

# Patient Experience Questionnaire - Feb 24

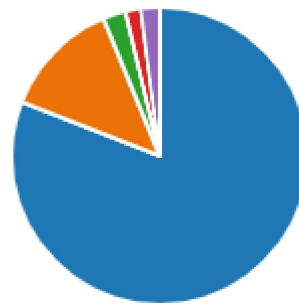
242 Responses

04:30 Average time to complete

Active Status

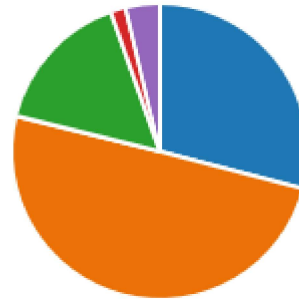
1. Overall, how would you describe your experience of us as a GP practice?

Very good	195
Fairly good	31
Neither good nor poor	6
Fairly poor	4
Very poor	5



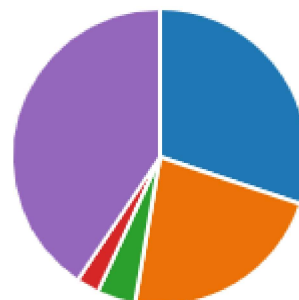
2. Generally, how easy or difficult is it to get through to someone on the phone?

Very easy	70
Fairly easy	120
Not very easy	38
Not at all easy	4
Haven't tried	9



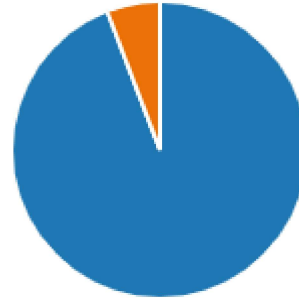
3. How easy is it to use our website to look for information or access services?

Very easy	72
Fairly easy	54
Not very easy	10
Not at all easy	6
Haven't tried	97



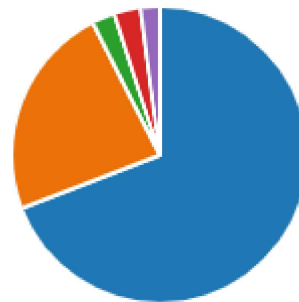
4. Were you satisfied with the appointment (or appointments) you were offered?

● Yes, and I accepted an appoint...	227
● No, but I still took an appointm...	14
● No, and I did not take an appoi...	0



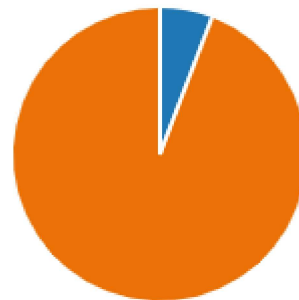
5. Overall, how would you describe your experience of making an appointment?

● Very good	166
● Fairly good	56
● Neither good nor poor	6
● Fairly poor	7
● Very poor	5



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

● Yes	14
● No	227



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

185  
Responses

Latest Responses

"The practice nurse took my concerns seriously and gave ...

"Very efficient, made u feel relaxed, nothing too much trou...

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

A word cloud showing responses to question 7. The most prominent words are 'doctorsstaff' and 'appointm'. Other visible words include 'appointment on the same day', 'efficient service', 'appointment to see a Doctor', 'good staff', 'staff and helpful', 'Doctors and nurses', 'reception staff', 'friendly staff', 'Dr helpful', 'day appointment', 'doctor was really helpful', and 'Doctor was v'.

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

142  
Responses

Latest Responses

"Seeing a gp you could ask for"

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

A word cloud showing responses to question 8. The most prominent word is 'appointment'. Other visible words include 'appointment with another nurse', 'minutes after my appointmen', 'easier to make an appointment', 'appointment time', 'phone for an appointm', 'able to see a doctor', 'doctor', 'appc', 'previous appointment', 'blood tests', 'patient', 'ur', 'Booking appointments', 'surgery', 'screen', 'Weekend appointments', 'appointment booking', 'routine', and 'staff more ap'.