**Lyme Bay Medical Practice**

***Survey Results June – November 2019***

**Out of 53 patients surveyed 22 were seen at Kent House**

**and 31 at Lyme Regis Medical Centre**

**With 27 seeing the GP, 10 Nurse Practitioner, 13 Practice Nurse & 3 Healthcare Assistants at either surgery**

A number of our patients would prefer we also opened weekends and late evening

**Issues and Improvements:**

We have had the following responses from our patients, of which we will endeavour to do our best to improve where we can; some we have already rectified and improved.

* **Feedback on tests**
* **Potential for greater than 4 weeks supply of medication**
* **When sending out texts indicate which surgery**
* **The accessible desk is NOT accessible for wheelchairs at Kent House**
* **Cup of tea whilst waiting for appointment**
* **Ease of getting appointments and seeing a specific doctor**
* **Waiting area could be bigger**
* **More consistancy of seeing your own doctor – they get fully booked so you have to wait a long time – not good if you are poorly**
* **Better staffing of receptionist**
* **The telephone system is not very efficient- similar to BT**
* **Clearly navigation on website for prescription re-orders**
* **Improve appointment waiting times**
* **Disappointed with the ‘on the day appointments’**
* **Staff to be on time with appointments**

**Comments:**

* **Please ask all staff to ensure they inform patients which surgery their appointment is at**
* **Group of doctors who listen and a pleasant atmosphere**
* **Please do not text every time about what your experience when I go to the surgery**
* **Lyme Regis surgery lovely – Kent House scruffy**
* **Much improved physiotherapy**
* **We would like to stay at Kent House and not be shifted to the other surgery**
* **Happy with everything as it is**
* **Do you publish survey results?**
* **Having moved from another country, I have fond the medical services much better here. Thank you**
* **Very good on politeness and caring. Excellent staff and doctors**
* **I don’t feel you should have to tell receptionist your symptoms to get an appointment**
* **Everything good**
* **Really happy**