

Darwen Healthlink

PATIENT SURVEY – 2017/2018

RESULTS & ANALYSIS

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APRIL 2018



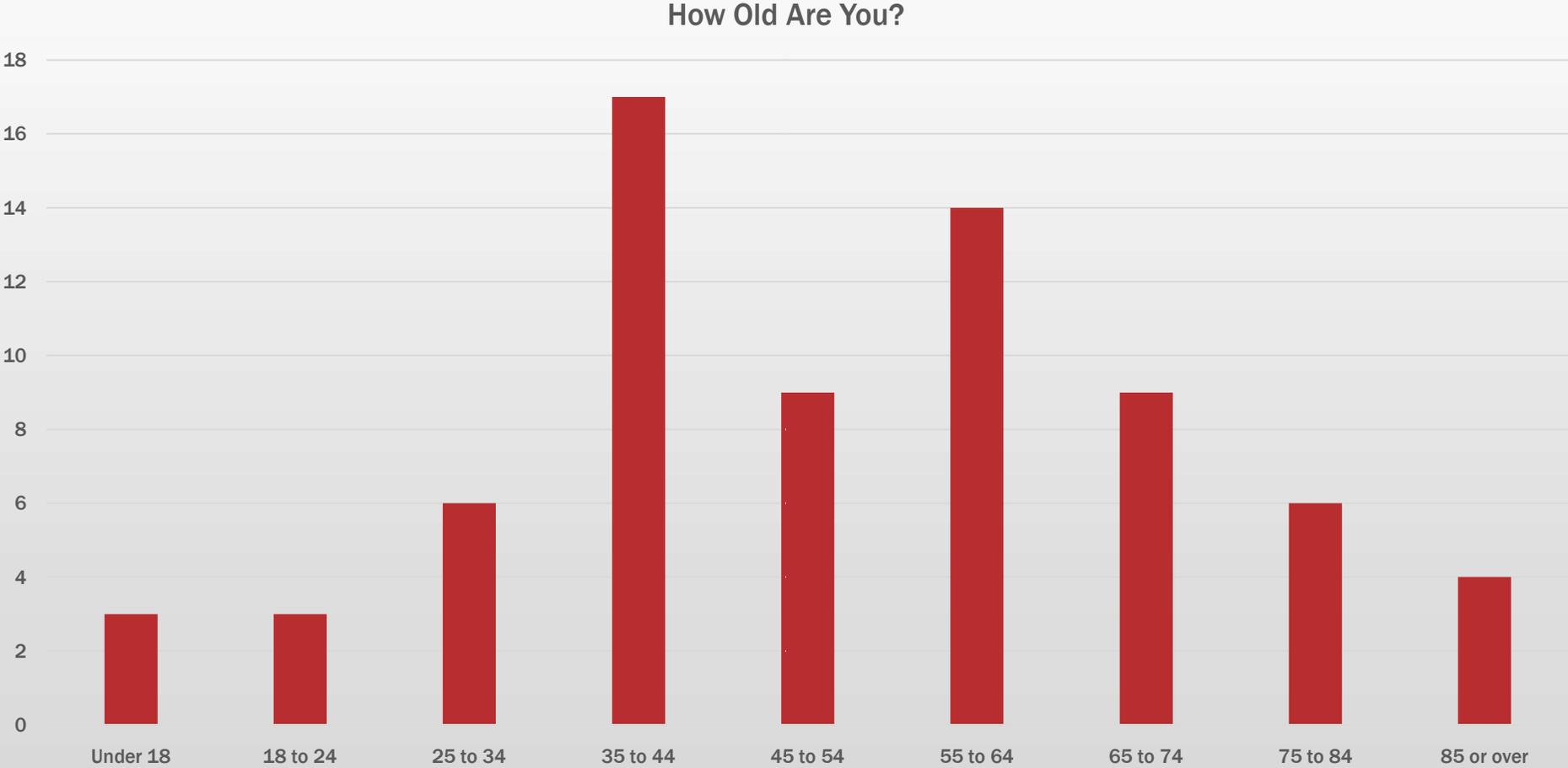
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Management Summary

