

Bridge Medical

Patient Survey results 2019

Evidence based on 50 at MMC and 30 at BM completed questionnaires completed.

We asked our patients 10 questions with multiple choice answers and we also left enough space for comments to be added. The questions were all pertaining to the service we provide to our patients.

Q1	
How you be able to see the see the same GP with the same problem	
Yes	14
No	9
Sometimes	7
No answer	

Q2. This year we offered appointments Monday to Friday from 8.30am. We asked if you found these appointments useful?	
Yes	20
No	8
No answer	2

Q3	
Do you have internet access more than 50% of the time?	
Yes	19
No	10

No answer	1
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Q4	
Do you have on line access to the practice services?	
Yes	12
No	17
No answer	1

Q5	
We asked if you have on line access to the practice, have you experienced any problems when trying to use these.	
Yes	0
No	11
N/A	19

Q6		
We have asked if you have on line access to the practice what services do you use or would like to be able to use.		
	Use now	Interested in using
	BM	BM
View, book or cancel appointments	2	8
View your medication and send repeat prescriptions requests	1	8
View a summary of your medical records	0	8
View pathology results	0	7
Complete questionnaire's published by practice.	0	7

New patient registrations	0	4
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Q7. Would you be interested in e-consults?	
Yes	10
No	12
No answer	8

Q8. We asked you what you would like to see on our website.	
	Would Like
Information about the staff at the practice	6
Information about who works each day	7
Self-care information	8
Practice policies (e.g travel vaccine, violent patients)	6
Information about services the practice offers	7
Practice newsletter	4
Access to on line services	6
Information about our monthly campaigns	3
Information about our PPG	3

9. We asked have you any other suggestion which you feel would improve the services to the practice provides.

To be able to see a regular GP	History of illness
Be able to book appointments online	
View test results	

10. We asked you to tell us about your good experiences of using the surgery and our services.

Everything seems to be okay	Quite happy
Consistently seen the same GP	Advice on small problems
Like telephone appointments due to shift work	Staff always happy and friendly
Waiting times are good	It is convenient
Lovely Doctor	Meet the Team board needs update
Promote contact telephone details	Personal approach when Doctor comes out into the waiting room

Actions following comments from our patient survey:-

What we are already doing:

- From the end of July this year we have started to offer extended access, offering early appointments and Saturday mornings
- We have added more telephone consultations into our surgeries as patients have told us they like the convenience of this.
- We have updated our telephone system adding more incoming lines so you have less time to wait to speak to reception

What we are looking at actioning this year:

- Organise photos of all staff members and update the boards in reception. Include staff and who works which days.
- Invest time and money into our website
- Introduce e-consults from March 2020
- Continue to work hard on continuity of care for patients.
- Discuss with staff that online access is not available for all patients and be mindful of this when asking patients to “google” self help.
- Audit clinics to find balance of acute and review appointments to promote continuity.
- Switch to ETP from Feb 2020
- Patient practice newsletter

Our Patient Representative Group will also be discussing these results. If you have any other comments or suggestions they would love to hear from you. Please contact the surgery to ask for further details on how you could become a member of our Patient Representative Group or to contact them with ideas.