

## Darwen Healthlink

### Patient Questionnaire April 2016 – Results

Frances Procter

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#### **50 patient questionnaires were randomly distributed to the Practice patients**

- 43 Patients returned the forms
- 1 partially completed
- 12 Male
- 29 Female
- 1 Transgender

#### **Age Groups Recorded**

<b>Age Group</b>	<b>Amount</b>
Under 18	0
18-24	3
25-34	2
35-44	5
45-54	5
55-64	8
65-74	12
75-84	6
85-94	2

Main Points Identified

#### **Access**

- It was noticed that 22 % patients could not get an appointment for the day that they wanted,
- 14 % patients could not get the time they preferred
- 18 % could not see their preferred GP.
- 82 % were happy with the opening hours of the Practice.

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#### **Quality**

- The overall experience of patients within the Practice was reported as very good by
- 76 % of patients asked would recommended the Practice to a friend/relative
- 72 % of patients rated their GP as very good; with 62 % of patients saying the same about the Practice Nurses
- 64 % of patients felt that their GP was very good at listening to them; with 68 % of patients saying the same about their Practice Nurse.
- 66% reported their GP as being very good when explaining test results and treatments; with 68% of patients saying the same about the Practice Nurses.
- The majority of patients were satisfied with the services offered by the Practice.

#### **Safety**

- 65 % stated that they had definite confidence and trust in their GP
- 78 % stated that they had definite confidence and trust in their Practice Nurse

#### **Action Plan**

- To implement a new appointment system allowing patients to book with their preferred GP – time span 1 month.
- To allow for more availability on the day appointments.
- To re audit patient access in six month.