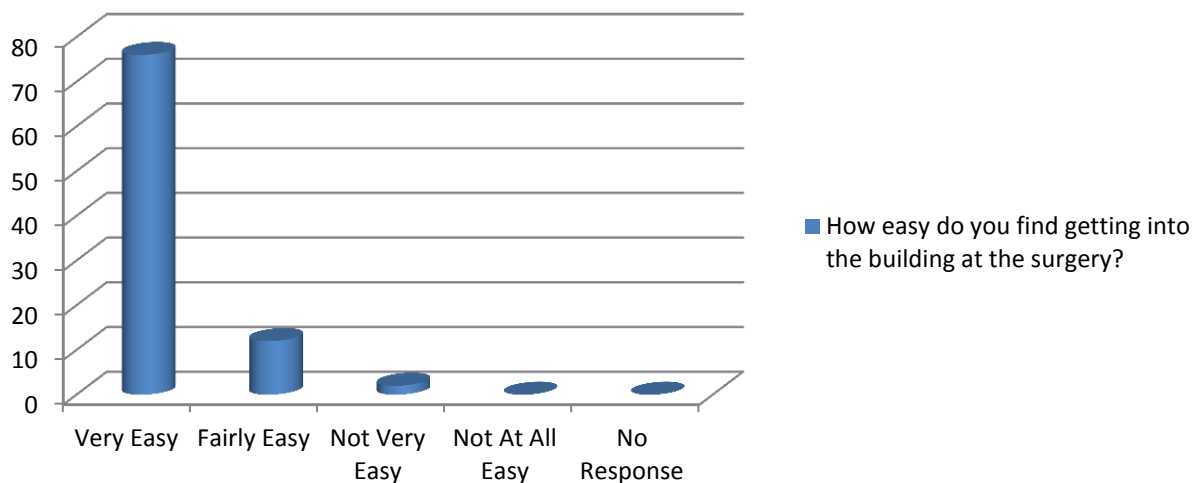
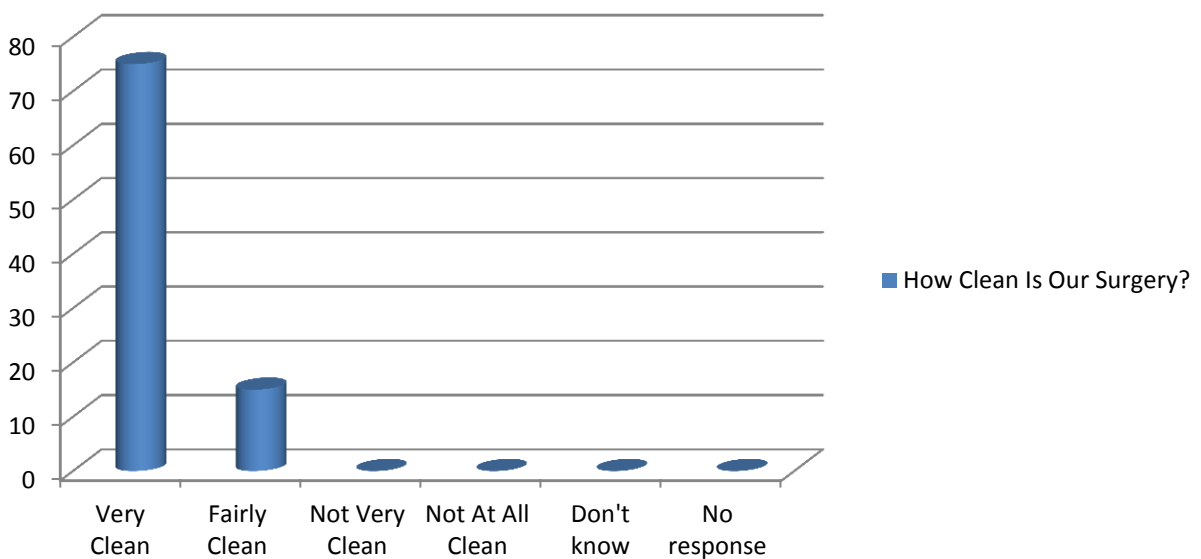


