

Patient Participation Group (PPG) Annual Survey - Darwen Healthcare GP Practice (Dr M Ninan & Partners) - April 2023

Thursday, May 25, 2023

1258

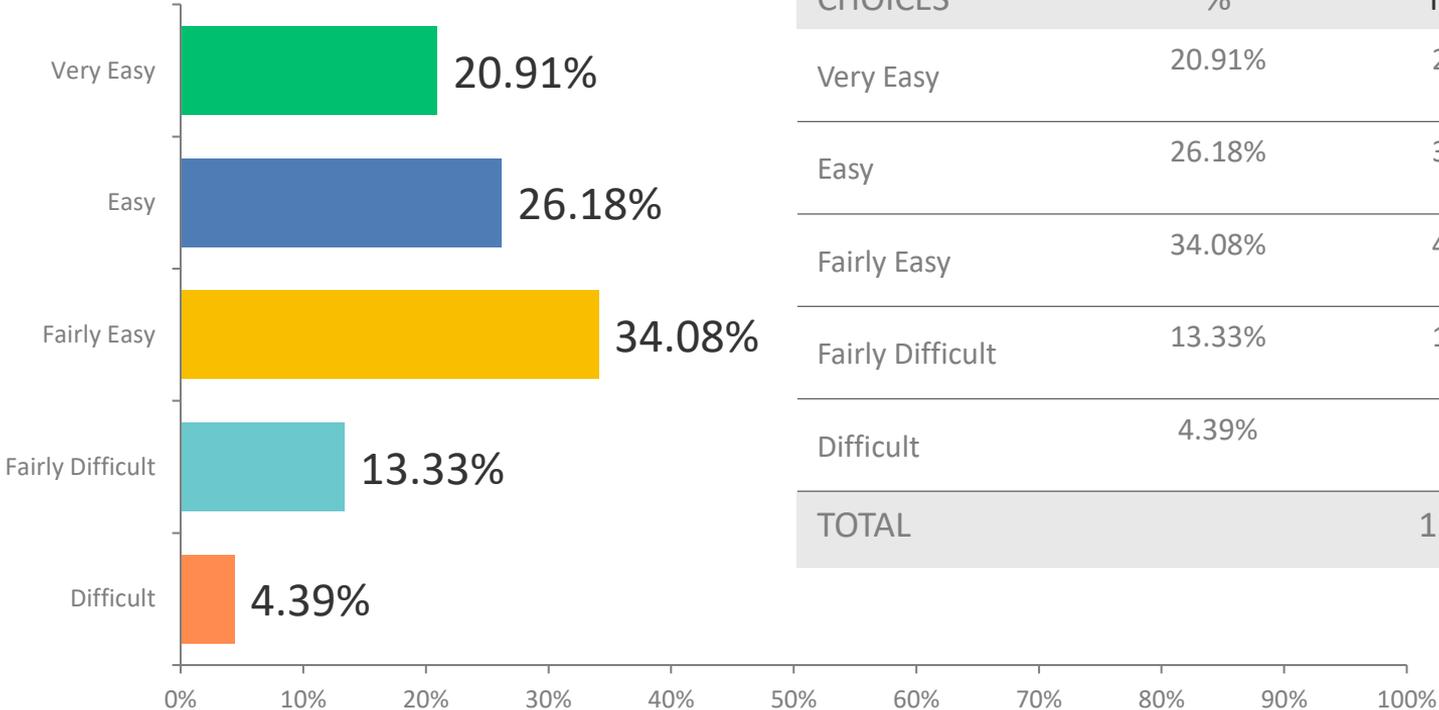
Total Responses

Date Created: Monday, April 17, 2023

Complete Responses: 1258

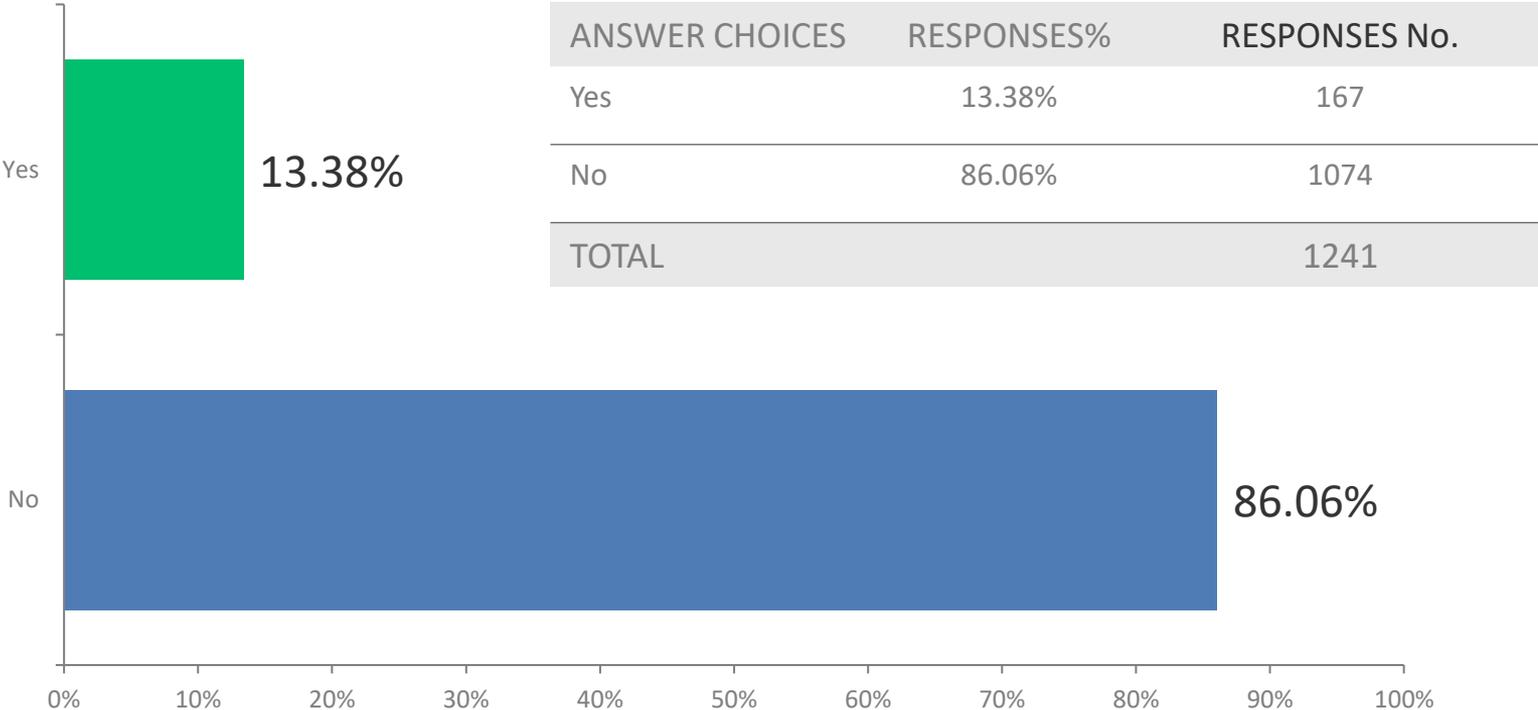
Q1: Generally how easy is it to get through to the practice by phone?

