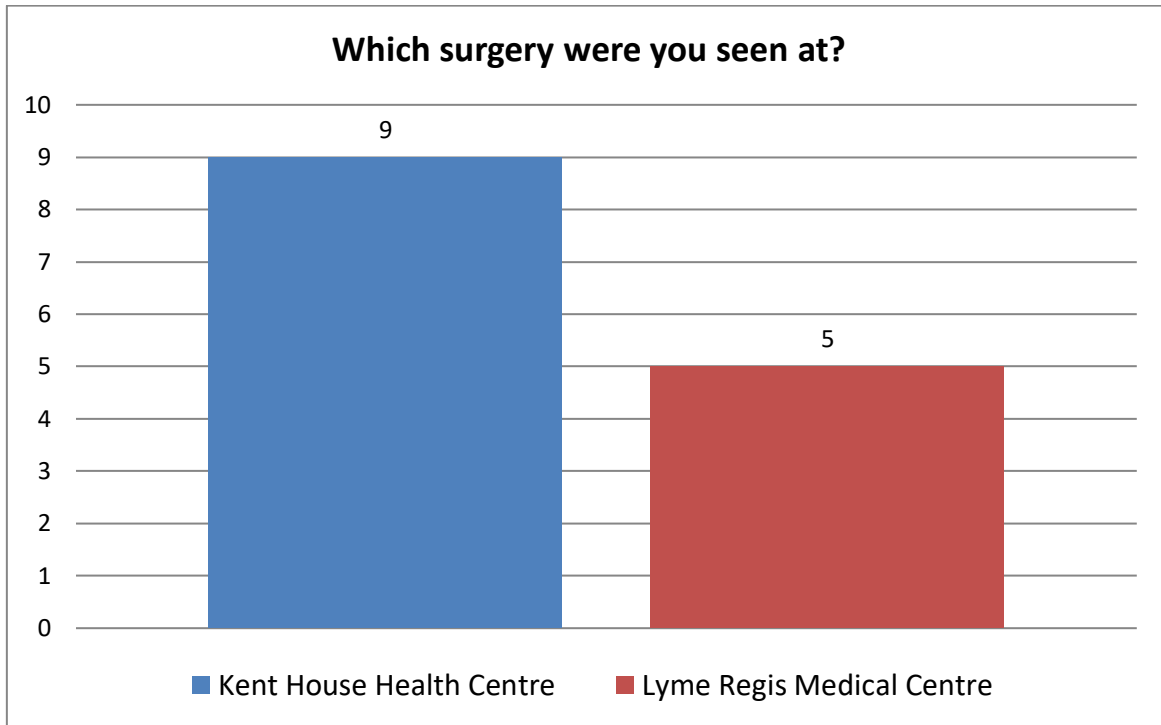
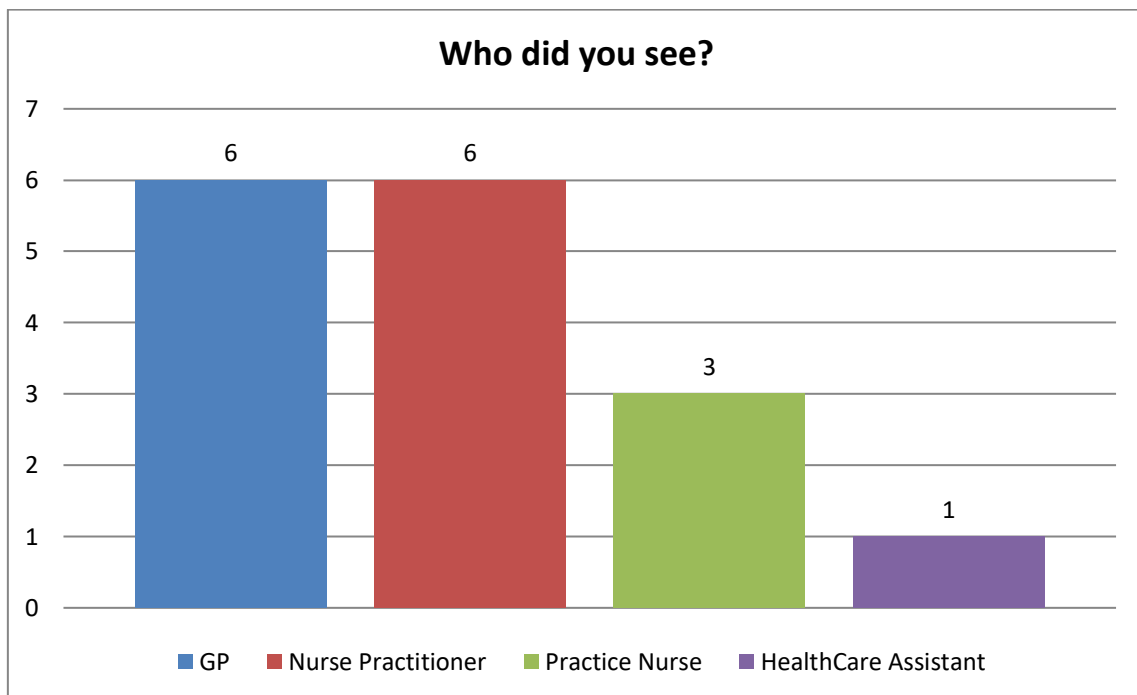


## Survey Results November 2019

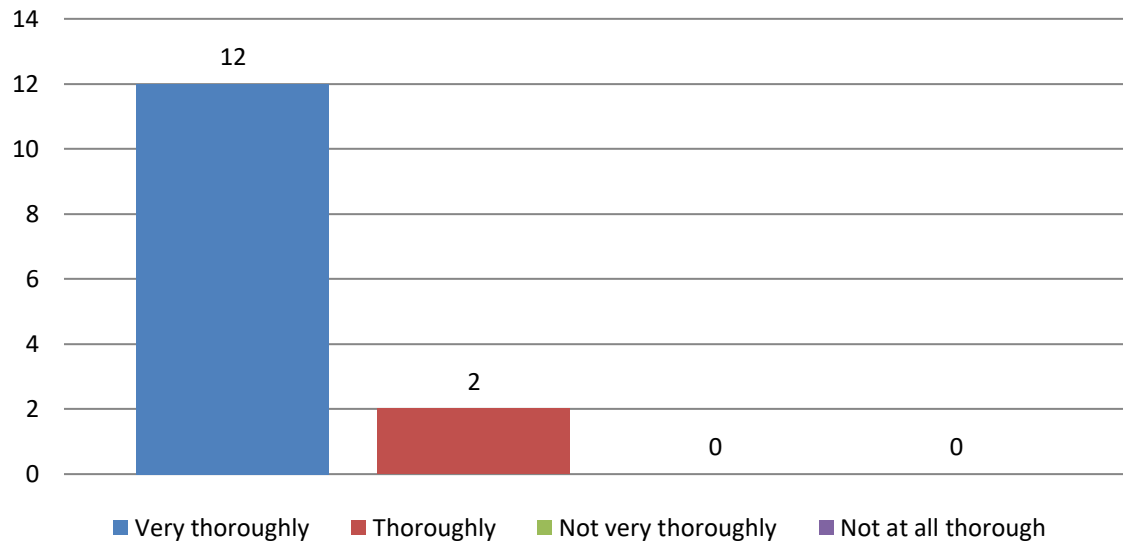


**Out of 14 patients surveyed 9 were seen