



Patient Participation Group

Annual Survey & Report 2022

The Darwen Healthcare Patient Participation Group meets every 2 months to hear news about the Practice and provide a patient perspective on any future plans. The practice is represented at each meeting by one or more of the Management & Clinical Team.

The group also brings to the meeting their observations of experience with the service and those that they may have been told anecdotally. It must be noted that these are only noted as a sharing of what has gone well or where the group feels changes may improve the service.

It is the policy of the group that no personal complaints involving themselves or others are discussed at the meetings and that they should be brought to the attention of the Manager outside of Group meetings.

For the past two years the Group has met virtually using the Teams software and the reinstatement of Face to Face meetings are reviewed at each meeting.

Present members of the Group are:

| | |
|--------------------|------------|
| Barry Ashbolt | Chair |
| Ann Crook | Vice Chair |
| Alan Pickup | Secretary |
| Ian Townsend | Member |
| Karen Narramore | Member |
| Christine Sharples | Member |
| Carol Guy | Member |
| Jessica Mottershaw | Member |
| Brian Taylor | Member |

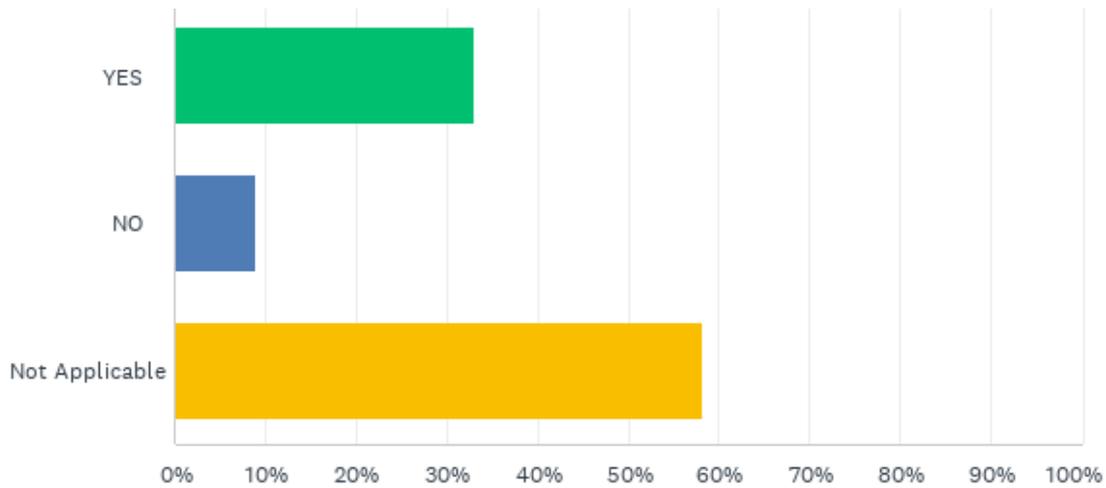
We also have a number of members who provide comments and feedback as unable to join the meetings.

As part of their remit the group work with the Practice to carry out a survey of registered patients. The proposed questions are discussed and verified after the end of the fiscal year i.e. April to March. These are then sent to all patients who have electronic links to the practice to be completed using the Survey Monkey online platform.

Prior to the restrictions, brought about by the Pandemic, the group asked patients in the waiting area to complete a paper version, if they had not already done an online version. This was discretionary and no patient was obliged to take part if they did not wish to. Again, this will be reviewed regularly to see if this can be carried out in this way, without compromising safety at a future date.