Answered: 1239 ; 19



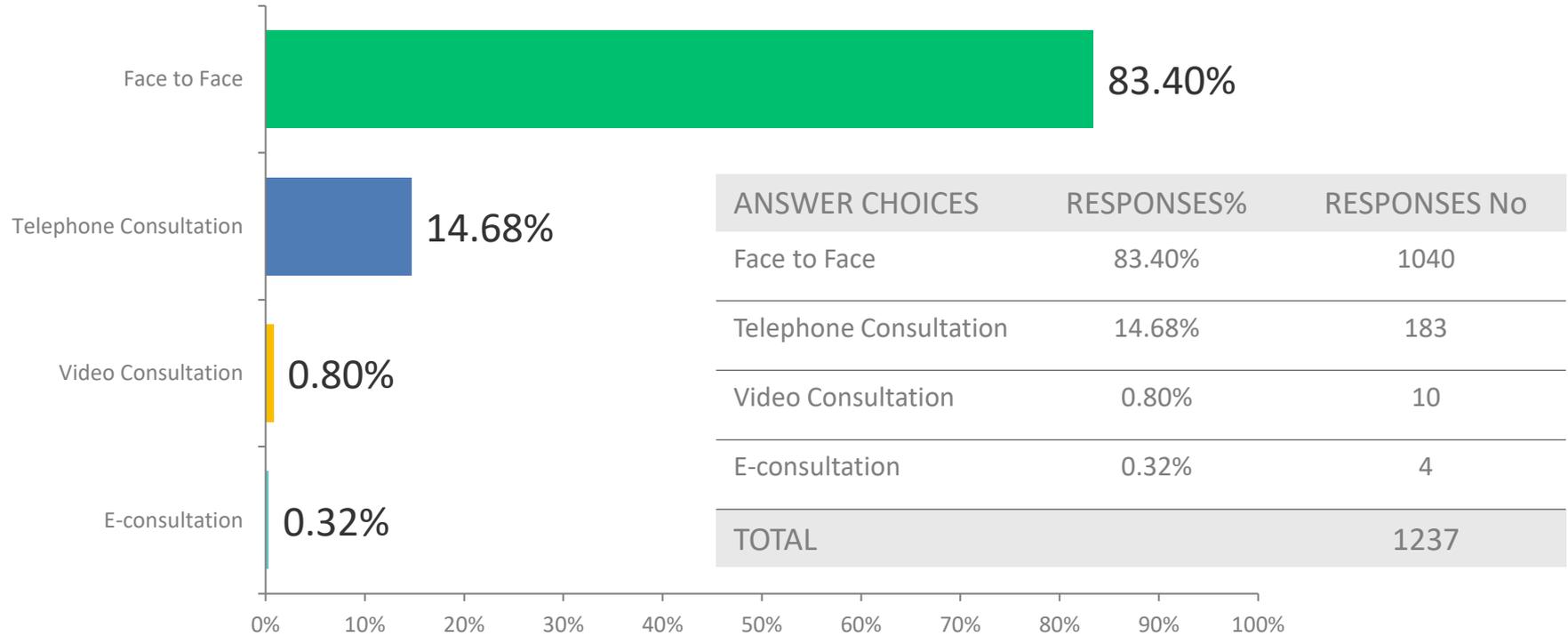
Q2: When you last contacted the practice - did you use the new call back service?

