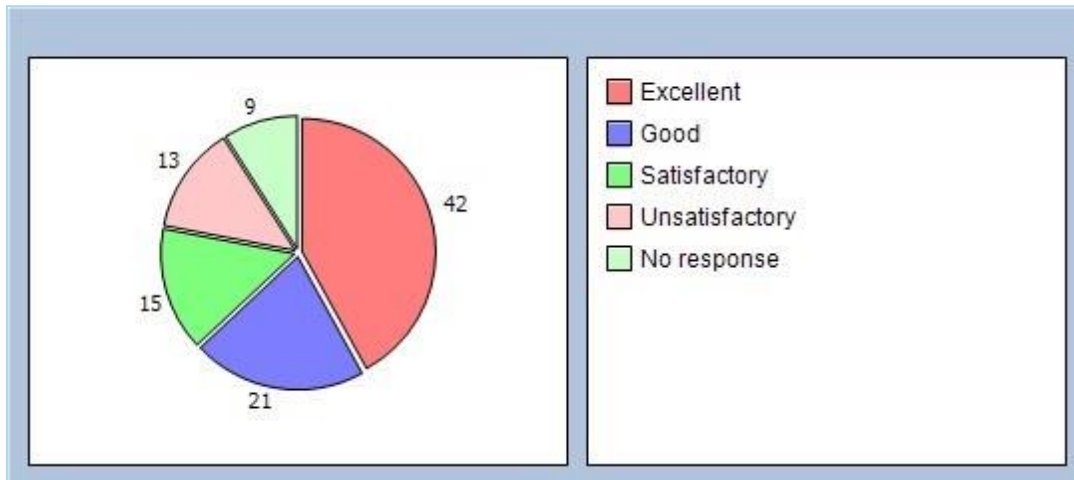
Excellent	46%
Good	22%
Satisfactory	17%
Unsatisfactory	7%
No response	8%





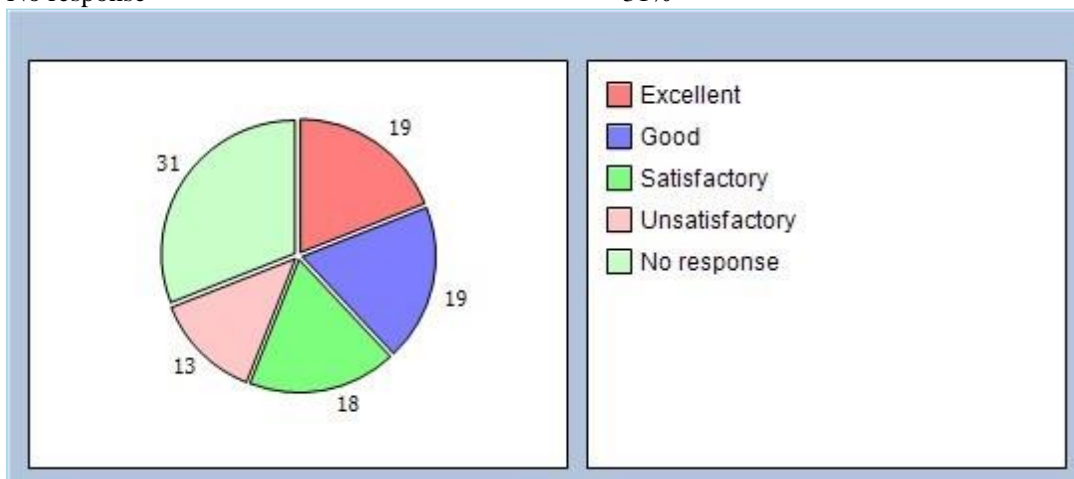
20. The Health Care Professional took your problems seriously

