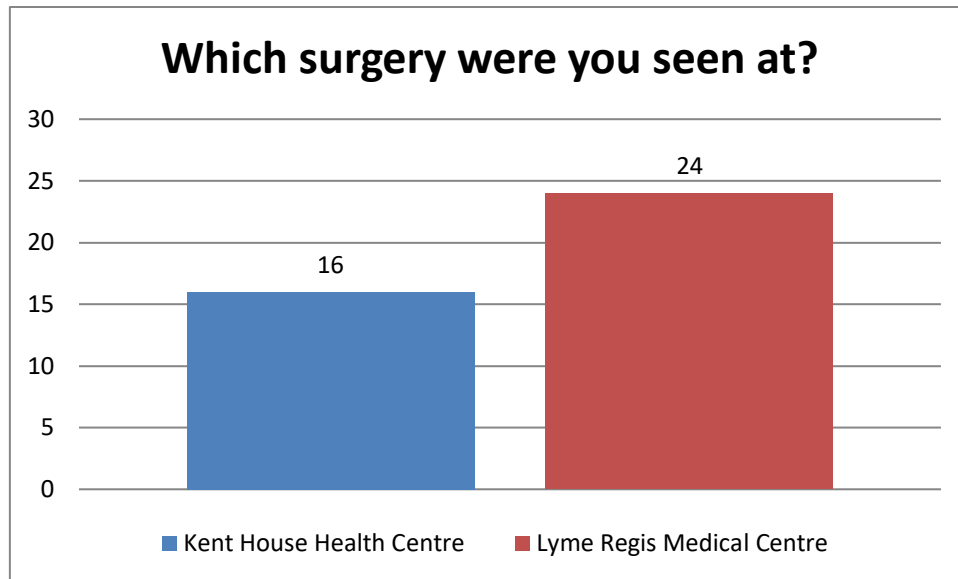
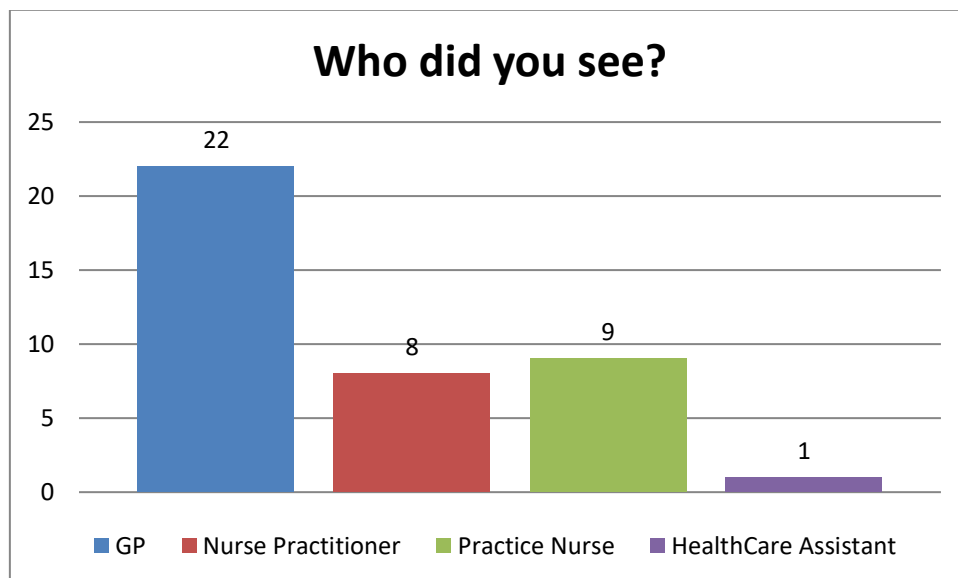


