Patient Experience Questionnaire - April 24

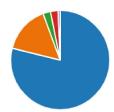
285 Responses

04:26 Average time to complete

Active Status

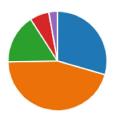
1. Overall, how would you describe your experience of us as a GP practice?





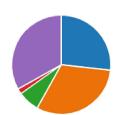
2. Generally, how easy or difficult is it to get through to someone on the phone?





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





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





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

Very good	172
Fairly good	83
Neither good nor poor	19
Fairly poor	9
Very poor	1



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



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

235 Responses

Latest Responses "Easy access and parking, modern large reception and friendly staff."

"Excellent front line customer service "

"Nurse was very nice and calm and patient and friendly. Did not take long to...

51 respondents (**22**%) answered **staff** for this question. appointment with the nurse **Doctor I had an appointment** Appointment was on time appointment the same day appointment Staff very helpful Good reception staff nurses helpful staff easy to get an appointment friendly staff staff very polite staff and doctors good can get appointment Able to get an appointment

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

197 Responses Latest Responses

"I was referred by my GP to advanced physio Who made a judgement that I \dots

"Took 20mins to answer phone."

57 respondents (29%) answered appointments for this question.

easier to get an appointment Getting through on the phone

routine appointments instead of you having appointment but this time

appointment just see doctor long to have to wait patients day appointment appointments on line long time

appointment system blood test answering phones **Phone appointments** telephone appointments appointments by phone