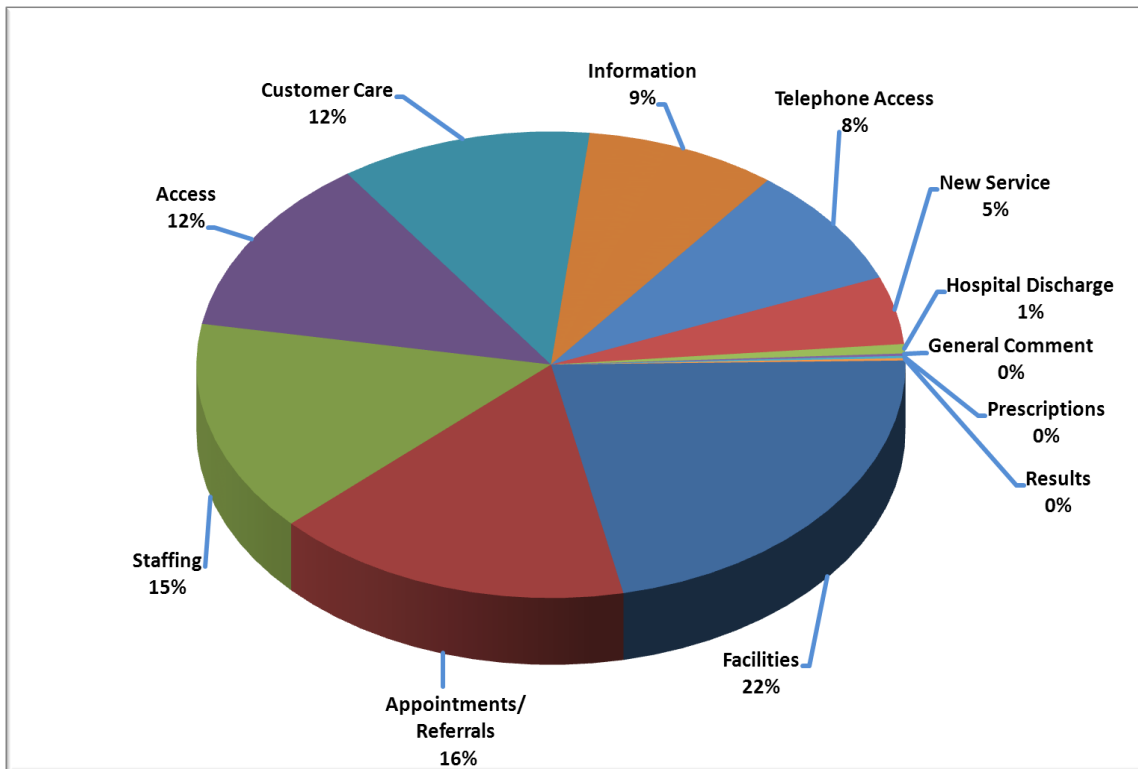
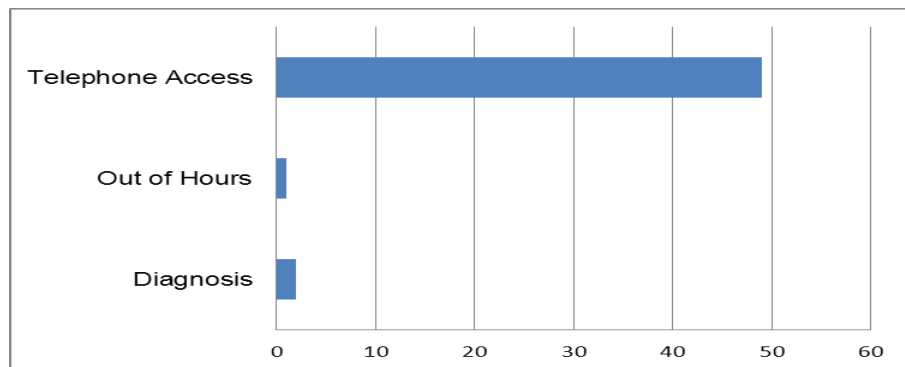


Results of the survey conducted by Highbridge Medical Centre PPG - November 2013 and February 2014