# Darwen Healthcare PRG Patient Survey Results March 2016

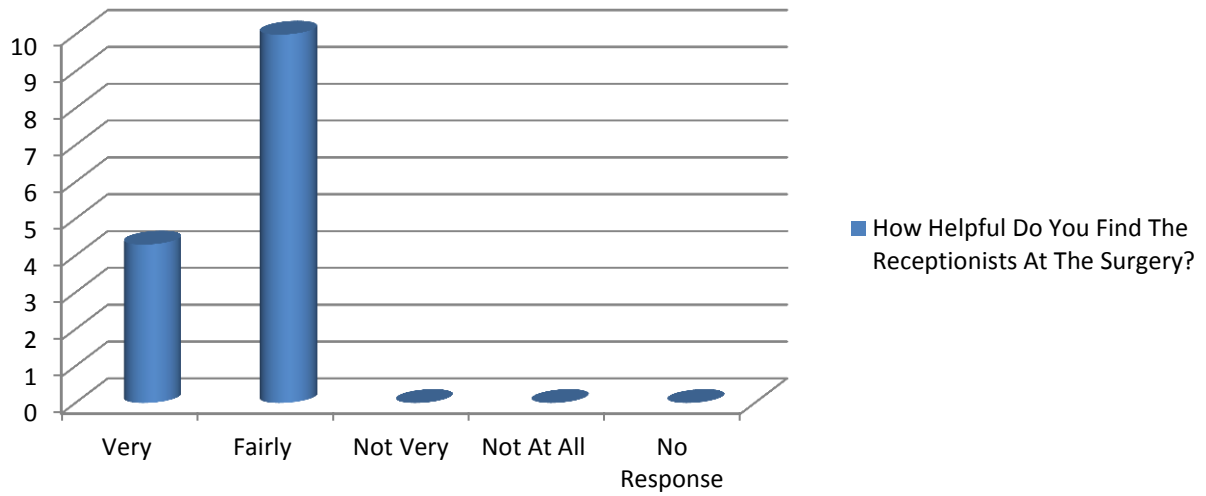
## How Easy Do You Find Getting Into The Building At The Surgery?



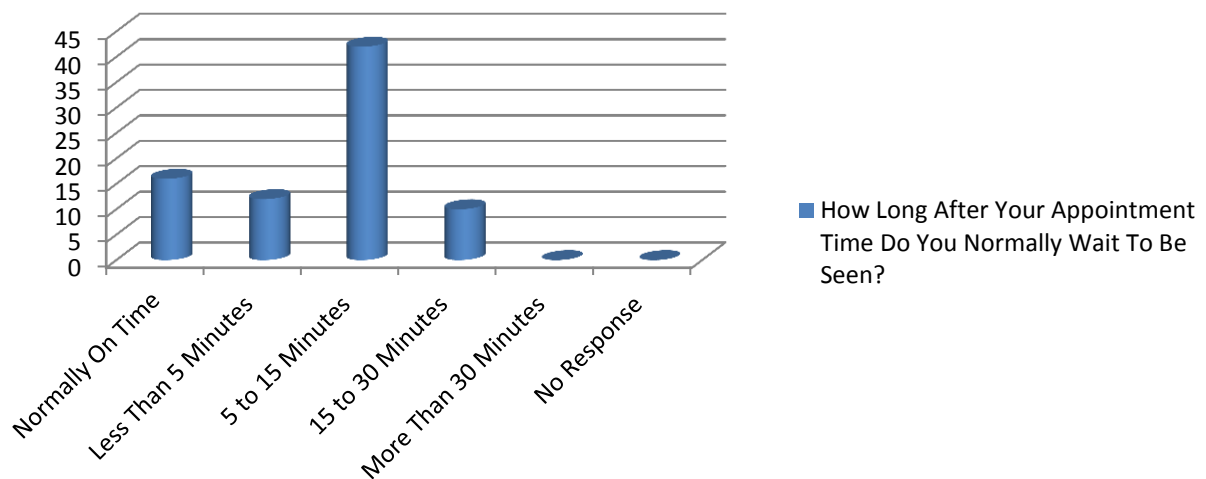
## How Clean Is Our Surgery?



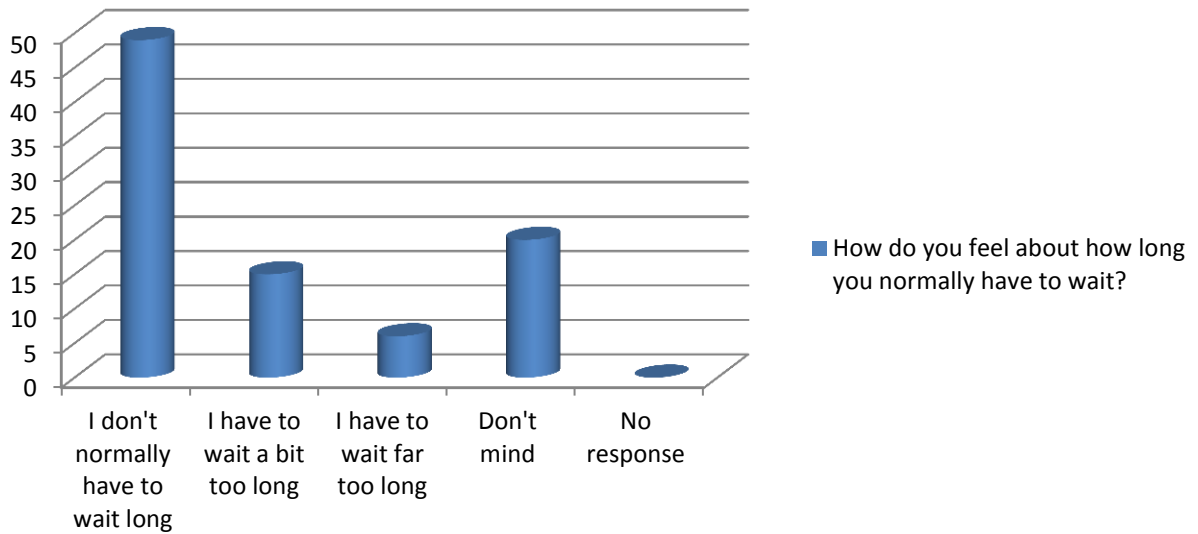
## How Helpful Do You Find The Receptionists At The Surgery?



