**Survey Results November 2019**

**Out of 14 patients surveyed 9 were seen at Kent House**

**and 5 at Lyme Regis Medical Centre**

**With 6 seeing the GP, 6 Nurse Practitioner, 3 Practice Nurse & 1 Healthcare Assistants at either surgery**

**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

***Improvements***

* **More/better parking at KH**
* **Improvements needed on repeat prescriptions – always tick what I needed but items get missed**
* **Could do with some background music instead of a quiet radio**

***Comments***

* **Would be nice if you had a choice of which surgery to attend**
* **Personally I would prefer appointments at KH, easier to get to & from on the bus**
* **No issues all is good**
* **Generally a very pleasant place**
* **Seems to have been a good transition and makes a lot of sense**
* **Quite happy as it is and always been happy with service**