Patient Survey Results January 2020

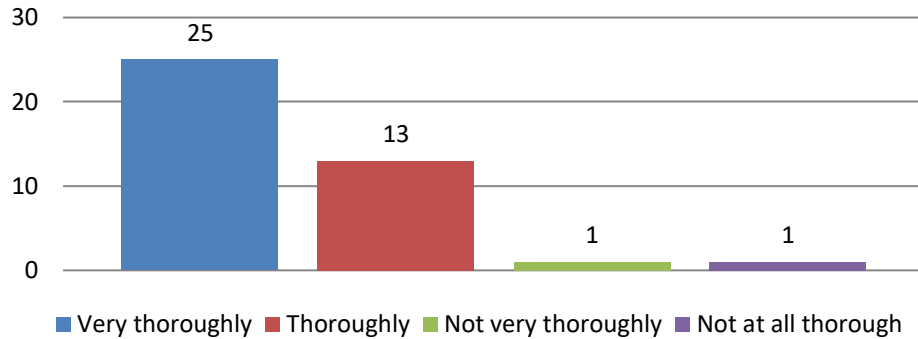


**Out of 40 patients surveyed 16 were seen at Kent House
And 24 at Lyme Regis Medical Centre**

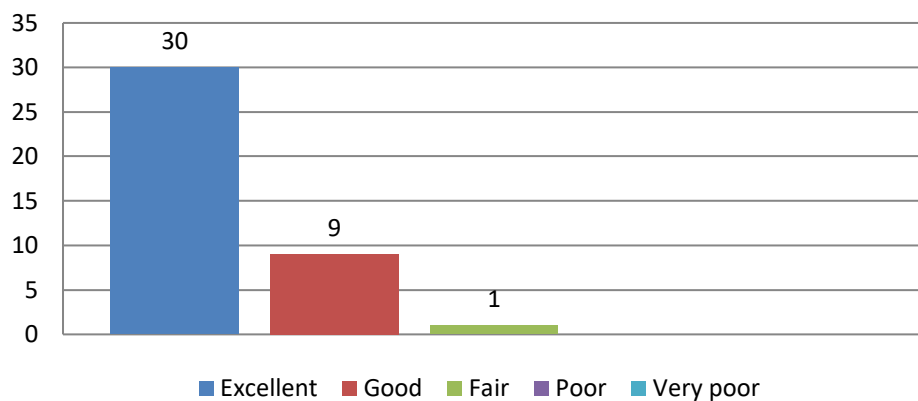


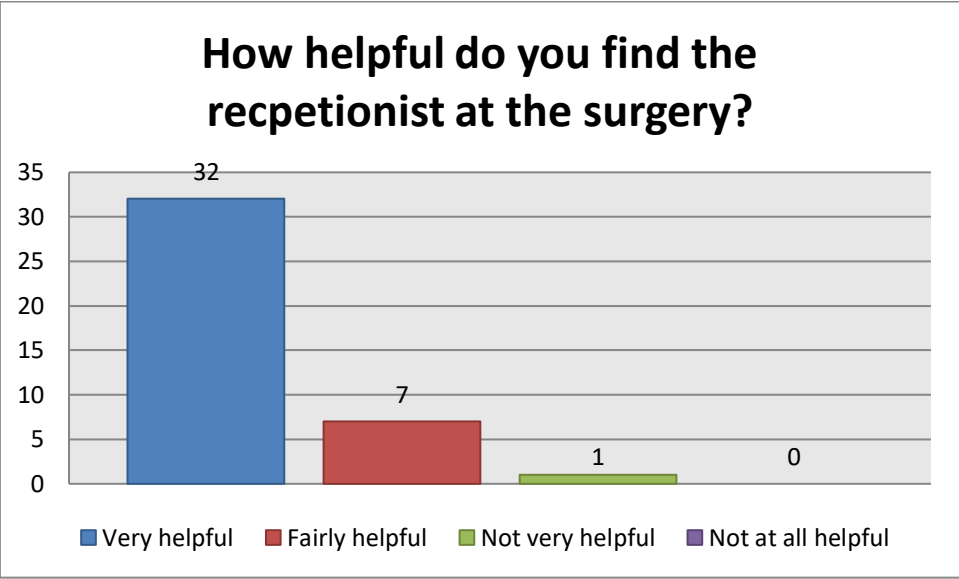
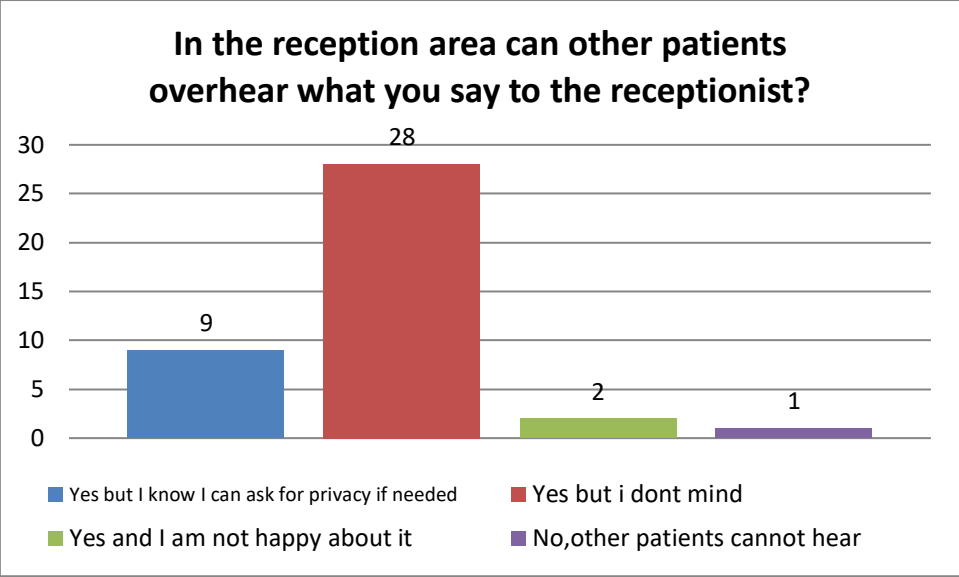
**With 22 seeing the GP, 8 Nurse Practitioner, 9 Practice Nurse
& 1 Healthcare Assistants at either surgery**

