Patient Experience Questionnaire - March 24
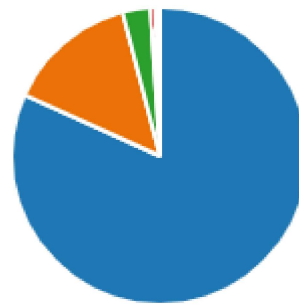
200 Responses   **47:29** Average time to complete   **Active** Status
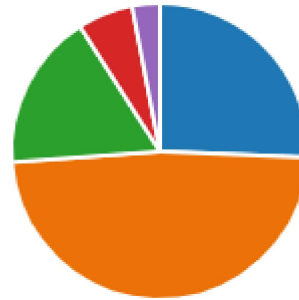
1. Overall, how would you describe your experience of us as a GP practice?

🔵	Very good	161
🟠	Fairly good	28
🟢	Neither good nor poor	6
🔴	Fairly poor	1
🟣	Very poor	1

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

🔵	Very easy	51
🟠	Fairly easy	96
🟢	Not very easy	34
🔴	Not at all easy	12
🟣	Haven't tried	6

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

🔵	Very easy	59
🟠	Fairly easy	55
🟢	Not very easy	13
🔴	Not at all easy	3
🟣	Haven't tried	67
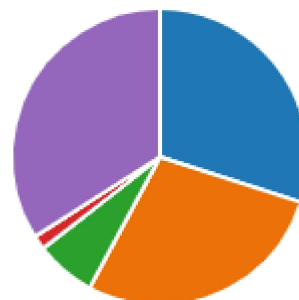
4. Were you satisfied with the appointment (or appointments) you were offered?

🔵	Yes, and I accepted an appoint...	198
🟠	No, but I still took an appointm...	1
🟢	No, and I did not take an appoi...	0
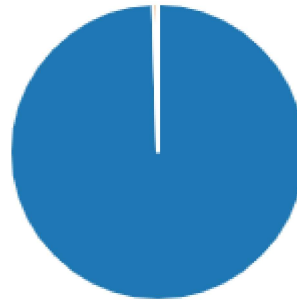
5. Overall, how would you describe your experience of making an appointment?

🔵	Very good	132
🟠	Fairly good	53
🟢	Neither good nor poor	6
🔴	Fairly poor	8
🟣	Very poor	0
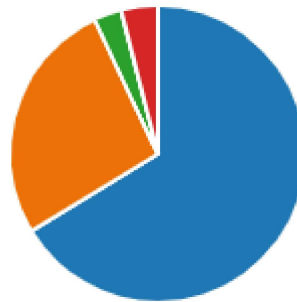
6. Would you rather have had an online video appointment instead of a face-to-face appointment?

🔵	Yes	15
🟠	No	183
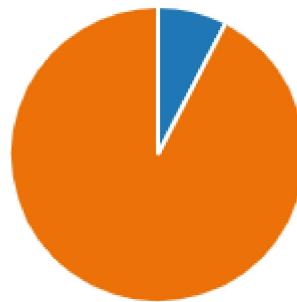
7. Please provide details of something you are happy with about Lytham Road Surgery.

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Responses

↻ **Update**

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

Staff polite
Friendly staff
Staff and Doctors
doctors surgery
time
helpful staff
pl
Excellent
Dr
appointment
staff Doctor
Re
Staff are very pleasant Receptionist
easy
Good app
able to see a Doctor
do

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

119
Responses

↻ **Update**

33 respondents (**28**%) answered **appointments** for this question.

time of the first appointment
number of appointments
appointments to keep to time
video appointments
Appointment availability
appointments
Phone wait fr
Easier to make an appointment
Waiting day ap
book appointments Waiting time
doctor
phone appointments
appointments on the phone
time or
appointment