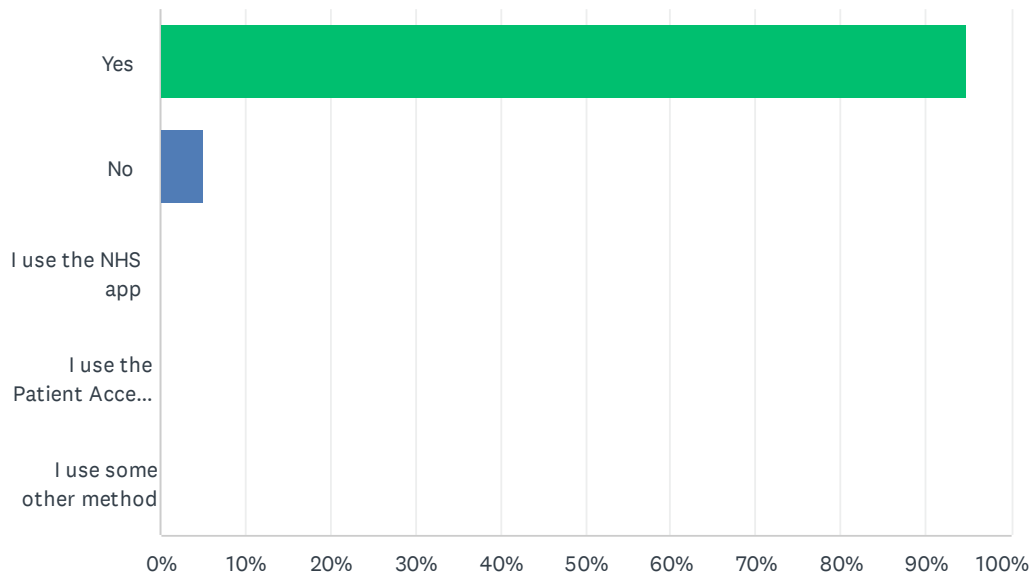


Q1 Did you find the weekend clinics convenient?

Answered: 98 Skipped: 0

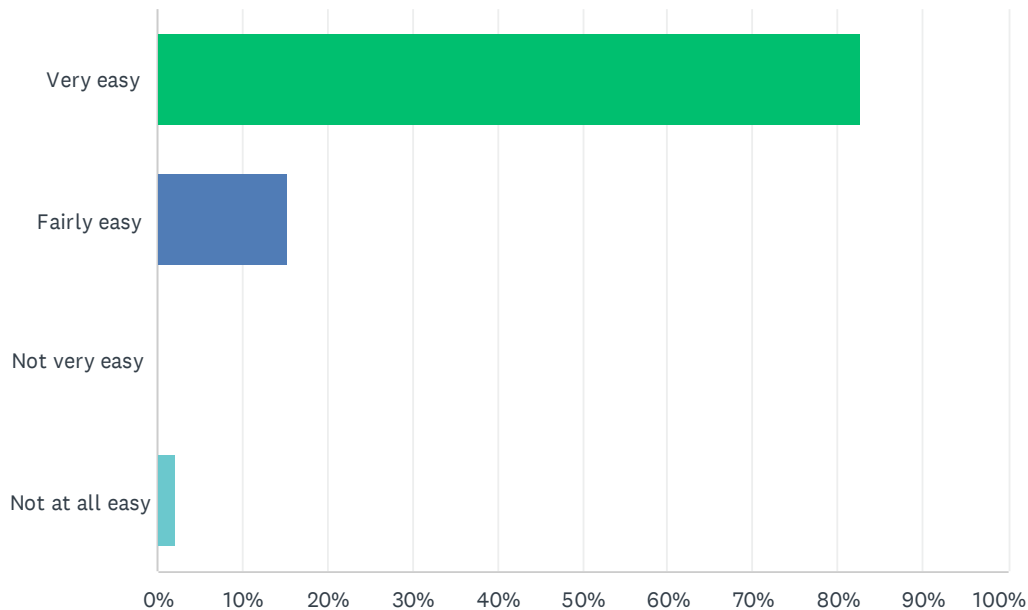


ANSWER CHOICES	RESPONSES	
Yes	94.90%	93
No	5.10%	5
I use the NHS app	0.00%	0
I use the Patient Access website	0.00%	0
I use some other method	0.00%	0
TOTAL		98