How thoroughly did the clinican ask you about your symptoms and how you were feeling?

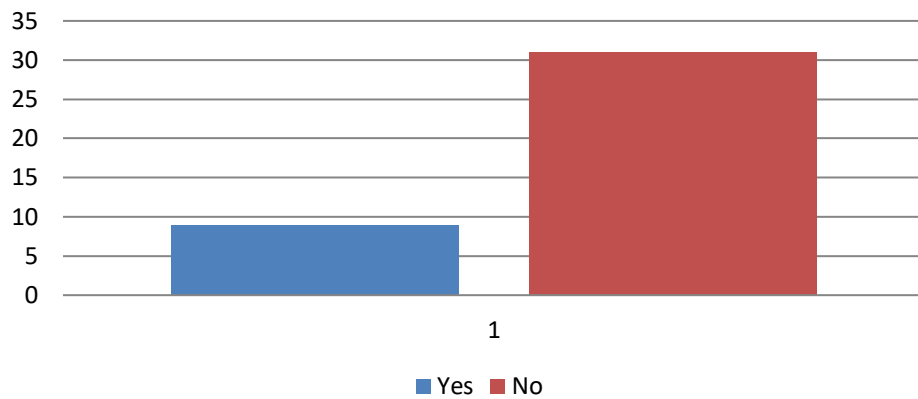


Overall how would you rate your consultation?

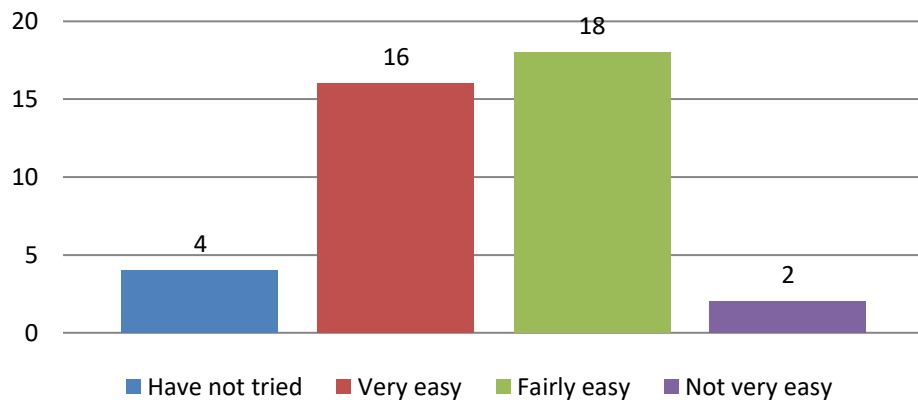




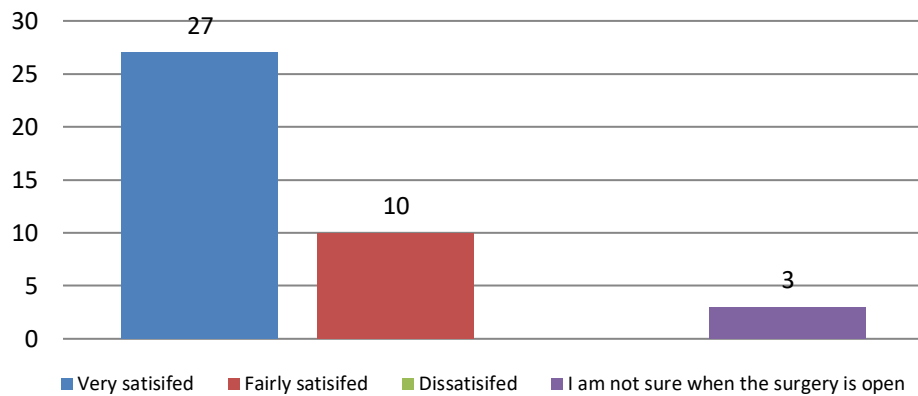
In the past two months have you tried to book ahead with a doctor