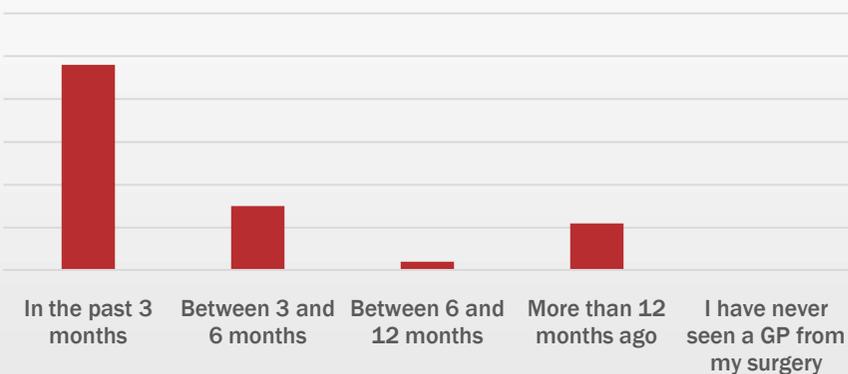
- A number of questionnaires were randomly handed out to patients
- 76 patients returned the forms
- 9 surveys only partially completed
- 19 Male
- 52 Female

Patient Age Profile

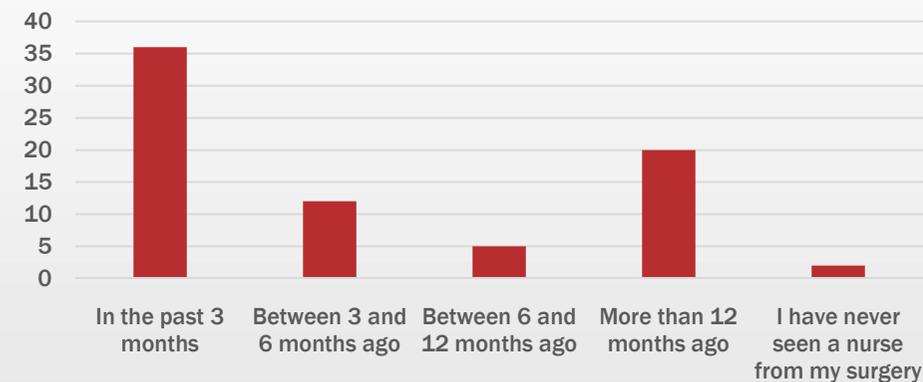


Accessing Your GP Services (1)

When did you last speak to a GP from your surgery?



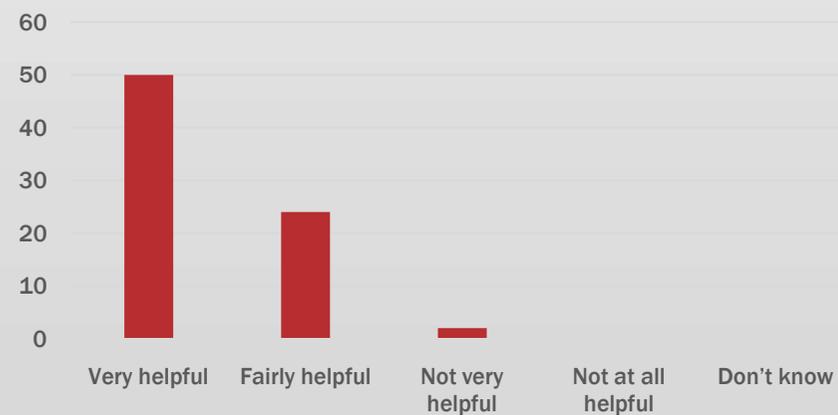
When did you last speak to a nurse from your surgery?



Generally, how easy is it to get through to someone at you surgery on the phone?