#	IF YOU ANSWERED "NO" PLEASE CAN YOU LET US KNOW WHAT WE COULD DO BETTER?	DATE
1	I didn't know there was weekend clinics	5/12/2023 5:56 AM
2	Did not know about weekend clinics	5/11/2023 6:04 PM
3	Have not had to use them except for Covid jabs for myself & husband. It was very efficient.	5/11/2023 3:58 PM
4	Covid vaccination?	5/11/2023 3:20 PM
5	Not seen any weekend clinics	5/11/2023 3:13 PM
6	I never had an appointment.	5/11/2023 12:32 PM

Q2 Did you find the booking process easy?

Answered: 98 Skipped: 0

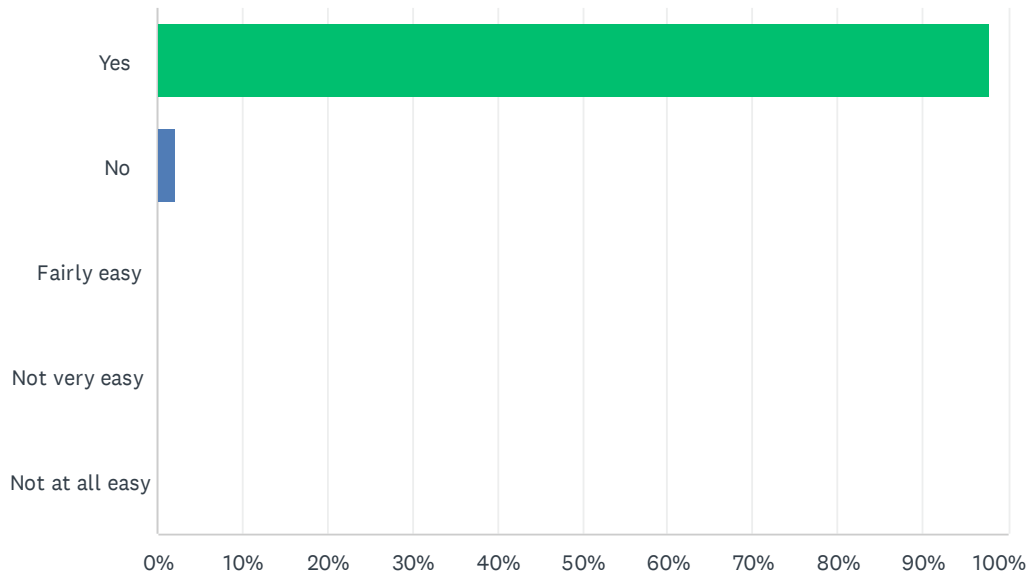


ANSWER CHOICES	RESPONSES	
Very easy	82.65%	81
Fairly easy	15.31%	15
Not very easy	0.00%	0
Not at all easy	2.04%	2
TOTAL		98

#	PLEASE TELL US HOW THIS COULD BE IMPROVED.	DATE
1	Never booked one	5/12/2023 5:56 AM
2	Why mend what is not broken.	5/11/2023 11:37 PM
3	Can't really	5/11/2023 6:55 PM
4	Not at all	5/11/2023 6:30 PM
5	Usually easy to book appointments	5/11/2023 6:04 PM
6	More clinics at w/end .	5/11/2023 5:55 PM
7	Can't see how	5/11/2023 4:29 PM
8	Cannot often get to speak to someone unless willing to wait until 7or8 are attended to before you. Do not always have that much time and it is using the allowance on mobile.	5/11/2023 3:58 PM
9	Don't need improvement 🍌	5/11/2023 3:36 PM
10	Not sure	5/11/2023 3:15 PM
11	Not got any weekend clinics	5/11/2023 3:13 PM
12	Ditto	5/11/2023 12:32 PM

Q3 Would you attend another appointment at a weekend if they were made available?

