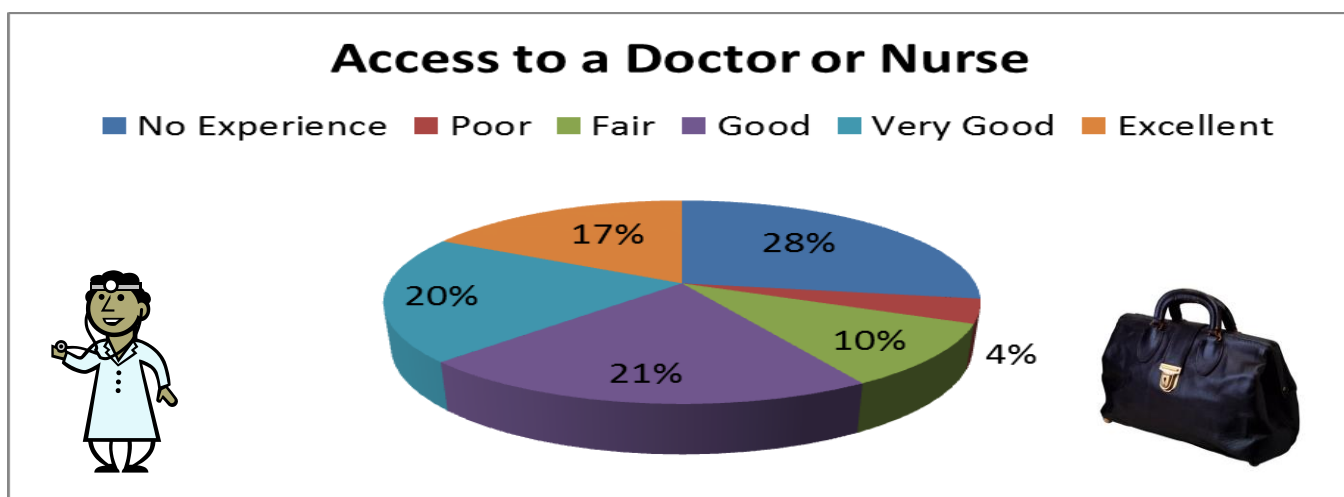


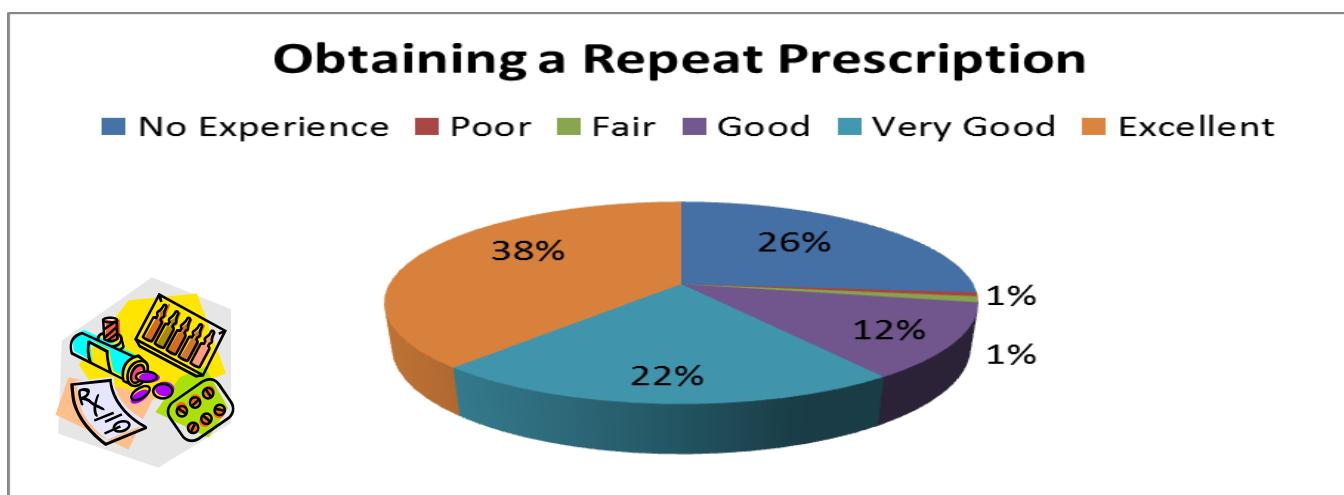
LYTHAM ROAD SURGERY PATIENT PARTICIPATION GROUP REPORT MARCH 2014

During two separate weeks in December 2013 the practice carried out a survey for each of the Doctors / Nurses. A minimum of 30 patients per GP / Nurse were asked to fill in a questionnaire and answer questions relating to :