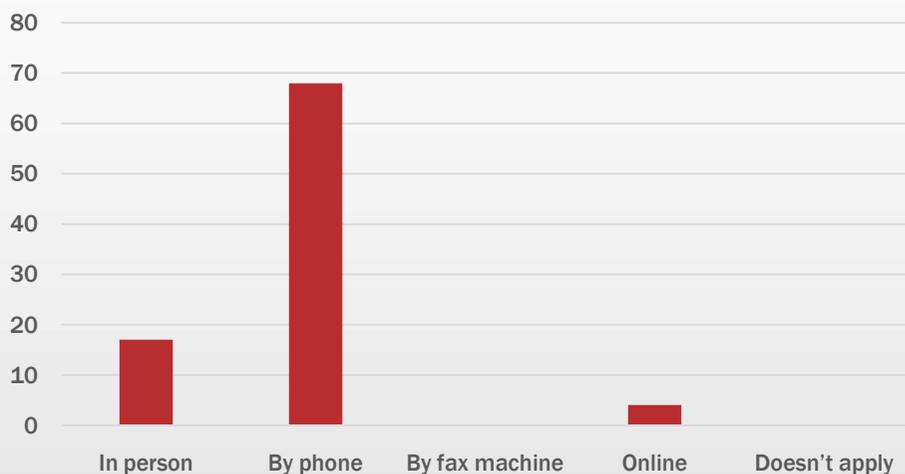


How helpful do you find the receptionists at your surgery?

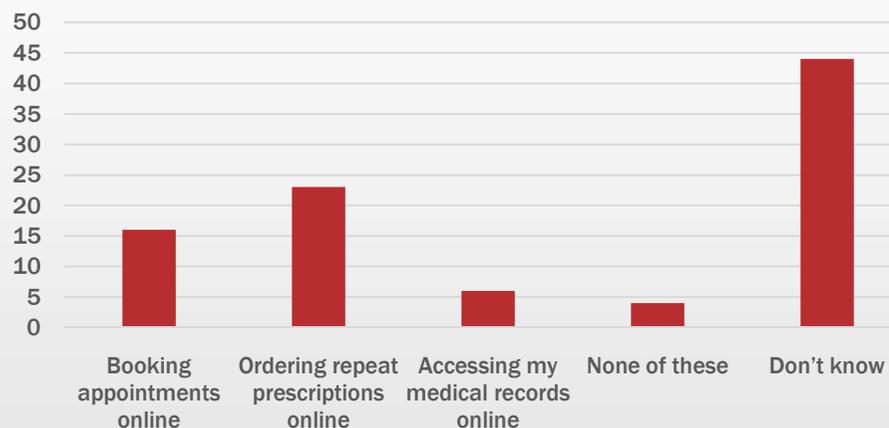


Accessing Your GP Services (2)

How do you normally book appointments?



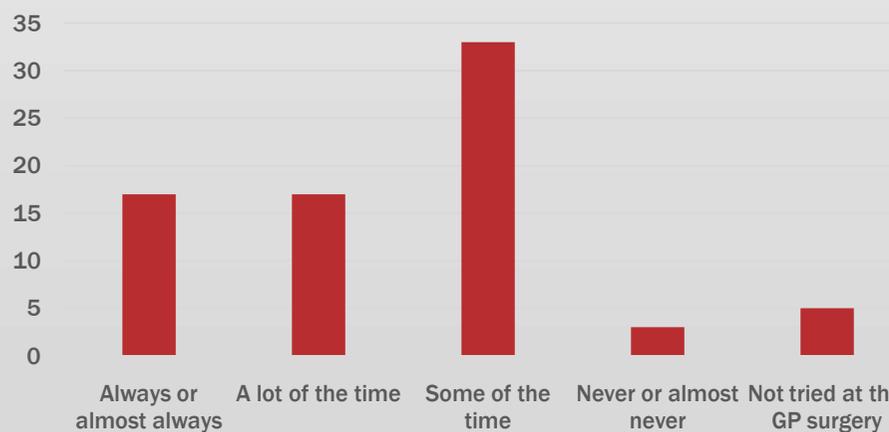
As far as you know, which of the following services does your surgery offer?



Is there a particular GP you usually prefer to see or speak to?