at Kent House and 5 at Lyme Regis Medical Centre**

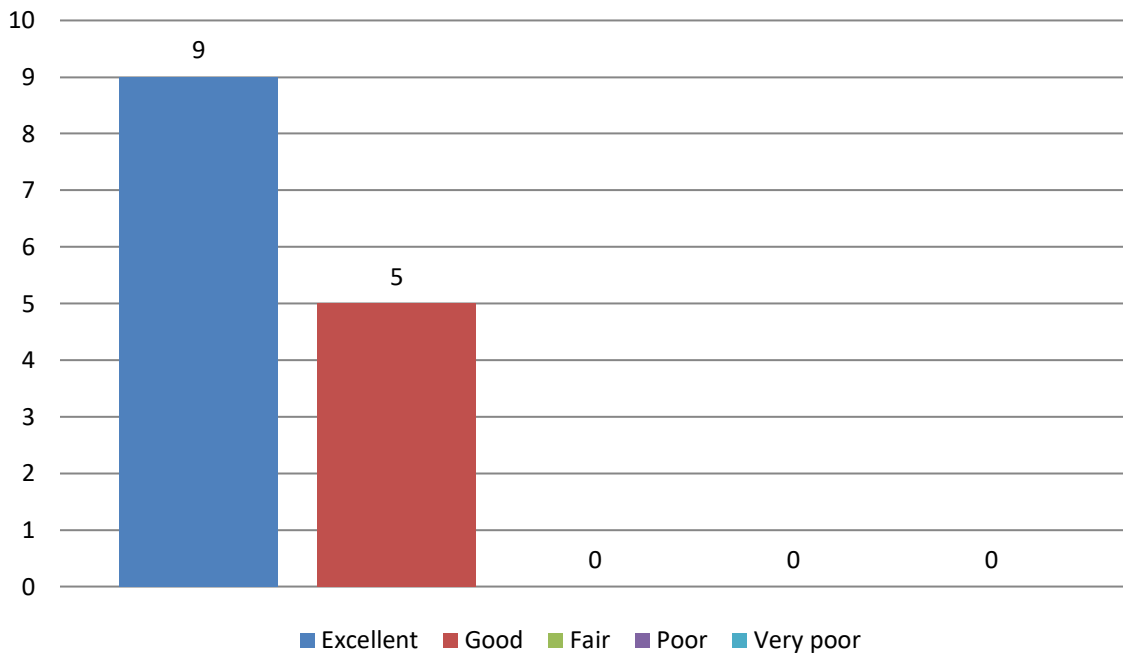


**With 6 seeing the GP, 6 Nurse Practitioner, 3 Practice Nurse & 1 Healthcare Assistants at either surgery**

