

Patient Experience Questionnaire - Sep 23

239

Responses

04:08

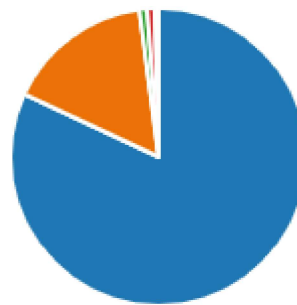
Average time to complete

Active

Status

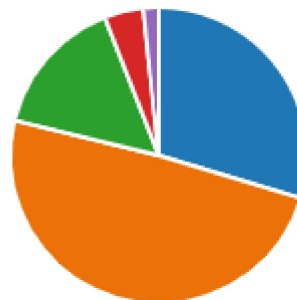
1. Overall, how would you describe your experience of us as a GP practice?

Very good	195
Fairly good	38
Neither good nor poor	2
Fairly poor	2
Very poor	1



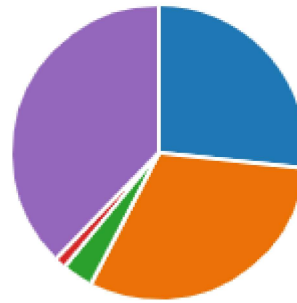
2. Generally, how easy or difficult is it to get through to someone on the phone?

Very easy	70
Fairly easy	116
Not very easy	36
Not at all easy	10
Haven't tried	4



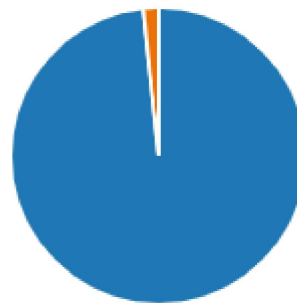
3. How easy is it to use our website to look for information or access services?

Very easy	63
Fairly easy	73
Not very easy	8
Not at all easy	3
Haven't tried	89



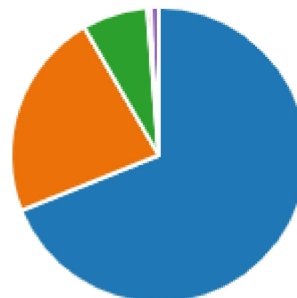
4. Were you satisfied with the appointment (or appointments) you were offered?

Yes, and I accepted an appoint...	234
No, but I still took an appointm...	4
No, and I did not take an appoi...	0



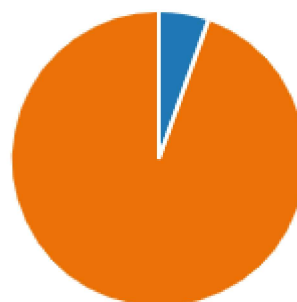
5. Overall, how would you describe your experience of making an appointment?

Very good	164
Fairly good	54
Neither good nor poor	17
Fairly poor	1
Very poor	2



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

Yes	13
No	224



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

194
Responses

Latest Responses

"Always pleasant and can usually get an appoint same day f..

"Staff were friendly and professional "

43 respondents (22%) answered **appointment** for this question.



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

146
Responses

Latest Responses

"More people answering the phone"

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

