

Patient Experience Questionnaire - Nov / Dec 23

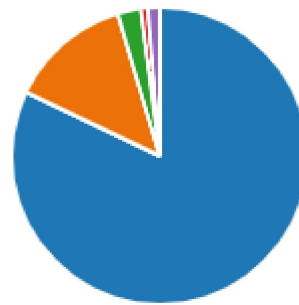
390 Responses

04:14 Average time to complete

Active Status

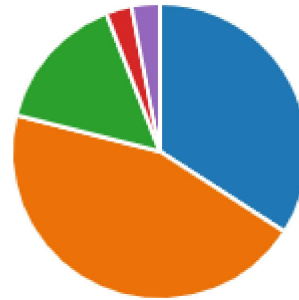
1. Overall, how would you describe your experience of us as a GP practice?

Very good	320
Fairly good	52
Neither good nor poor	10
Fairly poor	3
Very poor	5



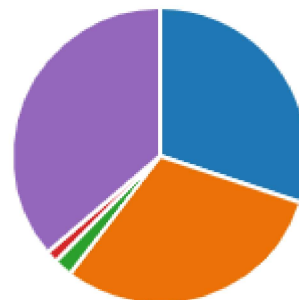
2. Generally, how easy or difficult is it to get through to someone on the phone?

Very easy	133
Fairly easy	175
Not very easy	59
Not at all easy	11
Haven't tried	12



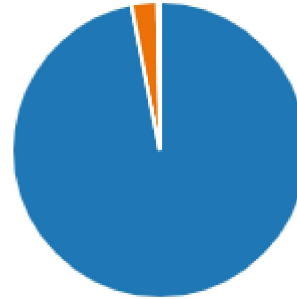
3. How easy is it to use our website to look for information or access services?

Very easy	117
Fairly easy	118
Not very easy	8
Not at all easy	5
Haven't tried	141



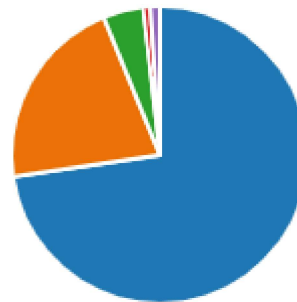
4. Were you satisfied with the appointment (or appointments) you were offered?

● Yes, and I accepted an appoint...	378
● No, but I still took an appointm...	11
● No, and I did not take an appoi...	1



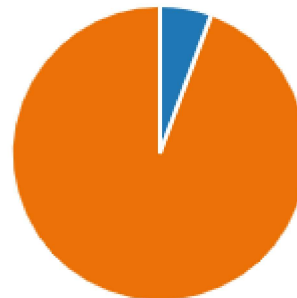
5. Overall, how would you describe your experience of making an appointment?

● Very good	282
● Fairly good	82
● Neither good nor poor	17
● Fairly poor	3
● Very poor	4



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

● Yes	22
● No	366



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

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Responses

Latest Responses

"I would not always prefer video calls"

"Very Good experience & advice with the Clinical Pharmac..."

"Ease of appointment booking"

[Update](#)

66 respondents (23%) answered **appointment** for this question.

A word cloud showing responses for question 7. The most prominent word is "appointment". Other visible words include "Receptionist was very helpful", "Reception staff", "appointment the day", "helpful staff", "urgent appointments", "Staff helpful", "doctor b...", "able to get an appointment", "Dr", "Excellent T", "day appointment", "surgery", "good", "Nurses", "Appointment was on time", and "appointments make".

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

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Responses

Latest Responses

"Improve ability to get appointments "

[Update](#)

61 respondents (25%) answered **appointments** for this question.

A word cloud showing responses for question 8. The most prominent word is "appointments". Other visible words include "appointment with the Dr", "book another appointment", "blood clinic", "urgent", "waiting time doc", "day appointments", "phone", "appointment time", "surgery", "telephone appointment blood tests", "patient", "nurse", "late for my appointment", "appointment on the day", and "appoi".