

Parishes Bridge Medical Practice

Date

1st March - 31st
March 2016

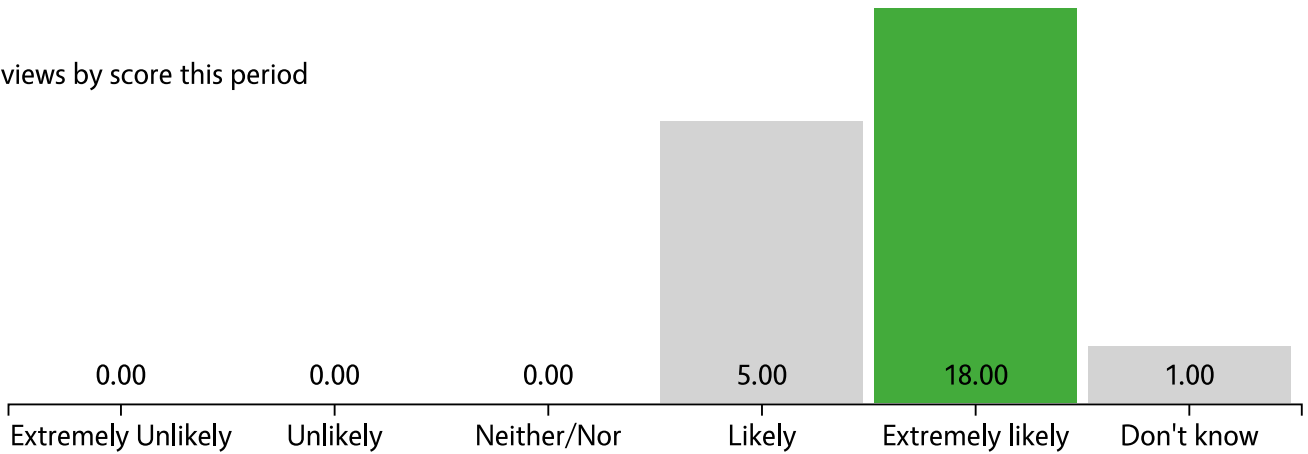
Average score this period



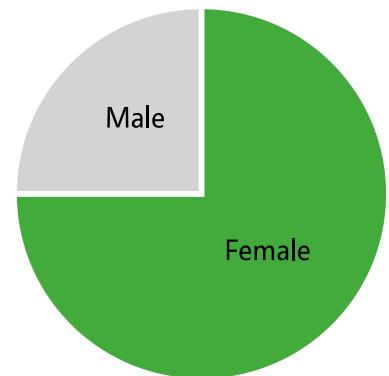
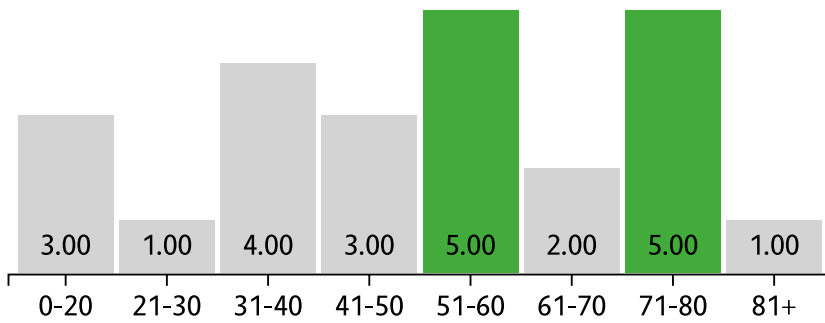
Reviews this period