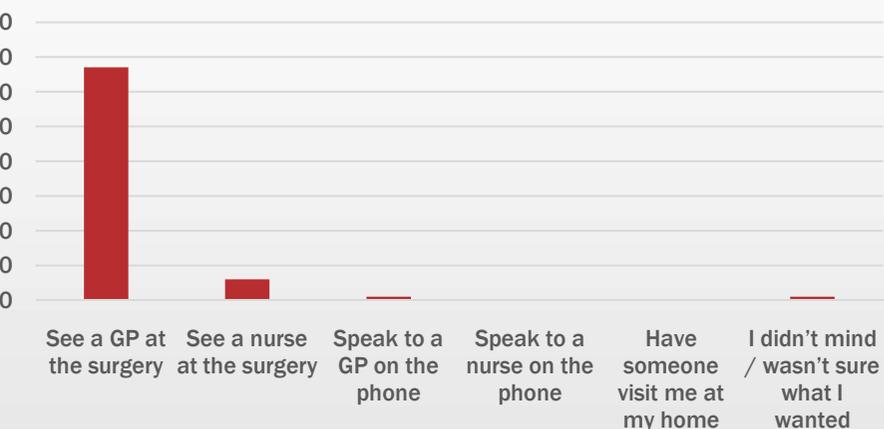


How often do you see or speak to the GP you prefer?

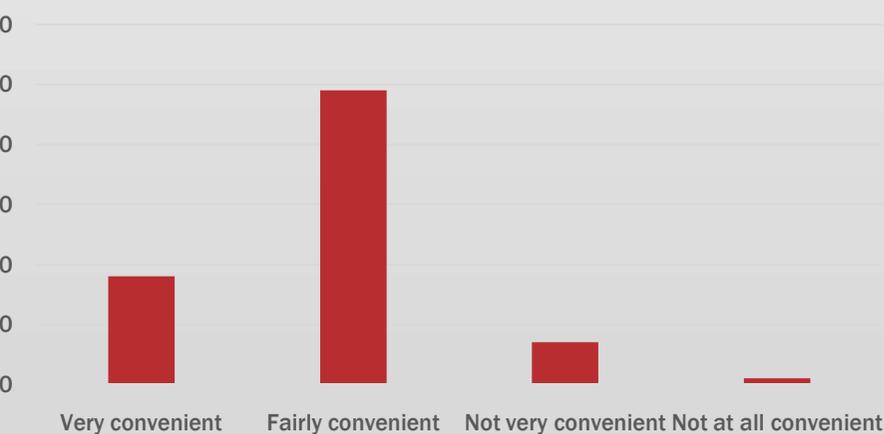


Making An Appointment (1)

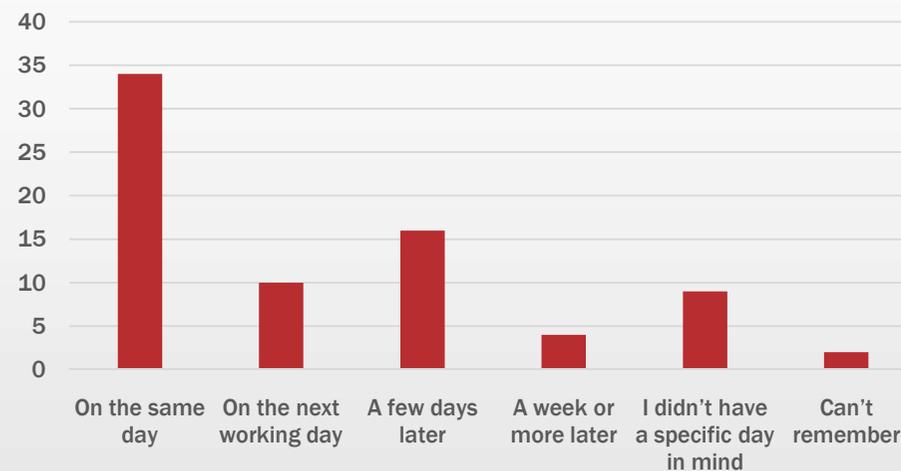
Last time you wanted to see or speak to a GP or nurse: what did you want to do?