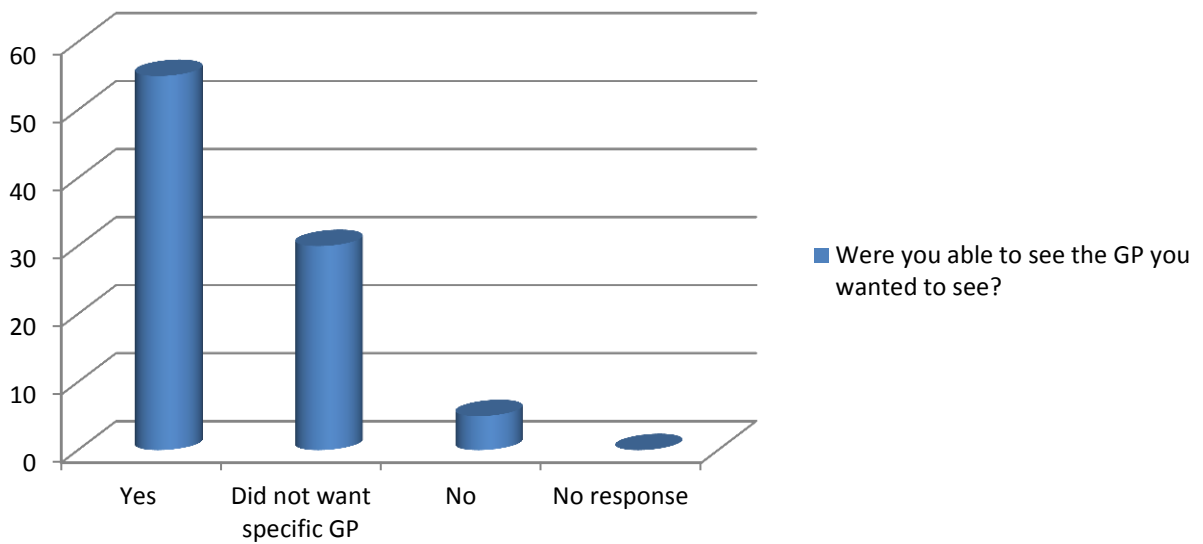
## How Long After Your Appointment Time Do You Normally Wait To Be Seen?



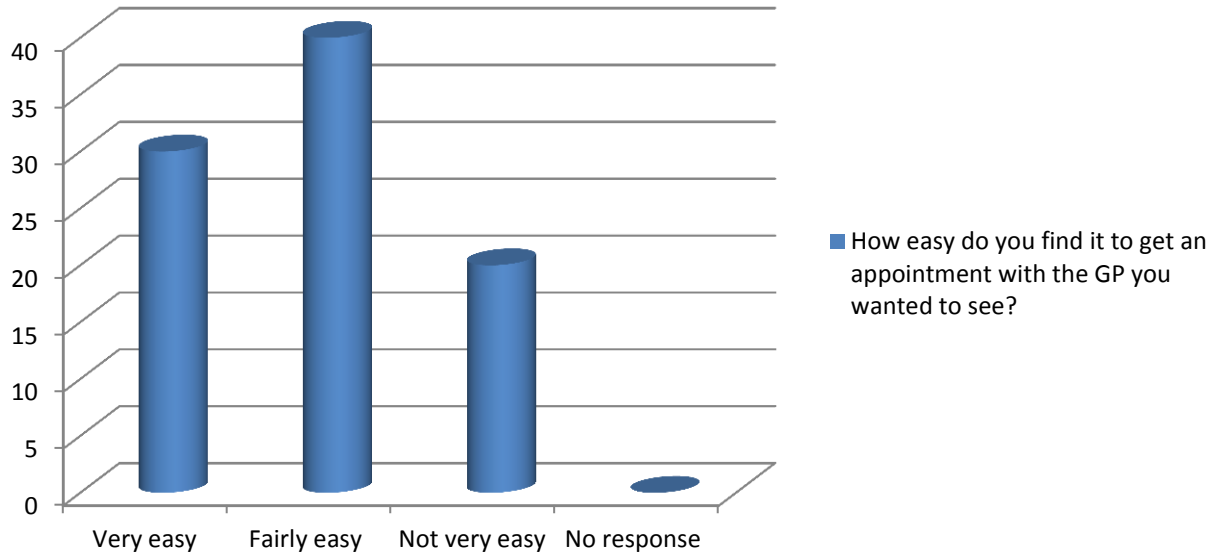
## How do you feel about how long you normally have to wait?



