

Patient Experience Questionnaire - June 24

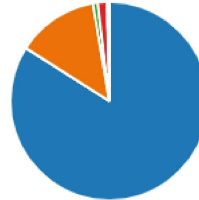
263 Responses

03:25 Average time to complete

Active Status

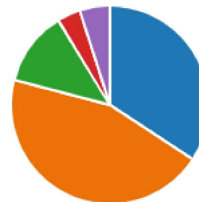
1. Overall, how would you describe your experience of us as a GP practice?

Very good	220
Fairly good	35
Neither good nor poor	2
Fairly poor	4
Very poor	1



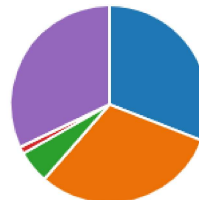
2. Generally, how easy or difficult is it to get through to someone on the phone?

Very easy	90
Fairly easy	118
Not very easy	32
Not at all easy	10
Haven't tried	13



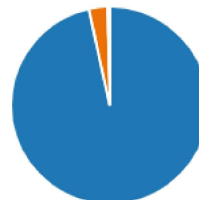
3. How easy is it to use our website to look for information or access services?

Very easy	81
Fairly easy	80
Not very easy	14
Not at all easy	3
Haven't tried	84



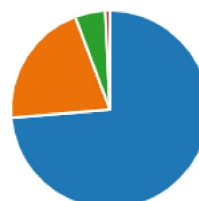
4. Were you satisfied with the appointment (or appointments) you were offered?

Yes, and I accepted an appoint...	254
No, but I still took an appointm...	8
No, and I did not take an appoi...	1

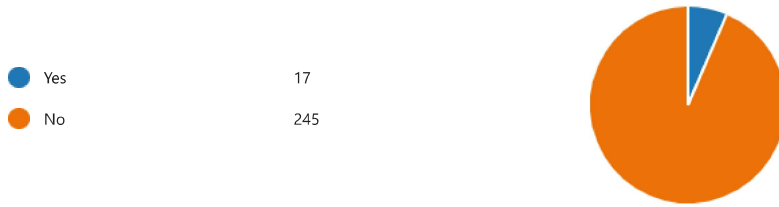


5. Overall, how would you describe your experience of making an appointment?

Very good	193
Fairly good	54
Neither good nor poor	13
Fairly poor	2
Very poor	0



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.

215 Responses

Latest Responses
 "The continuity"
 "Friendly staff simple to see GP "



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

173 Responses

Latest Responses
 "I guess this is something to do with NHS managing the cost of care. I was tol..."
 "Nothing much "