Answered: 98 Skipped: 0

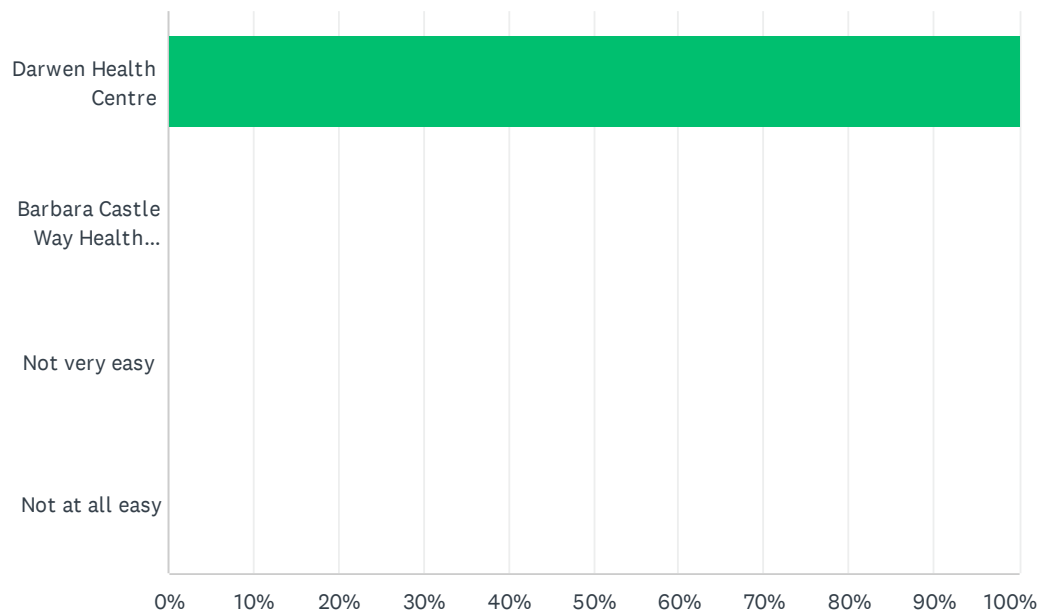


ANSWER CHOICES	RESPONSES	
Yes	97.96%	96
No	2.04%	2
Fairly easy	0.00%	0
Not very easy	0.00%	0
Not at all easy	0.00%	0
TOTAL		98

#	IF YOU ANSWERED "NO" PLEASE PROVIDE MORE DETAILS.	DATE
1	Would attend if offered	5/11/2023 6:04 PM
2	Looking after my grandsons	5/11/2023 3:36 PM
3	Ditto	5/11/2023 12:32 PM

Q4 Where is your preferred location for the weekend clinics?