Excellent	42%
Good	21%
Satisfactory	15%
Unsatisfactory	13%
No response	9%



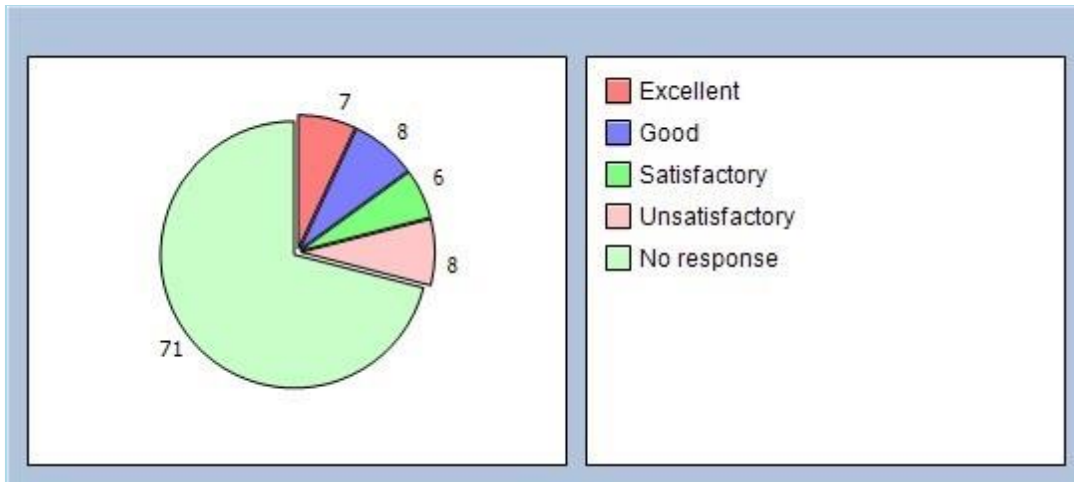
21. If your appointment was by telephone, how was your overall experience?

Excellent	19%
Good	19%
Satisfactory	18%
Unsatisfactory	13%
No response	31%



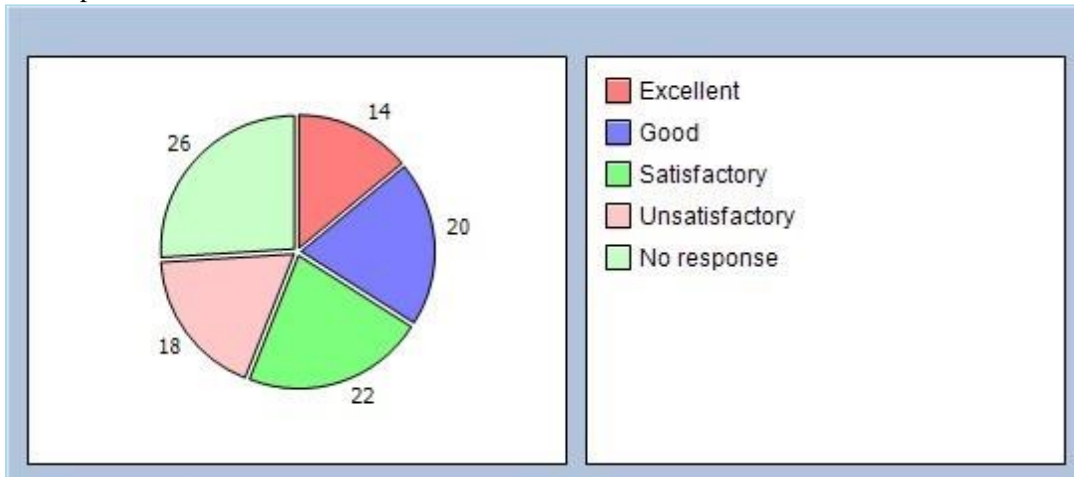
22. If your appointment was by video, how was your overall experience?

Excellent	7%
Good	8%
Satisfactory	6%
Unsatisfactory	8%
No response	71%



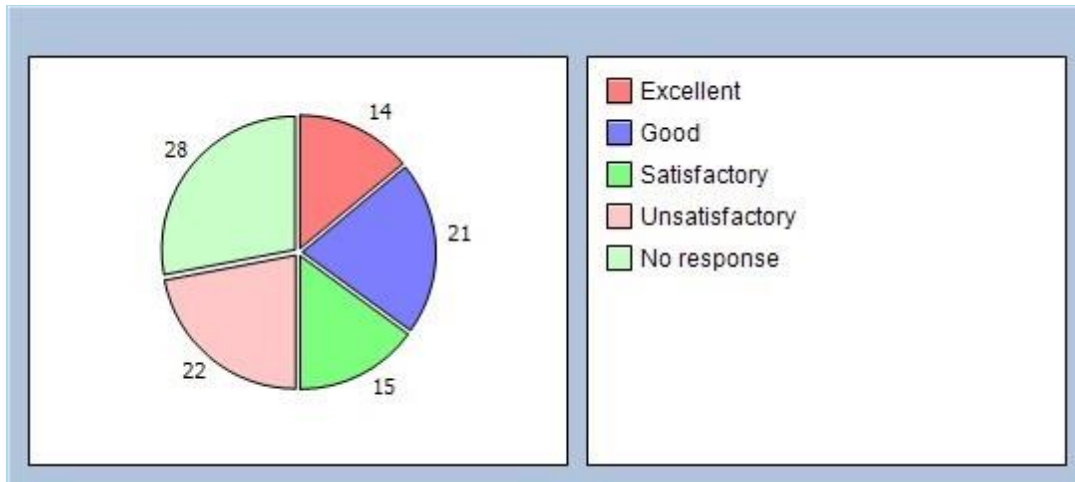
23. Our Triage Service. How do you rate the convenience?