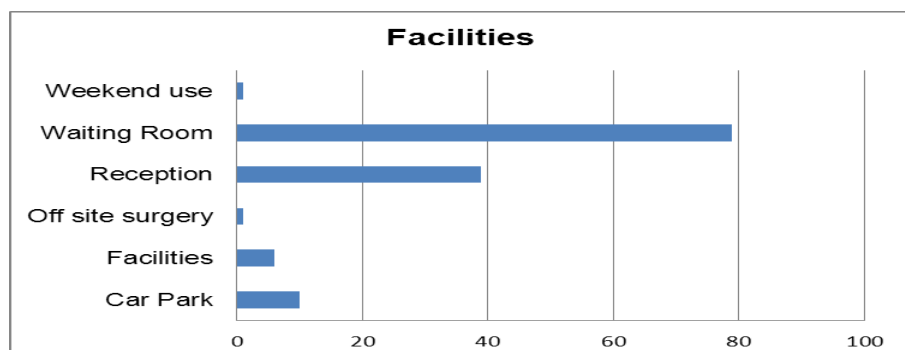
The PPG members in order to canvas opinion of the patients using the services asked the respondents two direct questions, during the practice's normal working day. These were "would you like to comment on the services provided by the medical Centre and what others would you like". The following charts and table provides the basis of the analysis for the Patient Participation Report and subsequent action plan.



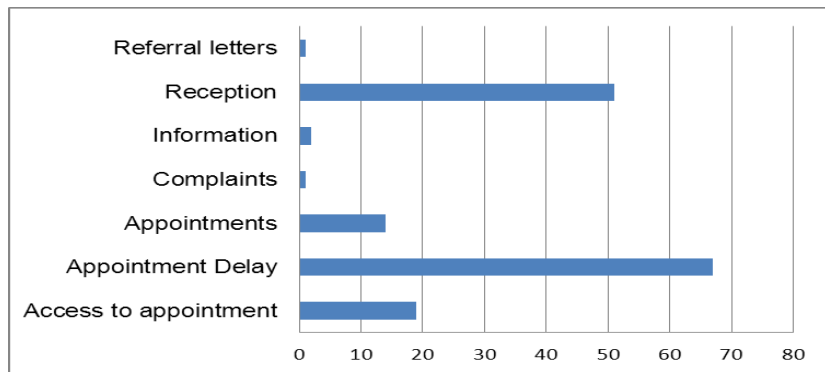
Telephone Access:



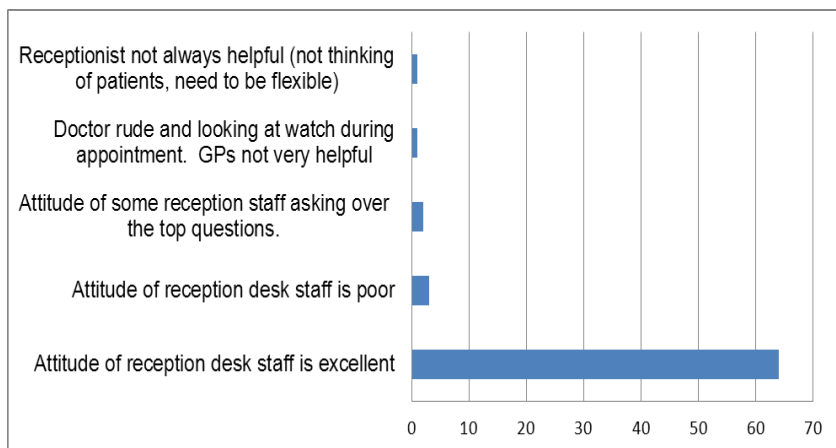
Facilities:



Appointments/Referrals & Information



Customer Care:



Staffing:

Continuity of Care	49
Better access to doctors	11
Care good but would like more consistency of seeing the same person	1
Choice of Doctor to keep whole families under same GP	2
Dedicated Doctor	26
Making appointments difficult. Their Doctor very often not at surgery so have to see another Doctor.	1
More doctors on duty every day to give continuity of care	8
General Comment	40
Doctors brilliant. Happy. They only have limited facilities to do everything	1
Good service, no problems	39
Reception	2
More receptionist available to assist at front desk when busy	2

New Services:

