

**1. We try our hardest to ensure that you see the same GP with the same problem. Can you usually see the GP of your choice, if that GP has already been involved in caring for you with that problem?**

Yes	No	Sometimes
23	6	20

Comments
(S) I am happy with any GP
I have not actually had an appointment with a Dr since joining the practice
(S) Other people already with appointments during the times of my availability (due to shifts)
(S) Receptionist doesn't usually give the option or the wait is too long
(S) Staff busy with other problems but nothing significant with service. Thank you for your excellent service
(Y) Via telephone consultation at the moment but no problem speaking to the GP managing my care
(S) Dr Atkinson works at Bridge Medical on certain days. She is not always available on the day I need to see a doctor.
(N) I don't have a regular GP, I don't know who works at the practice there are different names suggested every time, I have an ongoing problem and have seen 4 different doctors so far
(S) Too busy
(S) I can't remember a time I've seen the same Dr twice
(S) Referred to another Dr
(S) I just take the first doctor that's offered to me
(S) I am transferred to another doctor
(S) Saw another doctor
(N) Explain everything all over again
(N) Just had to make do with another one
(S) One calls after completing eConsult and you are given different GP
Never seen a GP at Bridge as only registered this year
(N) Last time I was referred to another to the right of my usual entry. Often I don't see the same doctor as I have been needing a doctor quite infrequently
(S) Not sure which days Doctors are on call
(S) Just seen whoever was on duty
(S) I just get given a GP different anytime
(N) I very rarely see a GP
(S) Sometimes doctor not available and I would have to wait a considerable time to see them and sometimes I forget about telephone appts
(S) Depends which doctors are available due to their schedule
(S) Locums

**2. What could the practice do to make it easier for you to see or speak to your chosen GP?**

Comments
Weekend surgeries or late appointments
Online appointment booking
Never had to see a doctor yet so cannot comment
Nothing - just one of those things
Email or online contact for non-emergency
Online or eve/weekend consultations
Tell us when the GP (chosen) is on duty
There is no problem of this for me. I am happy to speak to any of the GPs at this practice if my usual one is not available on the day

Don't know
Have more appointments available
Nothing in my mind - they are following guidelines and doing an amazing job in these troubling times
I have not had a problem with this
Think it depends on the availability of the GP not sure the practice could do anything more than they do now
More availability
Give details of which GPs are there
Allow online booking
Housebound
Dedicated doctors for patients on certain days- we were notified according to surnames who the appropriate doctor was allocated to you. This has never worked in my case.
Nothing really
My doctor only works 1 day a week
Satisfactory
Nice to see a doctor
Now that repeat prescriptions can be obtained from chemist all is fine as I take only warfarin and was awkward getting simple repeat when line closed
At this moment in time I don't know what else they can do
I know present circumstances dictate the conditions but I prefer face to face contact with doctor
Hard to say as just moved to Bridge
I am housebound and this is recorded on my records - home visits available
Nothing given circumstances
Difficult for me to say, I come so seldom. To have a specified slot for your doctor to be available would no doubt be difficult to arrange
More telephone consultations
Organise the practice so it is more efficient
Answer phone

### 3. If you contact the surgery, are you offered a choice of appointment at a time to suit you?

Yes	No	Sometimes
32	1	13

Comments
(S) I have been asked to ring back later but at the moment I have been offered a telephone consultation
(N) Have been told to go home (attended in person to make appt) and upload a photograph of the question and send via email
(S) I have 12 weekly injections I arrived before my appt time i.e. approx 10 min. I was well late for my appt time because a gentleman was being waited for so consequently I was late picking up my wife (Yes asked to ring back)
(S) Last time no doctor was available soon, I had sinus type problems so I was referred next door (to the right) (Yes asked to ring back but given OOH option)
(S) We try and get the same doctor but she doesn't work every day of the week
Since retired not restricted to appt time
(S) Occasionally when visiting surgery few people about but if you call, they advise they are so busy. Something is wrong.

