

Patient Experience Questionnaire - Jan 24

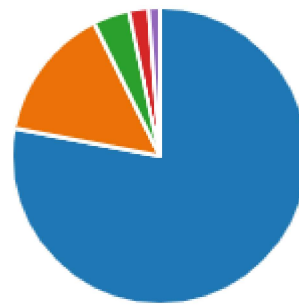
329 Responses

03:43 Average time to complete

Active Status

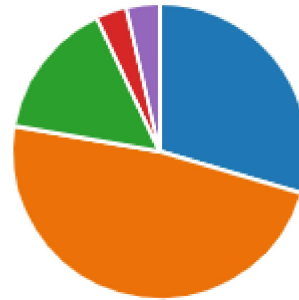
1. Overall, how would you describe your experience of us as a GP practice?

Very good	255
Fairly good	48
Neither good nor poor	13
Fairly poor	7
Very poor	4



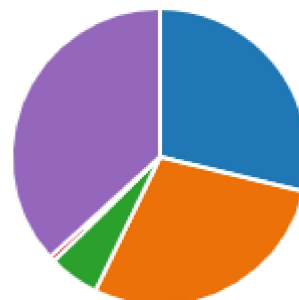
2. Generally, how easy or difficult is it to get through to someone on the phone?

Very easy	97
Fairly easy	158
Not very easy	50
Not at all easy	11
Haven't tried	12



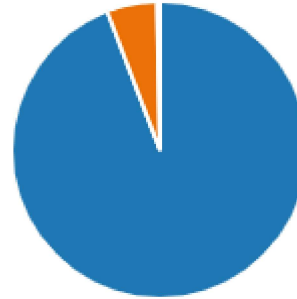
3. How easy is it to use our website to look for information or access services?

Very easy	94
Fairly easy	93
Not very easy	18
Not at all easy	2
Haven't tried	120



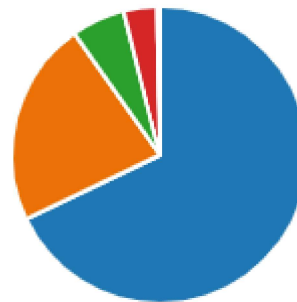
4. Were you satisfied with the appointment (or appointments) you were offered?

● Yes, and I accepted an appoint...	309
● No, but I still took an appointm...	18
● No, and I did not take an appoi...	1



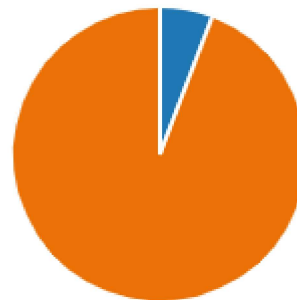
5. Overall, how would you describe your experience of making an appointment?

● Very good	222
● Fairly good	73
● Neither good nor poor	19
● Fairly poor	12
● Very poor	1



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

● Yes	19
● No	309



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

248
Responses

Latest Responses

"Dr Chitra Nair who did my operation was really nice and ...

"Doctors and all other staff are helpful and friendly"

"Very good service, doctors explain treatment and what to ...

[Update](#)

41 respondents (17%) answered **appointment** for this question.

A word cloud showing various phrases related to the appointment process. The most prominent word is 'appointment'. Other significant words include 'doctor', 'Best', 'Nu', 'able', 'Thorough', 'appointment that day', 'Reception staff', 'Doctors and other staff', 'Pleasant staff', 'helpful staff', 'doctor', 'helpful staff', 'staff are very helpful', 'staff are always pleasant', 'day appointment', 'friendly staff', 'medical staff', and 'Dr'.

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

222
Responses

Latest Responses

"Just a slight problem finding Lytham Road surgery as we ...

[Update](#)

60 respondents (27%) answered **appointment** for this question.

A word cloud showing various phrases related to the appointment process. The most prominent word is 'appointment'. Other significant words include 'Follow up appointments', 'time of my appointment', 'patient', 'appoint', 'surgery', 'GP', 'urgency', 'appointments', 'appointments yourself on line', 'blood tests', 'Waiting time', 'day appointment', 'doctors appointment', 'appointments as requested', 'appointment on the same day', 'appointment is not', 'appointments with a doctor', 'phoned and all the appointments', and 'Follow up appointments'.