Excellent	14%
Good	20%
Satisfactory	22%
Unsatisfactory	18%
No response	26%



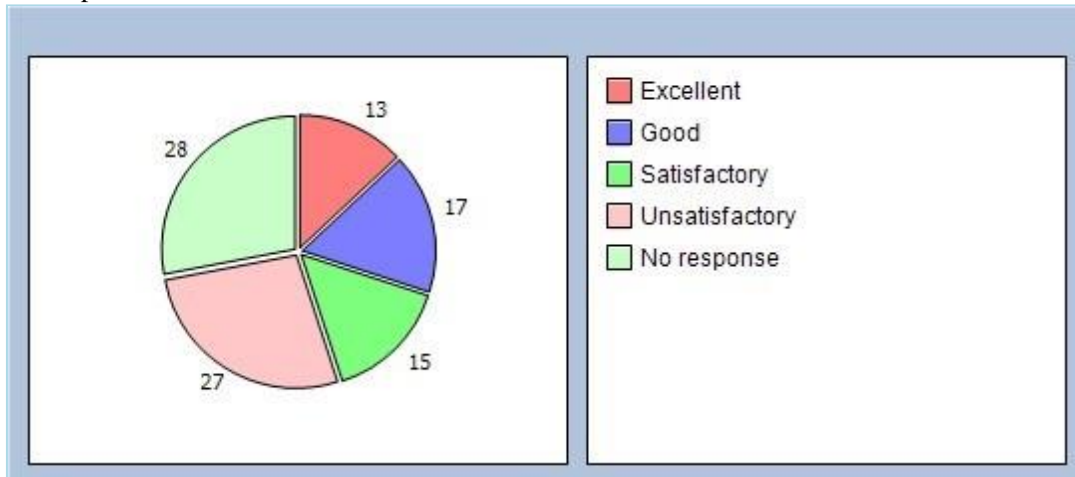
24. Our Triage Service. How do you rate the service dealing with your problem over the phone?

Excellent	14%
Good	21%
Satisfactory	15%
Unsatisfactory	22%
No response	28%



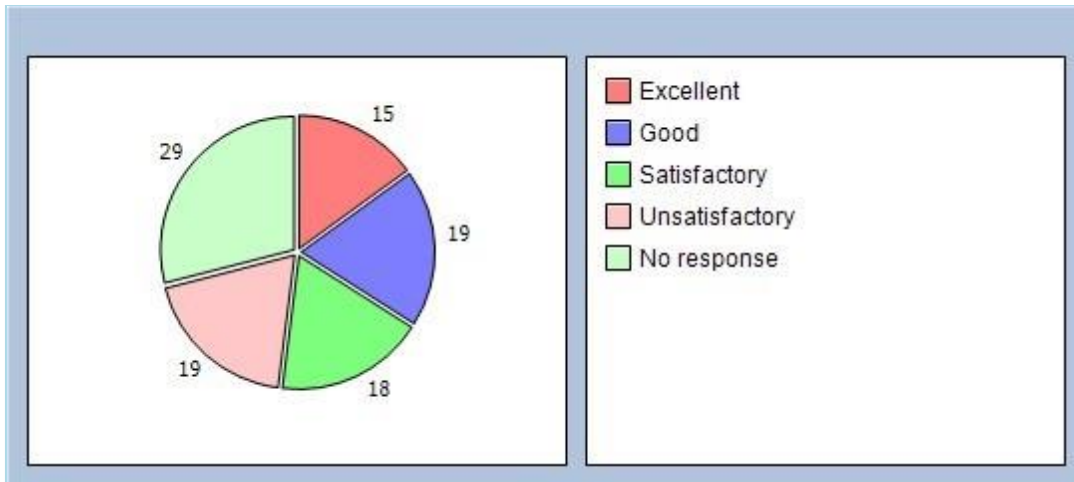
25. Our Triage Service. Does the service give you an appointment when you want one?

