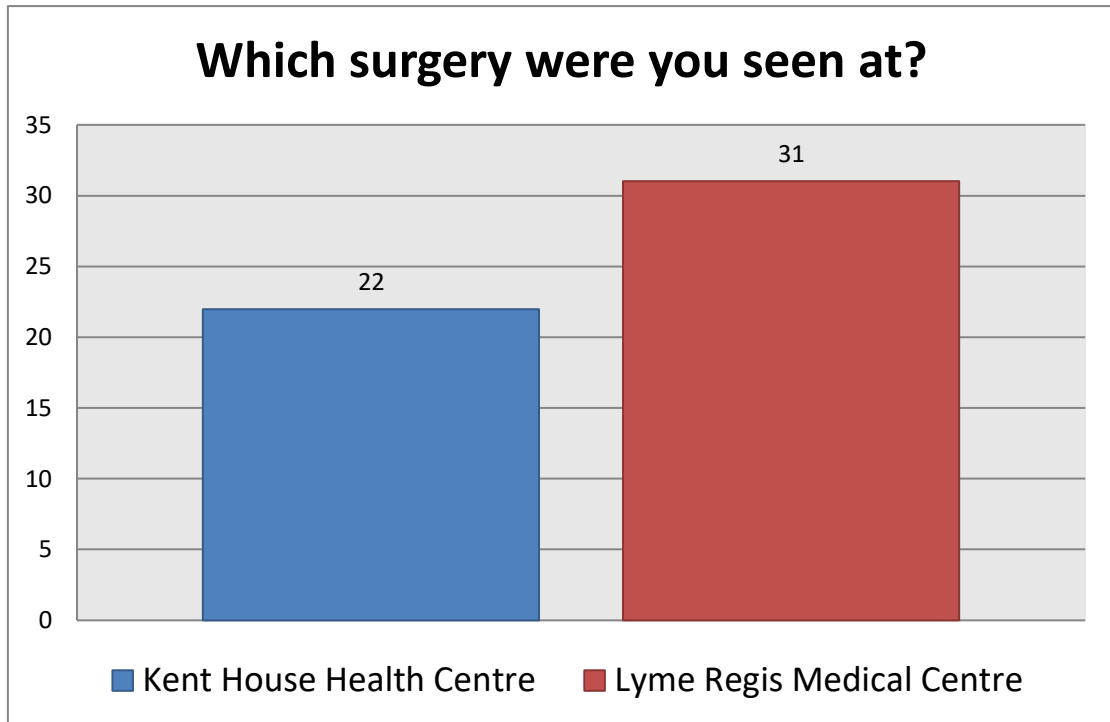
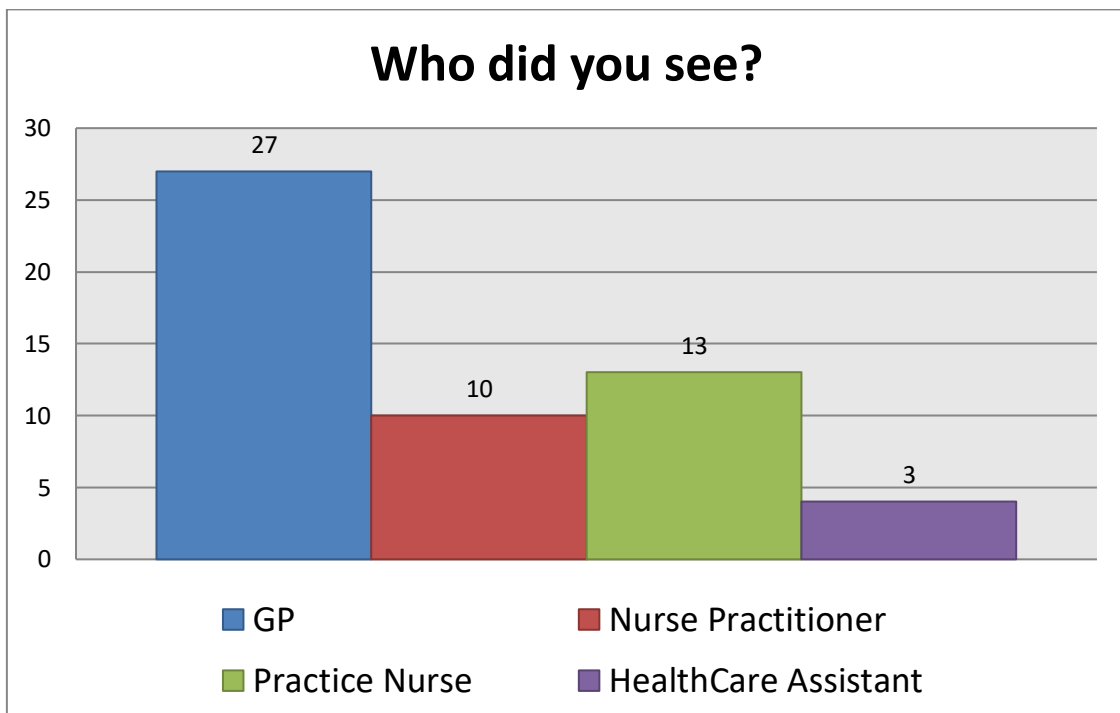