Answered: 1241 ; 17



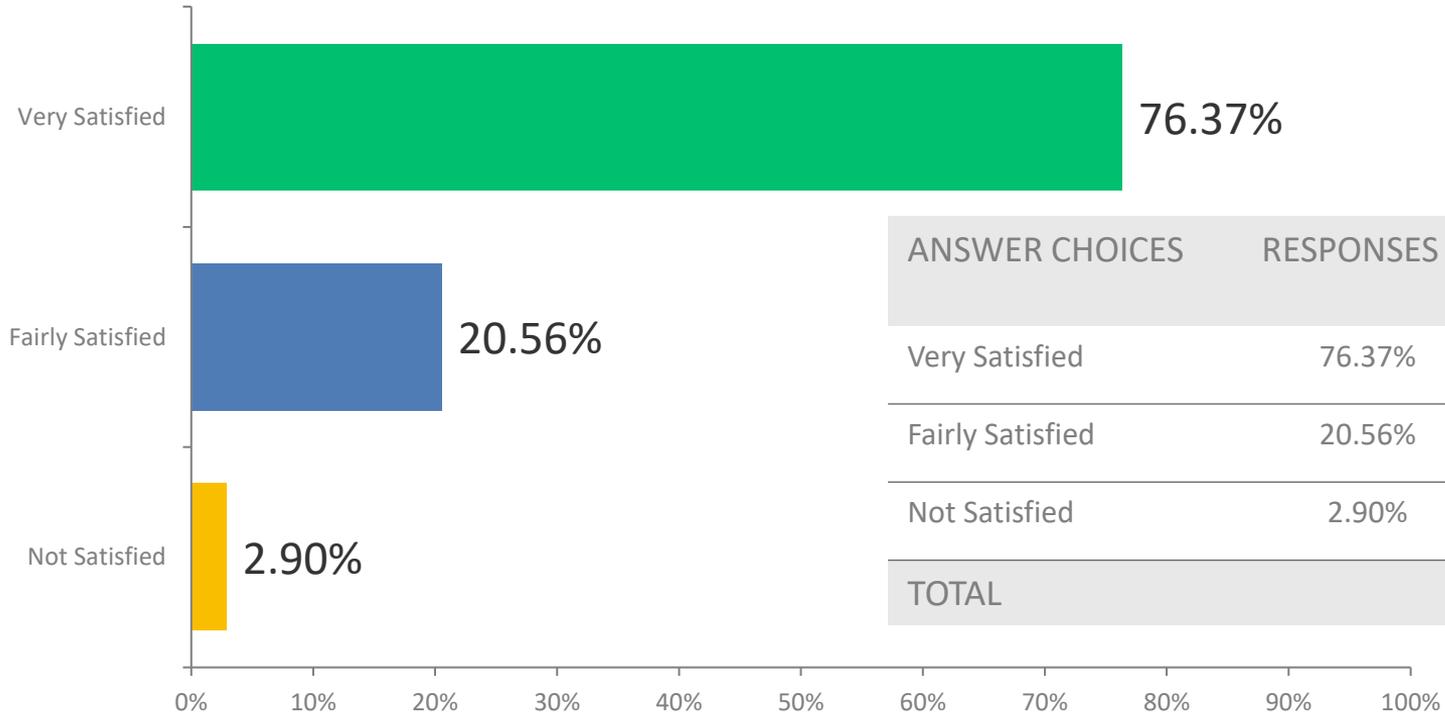
Q3: Thinking about your last appointment - how did you interact with the Clinician?

Answered: 1237 ; 21



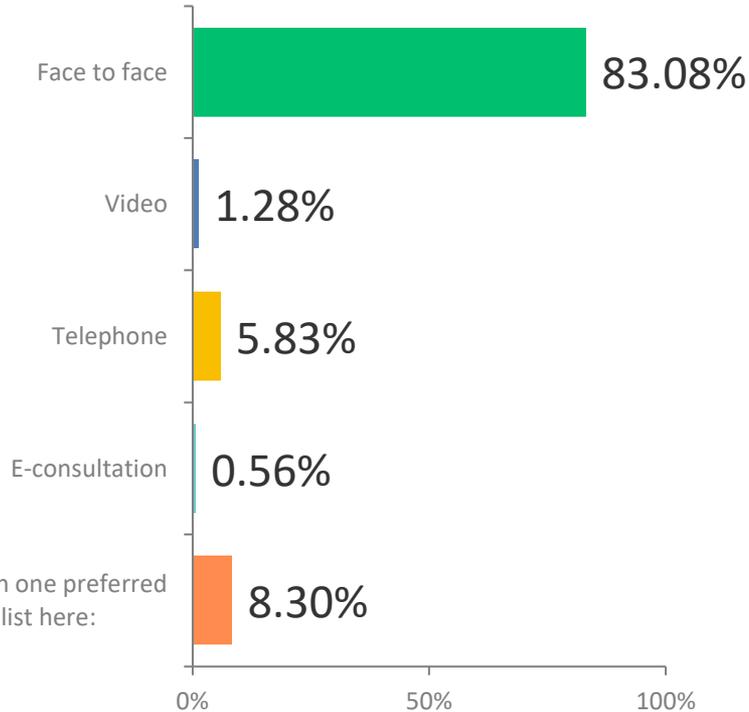
Q4: Were you satisfied with the appointment offered?

Answered: 1238 ; 20



Q5: What is your preferred type of appointment?