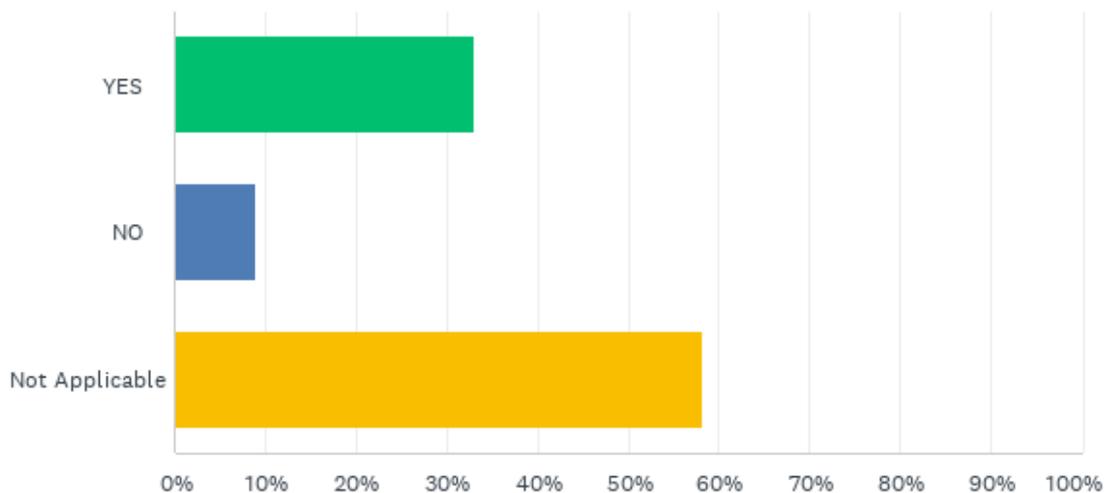
The group welcomes expressions of interest in joining the group from registered patients of Darwen Healthcare, if you are interested please contact ann.neville1@nhs.net

Q1 Thinking about your last appointment how did you interact with the clinician?



| Row Labels | Count of Response | Count of Response |
|--------------------|-------------------|-------------------|
| By Face to Face | 828 | 62.82% |
| By Telephone | 441 | 33.46% |
| By Video | 49 | 3.72% |
| Grand Total | 1318 | 100.00% |

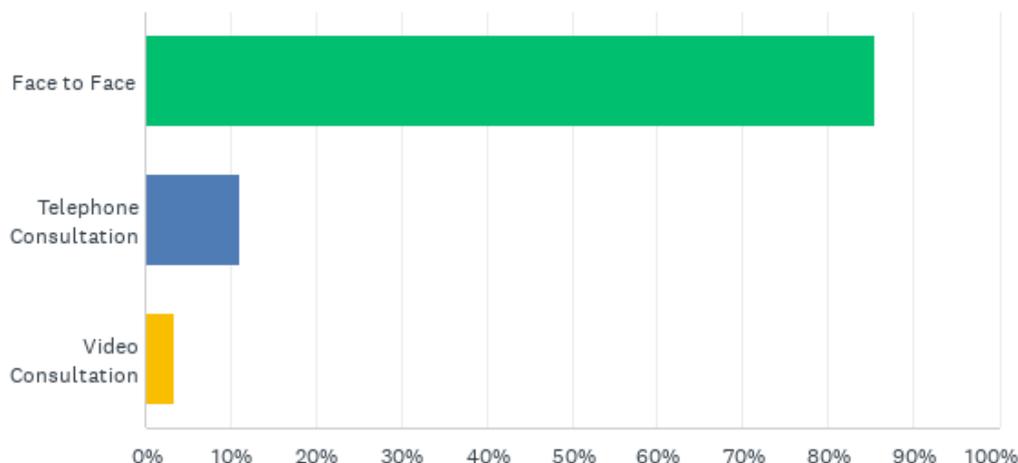
Q2 If your consultation was by telephone or video, did you feel your problem was dealt with effectively, if you have answered NO please comment



| Row Labels | Count of Response | Count of Response |
|--------------------|-------------------|-------------------|
| NO | 128 | 21.16% |
| YES | 477 | 78.84% |
| Grand Total | 605 | 100.00% |

