



## Better Access - Patient feedback



rated the service 4.8 out of 5 overall

**100%** of patients said...

- they would recommend the service
- they would use the service again
- appointments took place on time
- facilities are good
- issues were resolved at the appointment
- found it easy to get an appointment

Only **9%** of patients travelled more than 5 miles for their appointment.

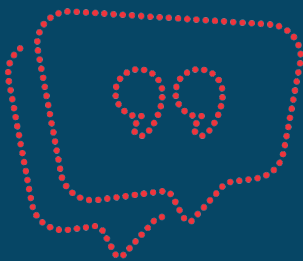
### What you said:

'Greater awareness of the service. When I called to book the receptionist wasn't aware of the service until I told them. They then spoke with a colleague who outlined it to them.'

### What we did...

Listen to this and are actively engaging staff who do not work in the service, but do book patients into appointments to increase awareness of the service.

Based on 45 patients completing our survey between October 2022 and April 2023.



Your views about our Better Access service are important to us. We want to make sure the service is as good as it can be and understanding your experience will help us to develop and deliver our services in the right way for all our patients.

Please take a few moments to share your experience

## Your views matter to us

[www.surveymonkey.co.uk/r/LVTMQTL](https://www.surveymonkey.co.uk/r/LVTMQTL)