ACCESS TO A DOCTOR OR NURSE		No Experience	Poor	Fair	Good	Very Good	Excellent
1	How easy was it to get through to the surgery on the telephone	13	19	52	57	37	31
2	Convenience of day and time of your appointment	2	4	25	63	63	63
3	Seeing the Doctor / Nurse of your choice	23	8	19	52	59	53
4	How easy was it to book an appointment in advance	40	13	23	54	50	39
5	If you need to see a GP urgently, how easy is it to be seen on the same day	43	15	25	52	49	36
6	Length of time waiting to check in with reception	10	2	20	58	62	65
7	Length of time waiting to see Doctor or Nurse	37	5	28	59	50	37
8	Opportunity of speaking to a Doctor or Nurse on the telephone	100	6	13	40	38	21
9	Opportunity of obtaining a home visit when necessary	172	4	4	13	11	11
10	Level of satisfaction with the after hours service	153	7	9	13	14	18

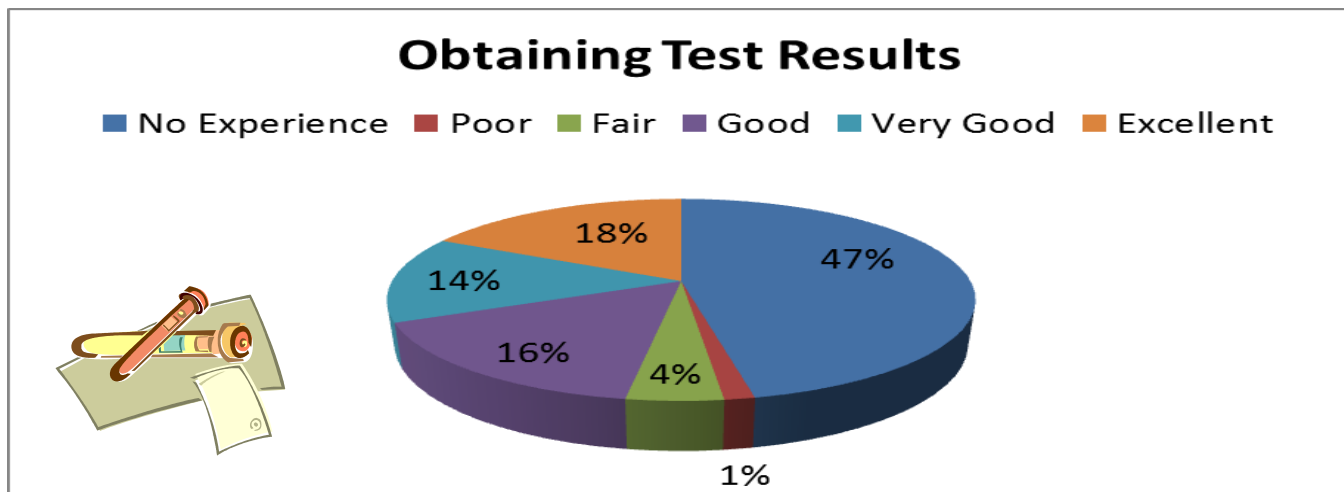


OBTAINING A REPEAT PRESCRIPTION		No Experience	Poor	Fair	Good	Very Good	Excellent
1	Prescription ready on time	50	0	1	25	46	92
2	Prescription correctly issued	46	1	2	24	48	92
3	Handling of any queries	72	3	3	28	45	60



**LYTHAM ROAD SURGERY
PATIENT PARTICIPATION GROUP REPORT
MARCH 2014**

OBTAINING TEST RESULTS		No Experience	Poor	Fair	Good	Very Good	Excellent
1	Were you told when to contact us for your results	101	3	8	35	28	38
2	Results available when you contacted us	99	4	8	38	28	36
3	Level of satisfaction with the amount of information provided	100	3	13	32	30	37
4	Level of satisfaction with the manner in which the result was given	97	2	9	31	32	39



ABOUT RECEPTION /STAFF / THE PRACTICE IN GENERAL		No Experience	Poor	Fair	Good	Very Good	Excellent
1	Is our reception friendly and welcoming	7	2	14	51	67	72
2	The information provided by the reception staff	15	1	6	54	67	66
3	The helpfulness of the reception staff	9	5	8	55	65	71
4	The information provided by other staff	42	3	3	50	64	54
5	Overall satisfaction	8	4	4	34	77	79
6	Would you recommend your GP surgery to someone	12	5	4	25	70	94