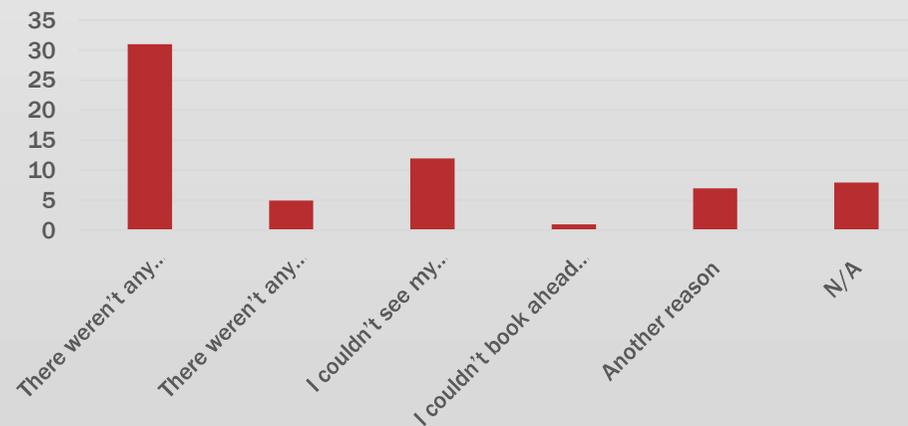
How convenient was the appointment you were able to get?



When did you want to speak to them?

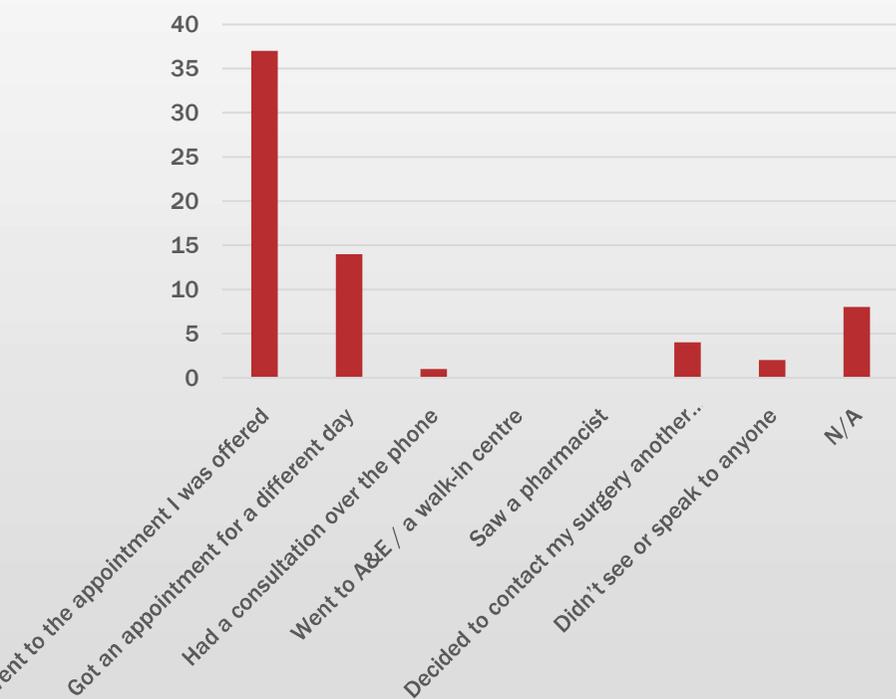


If you weren't able to get an appt or the appt wasn't convenient, why was that?

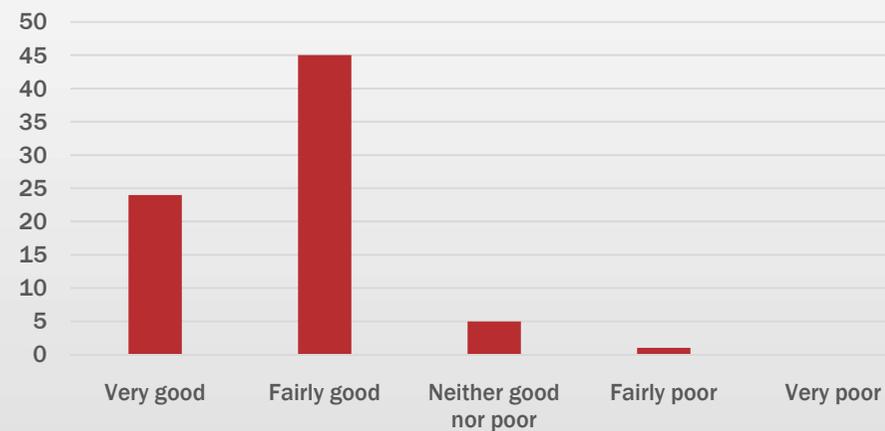


Making An Appointment (2)

What did you do on that occasion?

