

Patient Experience Questionnaire - Oct 23

221

Responses

04:17

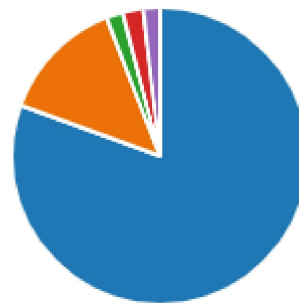
Average time to complete

Active

Status

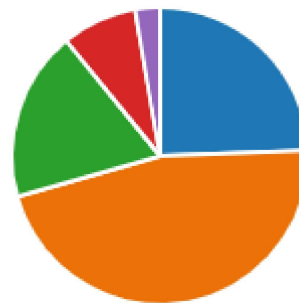
1. Overall, how would you describe your experience of us as a GP practice?

Very good	178
Fairly good	30
Neither good nor poor	4
Fairly poor	5
Very poor	4



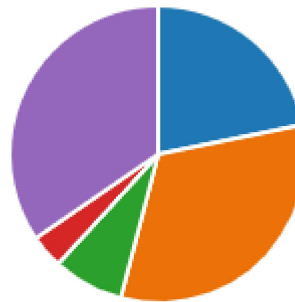
2. Generally, how easy or difficult is it to get through to someone on the phone?

Very easy	54
Fairly easy	102
Not very easy	41
Not at all easy	18
Haven't tried	6



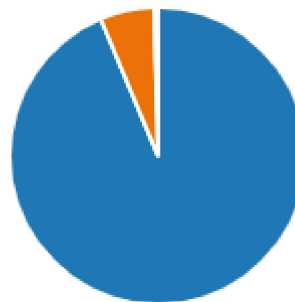
3. How easy is it to use our website to look for information or access services?

Very easy	48
Fairly easy	71
Not very easy	17
Not at all easy	8
Haven't tried	76



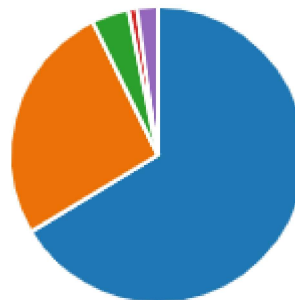
4. Were you satisfied with the appointment (or appointments) you were offered?

Yes, and I accepted an appoint...	207
No, but I still took an appointm...	13
No, and I did not take an appoi...	1



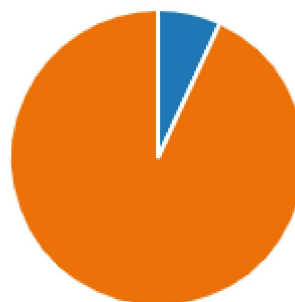
5. Overall, how would you describe your experience of making an appointment?

Very good	146
Fairly good	58
Neither good nor poor	9
Fairly poor	2
Very poor	5



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

Yes	15
No	203



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

169
Responses

Latest Responses

"Dr Mohammed was incredibly helpful I felt listened to and n...
"I was given an appointment on the same day which I did not...
". The nurse who did my Diabetic Review in the morning was ...

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



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

143
Responses

Latest Responses

"Always had excellent treatment and helpful staff - so nothin...
"Just the music on the phone "

28 respondents (20%) answered **appointment** for this question.