Excellent	13%
Good	17%
Satisfactory	15%
Unsatisfactory	27%
No response	28%



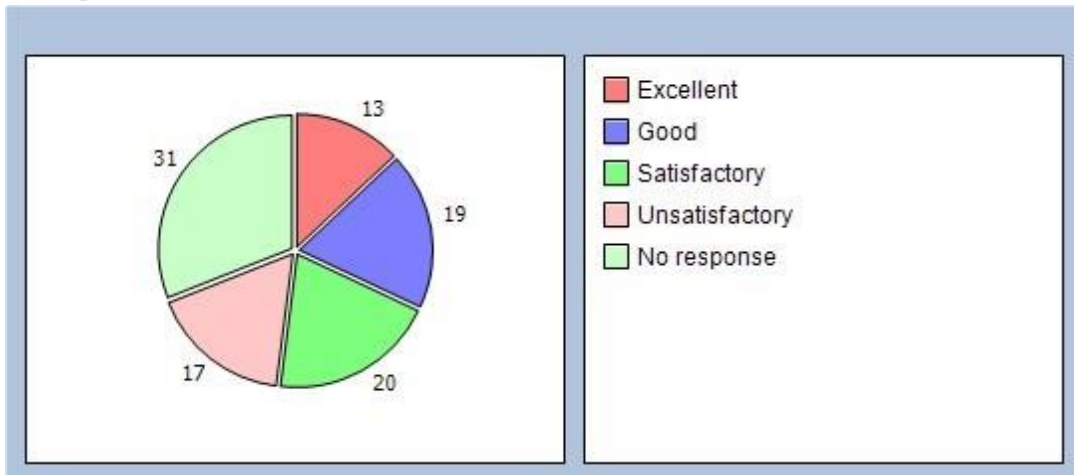
26. Our Triage Service. Does the service use time efficiently?

Excellent	15%
Good	19%
Satisfactory	18%
Unsatisfactory	19%
No response	29%



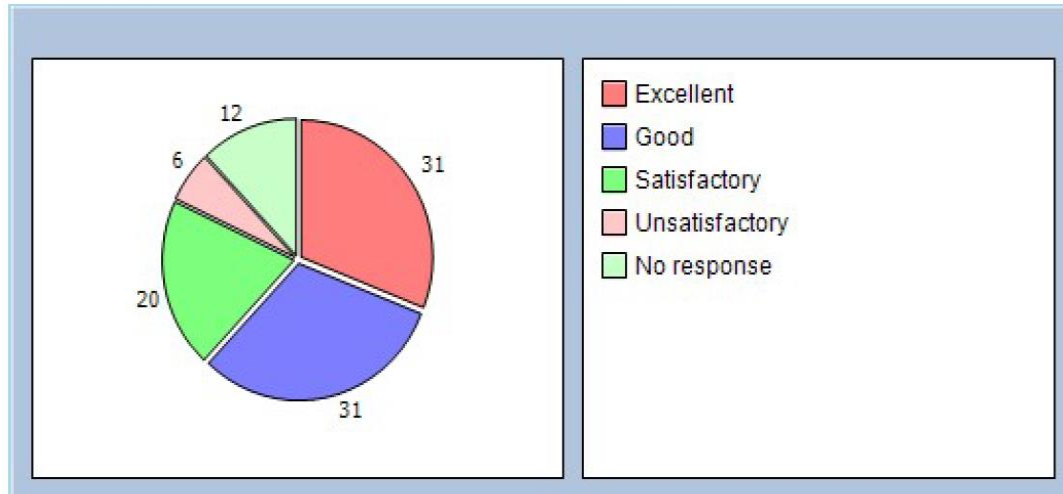
27. Our Triage Service. Does the service provide information to prevent illness and stay healthy?