Answered: 98 Skipped: 0

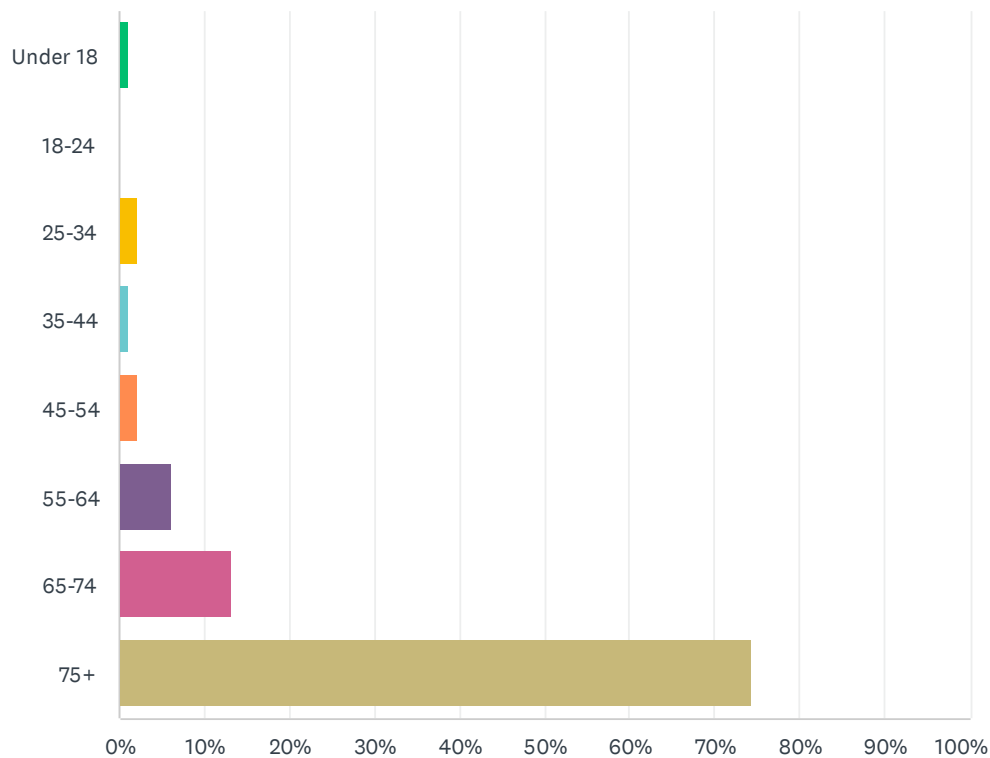


ANSWER CHOICES	RESPONSES	
Darwen Health Centre	100.00%	98
Barbara Castle Way Health Centre	0.00%	0
Not very easy	0.00%	0
Not at all easy	0.00%	0
TOTAL		98

#	PLEASE TELL US HOW THE NHS APP COULD BE IMPROVED.	DATE
	There are no responses.	

Q5 What is your age group?

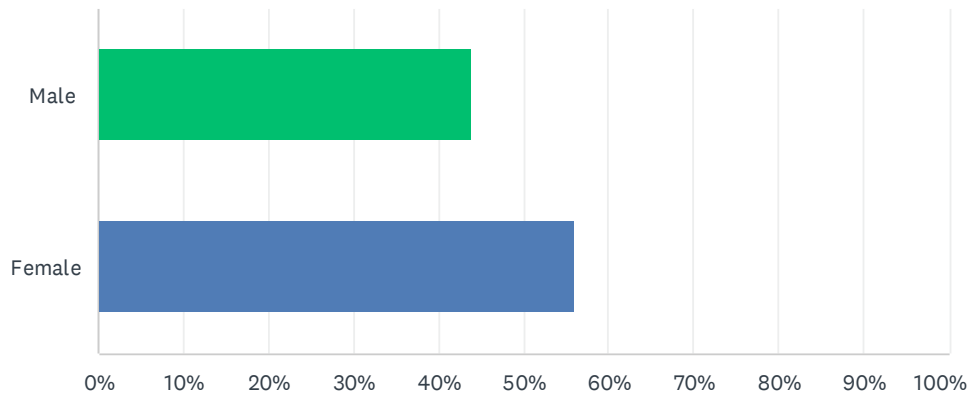
Answered: 98 Skipped: 0



ANSWER CHOICES	RESPONSES	
Under 18	1.02%	1
18-24	0.00%	0
25-34	2.04%	2
35-44	1.02%	1
45-54	2.04%	2
55-64	6.12%	6
65-74	13.27%	13
75+	74.49%	73
TOTAL		98

Q6 What is your sex? If you are one or more of non-binary, transgender, have variations of sex characteristics, sometimes also known as intersex, the answer you give can be different from what is on your birth certificate. If you're not sure how to answer, use the sex registered on your official documents, such as passport or driving licence, or whichever answer best describes your sex.

