

Parishes Bridge Medical Practice

Date

1st February - 29th February 2016

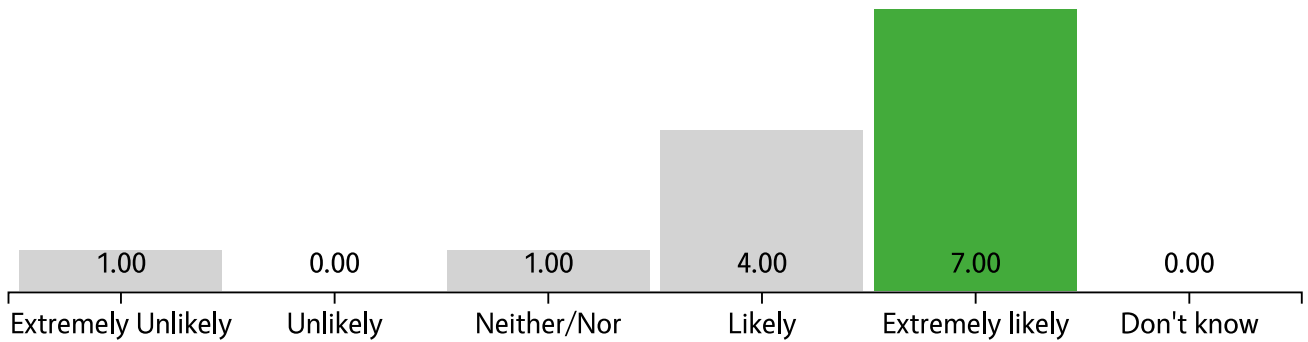
Average score this period



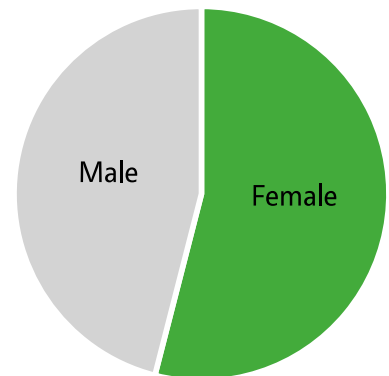
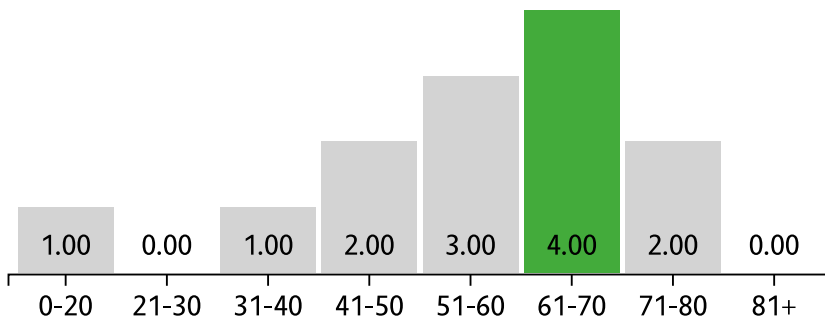
Reviews this period

13

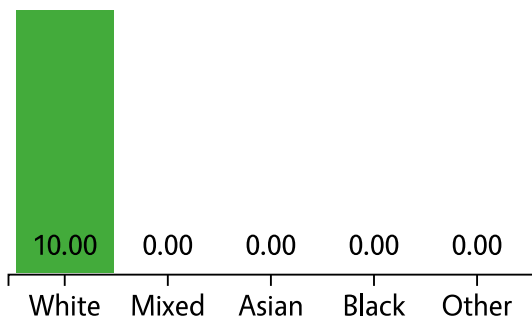
Reviews by score this period



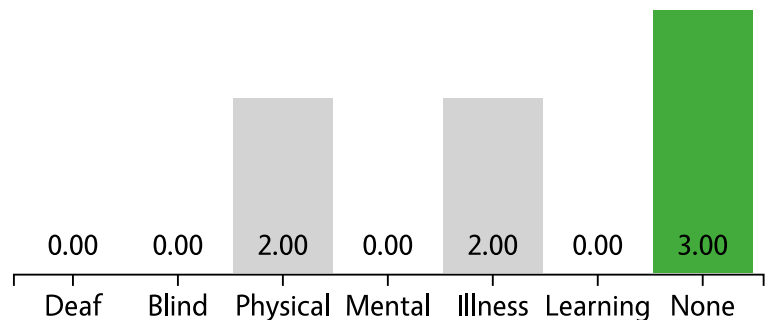
Reviews by age



Ethnicity



Long-standing conditions



4

Involvement	4.00
Cleanliness	5.00
Staff	4.00
Appointment	3.00

Source: online

5

Involvement	2.00	Reception s awful I've tried for two days to get my son an appointment
Cleanliness	5.00	for his bad headaches he is 12.Im either 14 in the call cue or its full and
Staff	1.00	no appointments. I'm told the same thing every time I call go to your
Appointment	1.00	walk in clinic! The last two times he has been unwell we have gone to
		the walk in clinic in woking waiting nearly 3 hours! Disgusting how we
		are being treated by our doctors Lindsey mcshane 07919214940

Source: online

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	4.00

Source: offline

Dr Burden & The team
 have taken great care
 of me. Every one has
 been v. helpful & shown
 me great care

Christine Cane

5

Involvement	5.00
Cleanliness	4.00
Staff	5.00
Appointment	4.00

Source: offline

5

Involvement	5.00
Cleanliness	5.00
Staff	4.00
Appointment	5.00

Source: offline

(on behalf of my son)

Dr Morgan knows his medical history well and understands his needs

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	5.00

Source: offline

I have been seeing the most wonderful Dr (Dr Param) who has ~~been~~ spent time listening and giving very sensible advice that suited me. Very good at following up with appointments to check all going well. An excellent doctor.

The receptionists have been really helpful with appointments and all lovely to deal with. Nothing is a problem for them.

THANK YOU!!!

4

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	2.00

Source: offline

New doctor to me (Dr Effie) who I found to be very good in every way explaining everything as she went along. She even made the hospital appointment for me for the next day (Ultra Sound)

3

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	3.00

Source: offline

Doctor listened and was positive about what investigations would be useful

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	4.00

Source: offline

Seen straight away,
Good care

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	5.00

Source: offline

FAST APPOINTMENT
VERY GOOD PATIENT CARE

HAVING A NAMED DOCTOR RELATIONSHIP
FOR CONTINUITY OF CARE.

4

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	2.00

Source: offline

Its not easy to get an appointment, but when you see a doctor, they are extremely nice and very helpfull.

1

Involvement	4.00
Cleanliness	4.00
Staff	3.00
Appointment	1.00

Source: offline

Over the years it has been my experience that :

- letters sent to the practise by hospitals and consultants cannot be found by the practise
- promises as to when prescriptions will be available are broken
- the delay before seeing a Doctor is 3 weeks or more

The extremely poor management of this practise is legendary in the area.

4

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	3.00

Source: offline

Better appointment System