Lyme Bay Medical Practice

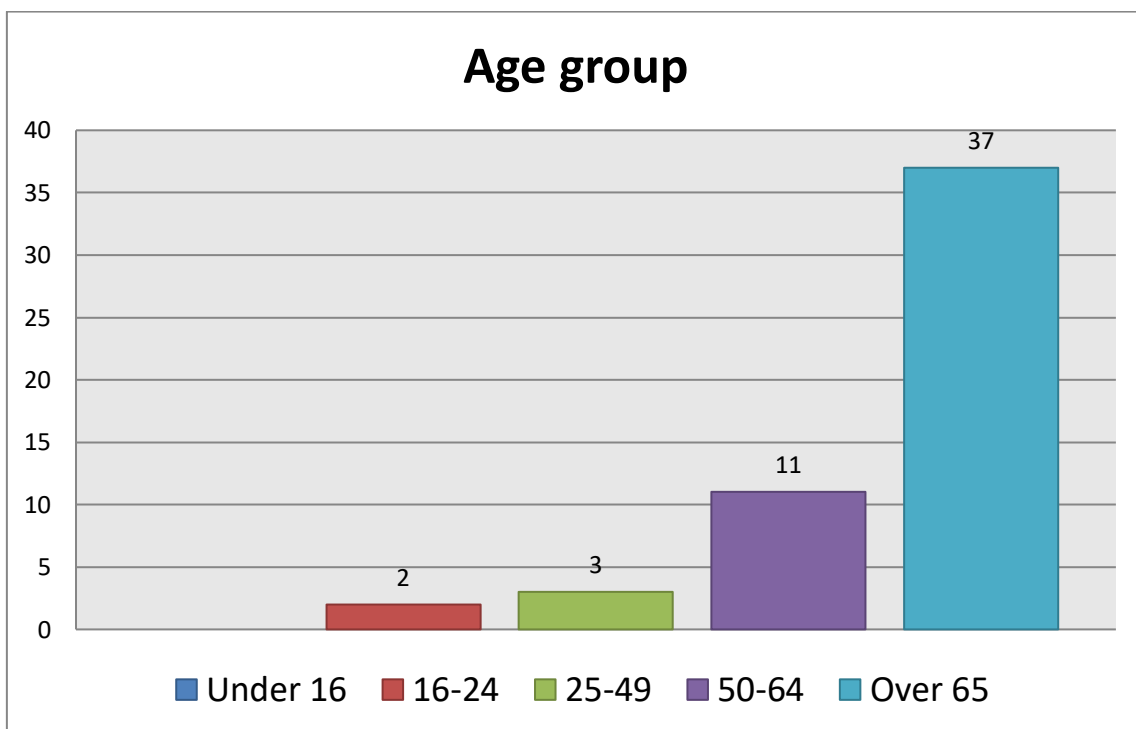
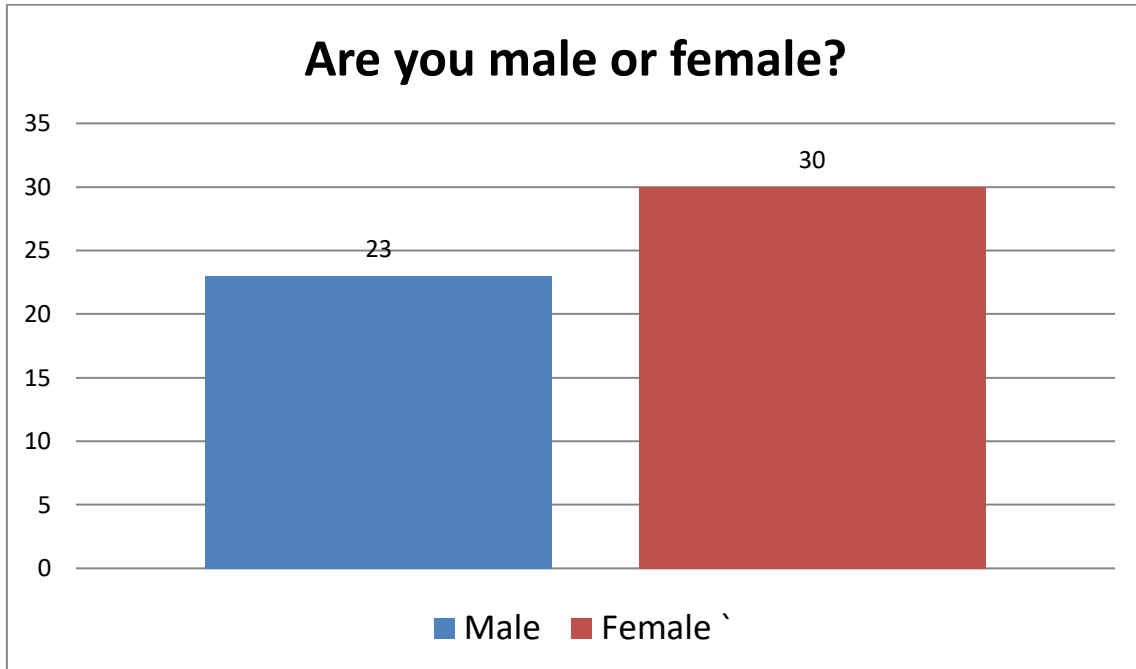
Survey Results June – November 2019