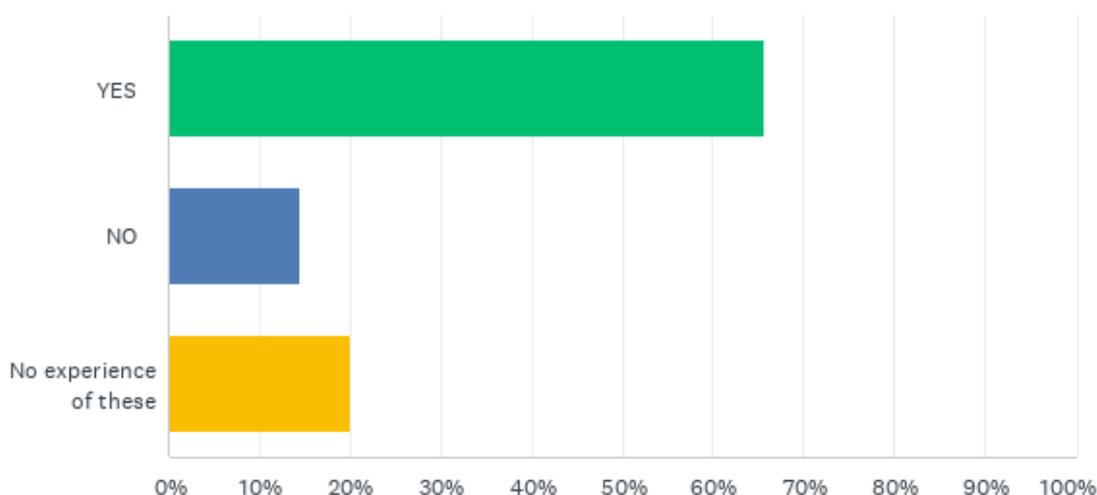
N.B. The not applicable, where those surveyed had not had a consultation has been removed for clarity

Q3 Keeping in mind that COVID-19 restrictions are easing and staff will direct any appropriate calls to a face to face appointment, which is generally your preferred appointment type of contact by the clinician?



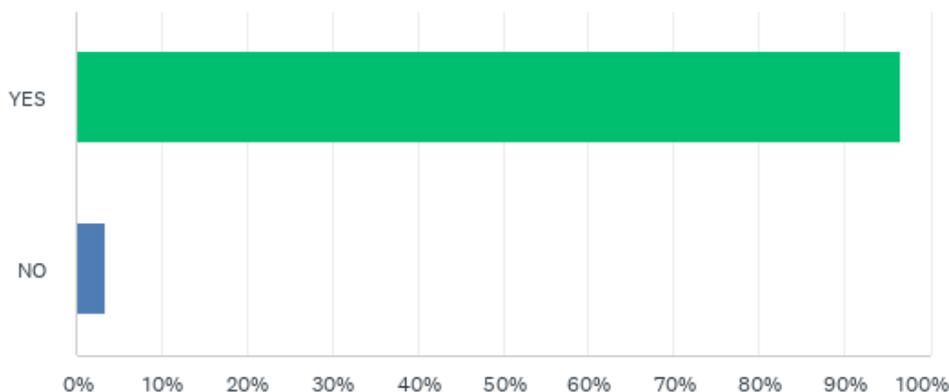
| Row Labels | Count of Response | Count of Response |
|------------------------|-------------------|-------------------|
| Face to Face | 1228 | 85.57% |
| Telephone Consultation | 159 | 11.08% |
| Video Consultation | 48 | 3.34% |
| Grand Total | 1435 | 100.00% |

Q4 Do you find our processes, using new technology, easy to use? (Booking online, accessing your appointment or ordering your prescriptions)



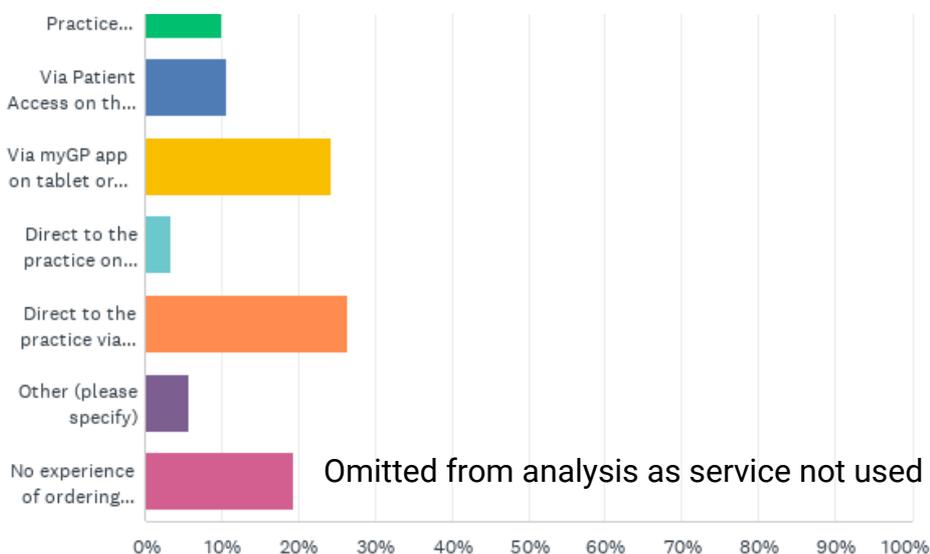
| Row Labels | Count of Response | Count of Response |
|------------------------|-------------------|-------------------|
| NO | 209 | 14.40% |
| No experience of these | 290 | 19.99% |
| YES | 952 | 65.61% |
| Grand Total | 1451 | 100.00% |