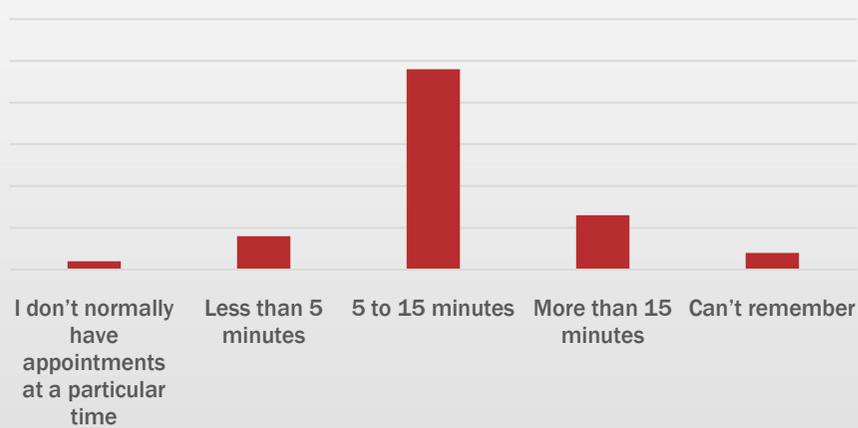


Overall, how would you describe your experience of making an appointment?



Waiting Times

How long after your appointment time do you normally wait to be seen?



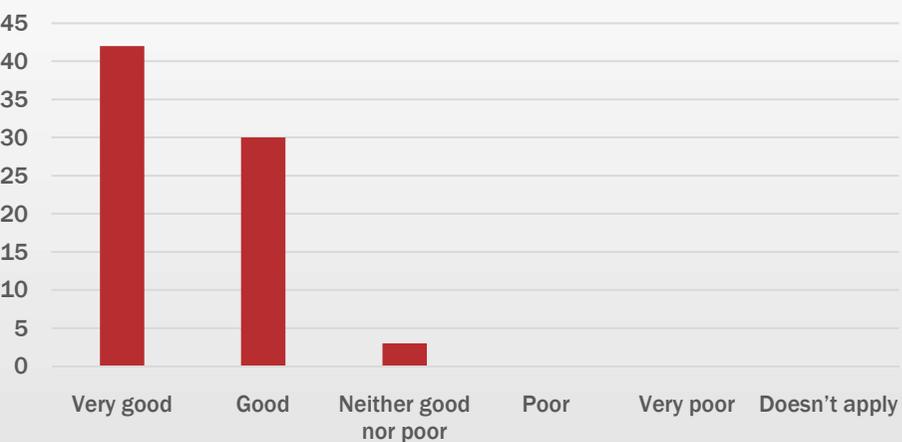
How do you feel about how long you normally have to wait to be seen?



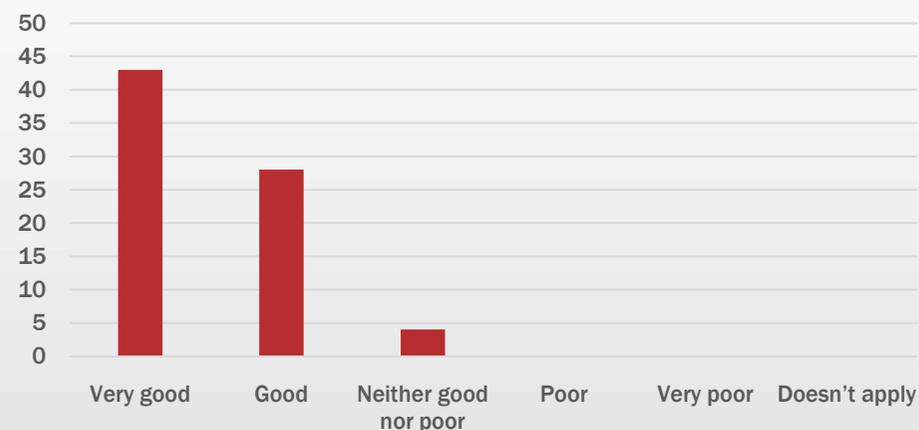
Last GP Appointment (1)

At the time you saw or spoke to a GP from your surgery, how good was that GP at each of the following?