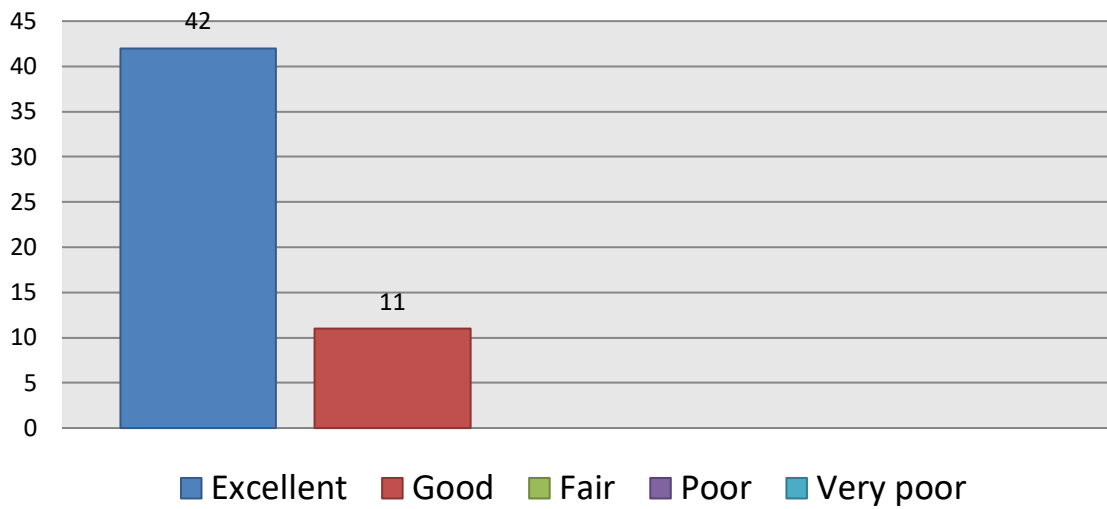
Out of 53 patients surveyed 22 were seen at Kent House and 31 at Lyme Regis Medical Centre