Q5. Are you happy to receive invitations, appointment reminders, general practice information, advice or results via SMS text message?



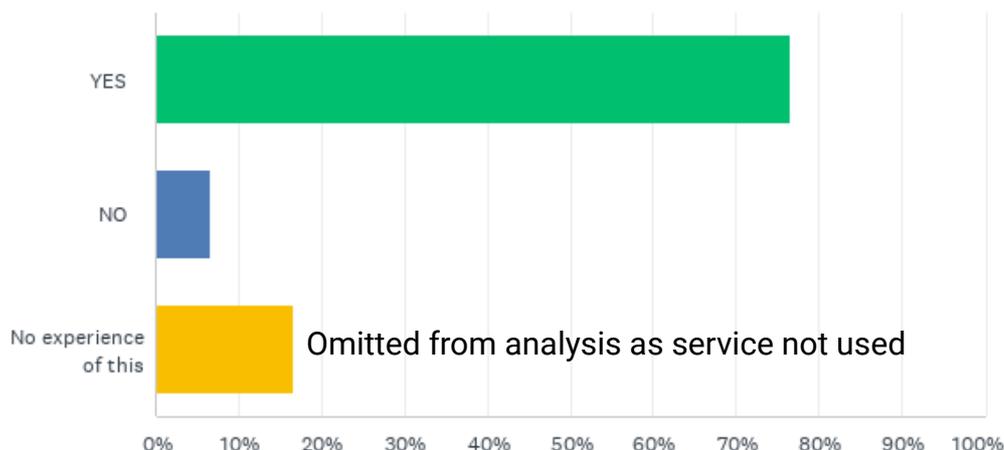
| Row Labels | Count of Response | Count of Response |
|--------------------|-------------------|-------------------|
| NO | 49 | 3.36% |
| YES | 1411 | 96.64% |
| Grand Total | 1460 | 100.00% |

Q6. If you order repeat medication, how do you submit your request?



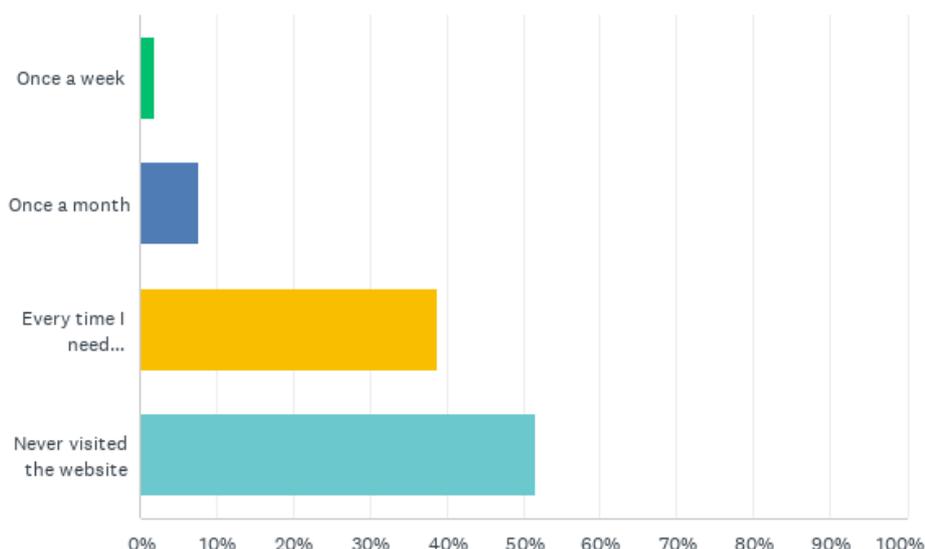
| Row Labels | Count of Response | Count of Response |
|--------------------------------------|-------------------|-------------------|
| Direct to the practice on paper | 50 | 4.30% |
| Direct to the practice via telephone | 381 | 32.73% |
| Other (please specify) | 83 | 7.13% |
| Via myGP app on tablet or phone | 352 | 30.24% |
| Via Patient Access on the internet | 153 | 13.14% |
| Via the Practice Website | 145 | 12.46% |
| Grand Total | 1164 | 100.00% |