Excellent	13%
Good	19%
Satisfactory	20%
Unsatisfactory	17%
No response	31%



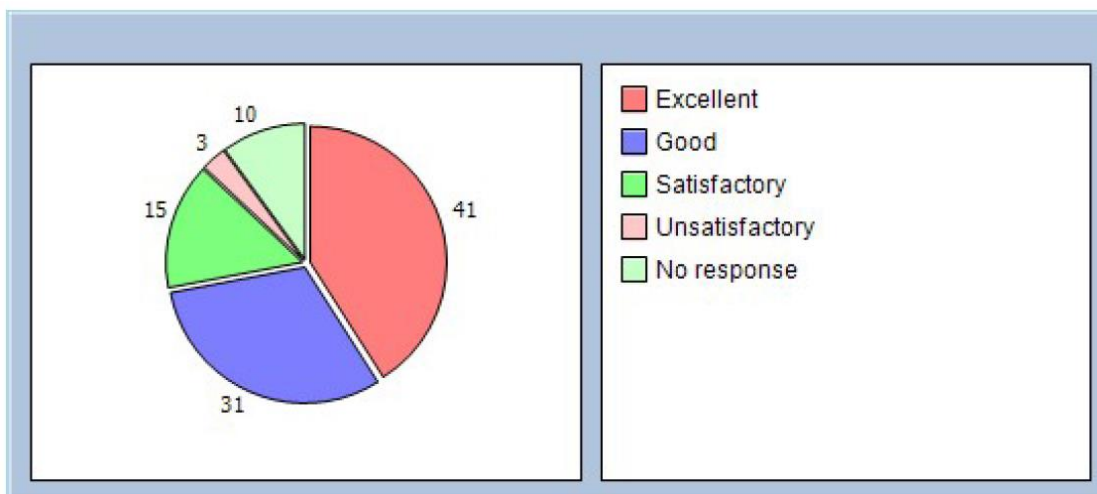
## 28. Our texting services. Quality of information

Excellent	31%
Good	31%
Satisfactory	20%
Unsatisfactory	6%
No response	12%



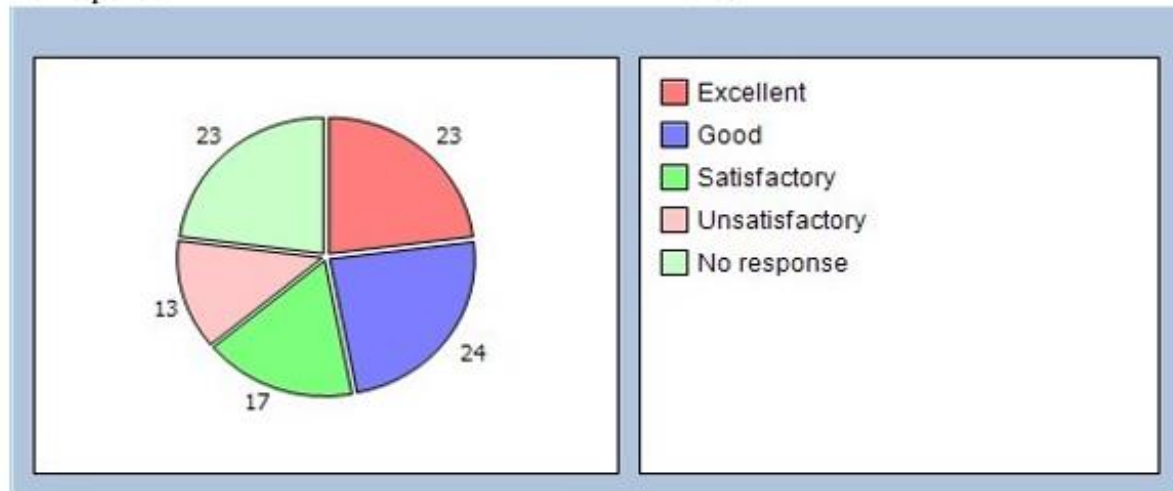
## 29. Our texting services. Reminder texts

Excellent	41%
Good	31%
Satisfactory	15%
Unsatisfactory	3%
No response	10%



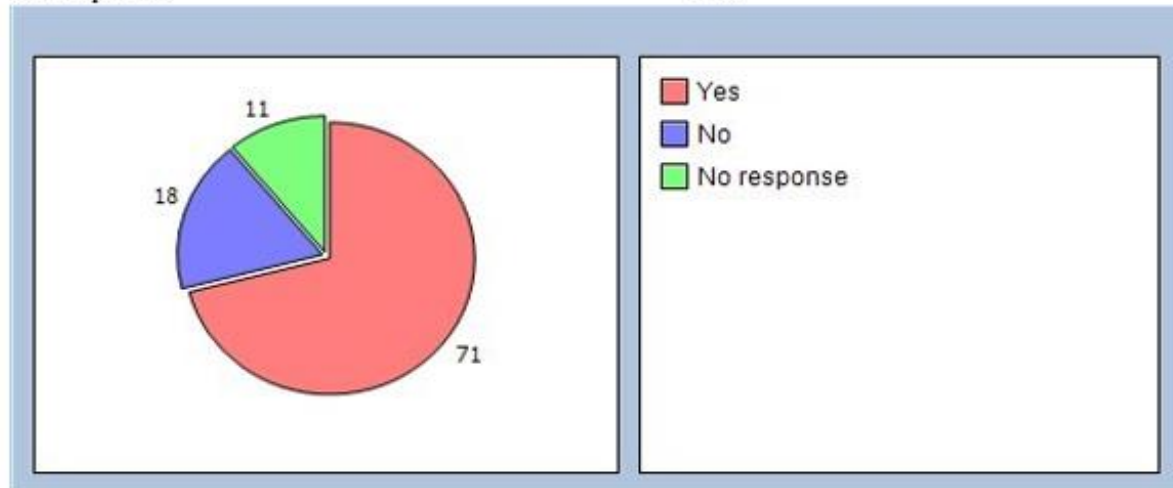
30. Our texting service. Result texts.