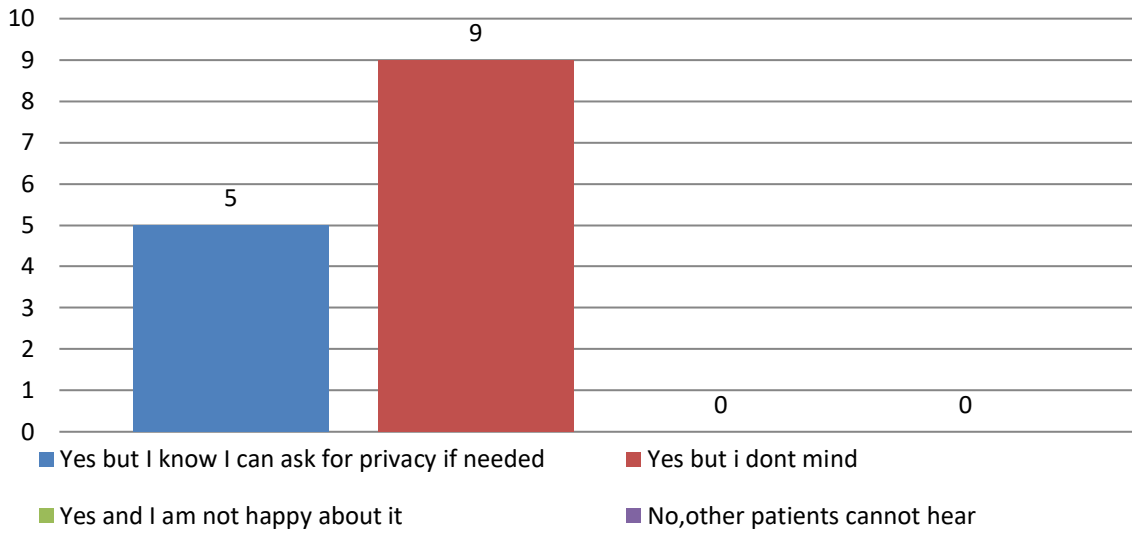
### How thoroughly did the clinican ask you about your symptoms and how you were feeling?



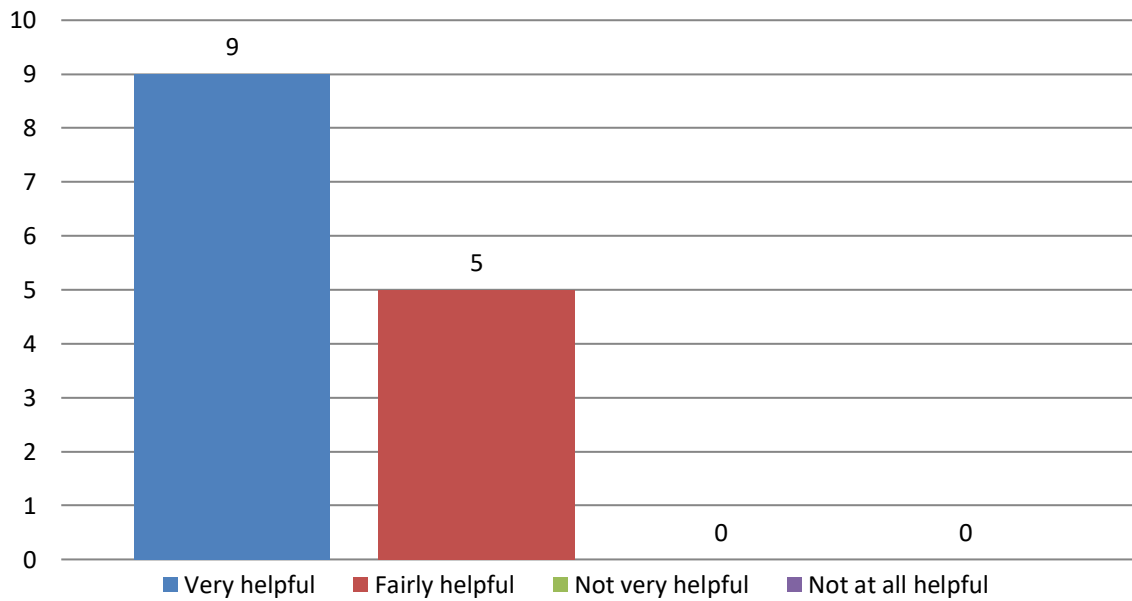
### Overall how would you rate your consultation today?



