**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**

**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**