Excellent	23 %
Good	24 %
Satisfactory	17 %
Unsatisfactory	13 %
No response	23 %



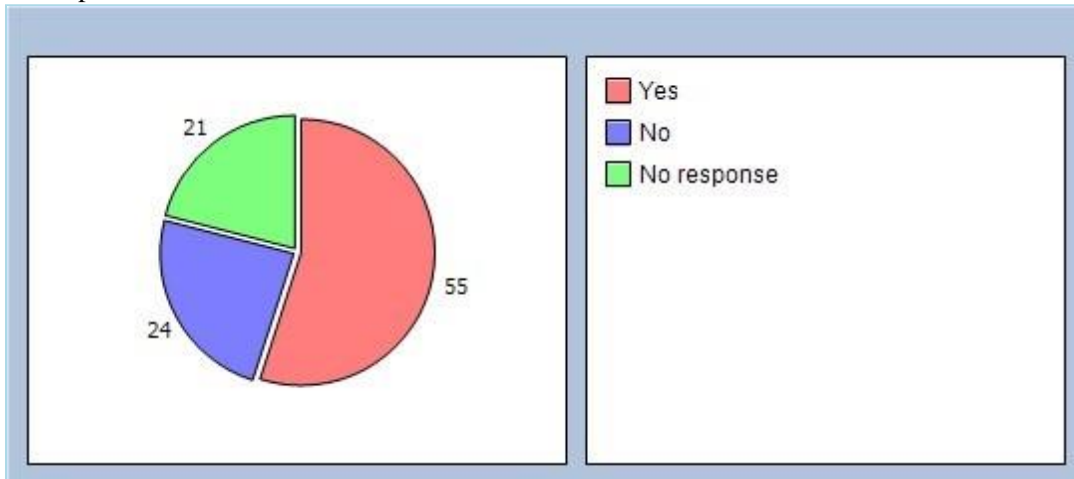
31. Are you aware of eConsult?

Yes	71 %
No	18 %
No response	11 %



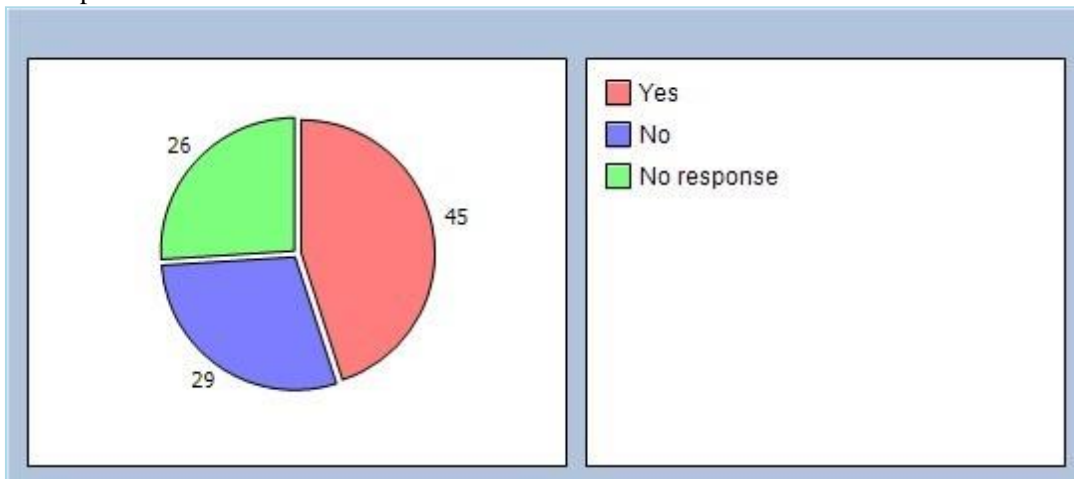
32. Were you able to find the eConsult banner on our website?