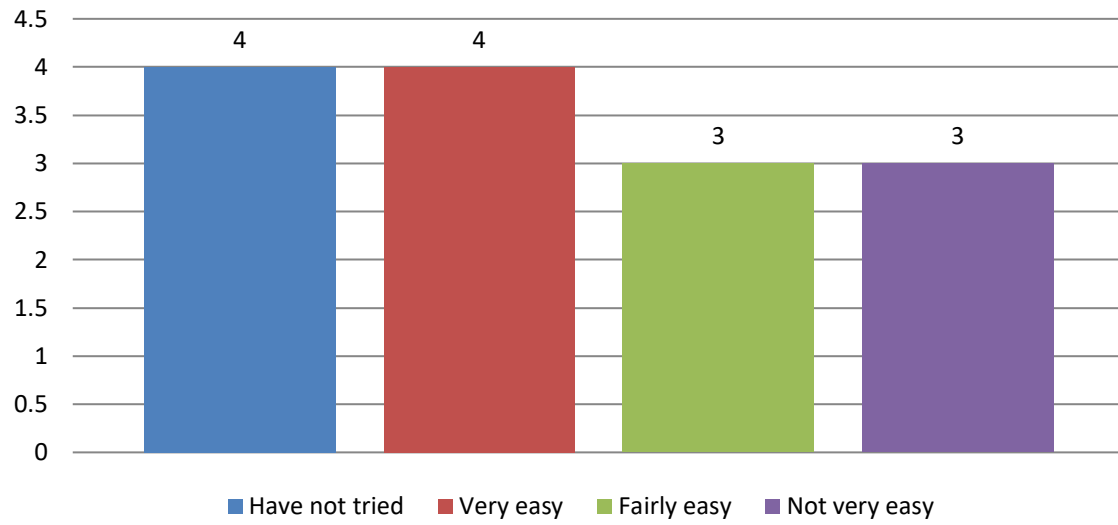
### In the reception area can other patients overhear what you say to the receptionist?