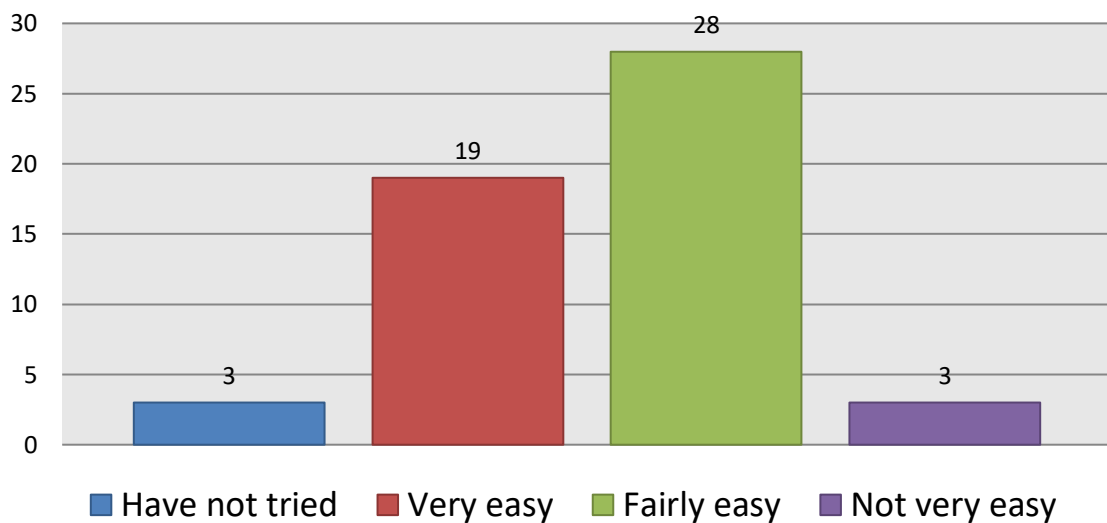
**With 27 seeing the GP, 10 Nurse Practitioner, 13 Practice Nurse
& 3 Healthcare Assistants at either surgery**



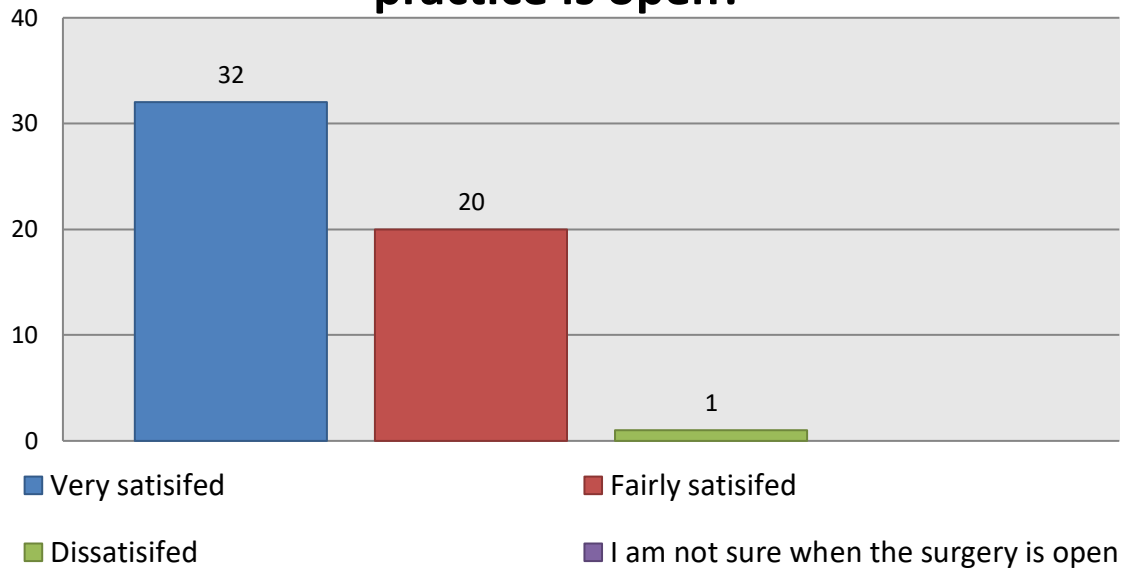
Overall how would you rate your consultation with the clinician today?



