
Bridge Surgery Newsletter March 2014



Survey Report and Action Plan

We would like to thank all patients who took the time to complete a survey last year and hope that you can see how we use the results to improve our service.

Copies of the latest 'Improving Practice Questionnaire' Report (November 2013) are now available to view in the waiting room and on the website at www.bridgesurgery.net The report has been shared with our Patient Group on 11th December 2013 and discussed at our meetings on 22nd January 2014 and 5th March 2014.

The Action Plan below has been agreed by the practice and Patient Group in order to address areas that were highlighted in the survey as requiring improvement and will be carried out over the next 12 months.

Continue to work on improving telephone access by:

- registering more patients with 'SystemOnline' to enable them to make and cancel appointments on-line.
- publicising the benefits of using 'SystemOnline' to make and cancel appointments and as the preferred way to order repeat prescriptions electronically.
- publicising the two surgery telephone numbers.
- publicising when the telephone lines are busiest and asking patients that unless they wish to make an 'on the day' appointment to avoid ringing at these times.
- requesting patients to ring after 12 noon for test results.

Provide a small selection of children's books and a bookcase in the waiting room.

Use the 'message of the moment' boards to respond to comments made as part of the survey with messages suggested by the Patient Group and the practice.

If you have any comments or feedback about the survey report and/or action plan please write them on the reverse of this newsletter and hand to the receptionist or use the 'comments' page on the website. Thank you.

Care Quality Commission Inspection Report

The report following our routine inspection in January has now been published. A copy can be found in the waiting room, on the surgery website (click on the 'Care Quality Commission' link on the right hand side of the home page) and on the CQC website at www.cqc.org.uk. We are very pleased to report that we met all four of the standards inspected on the day, which were:

Respecting and involving people who use services.

Care and welfare of people who use services.

Assessing and monitoring the quality of service provision.

Records.

Ways to Cancel Your Appointment

Phone the appointment (563451) or preferably the enquiry (563631) telephone number. You may find the enquiry line easier to get through on.

Via the website (up to 24 hours before your appointment time) by clicking on the 'cancel existing appointments' link at the top of the home page and completing the on-line form.

If you are registered to make GP appointments on-line using 'SystemOnline' you can log in and cancel any booked appointments up to one hour before the appointment time.

Call into the surgery and advise the receptionist on the desk.

Please keep or cancel your appointment!