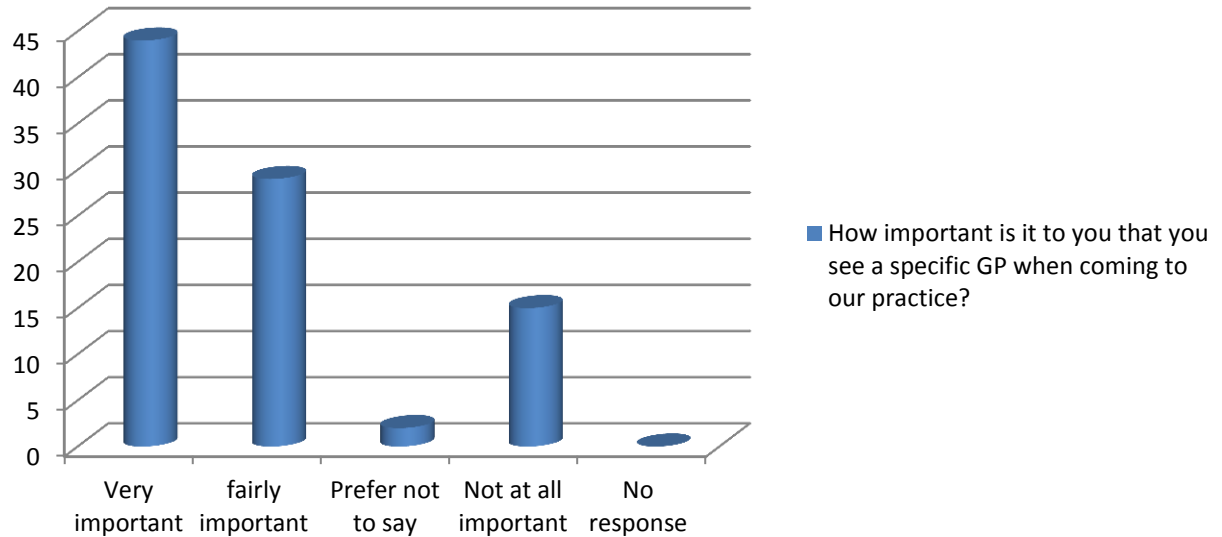
## Were you able to see the GP you wanted to see?



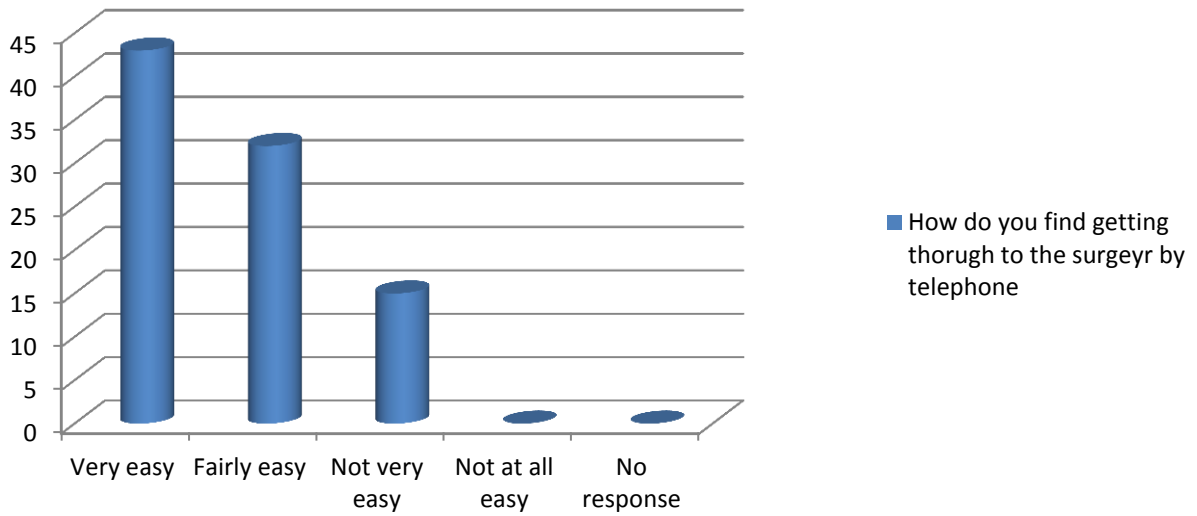
### How easy do you find it to get an appointment with the GP you wanted to see?



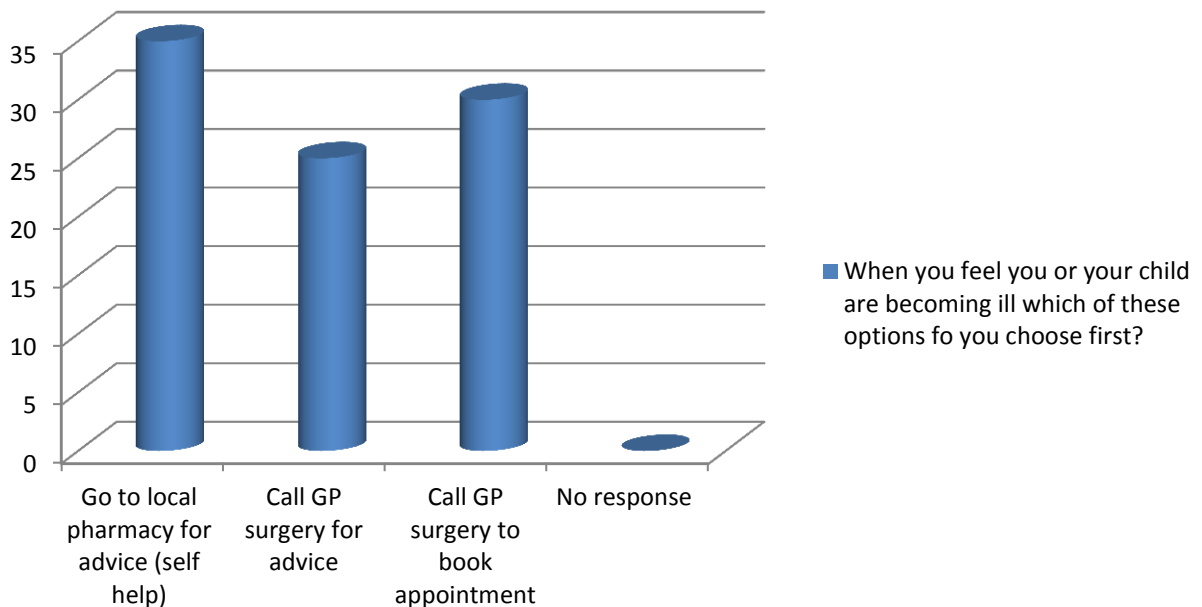
### How important is it to you that you see a specific GP when coming to our practice?



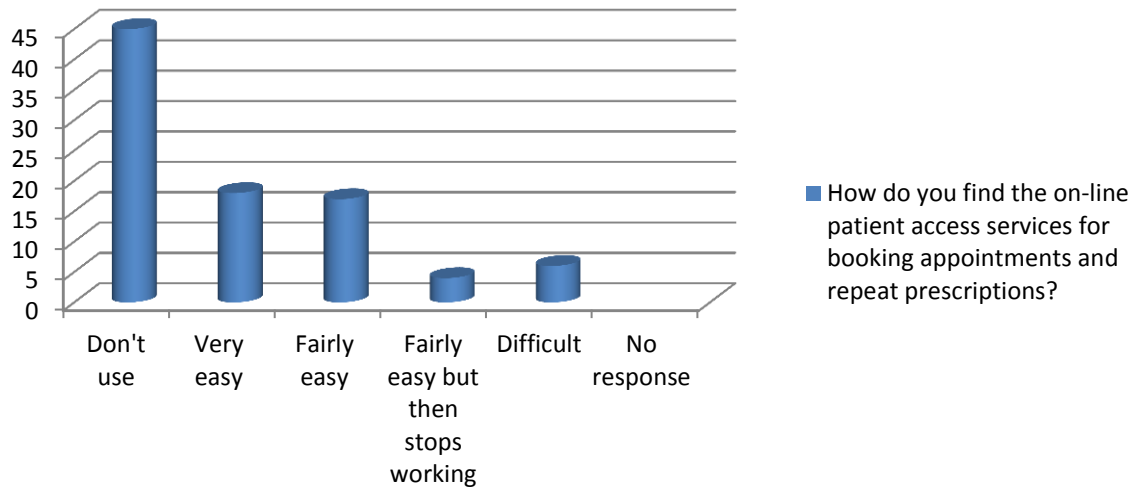
## How do you find getting through to the surgeon by telephone