Yes	55%
No	24%
No response	21%



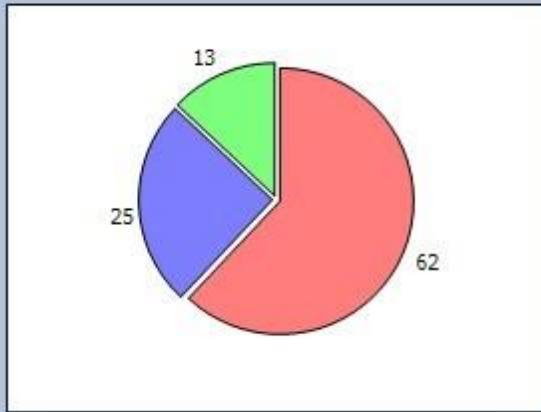
33. Would you use eConsult again?

Yes	45%
No	29%
No response	26%



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

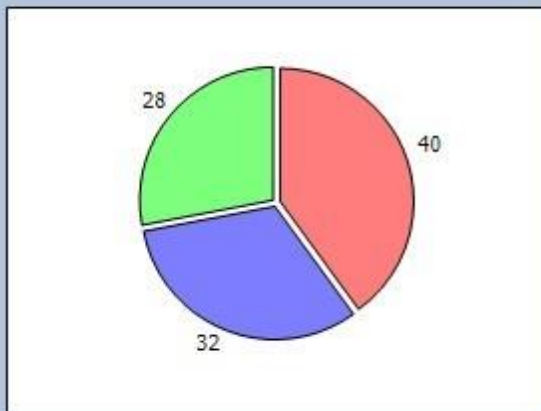
Yes	62%
No	25%
No response	13%



■ Yes  
■ No  
■ No response

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

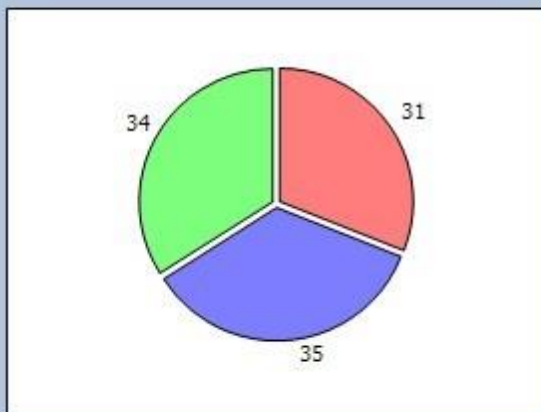
Yes	40%
No	32%
No response	28%



■ Yes  
■ No  
■ No response

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

Yes	31%
No	35%
No response	34%

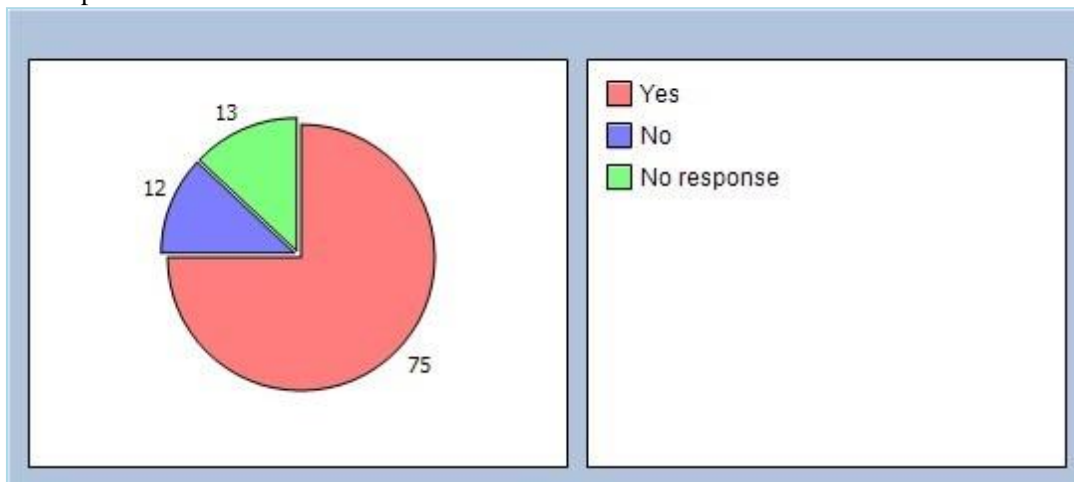


■ Yes  
■ No  
■ No response

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

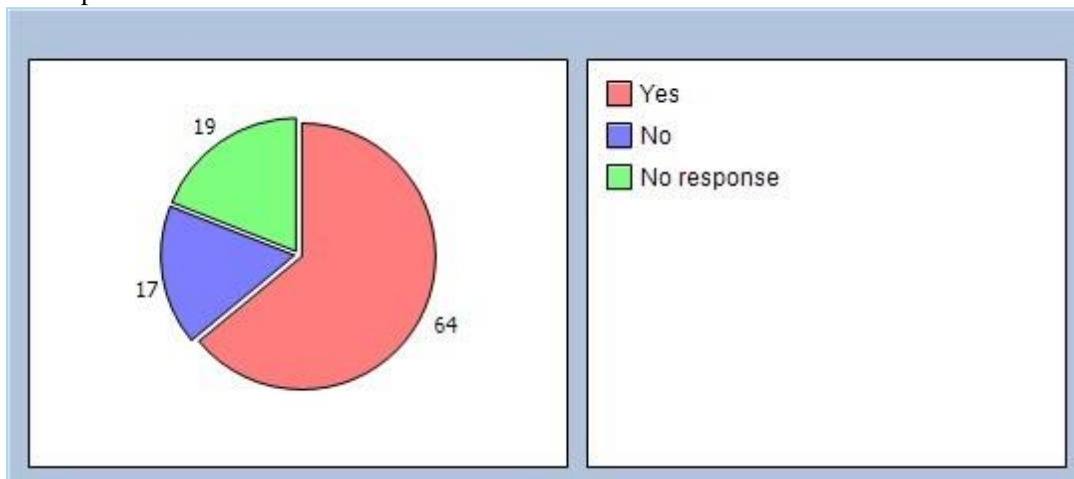


Yes	75%
No	12%
No response	13%



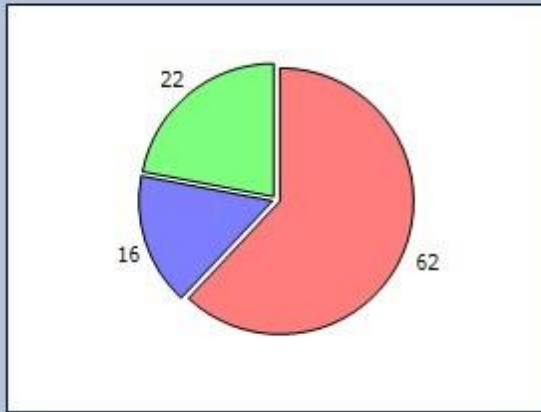
