



EMPLOYER RECOGNITION SCHEME

SILVER AWARD 2017  
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## **Bridges Medical Practice**

**Trinity Square Health Centre**

**24 West Street**

**Gateshead, NE8 1AD**

**☎ 0191 300 9889**

**[www.bridgesmedicalpractice.co.uk](http://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.**