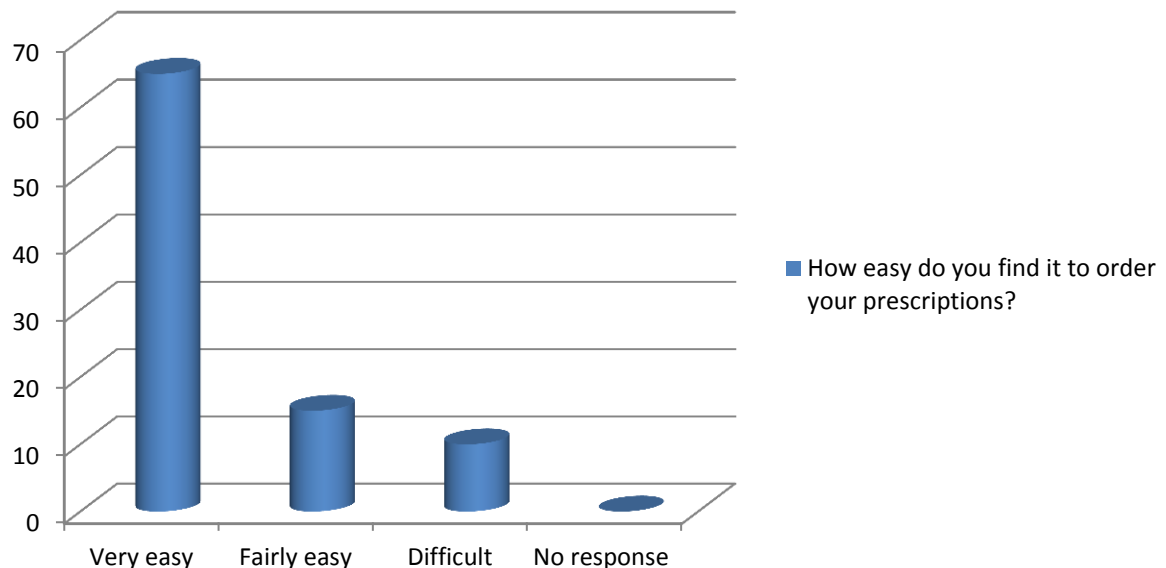
## When you feel you or your child are becoming ill which of these options do you choose first?



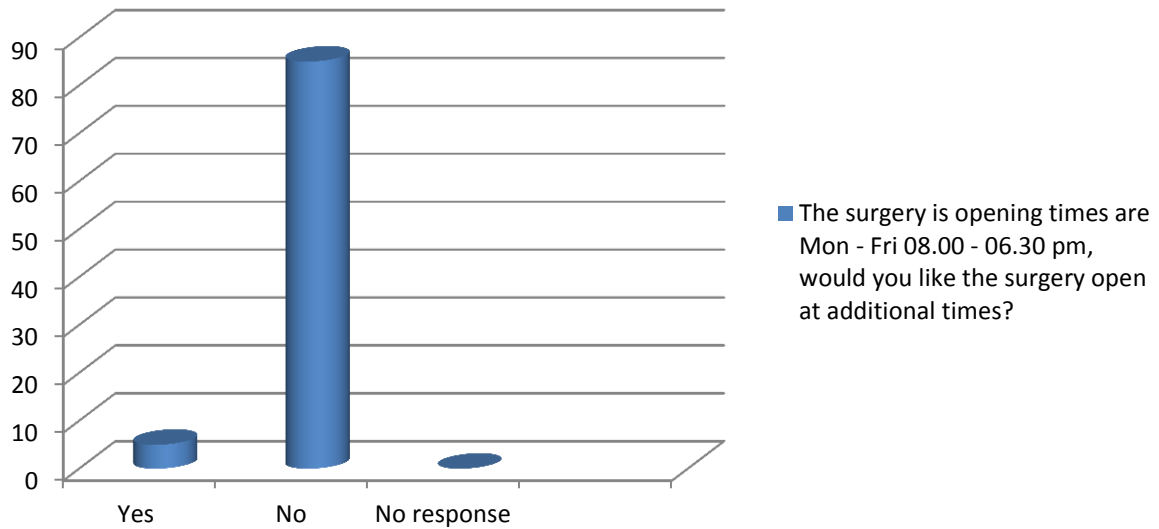
## How do you find the on-line patient access services for booking appointments and repeat prescriptions?



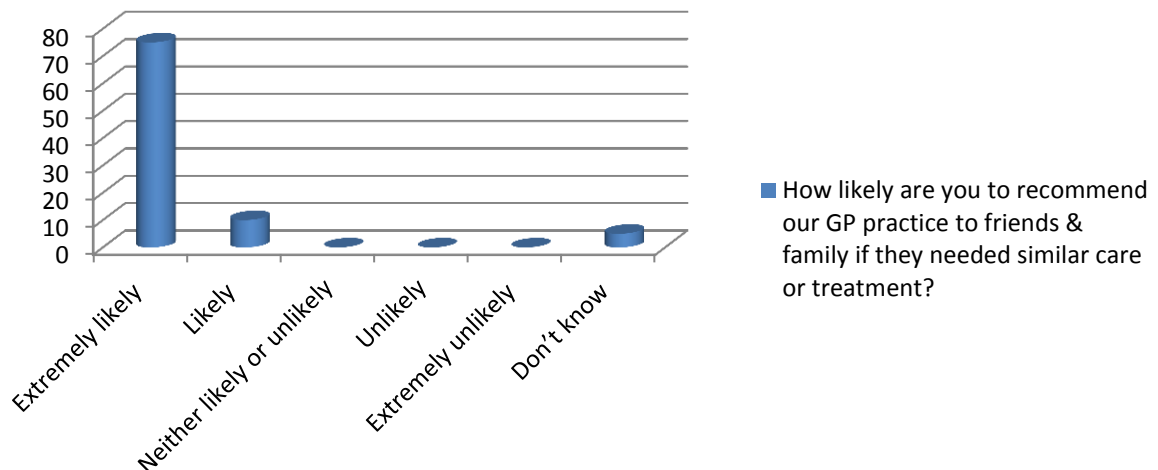
## How easy do you find it to order your prescriptions?



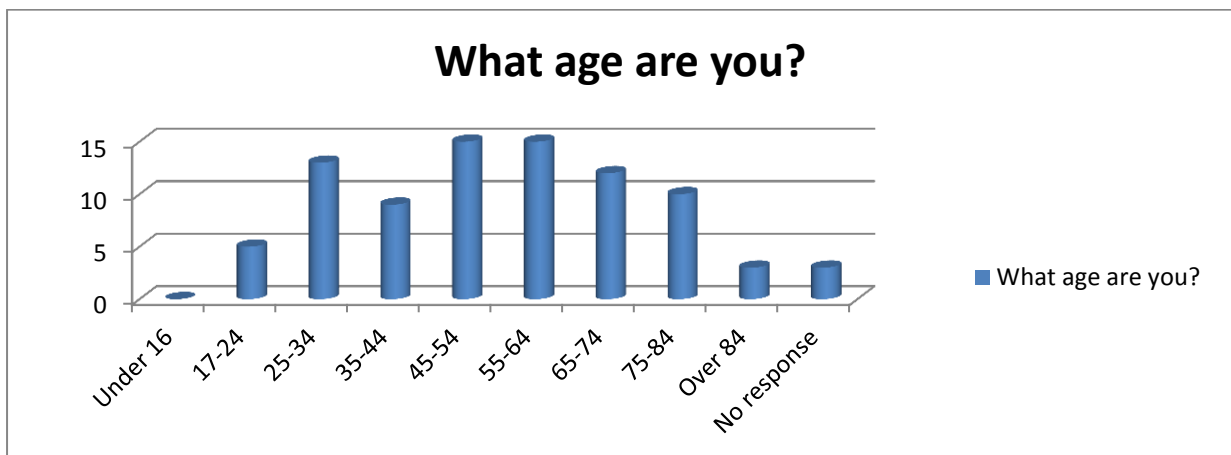
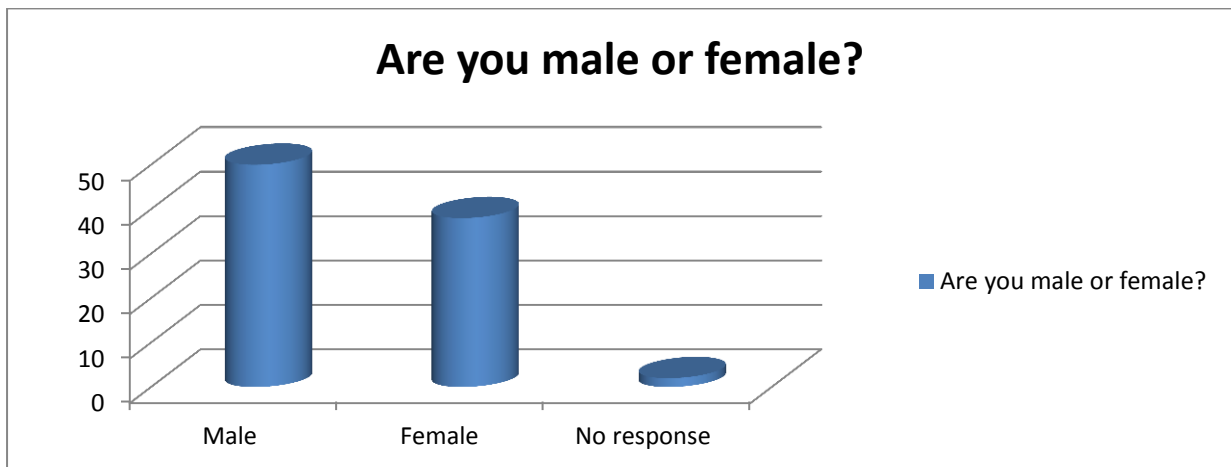
### The surgery is opening times are Mon - Fri 08.00 - 06.30 pm, would you like the surgery open at additional times?



