

On the 28th of February Llais visited Bridgend Group Practice to speak to patients about their views and experiences on the surgery. We asked patients to fill in a patient satisfaction survey in which we had 54 responses from. We have listed some key findings below.



Comments from patients

Reception staff are super friendly

Always find the services to be excellent. Don't always go in on time but no excessive waiting. Staff are caring and professional.

On initial registration I was told there was a cardio register for heart problems and I would be called for annual check up appointments. This has never happened. I used to call and book my own appointments, now I don't bother, it's too difficult.

This is an outstanding practice and I feel very lucky to be at such a caring and helpful surgery. The online E- Consult system is excellent and I always get an appointment for myself and my children. Everyone is super friendly and helpful. Exceptional.

I don't think the number of available appointments is suitable for the number of patients, so either doctors need to work full time or more GPs need to be recruited.

Parking is a nightmare

Bridgend Group Practice are a wonderful team of people who always treat myself and my husband with kindness and consideration and care. My grateful thanks to all.

The E consultant is helpful but can be difficult as well if you are working



Thank you to the patients, staff and volunteers for engaging with us and supporting the visit!

