Patient Experience Questionnaire - May 24

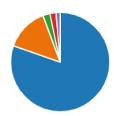
301 Responses

05:24 Average time to complete

Active Status

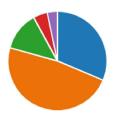
1. Overall, how would you describe your experience of us as a GP practice?





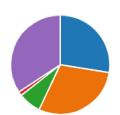
2. Generally, how easy or difficult is it to get through to someone on the phone?





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





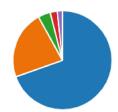
4. Were you satisfied with the appointment (or appointments) you were offered?





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

Very good	208
Fairly good	67
Neither good nor poor	12
Fairly poor	7
Very poor	5



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.

244 Responses

Latest Responses "Lovely spacious Building" "Doctors and Sisters are very approachable"

42 respondents (17%) answered appointment for this question. appointment | have with Dr appointment with the doctor approachable staff Staff always friendly friendly staff Doctor easy to get appointment appointment day appointment Good helpful staff staff are excellent staff are helpful reception staff Staff very pleasant efficient service urgent appointment appointment for same day excellent service Receptionist was really helpful

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

188 Responses

Latest Responses "Being able to make appointments on li e, see same doctor for continuity. An...

"Faster answering service."

47 respondents (25%) answered appointment for this question.

telephone appointments

easier to get an appointment

appointment to see the doctor waiting time appointments face

ntmentday need online appointments instead of having urgent appointments **Blood test** phone

work for appointments called need to make an appointment

patient Surgery

able to get an appointment **Appointments with GP**