



EMPLOYER RECOGNITION SCHEME

SILVER AWARD 2017
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Bridges Medical Practice

Trinity Square Health Centre

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www.bridgesmedicalpractice.co.uk

Patient Questionnaire – September 2019

Firstly, we would like to thank everyone who has contributed towards the survey and letting us know what we are doing well and where we could improve.

We can see that we need to promote online services more as this is very beneficial for patients. We have put posters up around the surgery and now have slip regarding the NHS app.

There is a lot of information regarding self-referrals and information about illnesses on our website and the NHS websites.

Our free NHS health checks we are trying to promote this more and we have a list to ensure the people entitled to this are contacted.

We have changed the appointment system around slightly to see if we can enable getting an appointment at the practice a little easier. Hopefully this will reflect brilliantly in our next survey.

- Do you use patient online services?
Yes - 9
No - 18
- Did you know that you can view part of your medical record, book appointments, order repeat medication and see test results if you have online access?
Yes - 18
No - 9
- Are you aware you can self-refer yourself to the Physiotherapy Service without the need to see a doctor?
Yes - 11
No - 16

- Are you aware that patient information about illnesses can be found at Patient.co.uk and NHS.uk?
Yes - 19
No - 8
- Are you aware we offer free NHS Health Checks for patients aged between 40 and 74?
Yes - 15
No - 12
- How do you find access to the practice is in general?
Good x14
Ok x5
Brilliant x1
Poor x2
Excellent x2
Great x1
- How do you find the staff in terms of their knowledge, professionalism and helpfulness?
Good x4
Ok x4
Great x3
Very good x5
Excellent x3
Pleasant x2
Helpful x3
Brilliant x1
- Any other comments?

Sometimes hard to get an appointment x2
Keep up the good/great work x2
Feel privileged to have the help and the support of the surgery.