### How likely are you to recommend our GP practice to friends & family if they needed similar care or treatment?

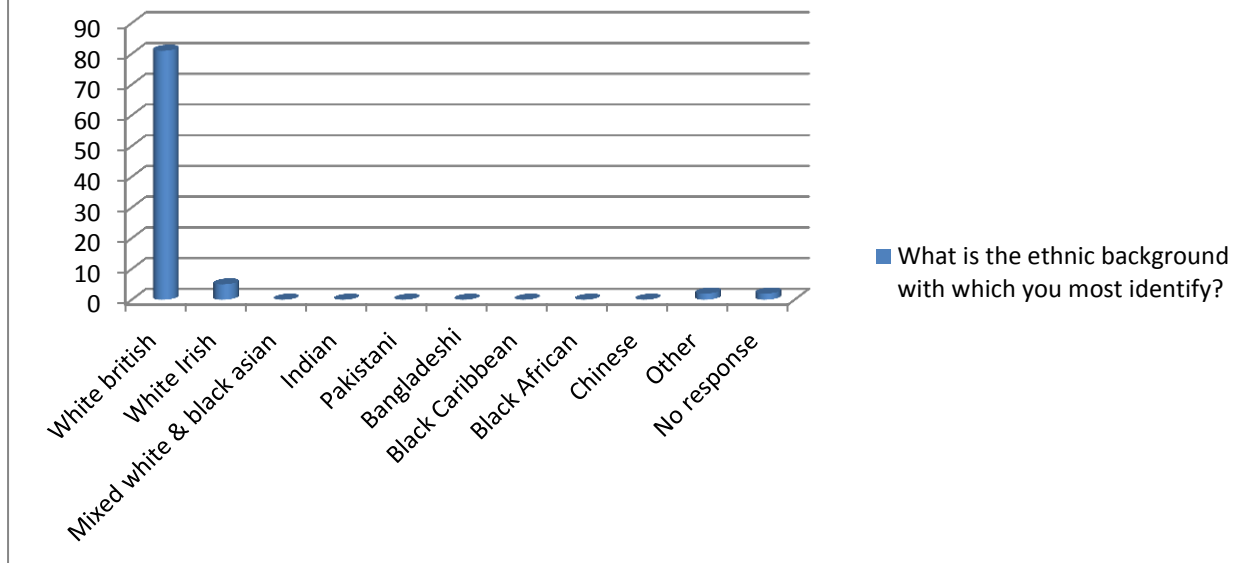


To help us analyse your answers please tell us a few things about yourself;





## What is the ethnic background with which you most identify?



### In Summary:

56% of questionnaires were completed by females with 44% of questionnaires completed by males with a good mixture of age groups. Patients generally found access in to the building and the cleanliness very good. The practice is delighted that 88% found our receptionists very helpful and 12% finding them fairly helpful.

Waiting times on arrival to see the GP averaged at between 5 and 15 minutes and is often caused of a GP is seeing a patient for more than one reason. Most of the patients did get to see the GP they wanted to see with just 5% seeing another GP. Priority on the day clinics do not specify a GP. 78% found it very easy or fairly easy to book an appointment with their named GP but 22% reported having a difficulty booking an appointment with their GP. Waiting times to book a preference GP appointment have remained stable at around 5 days but the practice has priority on the day appointments for emergencies that will not wait. 84% found it relatively easy to get through to the surgery by phone.

89% found it relatively easy to order a prescription.

Online services for booking appointments and ordering prescriptions were not being utilised with over 50% completing the survey not using this facility.

### Action Plan

- **Create a practice newsletter promoting the online services such as booking appointments, ordering prescriptions and promoting electronic prescribing**
- **Ensure adequate receptionists on the phones at busy periods i.e. 08:00 -09:30**
- **Promoting of the practice website to obtain additional health education and the services we offer.**