24

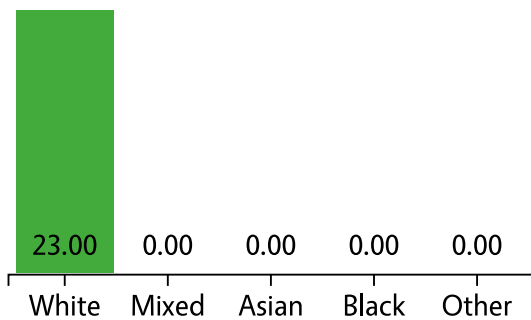
Reviews by score this period



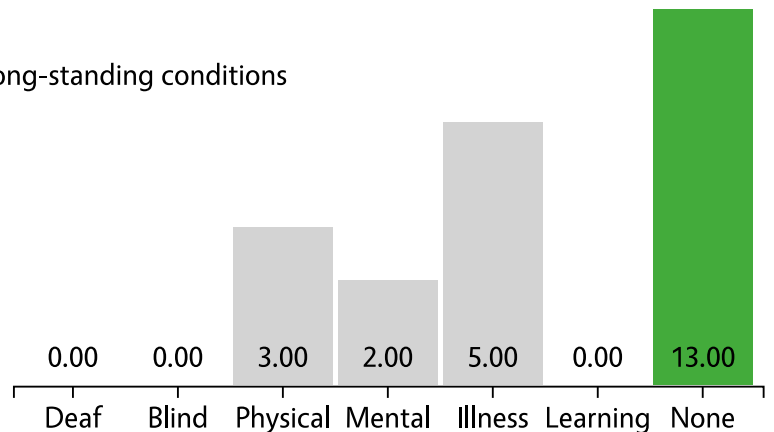
Reviews by age



Ethnicity



Long-standing conditions



5

Involvement	5.00	Of the doctors and nurses that I see I have no complaints. I think the nurses in the treatment room and the specialist nurses, particularly Lisa Blaine who attends to my diabetes stand out for particular praise. I have have found her knowledgeable, helpful easy to talk to and that best of qualities, common sense. Of the doctors, I have found them all to be excellent, but if I have any preference, I tend to try and get appointments with Horgan, Burden or Bews.
Cleanliness	5.00	
Staff	5.00	
Appointment	4.00	

Source: online

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	5.00

Source: offline

JUST EXCELLENT IN EVERY WAY,
I HAVE SEEN A NUMBER OF GPs AT
THE PRACTICE AND EVERY TIME HAVE
FELT WELL LOOKED AFTER.
TODAY WAS DR. PATEL. REALLY GREAT
EXPERIENCE AGAIN. (AND JUST FOUND OUT
DR PATEL IS "MY" GP. VERY HAPPY ABOUT
THAT).

5

Involvement	4.00
Cleanliness	5.00
Staff	5.00
Appointment	3.00

Source: offline

Felt being cared.
Discussed all the possible causes,
treatments.
The only improvement would
be a bit longer visiting time.
Thank you.
A happy customer!

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	3.00

Source: offline

Took time to listen
Did not rush me
Caring / kind attitude.

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	4.00

Source: offline

Very professional, polite +
informative .

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	4.00

Source: offline

- Quick → Did not wait long
- Friendly ~~doc~~ doctors

4

Involvement	5.00
Cleanliness	5.00
Staff	3.00
Appointment	3.00

Source: offline

friendly, speedy service

5

Involvement	5.00
Cleanliness	4.00
Staff	5.00
Appointment	5.00

Source: offline

4

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	4.00

Source: offline

5

Involvement	4.00
Cleanliness	4.00
Staff	5.00
Appointment	5.00

Source: offline

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	4.00

Source: offline

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	5.00

Source: offline

ALWAYS A WARM WELCOME
BY THE DOCTOR & STAFF
I WAS PUT AT EASE
AT ALL TIMES

4

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	5.00

Source: offline

Excellent care and consideration. Given all opticians

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	5.00

Source: offline

Parishes Bridge receptionist was very helpful in getting advice for me regarding my medication this morning from a doctor, she came back within 10 minutes with a new prescription for me to collect from the pharmacy that same day! Thankyou

P. Frankland

1

Involvement	5.00
Cleanliness	5.00
Staff	3.00
Appointment	3.00

Source: offline

Dr. very informative and helpful. (Dr Horgan)

4

Involvement	4.00
Cleanliness	4.00
Staff	4.00
Appointment	2.00

Source: offline

Doctor explained + listened

Was amazing able to get an appt on the day - routine appts are approx two weeks wait

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	4.00

Source: offline

all care and attention was given in making and keeping to time of appointments.

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	5.00

Source: offline

Staff are always extremely helpful.

Minor Ops is brilliant, able to come in and out with no problems.

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	4.00

Source: offline

Everything Excellent.

5

Involvement	4.00
Cleanliness	4.00
Staff	4.00
Appointment	4.00

Source: offline

Calm, explaining procedure at next steps v. good.

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	5.00

Source: offline

Time to be wished to
+ extra time given to
sort other problems
made to feel I was
the only patient.

4

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	2.00

Source: offline

Procedure its self was quick & easy but I waited circa 4 months for it.

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	2.00

Source: offline

Nothing could be improved in the care, attention, I received today, 10p marks to Dr Bews & his nurse.

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	5.00

Source: offline

Procedure thoroughly explained care taken throughout good after care advice.