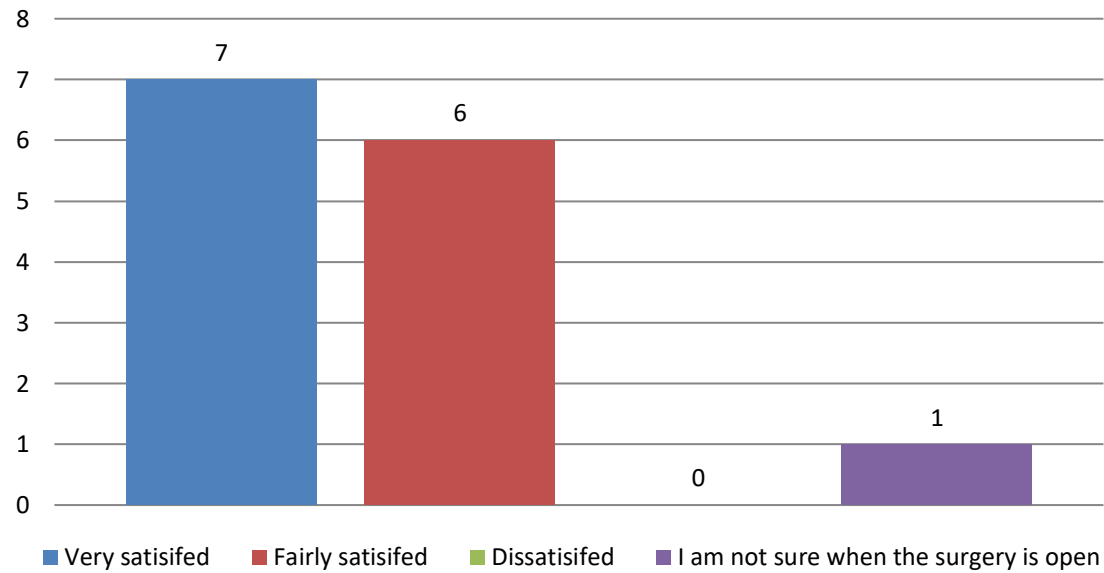
### How helpful did you find the receptionist?

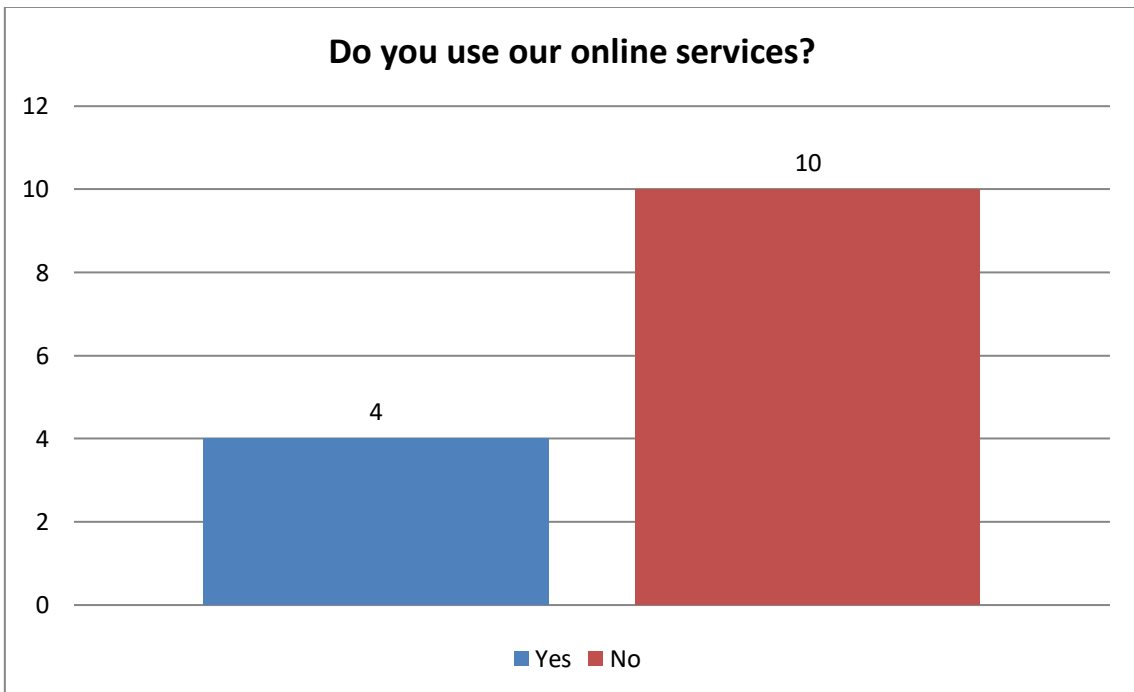