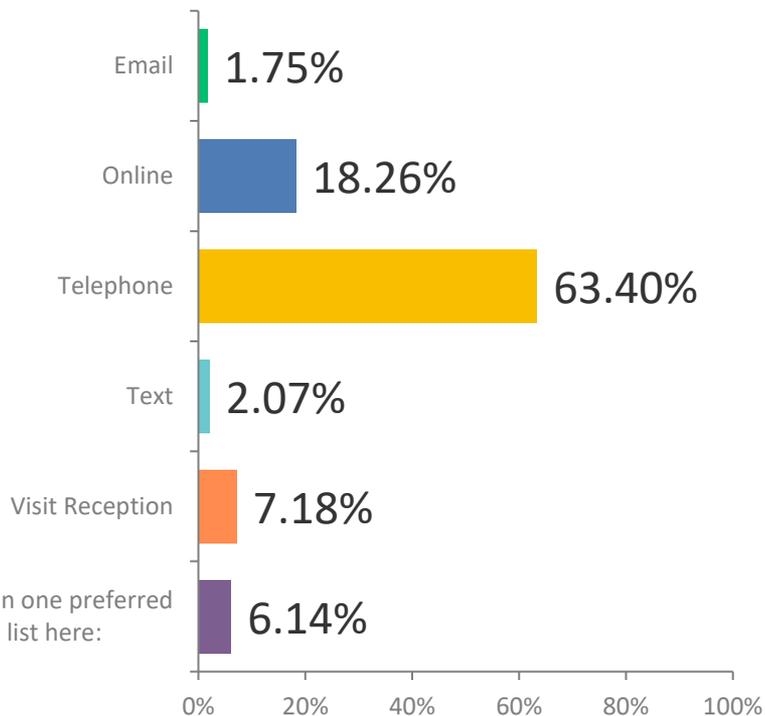
Answered: 1241 ,: 17



ANSWER CHOICES	RESPONSES %	RESPONSES No.
Face to face	83.08%	1041
Video	1.28%	16
Telephone	5.83%	73
E-consultation	0.56%	7
If you have more than one preferred option, please list here:	8.30%	104
TOTAL		1241

Q6: What is your preferred method of making appointments or contacting the practice?

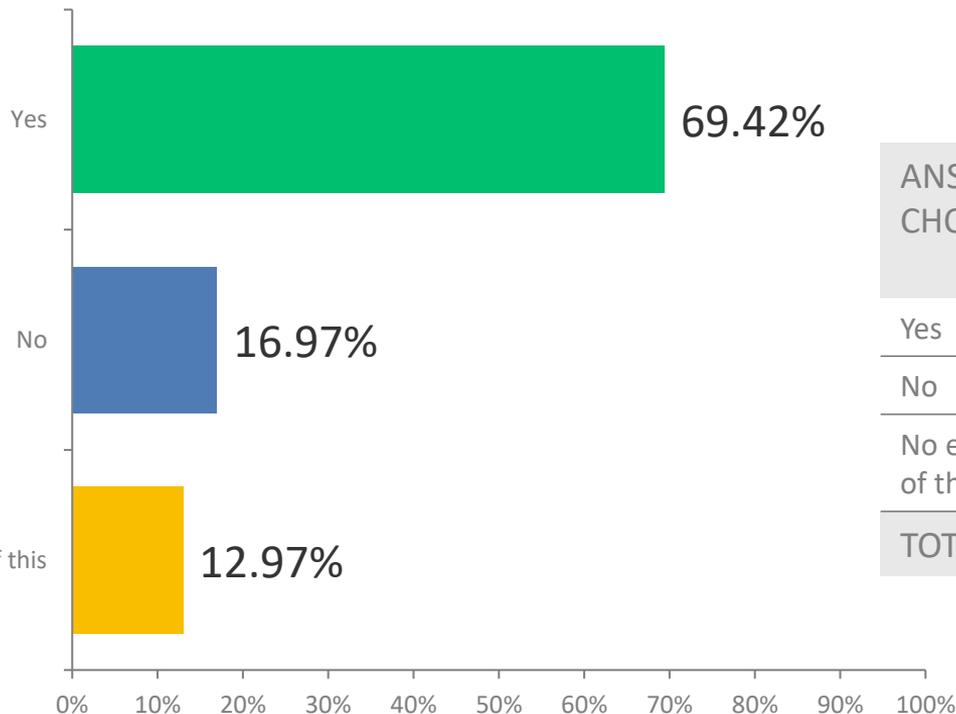
Answered: 1239 ; 19



ANSWER CHOICES	RESPONSES %	RESPONSES No.
Email	1.75%	22
Online	18.26%	229
Telephone	63.40%	795
Text	2.07%	26
Visit Reception	7.18%	90
If you have more than one preferred option, please list here:	6.14%	77
TOTAL		1239

Q7: Do you find technology easy to use? i.e. ordering prescriptions, requesting or booking appointments or sending admin or non-medical queries via the My GP app.

