

Practice details

Darwen Healthcare

Darwen Health Centre, James Street West, Darwen BB3 1PY

P81051 Practice code

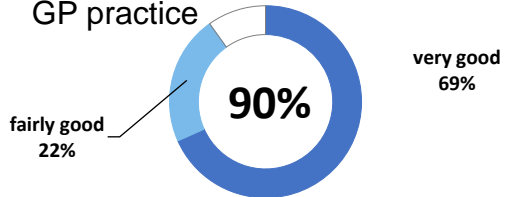
438 surveys sent out

117 surveys sent back

27% completion rate

Overall experience

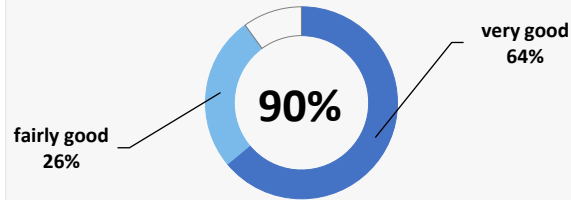
Good overall experience of this GP practice



		Very Good	Fairly Good
National	74%	42%	32%
ICS	78%	47%	31%

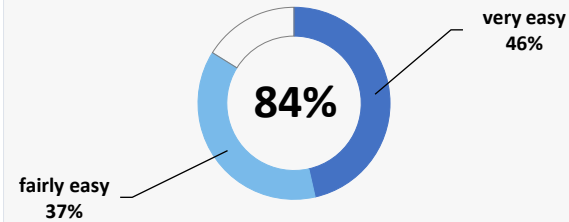
Accessing the practice

Good overall experience of contacting this GP practice



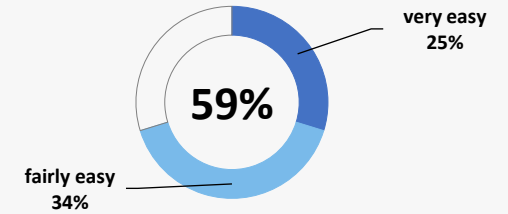
		Very Good	Fairly Good
National	67%	37%	30%
ICS	70%	40%	30%

Easy to contact this GP practice on the phone



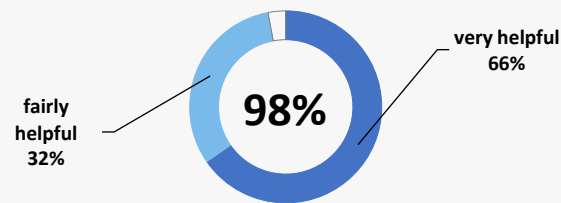
		Very Easy	Fairly Easy
National	50%	19%	31%
ICS	55%	22%	33%

Easy to contact this GP practice using their website



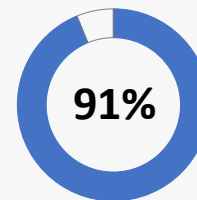
		Very Easy	Fairly Easy
National	48%	21%	27%
ICS	44%	19%	25%

Helpfulness of reception and administrative team at this practice



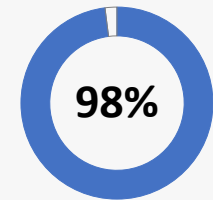
		Very Helpful	Fairly Helpful
National	83%	42%	41%
ICS	85%	46%	39%

Knew what the next step would be after contacting this GP practice



		Yes, knew next step
National	83%	83%
ICS	84%	84%

Knew what the next step would be within two days of contacting this GP practice



		Yes, knew within two days
National	93%	93%
ICS	93%	93%

Comparisons with National results or those of the ICS (Integrated Care System) are indicative only, and may not be statistically significant.

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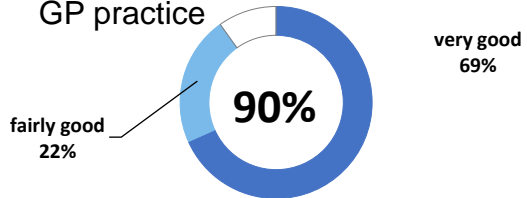
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Overall experience

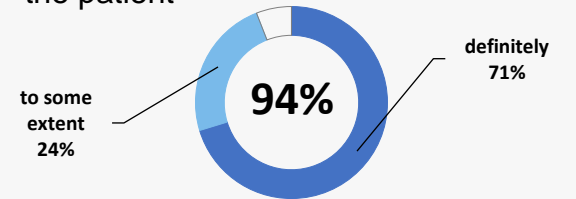
Good overall experience of this GP practice



	Very Good	Fairly Good
National	42%	32%
ICS	47%	31%

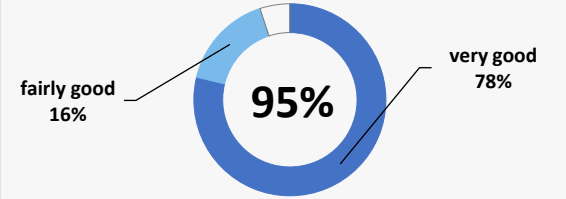
Experience at last appointment

The healthcare professional had all the information they needed about the patient



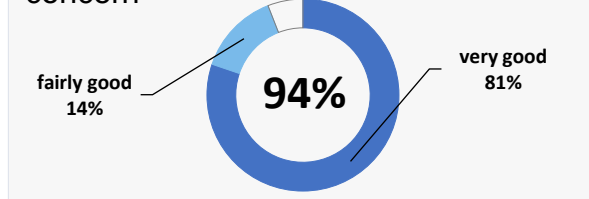
	Definitely	To some extent
National	57%	35%
ICS	59%	33%

The healthcare professional was good at listening to the patient



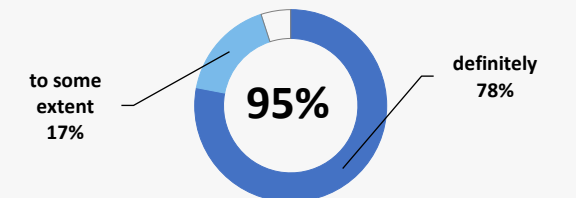
	Very Good	Fairly good
National	62%	25%
ICS	65%	23%

The healthcare professional was good at treating the patient with care and concern



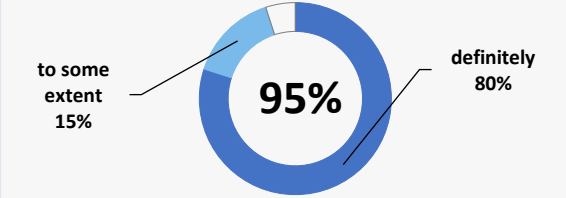
	Very Good	Fairly good
National	61%	25%
ICS	65%	23%

The patient was involved as much as they wanted to be in decisions about their care and treatment



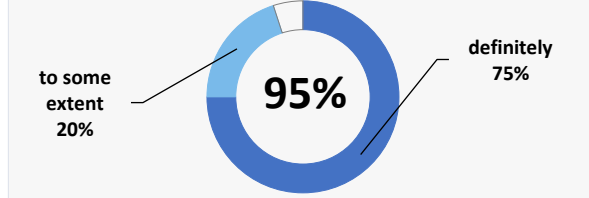
	Definitely	To some extent
National	61%	30%
ICS	64%	28%

The patient had confidence and trust in the healthcare professional they saw or spoke to



	Definitely	To some extent
National	63%	29%
ICS	67%	26%

The patient's needs were met



	Definitely	To some extent
National	57%	33%
ICS	59%	31%

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