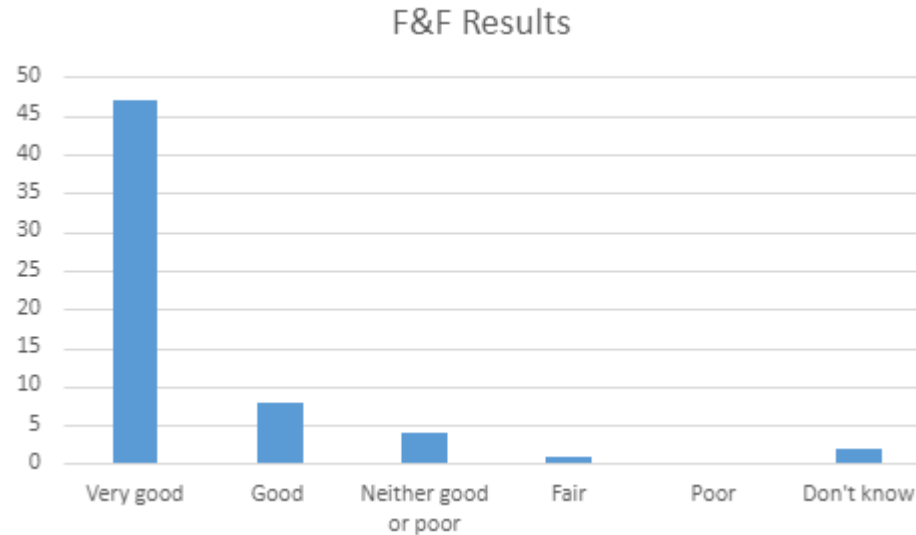


March 2024 – Friends and Family Test Feedback

Overall, how was your experience of the service you received?



Overall, how was your experience of the service you received?	Please can you tell us why you gave your answer?	Please tell us what we are doing well?	Please tell us how we can improve?
Very good	Dr scrivens has been very helpful to me and very supportive	Booking online with patient access today was great	I'ts good, jkeep up the good work more appointment to book in advance better decoration outdated - parking
Very good	Always willing to help- from reception to doctors	N/A	
Neither good nor poor	More appointments is needed for females to see lady doctors		

Very good	Friendly and helpful as mum cannot access downstairs room	Always received efficient service from reception on telephones	
Very good	Came in to register as I'm new to the area. What a refreshing start. Welcoming receptionist and nice to see patients in waiting room	N/A	N/A
Very good	Physican associates are the way forward- she was brilliant. Takes pressure off doctors	As above that's the way forward	
Very good	Very helpful and always tried their best	As above	
Very good	Always helpful		
Very good	I needed a late emergency appointment and I was offered one	Generally I can get appointment when needed but more appointment times outside 9-6 would be good	The online consultation isn't easy to find on website
neither good nor poor	Sometimes hard to get appointment	on the day appointment easy to get	More appointment to pre book
Good	Appointment made easy	Accessibility outstanding pharmacy service	Maybe more appointments. Available daily
Very good	Staff polite + very helpful	Prompt visits to surgery	
Good	It is easy to get an appointment but needed for follow up results	Friendliness	More proactive
Very good	Easy to make appointments and seen on same day	As above plus all gps I've seen are very helpful & knowledgeable	Sometimes stressful trying to get repeats before they run out
Neither good nor poor			
Good	lovely staff, clean and nice atmosphere	Friendly and welcoming, also looking out for more vulnerable patients which is really nice	Nothing!
Very good	Carolyn was very friendly and efficient gentle didn't rush me	Everything	
Very good	Very pleasant receptionist, able to find me same day appointment	Welcoming environment	
Very good	Everybody is kind and helpful	You listen to us and help when you can	
Good	They gave me good services	Friendly service	Nothing
Very good	Rushed into hospital from here really grateful to Kerry + Mandy for their help, got the car back and no ticket	Everyone was amazing	
Very good	Friendliness, efficient, helpful	As above plus speed at which we can be seen is great	Not sure if you can!
Good	Nursing staff and reception very efficient	Good communication	lift & front door wheelchair access

Very good	Saw nurse carolyn so helpful and kind		
Very good	Efficient	polite staff	Décor
Very good	Keep doing what you're doing		Need lift, more parking, re decoration
	I was sat listening whilst sat waiting for my appointment and how pleasant and lovely the receptionist is		
	I appreciate the advantages of the E- consult system, As a patient I find it time consuming , repetitive		
Very good			
Very good	Moved across from arden street in 68. Everything is & has gone smoothly. Great doctors	Receptionists are always so helpful when I'm feeling down	
Good			
Good	pleasant staff	Everything	Bike rack
Very good	I have good reports	telling me what I wanted to know	get a car park
Very good	Prompt service can usually see a doctor on the day	Serving the public good manner	Speedier service
Very good	Dr swati was excellent	She took the time and listened	
Neither good nor poor	Still to be decided	as above	
Good	Got emergency appointment when needed one	Good service, like when you see the wait time when checking in	
Very good	Dr Kennedy read my notes thoroughly	Appointments easy, reception excellent, online repeat meds excellent	Turn radio down or off please
Very good	This surgery is the best I have ever had. It's become one of my reasons I live in stratford	The receptionist is superb, polite, kind & professional. The timescales for appointment are exceptional and the doctors are super kind, professional.	Nothing
Very good	Staff are all helpful, polite		Décor outdated,needs work
Very good	Offered appointment very quickly very helpful nurses, gp. Appt was at a good time to	Everything	N/A
Very good	We got a appointment straight away. Good service	Listening to us and being able to get an appointment at short notice	N/A
Very good	Always very helpful and get appointments quickly for children	Quick appointment for children, friendly staff	N/A
Very good	Friendly , helpful on the phone booking appointment	Quick appointment , friendly, have always felt recently like nothing is too much when bringing baby in	N/A

Very good	Patient said everyone here is amazing. So thankful for an amazing service cannot thank everyone. We are so lucky	N/A	
Very good	New patients came to register, lovely to see a warm welcome from reception. Great atmosphere	Looking forward to coming in and being part of this surgery	
Fair		Very Good	
Very good	Cannot fault the staff always polite willing to help on reception, met with a smile cannot beat doctors. Always listen and supportive		Parking, tidy the surgery, decoration, needed
Very good			
Very good	Excellent staff- All levels. Keep up good work		
Very good	Everyone is so very caring	Trying to accommodate my needs	Stay the same
Very good			
Very good	Polite staff, good service		
Very good	I rang at 8am and got an appointment	Easy to do and efficient	Don't think you can
Very good	Check in straight forward and informs you how long doctor is behind. Treated with respect from doctor and listened. Told me all is well	Telephone booking options very clear	Personally Nothing
Very good	I have been a patient at Bridge house since I was 11 years old.	Keeping up with dates and also a human approach to dealing with health issues.	Listening stay the same. Parking can be a problem, providing a drop off point
Very good	It was good	Can not think of anything not good	Can't think of anything
Very good	Friendly expert help	Very pleased on all points	
Very good	Went into for past medical history	Looking after us all	
Very good	Service is so good	On time and excellent service	
Very good	Always able to see a doctor. All very good and very helpful	Bridge house seems to be the best. Have had 20 year happy experience	Difficult to say
Very good	Felt understood & helped	Good online booking service. Friendly staff & drs	N/A