

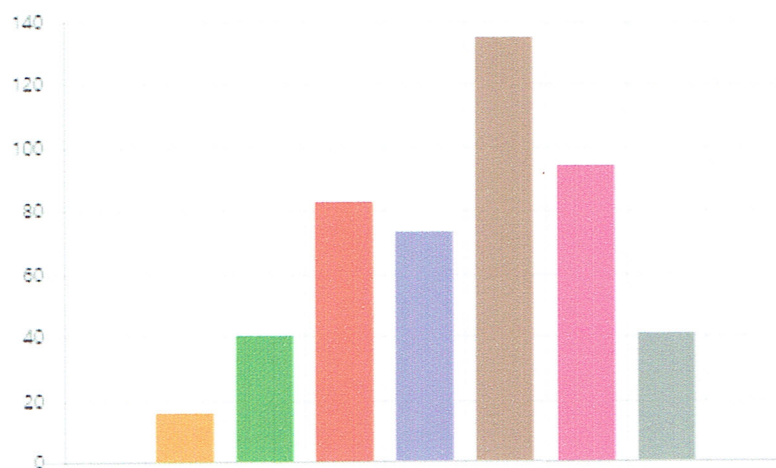
LYME VALLEY PRACTICE

Patient Participation Group Annual Survey - 2023/24

484 Responses 02:49 Average time to complete Active Status

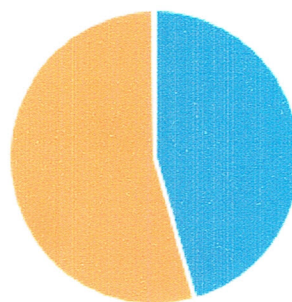
1. To make sure we try to speak to a representative sample of the patients that are registered at this practice, are you?

Under 16	0
17-24	16
25-34	40
35-44	83
45-54	73
55-64	135
65-74	94
Over 75	41
No response	0



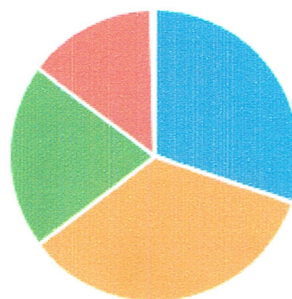
2. Again, we would appreciate knowing your preferred gender.

Male	219
Female	261
Prefer not to say	1
Other	0



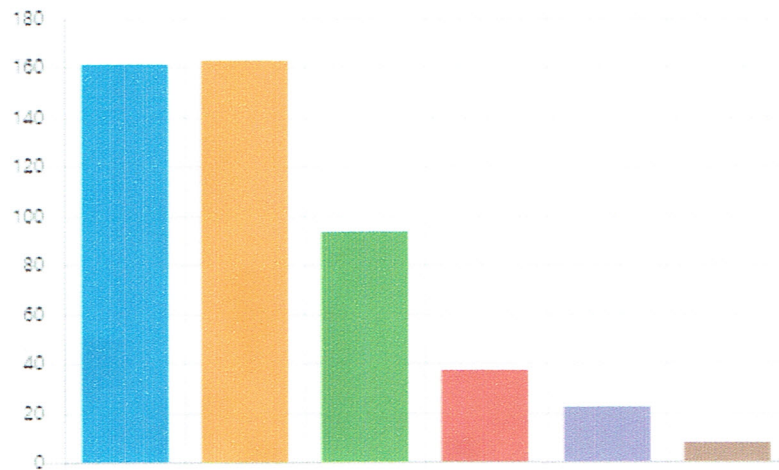
3. As a service user, please describe how often you come to the practice.