38. NHS App. Were you able to download the NHS App and register yourself with the service?

Yes	64%
No	17%
No response	19%



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

Yes	62%
No	16%
No response	22%



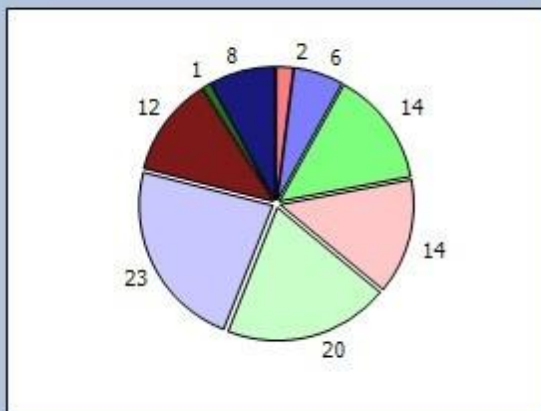
Yes  
 No  
 No response

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

41. About Yourself. What is your gender?

42. About Yourself. How old are you?

16-24	2%
25-34	6%
35-44	14%
45-54	14%
55-64	20%
65-74	23%
75-84	12%
85+	1%
No response	8%



16-24  
 25-34  
 35-44  
 45-54  
 55-64  
 65-74  
 75-84  
 85+  
 No response

43. About Yourself. Ethnicity. Are you?

White British	64%
Black British	0%
Asian British	3%
Indian British	4%
Asian	2%

White European	9%
African	0%
Chinese	0%
Caribbean	0%
Indian	1%
Other	7%
No response	10%