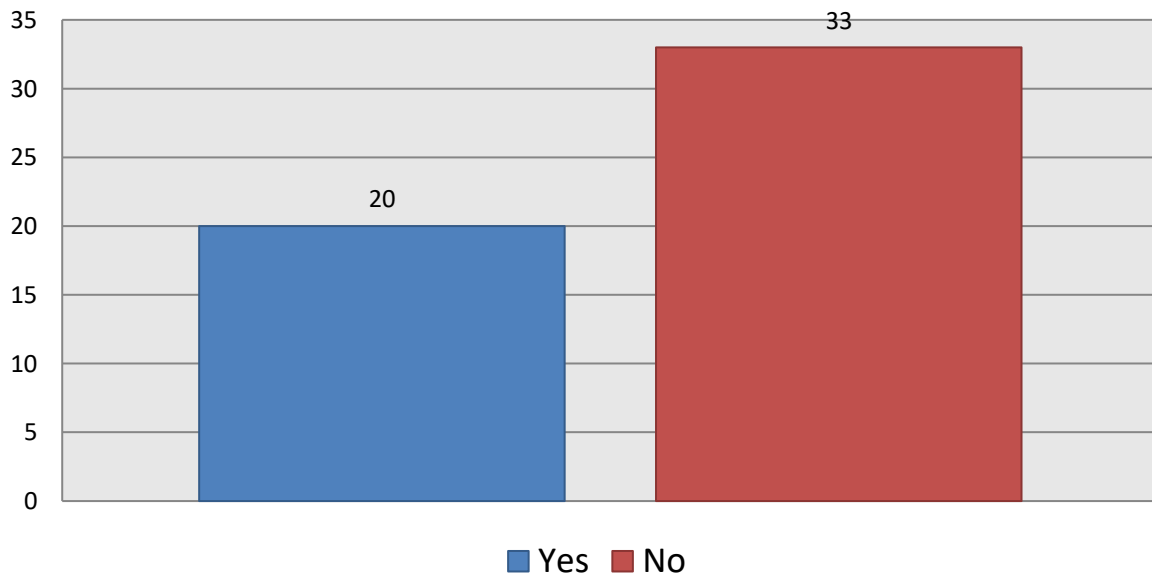
How easy have you found it getting through on the telephone?



Are you happy with the hours the practice is open?