Regularly - more than 4 visits ...	145
Occasionally - 2-3 visits per ye...	165
Rarely - less than 2 visits per y...	99
Very rarely - less than 1 visit p...	69
Other	2



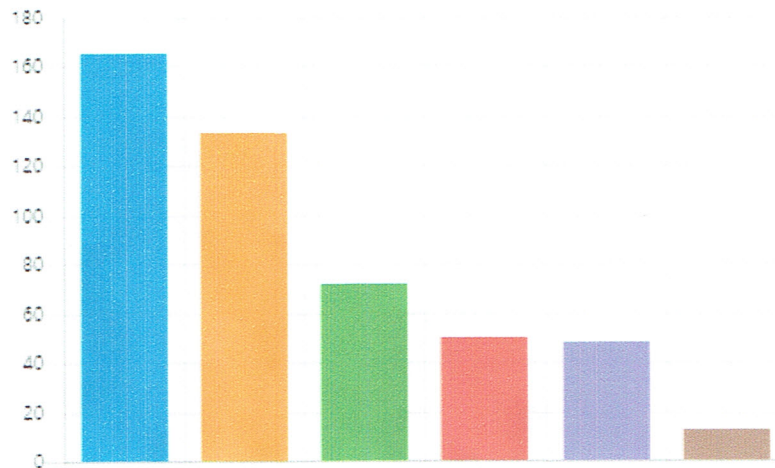
4. How would you describe your OVERALL satisfaction with the Quality of the Service you have received in comparison to last year?

● Excellent	161
● Very satisfied	163
● Good	93
● Fair	37
● Poor	22
● Other	7



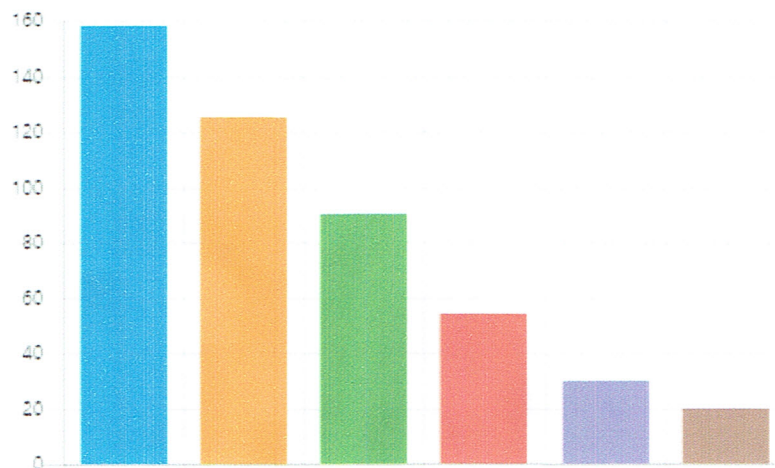
5. How satisfied are you with the Appointment System - Ease of booking an appointment ON THE DAY with any clinician?

Very satisfied	165
Somewhat satisfied	133
Neither satisfied nor dissatisfied	72
Somewhat dissatisfied	50
Very dissatisfied	48
Other	12



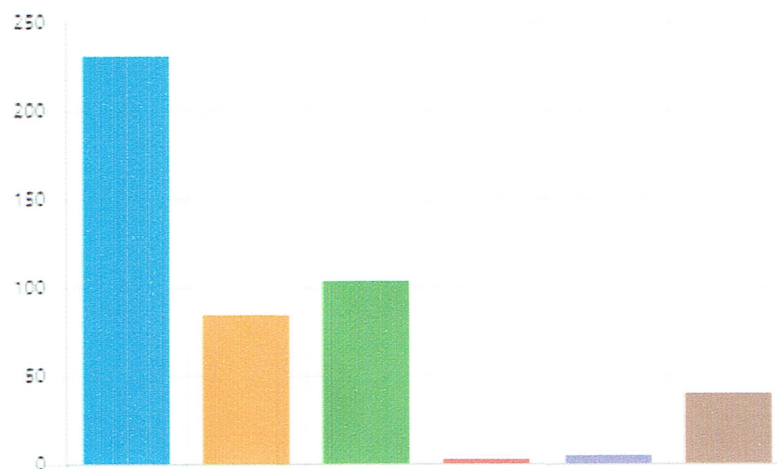
6. How satisfied are you with the Appointment System - Ease of booking an appointment IN ADVANCE with any clinician?