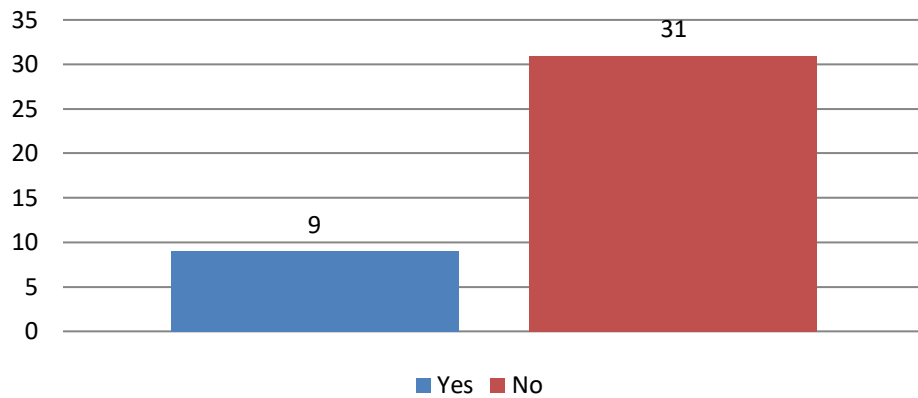
How easy have you found getting through on the phone?



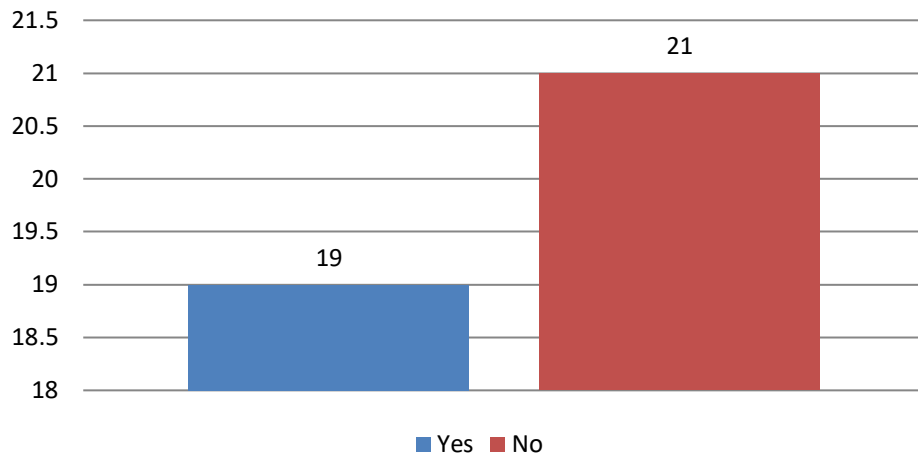
How satisfied are you with hours the practice is opening?



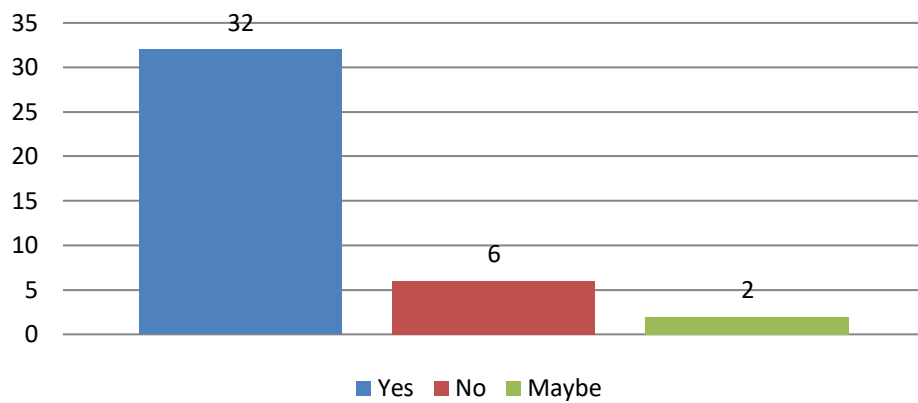
Would you like the surgery open additional hours?