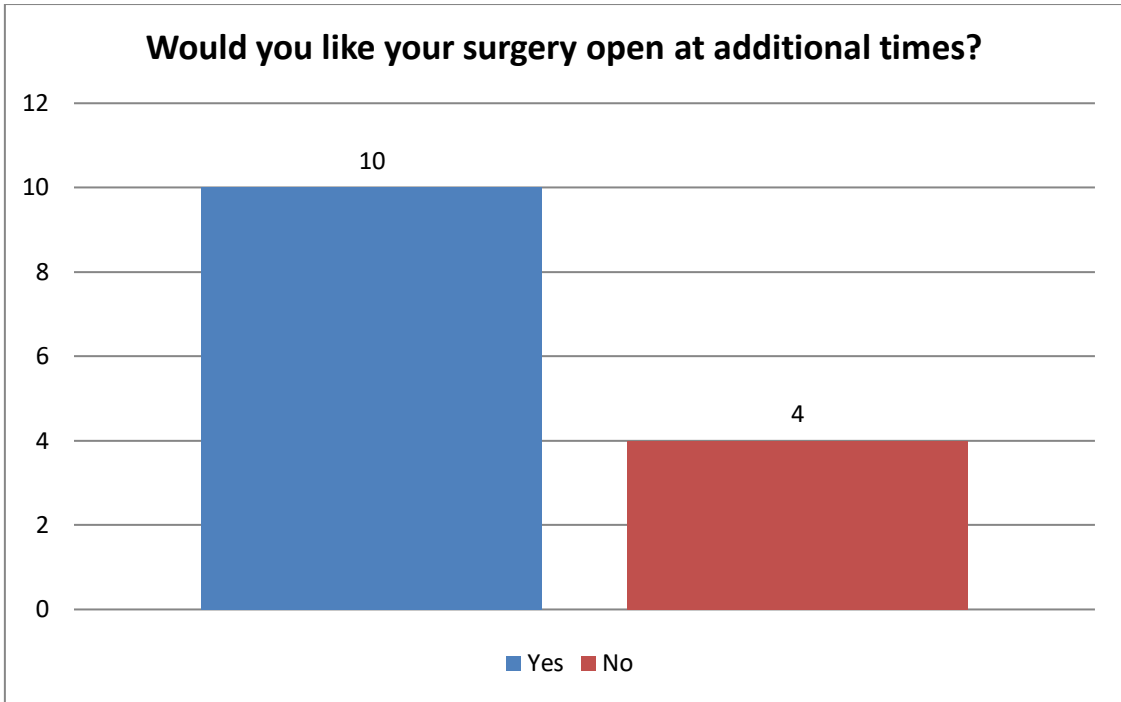


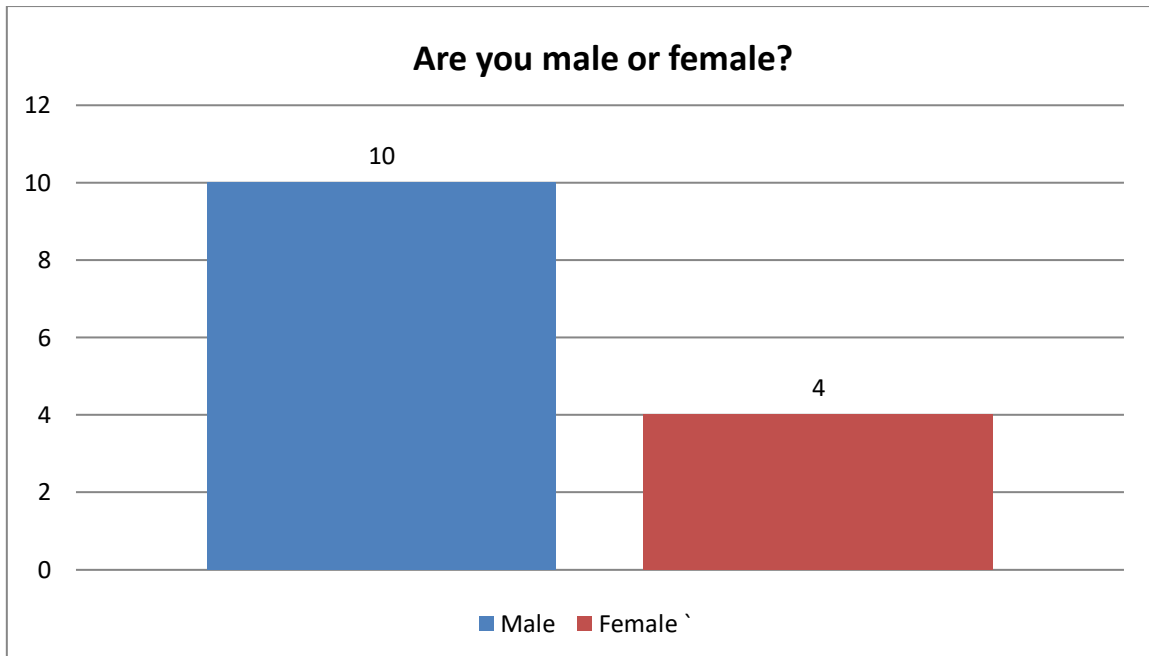
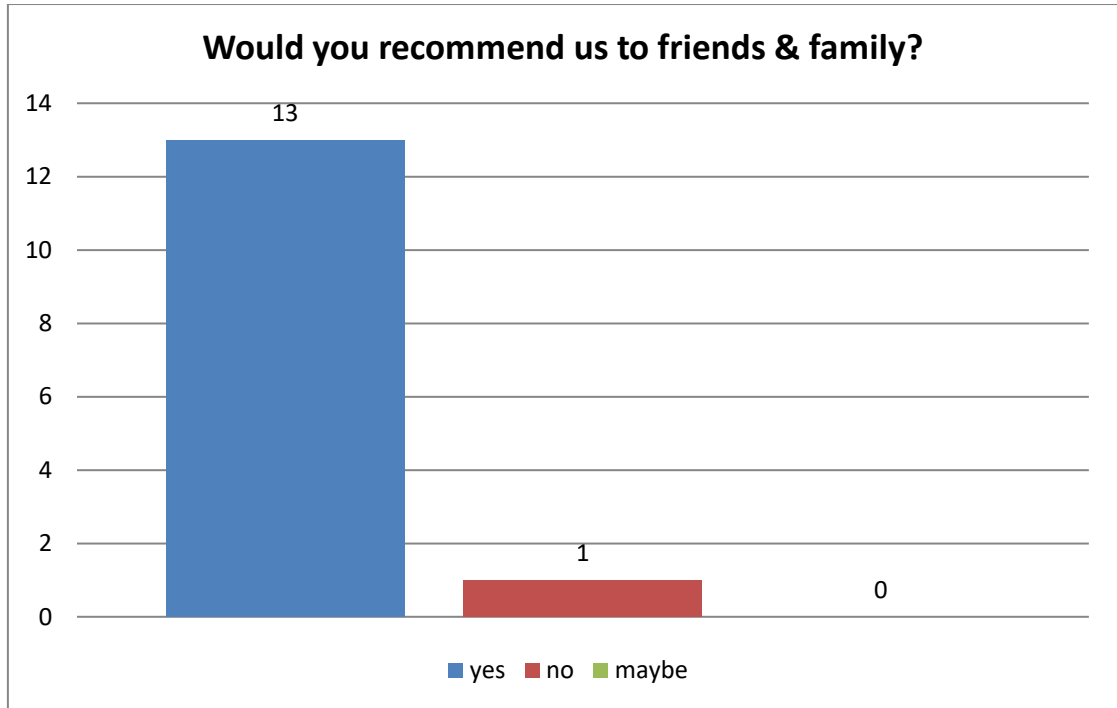
