

# Lees Medical Practice Patient Survey June 2023

## Appendix B

Tableau Data March 2022

**How would you rate your overall experience of making an appointment?**

29%

**Were you satisfied with the appointment times available?**

42%

**Did you find the team professional and helpful?**

58%

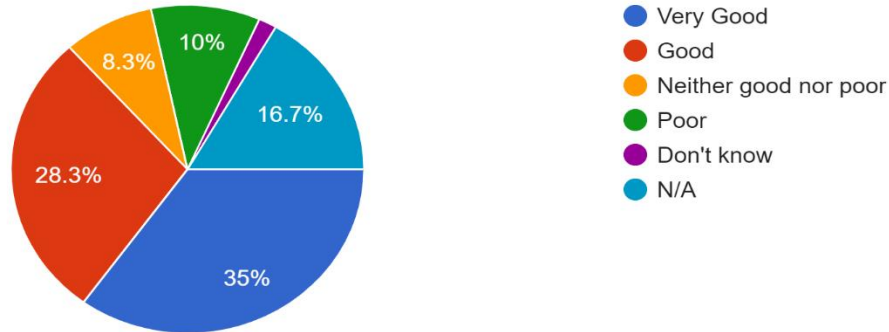
### GP Practice Survey June 2023

**Total Patient Responses 66**

**In June 2023, Lees Medical Practice conducted a 1 week survey based on the national GP survey and CQC inspection results as above. Below are the questions asked and patient responses.**

What was your experience of getting through on the telephone?

60 responses



#### 60 Patient Responses

21% 21 Patients Very Good

28.3% 17 Patients Good

8.3% 5 Patients Neither Good Nor Poor

10% 6 Patients Poor

1.7% 1 Patient Don't Know

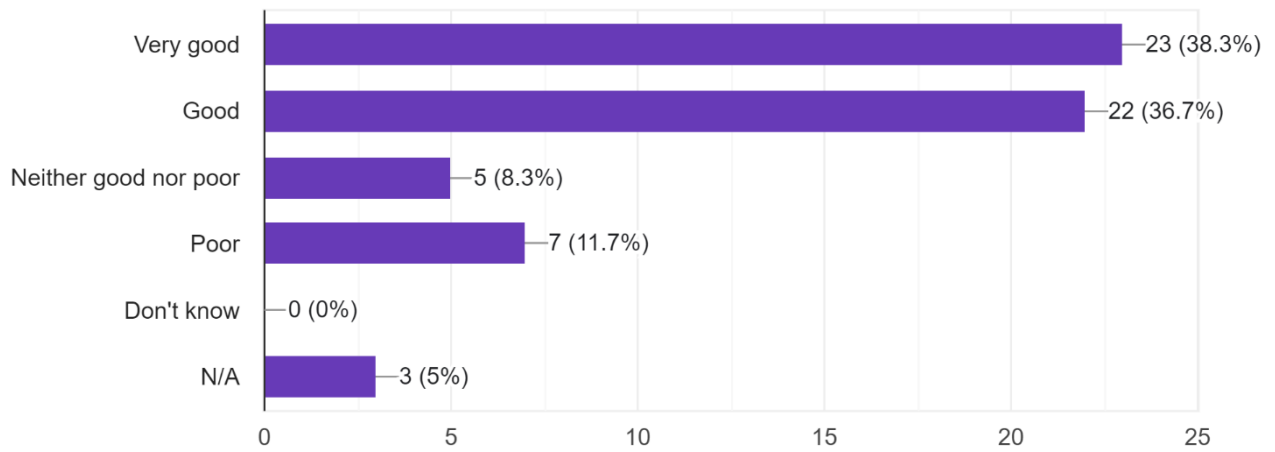
16.7% 10 Patients N/A

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How would you rate your overall experience of making an appointment?

60 responses

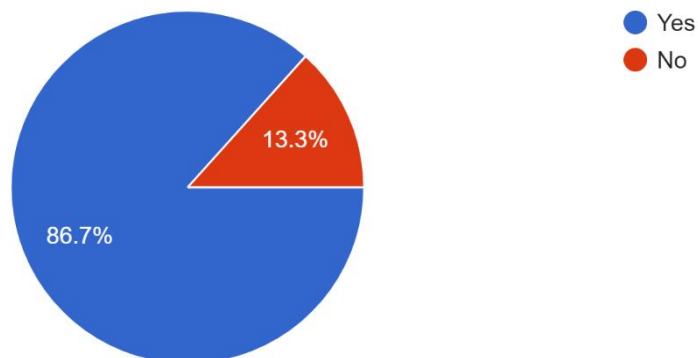


### 60 Patient Responses

38.3%	23 Patients	Very Good
36.7%	22 Patients	Good
8.3%	5 Patients	Neither Good Nor Poor
0.0%	0 Patients	Don't Know
5%	3 Patients	N/A

Did you find the practice team professional and helpful?

60 responses



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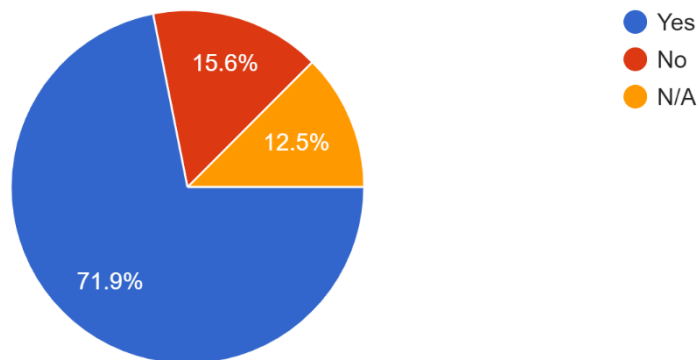
### 60 Patient Responses

86.7% 52 Patients Yes

13.3% 8 Patients No

Do you feel you were given appropriate information about managing your condition during your appointment?

64 responses



### 64 Patient Responses

71.9% 46 Patients Yes

15.6% 10 Patients No

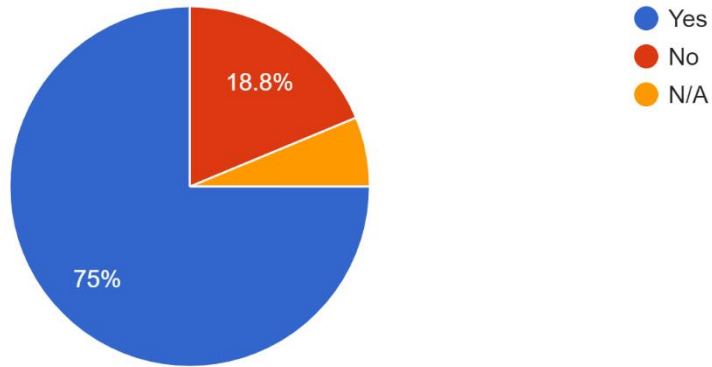
12.5% 8 Patients N/A

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Did you find the team professional and helpful?

32 responses



### 64 Patient Responses

86.7% 52 Patients Yes

13.3% 8 Patients No