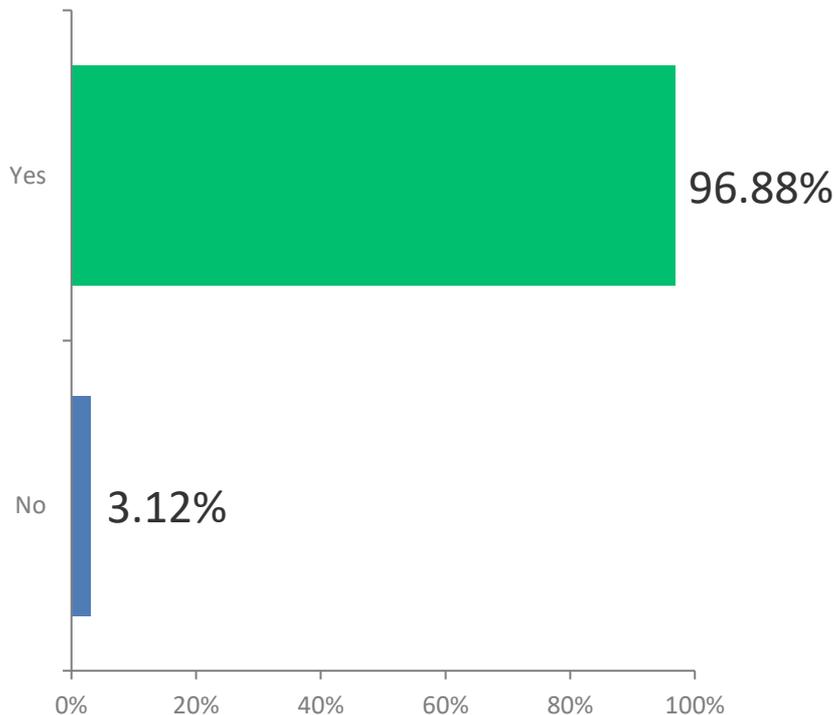
Answered: 1241 ; 17



ANSWER CHOICES	RESPONSES %	RESPONSES No.
Yes	69.42%	867
No	16.97%	212
No experience of this	12.97%	162
TOTAL		1241

Q8: Are you happy to receive invitations, appointment reminders, general practice information, advice or results via SMS text message?

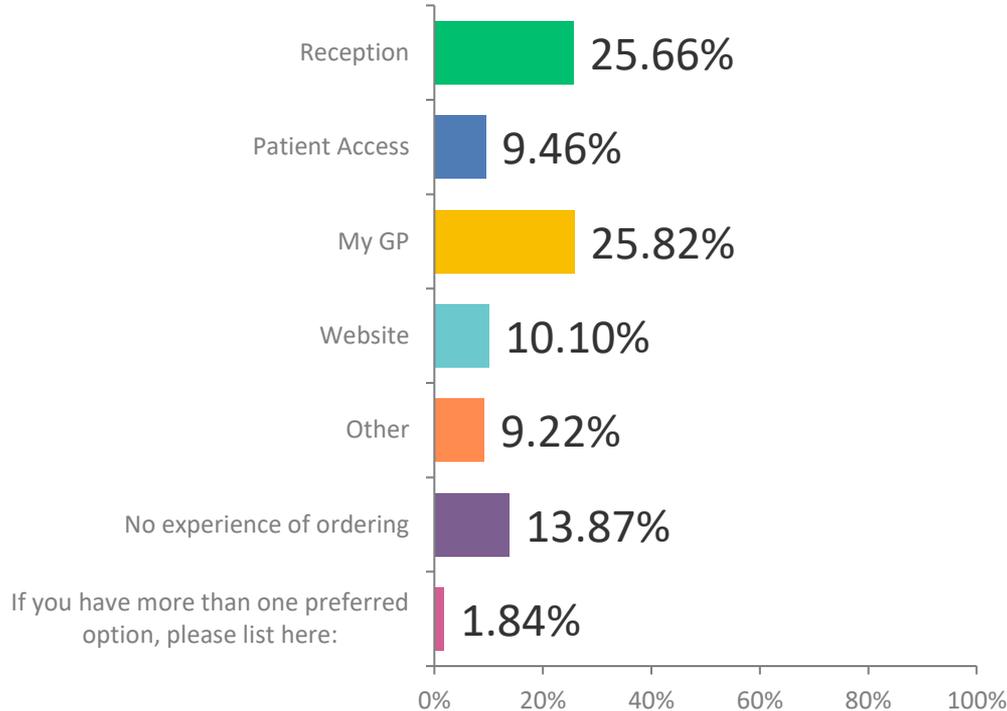
Answered: 1248 ; 10



ANSWER CHOICES	RESPONSES %	RESPONSES No.
Yes	96.88%	1209
No	3.12%	39
TOTAL		1248

Q9: If you order repeat medication, how do you submit your request?