Q7. Are you satisfied with the prescription ordering service?



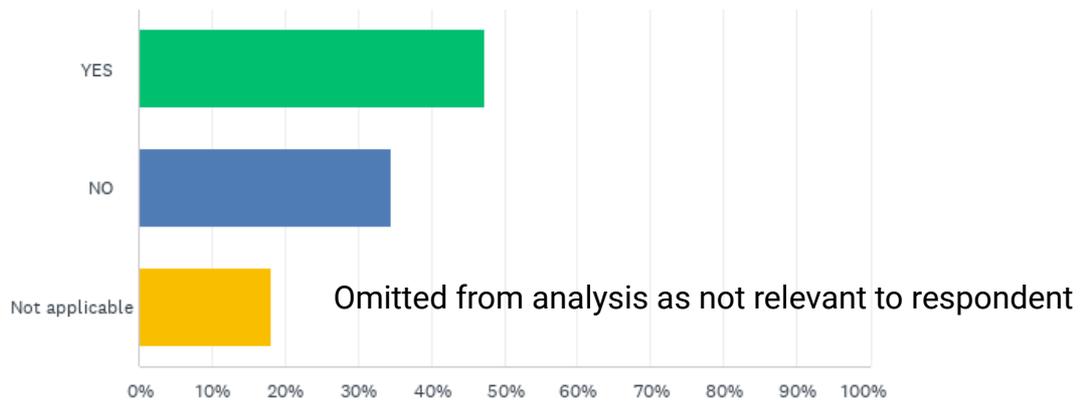
| Row Labels | Count of Response | Count of Response |
|--------------------|-------------------|-------------------|
| NO | 97 | 8.02% |
| YES | 1112 | 91.98% |
| Grand Total | 1209 | 100.00% |

Q8. The practice website <https://www.darwenhealthcare.co.uk/> is kept up to date with the latest news on health, policies and services. How often do you visit the website?



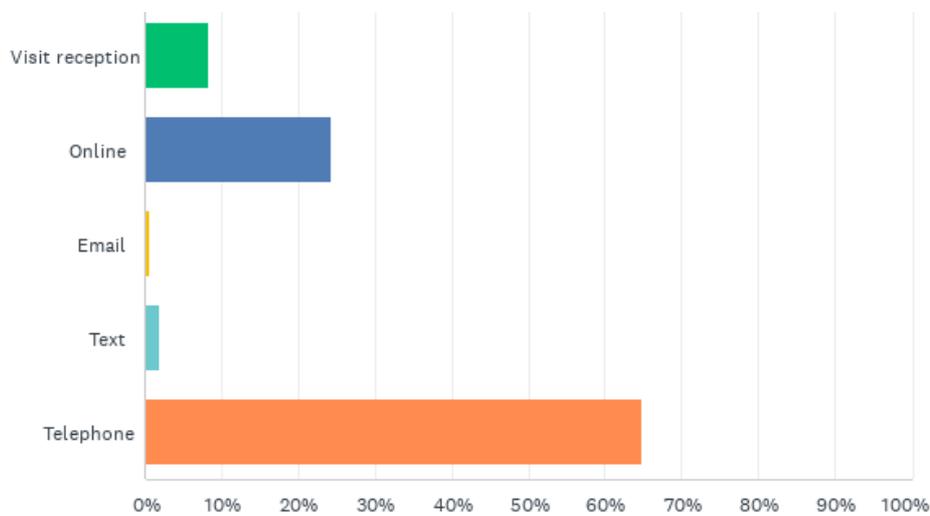
| Row Labels | Count of Response | Count of Response |
|-------------------------------|-------------------|-------------------|
| Every time I need information | 564 | 38.79% |
| Never visited the website | 751 | 51.65% |
| Once a month | 111 | 7.63% |
| Once a week | 28 | 1.93% |
| Grand Total | 1454 | 100.00% |

Q9. The practice has a Safe Guarding policy to ensure all members of the team who come in to contact with Children and Vulnerable Adults are appropriately trained to do so. Are you aware of this?



