

Darwen Healthcare
Patient Survey September 2014

During a two week period commencing 30 September 2014 the Patient Reference Group representatives handed out a mini survey asking questions relating to Preferred method of booking appointments, preferred times of appointments for GP's and Nurses, preferred method of ordering prescriptions, preferred method of contact by the practice and whether the patients would recommend our surgery to someone who has just moved to the area.

The results are as follows:

150 surveys handed out and 147 were returned = 98%.

Question 1: Are You Male or Female

60 Male (40%) and 87 Female (59%)

Question 2: Your age

16-44	= 25 (17%)
45-64	= 49 (33%)
65-74	= 54 (36%)
75 above	=19 (13%)

Question 3: Preferred method of booking appointments

In Person	= 32 (22%)
By Phone	= 88 (60%)
Online	= 24 (16%)
All of the above	= 3 (0.02%)

Question 4: Preferred method of ordering prescriptions

In Person	=39 (22%)
By Phone	=43 (24%)
By Post	= 4 (0.02%)
Online	=44 (25%)
Pharmacy	=48 (27%)

Question 5: Preferred time of Nurse Appointments

AM 08:00 -12:00	=103 (63%)
PM 1:00- 4:00	= 16 (9%)
PM 4:00- 6:00	= 43 (26%)

Question 6: Preferred time of GP Appointments

AM 08:00 -12:00	=102 (61%)
PM 1:00- 4:00	= 18 (10%)
PM 4:00- 6:00	= 46 (27%)

Question 7: How helpful are the receptionists

Very Helpful = 107(73%)
Fairly Helpful = 38 (25%)
Not at all Helpful = 2 (0.01%)

Question 8: Preferred method of contact by the practice

Phone = 120 (62%)
Post = 21 (10%)
Text Message = 34 (17%)
Email = 17 (9%)

Question 9: Would you recommend Our Surgery to someone who has just moved to the area.

Yes = 133(90%)
No = 6(4%)
Don't Know = 7(4%)

Comments received:

- Phone lines are busy waiting in a queue and wanting to book appointments with nurses whilst at the surgery rather than them ring you back.
- Very pleased with the quality of medical care received at the practice
- Parking issues
- Always excellent service from this practice and accommodate our needs on every occasion
- Shorter waiting time to see my own GP
- People who work full time need later appointments yet there is only one late surgery night per week.
- More flexible access to GP would be appreciated at evenings
- Very satisfied with all the services
- More reception staff
- All good thanks
- Not to have to wait more than a week to see you own GP as a pre-bookable appointment
- More receptionists on front desks at busy times plus a third for pharmacy lists
- First Class Practice and Service
- Very helpful and friendly whenever contact made or help needed
- Never had any problems, always very helpful
- Stay open at weekends
- Very pleasant staff
- Very satisfied with Darwen Healthcare
- Receptionists and Nursing staff always polite and helpful
- Always busy at reception some of the young receptionists need to understand age and its limitations, but would like to add on the whole they are very helpful and cheery
- Generally things are good however prescription issues can take a long time to rectify

In Summary:

Appointments

Appointments are mainly booked in person or by phone. The practice will shortly have the facility for patients to book appointments on line in the new year. Waiting times to see your usual GP have started to reduce and the practice will be looking of ways to reduce the waiting times further. Preferred appointment time for both GP and Nurses seemed to indicate AM appointments and mid-afternoon to 6pm therefore meeting the needs of the working population and schoolchildren.

Prescriptions

Preferred method of ordering is split quite evenly at around 20-25% for each method. The practice will shortly have the facility to order prescription directly on line.

Receptionists

On the whole very helpful and do understand that reception can be very busy. Extra staff have been employed to help however the reception peak times vary from week to week.