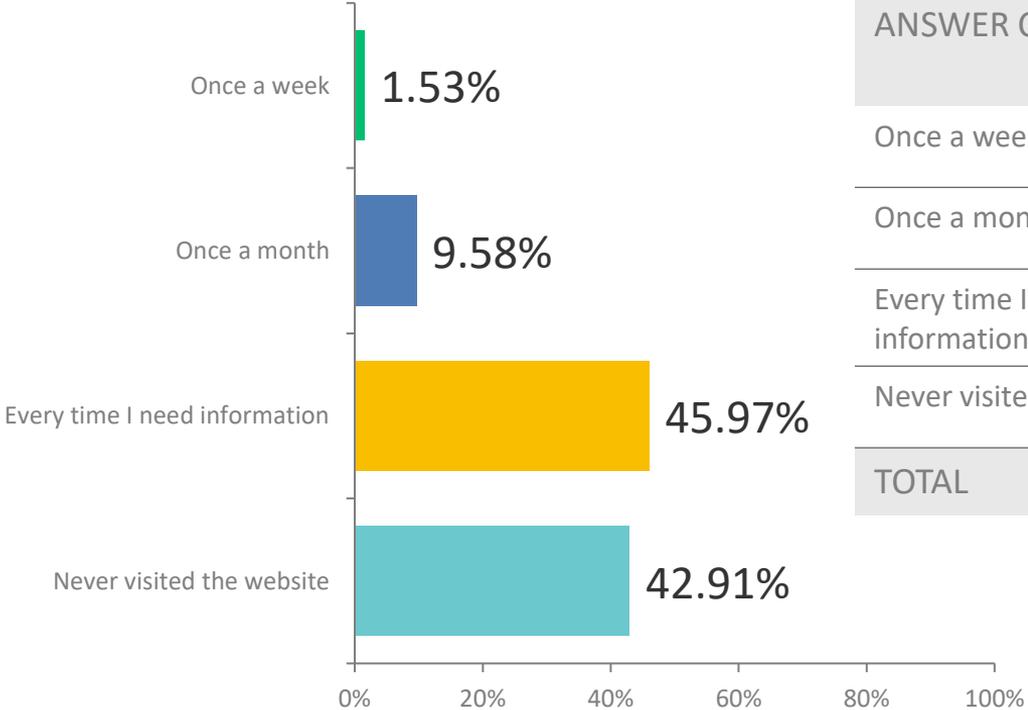
Answered: 1197 ; 61



ANSWER CHOICES	RESPONSES %	RESPONSES No.
Reception	25.66%	320
Patient Access	9.46%	118
My GP	25.82%	322
Website	10.10%	126
Other	9.22%	115
No experience of ordering	13.87%	173
If you have more than one preferred option, please list here:	1.84%	23
TOTAL		1197

Q10: How often do you visit our website www.darwenhealthcare.co.uk

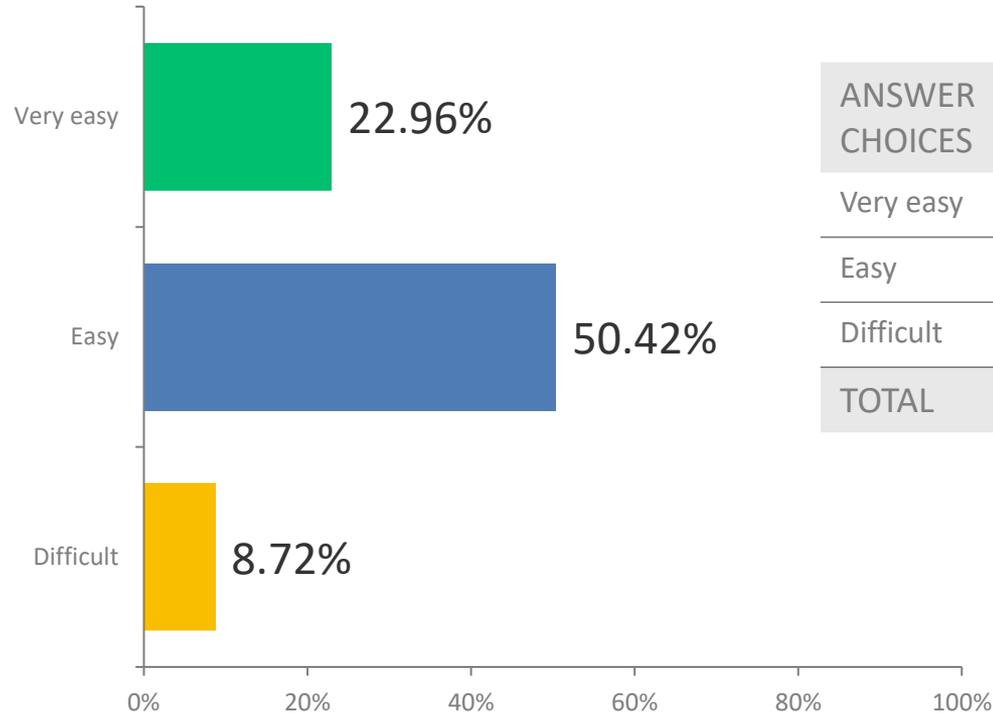
Answered: 1242 ; 16



ANSWER CHOICES	RESPONSES %	RESPONSES No.
Once a week	1.53%	19
Once a month	9.58%	119
Every time I need information	45.97%	571
Never visited the website	42.91%	533
TOTAL		1242

Q11: How easy is it to use our GP practice website to look for information or access services?

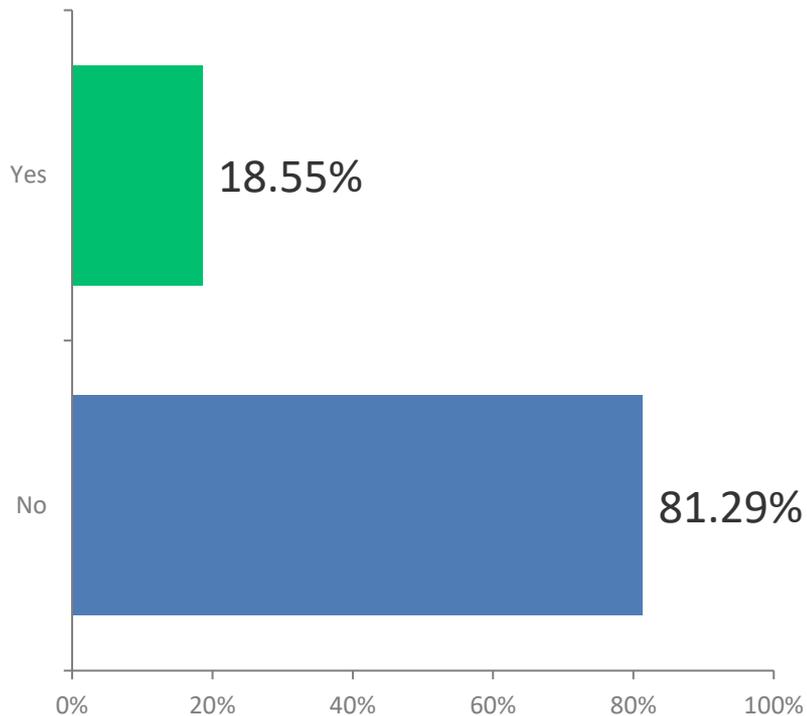
Answered: 876 Skipped: 382



ANSWER CHOICES	RESPONSES %	RESPONSES No.
Very easy	22.96%	245
Easy	50.42%	538
Difficult	8.72%	93
TOTAL		876

Q12: Health and wellbeing is important to us all. Have you needed to contact the practice within the last 12 months for mental health reasons?

