

## Darwen Healthcare Patient Survey May 2015

Question 1		Replies	%
Are You	Male	63	45%
	Female	77	55%
Question 2			
How Old are You	Under 16	40	15.71%
	16-44	43	60.71%
	45-64	21	15.00%
	65-74	20	14.29%
	75 and Over	16	11.42%
Question 3			
How would you prefer to book your appointment	In Person	22	15.71%
	By Phone	85	60.72%
	Online	14	10.00%
	All of the above	19	13.57%
Question 4			
How would you prefer to order your prescription	In Person	42	30.00%
	By Phone	37	26.43%
	By Post	4	2.85%
	Online	30	21.43%
	Local Pharmacy	27	19.29%
Question 5			
Thinking of times when you need to book an appointment with one of our nurses what time would you prefer to have your appointment	08:30-12:00	78	48.15%
	1:00-4:00	17	10.49%
	3:30-6:00	67	41.36%
Question 6			
Thinking of times when you need to book an appointment with your usual GP what time would you prefer to have your appointment	08:30-12:00	74	47.74%
	1:00-4:00	16	10.32%
	3:30-6:00	65	41.94%

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Question 7			
How helpful do you find the receptionists at our GP Practice	Very Helpful	124	88.57%
	Fairly Helpful	15	10.71%
	Not at all Helpful	1	0.72%
Question 8			
Thinking of times when the surgery needs to contact you what would be your preferred method of contact	Phone	64	40.00%
	Post	8	5.0%
	Text Message	80	50.00%
	Email	8	5.00%
Question 9			
Would you recommend our GP surgery to someone who has just moved to the area if needing care	Yes	135	96.43%
	No	1	0.71%
	Don't Know	4	2.86%

**Any other comments you would like to make:**

Overall services are good

Happy that making an appointment for my children, they always get seen the same day, however I do not think that you should need to tell the receptionist the reason for the appointment

Short waiting times. Helpful staff, doctor was lovely and helpful and took time to listen to me.

Surgeries at a weekend would be beneficial to people who are working

My personal/work commitments are always taken into consideration when booking an appointment

I have always found this practice to be most helpful and professional at all times, no complaints at all.

Always had very good service Dr Hogarth was lovely.

Keep up the good work, thank you.

The staff at Dr Sudell's practice are excellent and always try to the best of their ability to give the service as patients we require.

Darwen Health Centre is difficult to walk to from the town centre.

I personally believe that the core of the Health Centre are the secretaries and receptionists who are very professional and extremely helpful.

They take great care with patients and appointments and ensure that patient's messages are conveyed promptly to the GPs. I am very happy with the staff.

Is it possible to publish and identify non-attendance of appointments and fine repeat offenders?

It's not so much the times for appointments for the Nurses it's the days and limitations e.g. can't have Health Check and B12 in the same appointment.

Sometimes difficult to get a late GP appointment.

I find everyone I meet very helpful from the reception upwards to nurses and doctors.

Access to psychiatric care from GP referrals is too slow and GP visits could be easier. CPN's are great.

Very Helpful and friendly. Dr Umer is so approachable and a great GP.

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### In Summary:

140 survey forms were handed out to patients during week commencing 25 May 2015. The survey form was also placed on our website for any patients to complete.

139 completed forms were received during the week no forms were received as a result of the online facility.

The completed forms were analysed and the summary is as follows:

- 45% Males and 55% Females completed the forms with 60% within the 16-44 year group, 15% under 16 and 45-64 age groups, 14% 65-74 age group with just over 11% in the over 75's.
- Over 60.72% preferred to book appointments by phone, 15.71% preferred to book in person and 10.0% online only booking. The survey did show that a further 13.57% would book using any method.
- Ordering prescription was a more even split with 30% ordering in person, 26% ordering by phone, 21% ordering online and 19.5% ordering via a local pharmacy.

Question 4, 5 and 6 collectively had more responses as several patients chose more than one option however the analysis did confirm:

- 48.15% of patients preferred to attend a nurse appointment in the morning with 41.36% wishing to attend late afternoon and only 10% of patients wishing to attend during the early afternoon session. This is very comparable with last year's survey and the practice has responded to patient preferences and now have later nurse appointments up to 6:00 pm everyday apart from Thursday when the clinic finishes at 5:30 pm.
- 47.74% of patients preferred to attend a GP appointment in the morning with 41.94% wishing to attend late afternoon and only 10% of patients wishing to attend during the early afternoon session. This is very comparable with last year's survey and the practice should look to adjust clinics to meet patient preferences/choice where possible.
- Over 88% of patients found our receptionist very helpful and just over 10% finding them fairly helpful and one patient finding them not helpful at all.
- Over 50% of patients preferred to be contacted by text message, 40% preferred to be contacted by telephone and 10% of patients preferred contact by email and by post.
- Over 96.43% of patients would recommend our surgery to someone moving into the area with 2.86% answering don't know and 0.71% who would not recommend our surgery.