### How easy have you found getting through on the telephone?

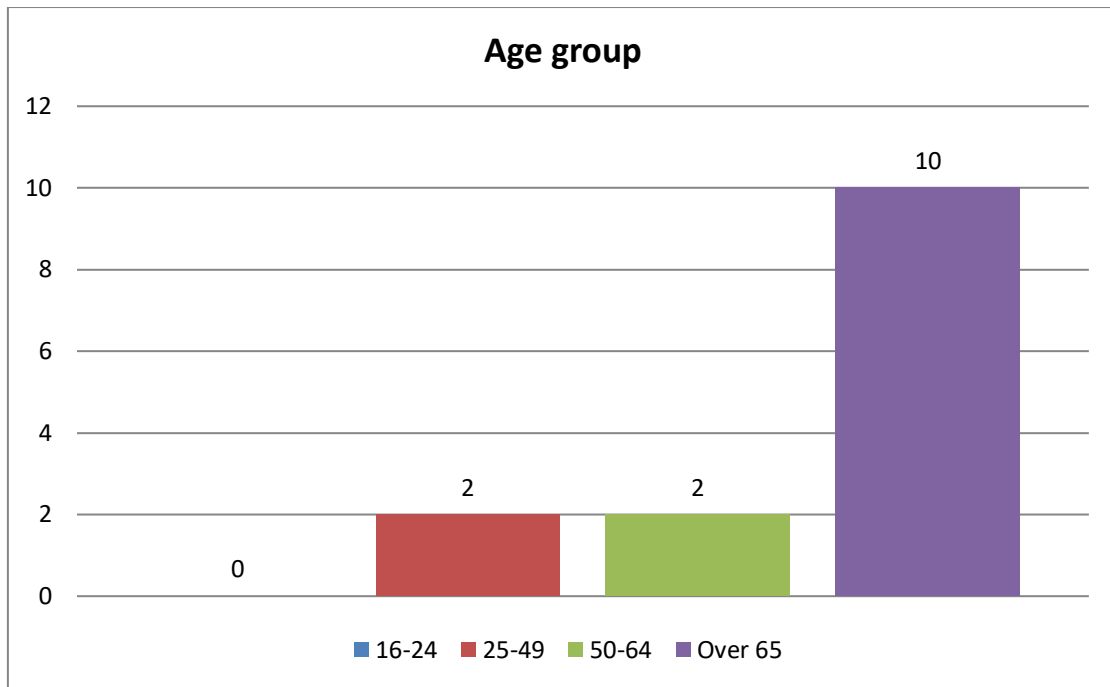


### Are you happy with the hours the practice is open?









### **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**