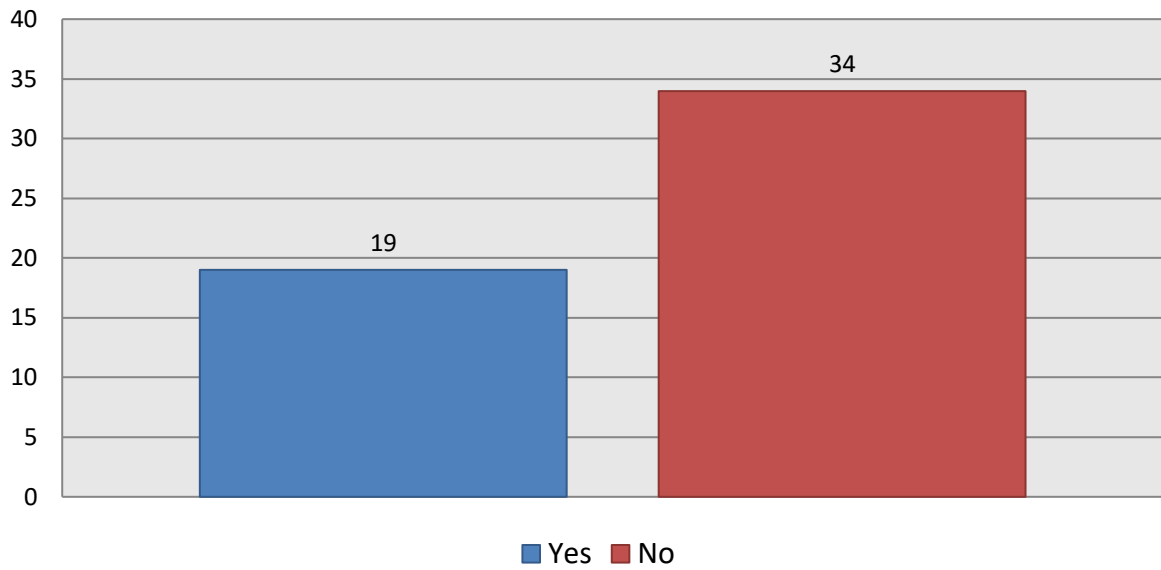


Would you like the surgery opened additional times?

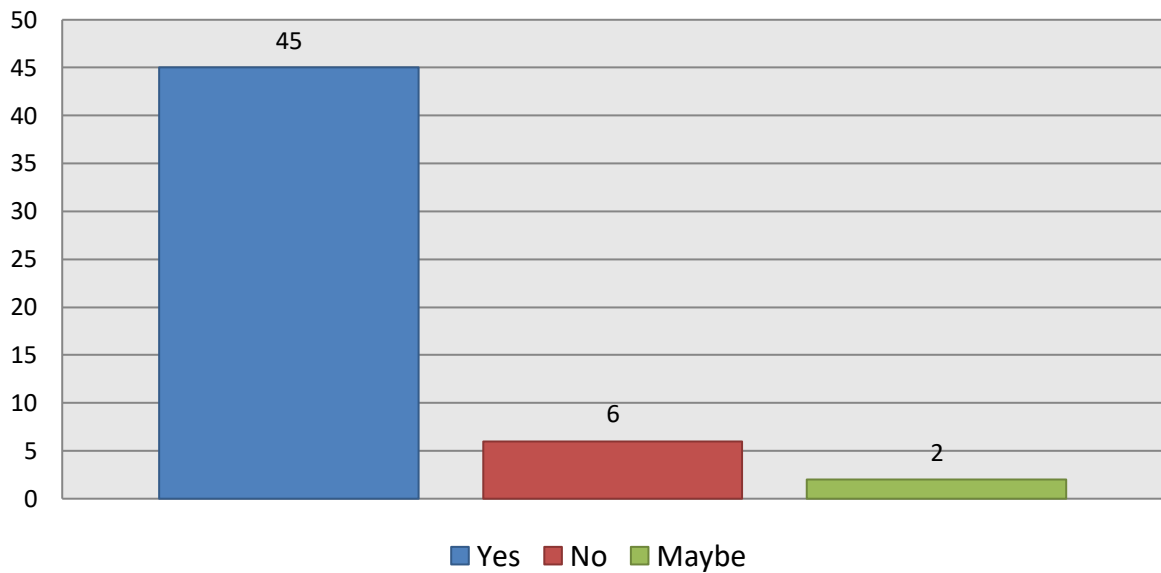


A number of our patients would prefer we also opened weekends and late evening

Do you use our online services?



Would you recommend us to friends and family?



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 consistency 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 found 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