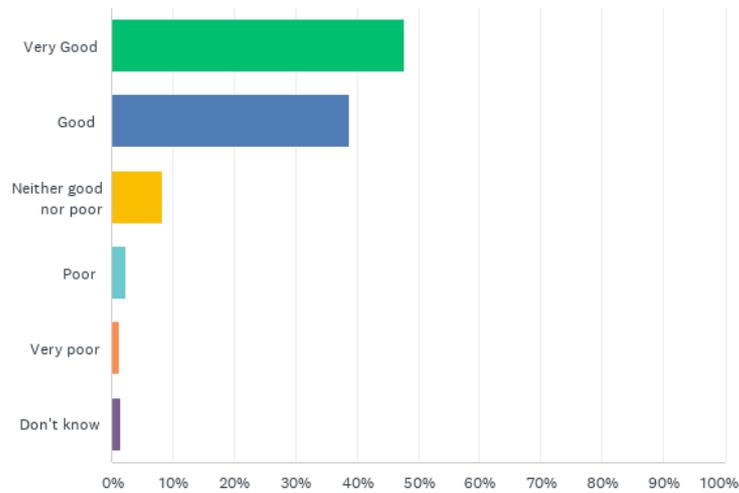
| Row Labels | Count of Response | Count of Response |
|--------------------|-------------------|-------------------|
| NO | 504 | 42.14% |
| YES | 692 | 57.86% |
| Grand Total | 1196 | 100.00% |

Q10. What is your preferred method of making appointments or contacting the Surgery?



| Row Labels | Count of Response | Count of Response |
|--------------------|-------------------|-------------------|
| Email | 10 | 0.69% |
| Online | 353 | 24.29% |
| Telephone | 943 | 64.90% |
| Text | 27 | 1.86% |
| Visit reception | 120 | 8.26% |
| Grand Total | 1453 | 100.00% |

Q11. Darwen Healthcare strives to give a good service to all our registered patients. How would you rate our service overall?



| Row Labels | Count of Response | Count of Response |
|-----------------------|-------------------|-------------------|
| Very Good | 697 | 48.47% |
| Good | 566 | 39.36% |
| Neither good nor poor | 122 | 8.48% |
| Poor | 34 | 2.36% |
| Very poor | 19 | 1.32% |
| Grand Total | 1438 | 100.00% |

Feedback from the Practice

There was an unprecedented response to the survey and whilst we got many comments of satisfaction, we have looked at some of the comments where patients thought the service could be better. Some of the suggestions and comments are not possible given the restraints practices have been under during the pandemic. Staff and clinicians are no different to everyone and they are more susceptible to catching Covid by seeing patients face to face, despite measures to sanitise areas between patients. The practice has seen the biggest rise in sickness and forced isolation of the team more than at any other time we have been serving the local population.

We have looked at some of the comments about the service where we feel we can improve or have already carried out changes to improve the service.

Q1. Thinking about your last appointment how did you interact with the clinician?

The practice has throughout the pandemic offered face to face consultations, initially during the early stages telephone and video was first option as mandated by the NHS followed by a face to face (F2F) appointment as clinically needed

Since June 21 the practice offered Face to Face and at that point was offering around 40% F2F but since November 21 this increased to 65% F2F and 35% virtual and this is consistently achieved.

With regard to GP availability the practice list size has grown to over 13,000 patients and to ensure appointment availability we have recruited a further 3 GPs since August 21 and are recruiting a further one due to commence in August 22.

A GP is not always the appropriate person carry out a consultation, we also have an Advanced Nurse Practitioners, Physician Associate, Paramedic, Clinical Pharmacist and Pharmacy Technician that complement and assist the GPs using their own specialist training. (These sessions total up to 35 Sessions)

As a Training Practice for doctors completing their final year of GP Training we also have had additional GP registrars currently having 2 with a further 2 commencing in August. These are qualified Doctors completing the final year of their GP training within practices (These session total up to 16 Sessions).