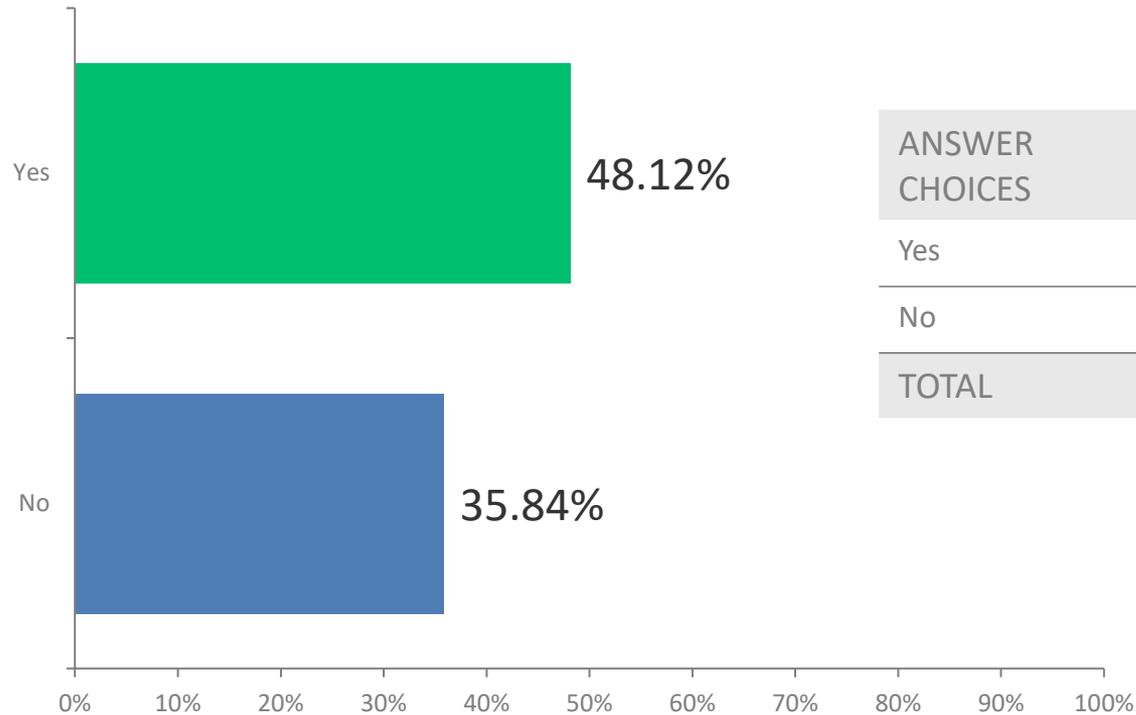
Answered: 1249 ,: 9



ANSWER CHOICES	RESPONSES %	RESPONSES No.
Yes	18.55%	232
No	81.29%	1017
TOTAL		1249

Q13: If yes, were you offered supportive routes of care? i.e. referral to a specialist service.

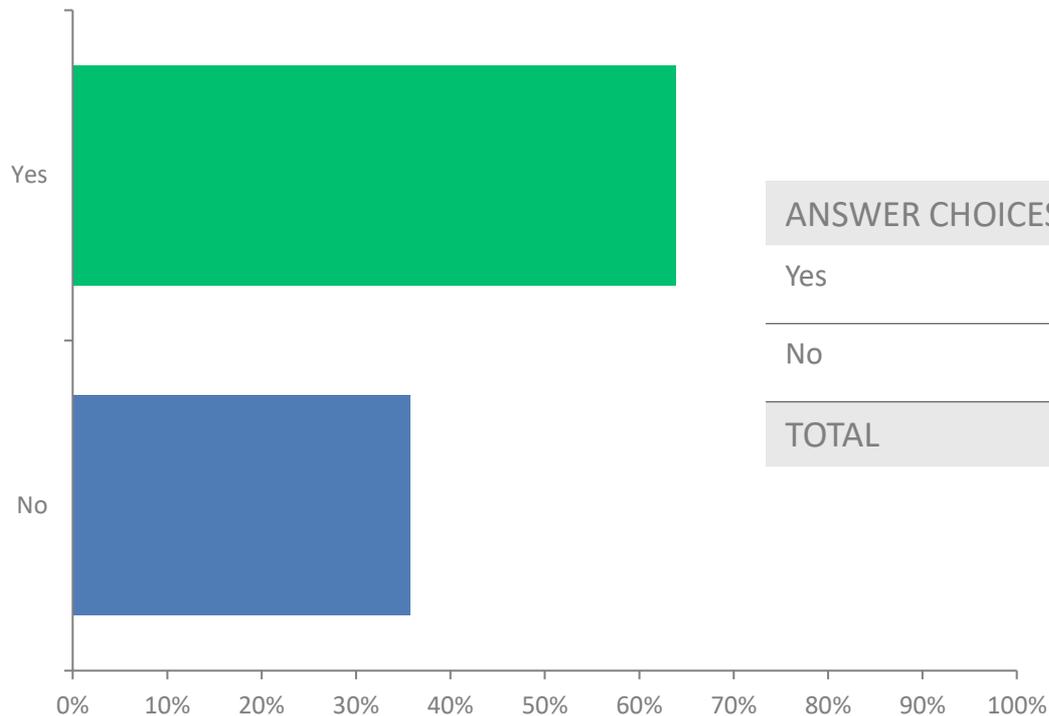
Answered: 335 Skipped: 923



ANSWER CHOICES	RESPONSES %	RESPONSES No.
Yes	48.12%	192
No	35.84%	143
TOTAL		335

Q14: 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?

