

Patient Experience Questionnaire - Aug 23

285

Responses

04:57

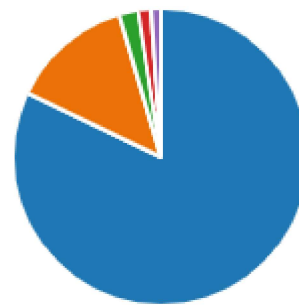
Average time to complete

Active

Status

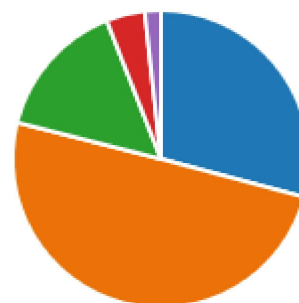
1. Overall, how would you describe your experience of us as a GP practice?

Very good	234
Fairly good	38
Neither good nor poor	6
Fairly poor	4
Very poor	3



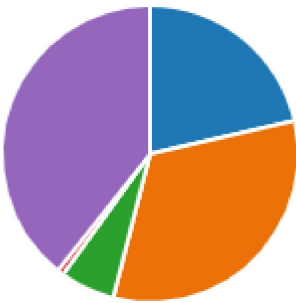
2. Generally, how easy or difficult is it to get through to someone on the phone?

Very easy	83
Fairly easy	142
Not very easy	43
Not at all easy	12
Haven't tried	5



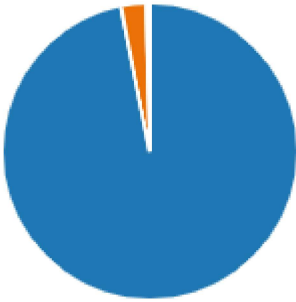
3. How easy is it to use our website to look for information or access services?

Very easy	61
Fairly easy	93
Not very easy	17
Not at all easy	2
Haven't tried	112



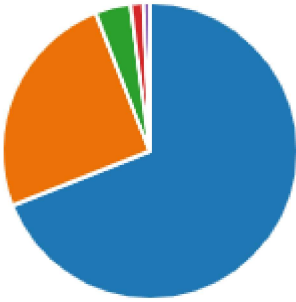
4. Were you satisfied with the appointment (or appointments) you were offered?

Yes, and I accepted an appoint...	276
No, but I still took an appointm...	8
No, and I did not take an appoi...	1



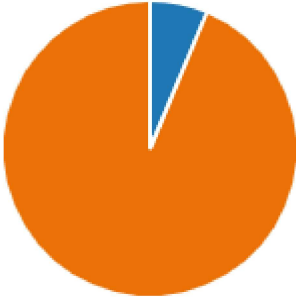
5. Overall, how would you describe your experience of making an appointment?

Very good	196
Fairly good	71
Neither good nor poor	11
Fairly poor	4
Very poor	2



6. Would you rather have had an online video appointment instead of a face-to-face appointment?

Yes	18
No	266



7. Please provide details of something you are happy with about Lytham Road Surgery.

242
Responses

Latest Responses

"Everything is excellent and all the doctors nurses and office s...

"Friendly staff "

"Your Nurse Practitioners are an asset in the new Fatima hou...

52 respondents (21%) answered **staff** for this question.

Appointment on the same day
Happy to get an appointment
receptionist
Staff friendly
staff are very helpfu
medical staff
helpful staff
Appointment
Excellent
Dr
good Doctor
day appointm
reception staff
Appointment was on time
Nurse Practitioner
Staff are always
appointment staff

8. Please provide details of something you would like Lytham Road Surgery to improve.

199
Responses

Latest Responses

"There's nothing needs changing it perfect. "

"Nothing springs to mind."

48 respondents (24%) answered **appointment** for this question.

doctor for appointments
Waiting time
appointment with that doctors
Able to booked appointments
no appointments
appointment
Doctors
GP appoi
appointment with Gail
blood test
phone
appoin
n't get an appointment
patients
surgeries
need
appointments were made in advance
Quicker appointments
urgent appc