Q2 If your consultation was by telephone or video, did you feel your problem was dealt with effectively, if you have answered NO please comment

Appointments for bloods are generally completed at the treatment room where the final appts are around 5 pm with sample collection 5.45 pm – future plans are for the practice to liaise with external services to get samples collected later hopefully up to 8pm which will allow later appointments with the practice up to 7.30 pm.

We saw a number of our long serving GPs retire during the last 2 -3 years and their patients reallocated to another named GP. Any changes of named GP are communicated to patients via a personalised letter and their assigned GP added into their patient record.

Most felt that the virtual appointments dealt with the problem and going forward the practice will provide the option for virtual appointments as long as an examination is not needed.

As above appointments data collated week on week shows 66% face to face and 34% virtual.

Q3 Keeping in mind that COVID-19 restrictions are easing and staff will direct any appropriate calls to a face to face appointment, which is generally your preferred appointment type of contact by the clinician?

Most felt that there was a place for both face to face and virtual appointments based on the medical condition or reason for the appointment

Q4 Do you find our processes, using new technology, easy to use? (Booking online, accessing your appointment or ordering your prescriptions)

The practice was aware of the phone issues, this was not a staffing issue but more that the current IT/Phone system was no longer fit for purpose. During the pandemic the practice was sourcing a new cloud-based telephony system that would be more effective. The Surgery Connect system is

now in place, queues and waiting times are much reduced. We do appreciate patient feedback that the menu is quite lengthy but this will allow patients to be directed to the most appropriate option to deal with their request. The practice will of course monitor patient feedback. The first two weeks of data confirms that the average queue time was 1m and 52 secs and during that period 42 patients could have accepted a call back – 16 accepted the call-back option with 15 receiving a call back, 1 hung up and re-joined the queue.

In order to reduce waiting times on the phone we have implemented more dedicated line options for nurse appointments test results. Our secretarial team have a voicemail option.

The practice has started to open online booking of pre-bookable Clinical appointments which will be a selection of face to face or virtual however all online booking will be subject to triage to ensure that there is an effective use of appointments by the most appropriate Healthcare Professional. The practice will also be implementing an online consultation option from September 22 – all of these should help most patient groups.

5. Are you happy to receive invitations, appointment reminders, general practice information, advice or results via SMS text message?

It was encouraging to note that 98% of patients were happy to receive text messages to keep them informed.

6. If you order repeat medication, how do you submit your request?

A variety of methods were used such as patient access, MyGP, website, telephone and face to face.

7. Are you satisfied with the prescription ordering service?

To assist with the issues noted in comments about prescriptions we will publish a simple Prescription Guide on our website with a link sent out to patients that use online services.

We are aware that some patients kept the prescription link for the previous website in their favourites and there had been issues since the website was updated for those using the previous link, the link on the website is now www.darwenhealthcare.co.uk/prescriptions

8 The practice website <https://www.darwenhealthcare.co.uk/> is kept up to date with the latest news on health, policies and services. How often do you visit the website?

The numbers of people visiting the website as compared to those that never visit the website is almost 50/50 at the time of the survey. We have seen an increase in visits since a reminder has been placed on the telephone system, but we would still remind patients that there is a wide range of health information on the website at www.darwenhealthcare.co.uk

9. The practice has a Safe Guarding policy to ensure all members of the team who come in to contact with Children and Vulnerable Adults are appropriately trained to do so. Are you aware of this?

We are undertaking a review of all Practice Policies and Information on the website and will highlight this in future newsletters and media

10. What is your preferred method of making appointments or contacting the Surgery?

Booking appointments were completed by MyGP, Patient Access, Telephone and Face to Face. The new telephony system should help with getting through to book appointments. Online appointments should help now they are being introduced as will online consultations

Always have on the day appointments at 8 am average around 90-100 each day .Additional GPS recruited to assist with a rising patient list and post covid catch up

11. Darwen Healthcare strives to give a good service to all our registered patients. How would you rate our service overall?

We are pleased that 87% of Patients rated the practice very good or good. We have noted the comments on the other answers, many of which are covered in previous responses