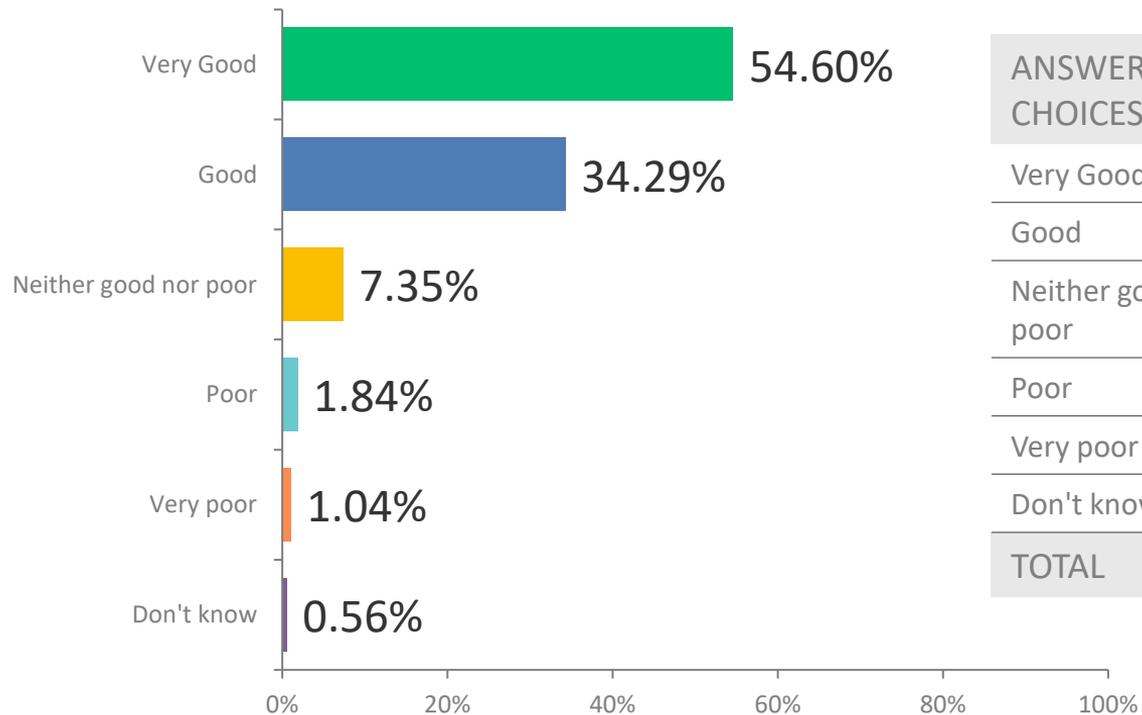
Answered: 1228 ,: 30



ANSWER CHOICES	RESPONSES %	RESPONSES No.
Yes	63.83%	787
No	35.77%	441
TOTAL		1228

Q15: Darwen Healthcare strives to give a good service to all our registered patients. How would you rate our service overall?

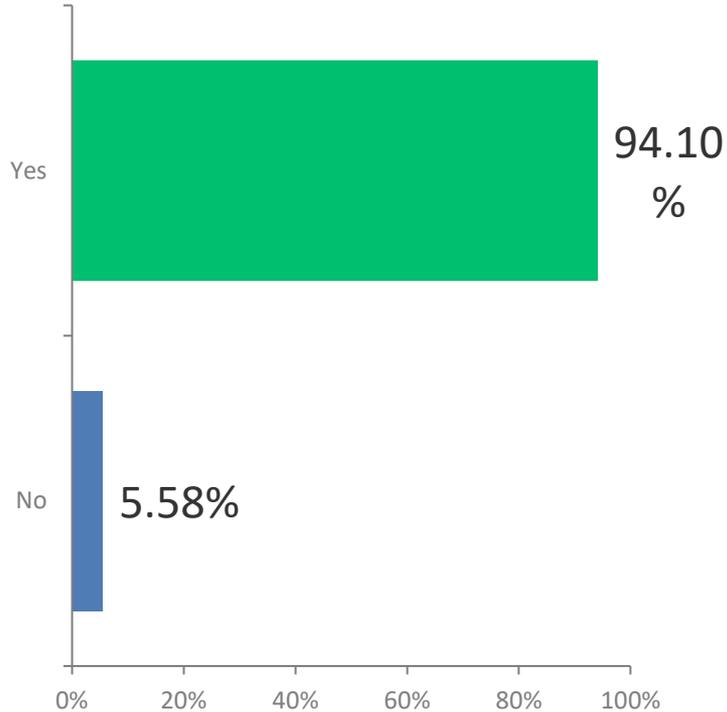
Answered: 1247 ; 11



ANSWER CHOICES	RESPONSES %	RESPONSES No.
Very Good	54.60%	683
Good	34.29%	429
Neither good nor poor	7.35%	92
Poor	1.84%	23
Very poor	1.04%	13
Don't know	0.56%	7
TOTAL		1247

Q16: Would you recommend our service to friends and family?

Answered: 1233 ; 25



ANSWER CHOICES	RESPONSES %	RESPONSES NO.
Yes	94.10%	1164
No	5.58%	69
TOTAL		1233