

Patient Experience Questionnaire - July 24

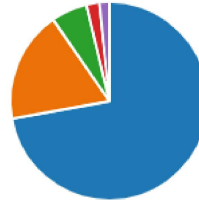
189 Responses

04:10 Average time to complete

Active Status

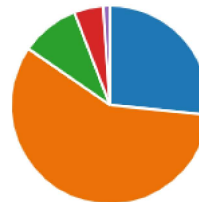
1. Overall, how would you describe your experience of us as a GP practice?

| | |
|-----------------------|-----|
| Very good | 135 |
| Fairly good | 34 |
| Neither good nor poor | 11 |
| Fairly poor | 4 |
| Very poor | 3 |



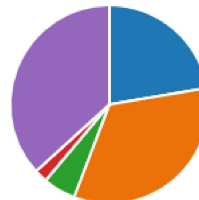
2. Generally, how easy or difficult is it to get through to someone on the phone?

| | |
|-----------------|-----|
| Very easy | 50 |
| Fairly easy | 109 |
| Not very easy | 18 |
| Not at all easy | 9 |
| Haven't tried | 2 |



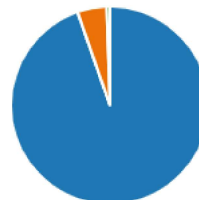
3. How easy is it to use our website to look for information or access services?

| | |
|-----------------|----|
| Very easy | 42 |
| Fairly easy | 63 |
| Not very easy | 10 |
| Not at all easy | 4 |
| Haven't tried | 69 |



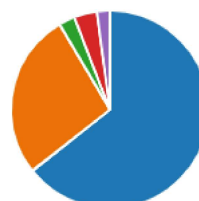
4. Were you satisfied with the appointment (or appointments) you were offered?

| | |
|-------------------------------------|-----|
| Yes, and I accepted an appoint... | 178 |
| No, but I still took an appointm... | 9 |
| No, and I did not take an appoi... | 1 |



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

| | |
|-----------------------|-----|
| Very good | 121 |
| Fairly good | 51 |
| Neither good nor poor | 5 |
| Fairly poor | 7 |
| Very poor | 4 |



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.

145
Responses

Latest Responses
 "Doctors and nurses are helpful and listen"
 "The reception team"



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

115
Responses

Latest Responses
 "Would be better to see the same doctor each visit i realise this is difficult it it..."
 "Knowledge of menopause "