**4. What type of appointment that the surgery offers is most likely to suit you most of the time?**

Face to Face	Tel	eConsult	Other
33	21	0	Home visit as currently housebound
			I am housebound but have been unable to get a home visit

**Comments**

(F2F) Personal choice

(F2F/TC) Deaf/vulnerable

(F2F) I prefer F2F for the simple reason they can physically check you over

(F2F/TC) Either - depends on the issue, low level things happy with telcon

(F2F) Can ask any question I want to

(F2F/TC) Sometimes a quick discussion is all that is needed, others the GP needs to see you

(F2F) Personalises, easier to explain problems symptoms

(TC) I am housebound

(TC/HV) I have severe COPD and my mobility is very poor

(F2F) I prefer a face to face as I feel it is easier to explain a problem

(TC) I am housebound

(F2F/TC) For minor complaints/injuries - perfectly happy to discuss via phone. That said- I know when I need to see personally a GP

(TC) Easier to make a telephone call

(TC) Not leaving the house

(F2F) Easiest to communicate

(F2F) Prefer face to face

(TC) Easier. Saves wasting GP time with appt unless it was something I really needed to see face to face would prefer telephone appt.

I do not need a doctors appt often so when I do I would like to have one ASAP (nothing ticked)

(F2F) Would rather see someone it is easier to describe

(TC) I do not have a computer or use Facebook

(F2F) I'm available as I'm retired and live near. TC would be fine with me as well, have never had to use it

(F2F) I find that having to go through my medical history face to face especially with an unknown doctor more satisfactory

(F2F) It is easier to explain my symptoms face to face

(F2F) Personal contact sometimes makes it easier to explain

(F2F) Because at my age it is nice to talk face to face to a doctor

(F2F) Mum has Alzheimer's and it isn't easy to explain what is wrong with her over the phone

(O) I can only get out if my wife can take me in electric wheelchair, would not be possible if severe weather, snow etc.

(F2F & T) no internet

**5. If you have booked a telephone consultation with a GP or a nurse in the last year, did that telephone consultation happen?**

Yes	No	Yes diff time
32	3	2

**Comments**

Husband as go between due to deafness but not really appropriate (deafness)

Doctor was busy with other commitments

The telephone consultation was late and also twice I forgot about it

Dr was 'running late'. Not a problem, happy to have had the call

6. At the practice the GPs have introduced digital consultations (eConsults) to be able to deal with some problems by emailing you so patients do not have to attend surgery.

a) Have you had a digital consultation (eConsult)?

Yes	No
4	45

b) Did you find that the eConsult provided you with the advice and care that you needed?

Yes	No	Sometimes
2	2	0

<b>Comments</b>
Do not have computers, mobile phone or tablet
(N) I was forced to submit an e consultation by the receptionist, the email reply was curt and did not explain how I could get the medication prescribed

7. When you contact the surgery, how long does it take on average before you can speak to one of our receptionists?

< 30s	< 2min	2-5min	>5min
5	31	9	3

<b>Comments</b>
Definitely less than 2 mins allowing for the pre-recorded messages then the receptionists answer very quickly (and are <u>always</u> so helpful)
The voice recording
Sometimes I have not received an answer so I have phoned another time
Not able to get through sometimes
I do not contact surgery myself my wife does everything for me
Depends on time of day to call

8. The practice is considering having a switchboard, so that a receptionist will answer your call and then direct you to the correct member of staff that can help you with your query. Do you feel this would be good for patients?

Yes	No
43	4

<b>Comments</b>
(Y) I wouldn't feel comfortable discussing in depth details with a non-trained person but other than that it fine
(Y) Currently calls drop which is frustrating
(Y) Providing the phone is still answered as quickly as is now
(N) It is fine how it works now
(Y) If this means contacting a doctor or nurse quicker
(N) I feel the system now is a good service and I believe this is best
(Y) This could save time and resources
(Y) Might be more complicated than current system?
Could improve things
Would need to see how it worked before I could make that decision

**9. Since the practice website was updated this year what is your experience of using it?  
(please tick all that apply)**

Don't know I never use it	It is difficult to find the info I want (popups)	I find it easy to use	It has a lot of useful info	I always look there first to see if I can find the info I need
32	1	10	5	4

<b>Comments</b>
First I knew of website
Good service experienced when required
Haven't looked at it but will now
I do not have a computer/tablet or mobile
I wasn't aware there was a website