

# Patient Experience Questionnaire - May 24

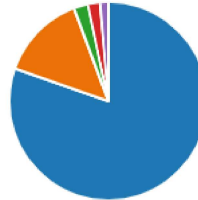
301 Responses

05:24 Average time to complete

Active Status

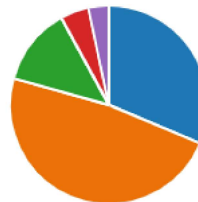
1. Overall, how would you describe your experience of us as a GP practice?

|                       |     |
|-----------------------|-----|
| Very good             | 241 |
| Fairly good           | 42  |
| Neither good nor poor | 7   |
| Fairly poor           | 6   |
| Very poor             | 4   |



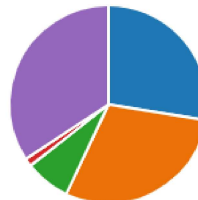
2. Generally, how easy or difficult is it to get through to someone on the phone?

|                 |     |
|-----------------|-----|
| Very easy       | 94  |
| Fairly easy     | 144 |
| Not very easy   | 38  |
| Not at all easy | 14  |
| Haven't tried   | 10  |



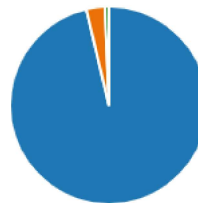
3. How easy is it to use our website to look for information or access services?

|                 |     |
|-----------------|-----|
| Very easy       | 82  |
| Fairly easy     | 88  |
| Not very easy   | 22  |
| Not at all easy | 4   |
| Haven't tried   | 102 |



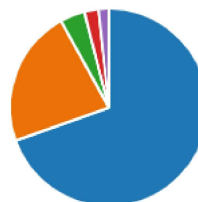
4. Were you satisfied with the appointment (or appointments) you were offered?

|                                     |     |
|-------------------------------------|-----|
| Yes, and I accepted an appoint...   | 288 |
| No, but I still took an appointm... | 9   |
| No, and I did not take an appoi...  | 2   |

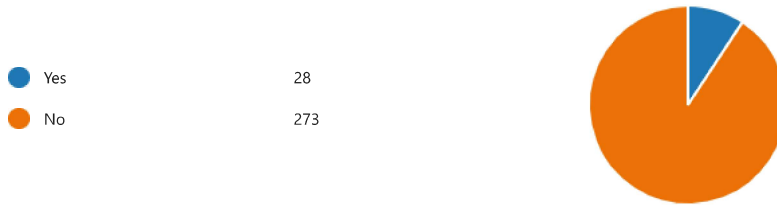


5. Overall, how would you describe your experience of making an appointment?

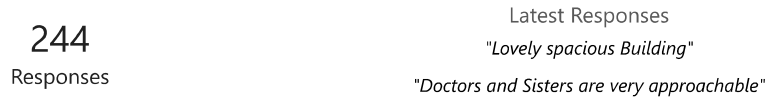
|                       |     |
|-----------------------|-----|
| Very good             | 208 |
| Fairly good           | 67  |
| Neither good nor poor | 12  |
| Fairly poor           | 7   |
| Very poor             | 5   |



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.



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