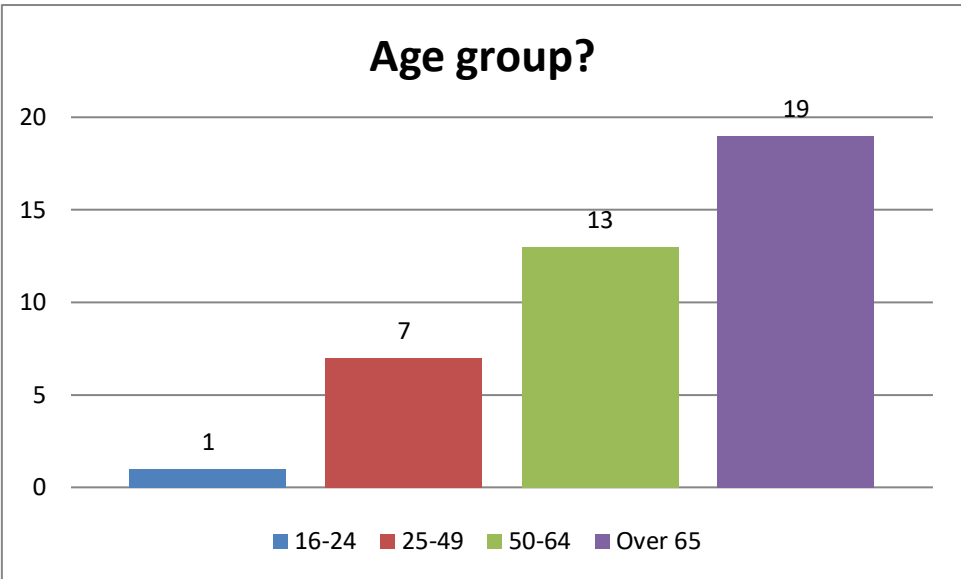
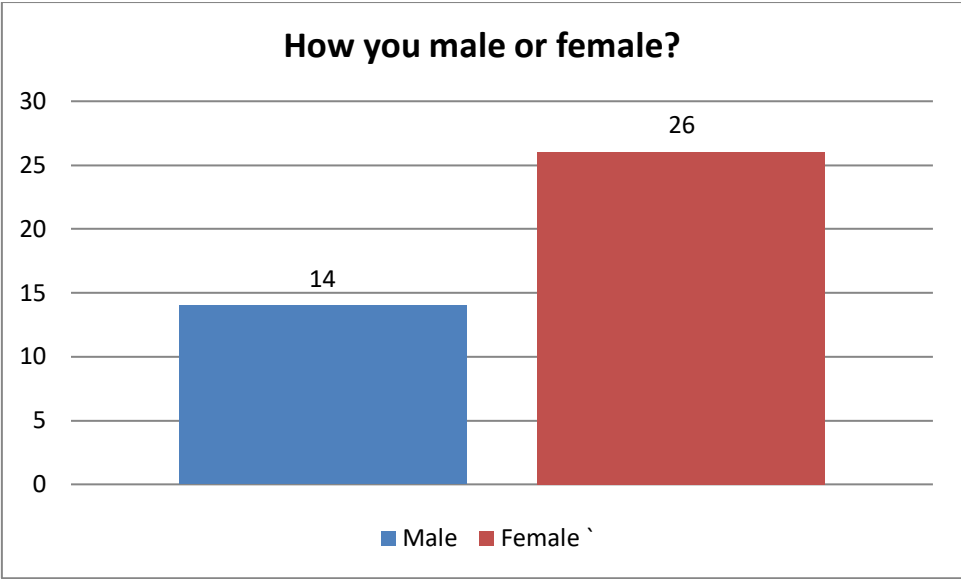


Do you use online services?



Would you recommend us to friends & 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.

- **To many instructions on telephone system**
- **Improve transfer time between prescription order to chemist**
- **More speedy appointments**
- **Sometimes more than 10 mins with a GP**
- **Clarify where the appointments are**
- **Bigger car park at Kent House**
- **No disabled parking at Lyme Regis Medical Centre**
- **Would like more than one month of medication**
- **On occasions I cannot get through on the telephone**
- **Shame not to be able to see the same person more often**
- **Weekend and late evening appointments are needed**
- **Appointments to be on time**
- **More direction of care availability over the weekend.**

Comments:

- **Would be useful to book nurse & blood test online**
- **Very happy as things are**
- **Excellent advert for how a medical practice should be run**
- **Quite happy with how it is**
- **Kent House okay for disabled parking**
- **I am very grateful for the time Dr Watson has given me**
- **Excellent service**
- **NHS is the best**
- **Much better than my previous surgery**