

Bridge House Medical Centre- Original visit: 4th July 2016
Scholars Lane, Stratford on Avon, CV37 6HE

Practice Information * Information received from Surgery

Practice Manager: Marie Tew

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Recommendations:

Recommendation 1:

The surgery look into the concerns raised by the patients in respect of the appointment booking system. One solution to this could be maximising the use of online appointment booking to reduce the amount of telephone traffic.

Has this recommendation been met? Yes No

Comments:

PPG are now visiting the surgery twice per week to raise awareness of opening times and the online booking system. There has been more take up of the online booking system.

Recommendation 2:

Ensure that patients are better informed of opening hours and the extended hours that the surgery currently offer.

Has this recommendation been met? Yes No

Comments:

Surgery opening hours are clearly displayed on the front entrance of the surgery.

Recommendation 3:

Informing patients on the day of any delays which may impact their appointment. Good practice seen at other surgeries has involved a notice board in Reception or the use of the electronic check-in to notify patients of current waiting times.

Has this recommendation been met? Yes No

Comments:

No changes have been implemented but the surgery have undertaken an audit of patient waiting times. No significant problems with appointment times were noted, however, the surgery found that some patients were arriving (and logging into the system) far too early for their appointment, hence they would then have a significant wait. These seemed to be more of an issue with elderly patients.

Any additional comments:

We arrived unannounced at the practice at 9.40am, however, the Practice Manager was in a team meeting and the Receptionists were unable to help provide information. A telephone interview took place with the Practice Manager the following morning.

Date of Enter and View Revisit	27/2/2017
Authorised Representatives	Len Mackin
Report Published	