Answered: 98 Skipped: 0



ANSWER CHOICES		RESPONSES	
Male		43.88%	43
Female		56.12%	55
TOTAL			98

Q7 Finally, do you have any other comments that could help us improve the services we deliver?

Answered: 36 Skipped: 62

#	RESPONSES	DATE
1	It's Avery good services	6/14/2023 1:26 PM
2	I have always found Darwen Health Centre very efficient and the staff are always pleasant. No complaints about the services at all.	6/7/2023 9:32 PM
3	I'm surprised the health centre hasn't made better use of weekend openings which I think would reduce the footfall through the week and make better use of the buildings facilities and maybe get rid of some of the backlogs in the system after all we have a wonderful facilities that could be used to there full potential, just a thought thanks	5/30/2023 10:23 AM
4	Have only used the weekend clinic once for a covid booster but this appointment was offered to me so cannot comment on making a booking	5/16/2023 8:46 AM
5	None that I can think of.	5/15/2023 6:49 PM
6	More access to doctors would be beneficial	5/14/2023 4:07 PM
7	Very satisfied.	5/11/2023 11:37 PM
8	Making an appointment to see a GP and not being told you will have to ring back and 2 weeks.	5/11/2023 10:18 PM
9	Service was excellent	5/11/2023 6:55 PM
10	This appointment was for a Covid jab but I would be happy to attend the Centre for other reasons such as wound dressing	5/11/2023 6:49 PM
11	Non at all	5/11/2023 6:30 PM
12	New booking telephone system is needed	5/11/2023 6:12 PM
13	Did not know I could have weekend appointments. Would attend if offered	5/11/2023 6:04 PM
14	More accessibility of face to face GP appointmenrs	5/11/2023 5:46 PM
15	More weekend clinics please if it shortens the waiting time for appointments.	5/11/2023 5:37 PM
16	No	5/11/2023 4:29 PM
17	No	5/11/2023 4:26 PM
18	Service is getting better 😊	5/11/2023 3:36 PM
19	Recently needed immediate (not emergency) service after fall at weekend. A&E 4-10 hour wait.	5/11/2023 3:27 PM
20	No everything was spot on	5/11/2023 3:25 PM
21	I've always found Health Link very helpful in every way i've no complaints at all.	5/11/2023 3:21 PM
22	Everything is good	5/11/2023 3:19 PM
23	Satisfied with how it is .	5/11/2023 3:15 PM
24	No the nurse was lovely, she was friendly and answered all my questions. I should like to thank her. I didn't feel the injection	5/11/2023 3:13 PM
25	Improve gp appointment times .	5/11/2023 3:13 PM
26	None at the moment	5/11/2023 3:13 PM
27	No	5/11/2023 3:12 PM
28	We are happy with the service we receive	5/11/2023 3:12 PM
29	No I think that the service is brilliant.	5/11/2023 3:12 PM

Darwen Healthlink Patient Survey - Weekend Clinics - July 2023

30	Appreciate all you do. 🙌🙌🙌	5/11/2023 3:11 PM
31	Good service and staff always helpful. Thank you	5/11/2023 3:11 PM
32	None	5/11/2023 3:11 PM
33	The only clinic attended was a blood pressure check which was at the pharmacy. My result was on the cusp and I was advised to have a full 34 hour check and someone would contact me within the week. 3 weeks later you contacted me by text to submit my own BP as I had not been checked for some time. If you do run clinics they should work!	5/11/2023 2:31 PM
34	For working parent the 9 to 5 appointments can be really challenging to fit in. Having the weekend as an option is so helpful.	5/11/2023 1:36 PM
35	No idea. Never had the call to use this scheme.	5/11/2023 12:32 PM
36	No	5/11/2023 12:27 PM