Very satisfied	158
Somewhat satisfied	125
Neither satisfied nor dissatisfied	90
Somewhat dissatisfied	54
Very dissatisfied	30
Other	20



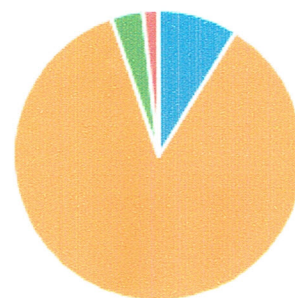
7. How satisfied are you with the Appointment System - Ease of CANCELLING an appointment?

Very satisfied	231
Somewhat satisfied	84
Neither satisfied nor dissatisfied	103
Somewhat dissatisfied	2
Very dissatisfied	4
Other	40



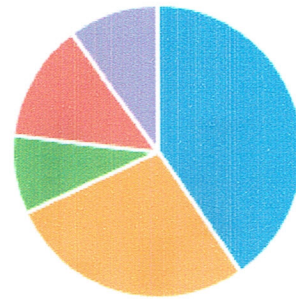
8. How do you NORMALLY book your appointments to see a clinician at the practice?

In person	43
By Phone	413
Using Online booking	17
No response	8



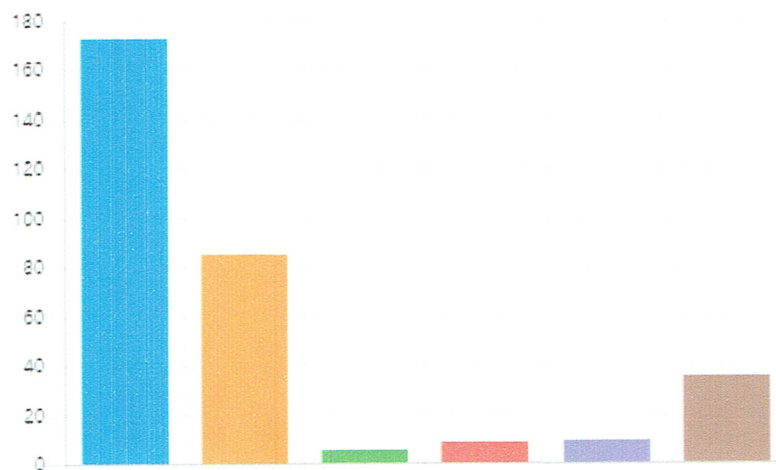
9. If you order a regular repeat prescription, please tell us your preferred means of requesting this from us.

Electronic Prescription Service...	171
Via my chemist	117
Via email	37
In person, by bringing your sli...	56
Via telephone	42

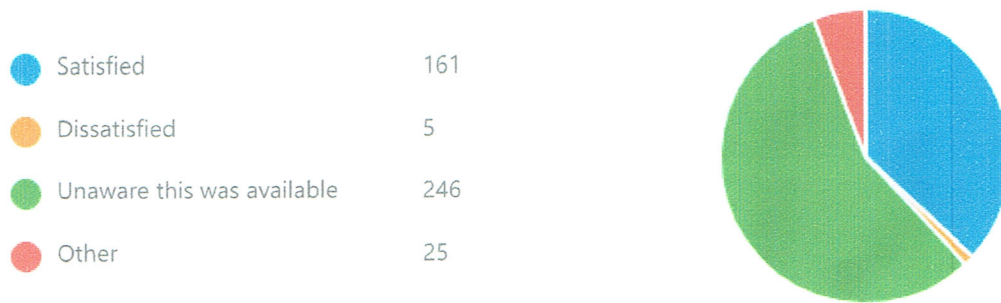


10. If you use the Electronic Prescription Service (EPS) to order repeat medication please score your level of SATISFACTION with the facility.

Very satisfied	173
Satisfied	85
Very dissatisfied	5
Somewhat satisfied	8
Somewhat dissatisfied	9
Other	35



11. Please score your SATISFACTION with use of the Online-Consult facility through the practice's website.



12. In general, how satisfied are you with the care you receive at the Practice?

470
Responses

