

Patient Experience Questionnaire - April 24

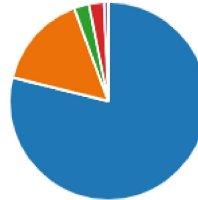
285 Responses

04:26 Average time to complete

Active Status

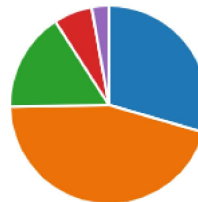
1. Overall, how would you describe your experience of us as a GP practice?

Very good	224
Fairly good	44
Neither good nor poor	7
Fairly poor	7
Very poor	2



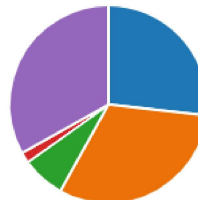
2. Generally, how easy or difficult is it to get through to someone on the phone?

Very easy	84
Fairly easy	129
Not very easy	46
Not at all easy	18
Haven't tried	8



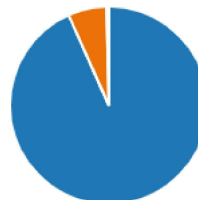
3. How easy is it to use our website to look for information or access services?

Very easy	76
Fairly easy	89
Not very easy	20
Not at all easy	5
Haven't tried	94



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

Yes, and I accepted an appoint...	265
No, but I still took an appointm...	18
No, and I did not take an appoi...	1

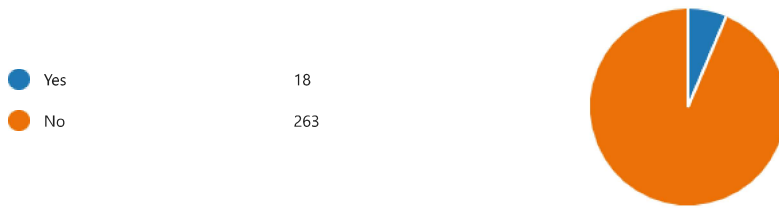


5. Overall, how would you describe your experience of making an appointment?

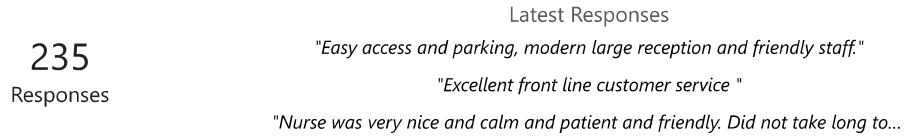
Very good	172
Fairly good	83
Neither good nor poor	19
Fairly poor	9
Very poor	1



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.



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