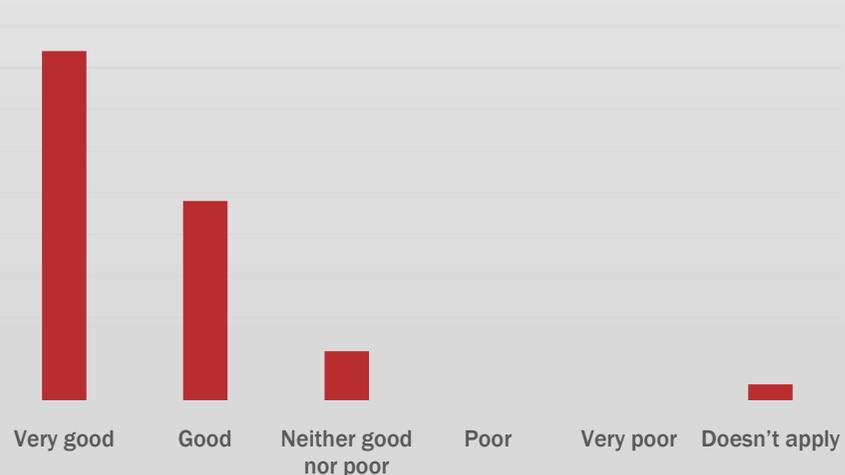
Giving you enough time



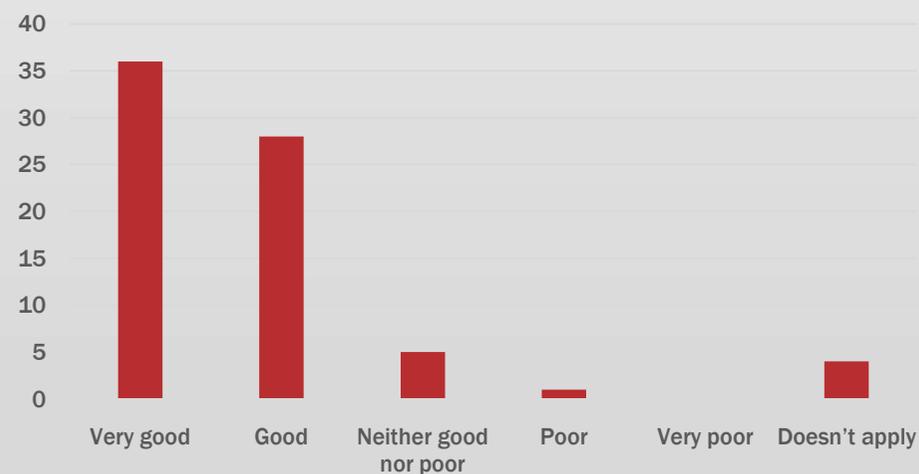
Listening to you



Explaining tests & treatments

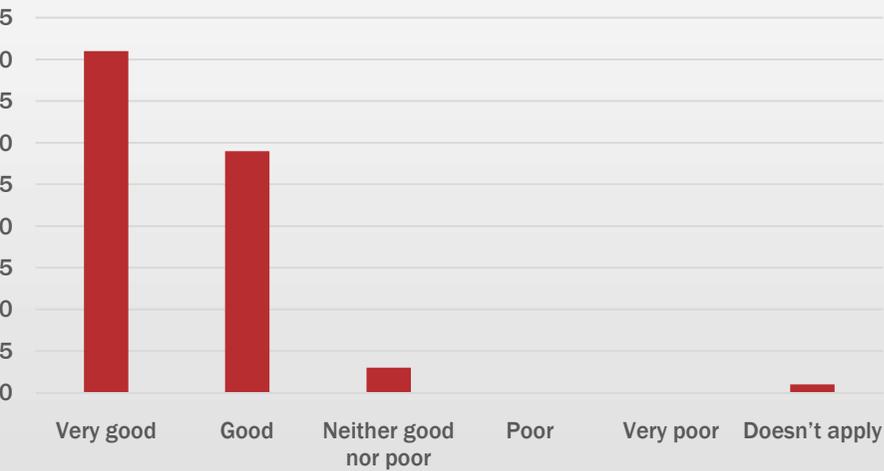


Involving you in decisions about your care

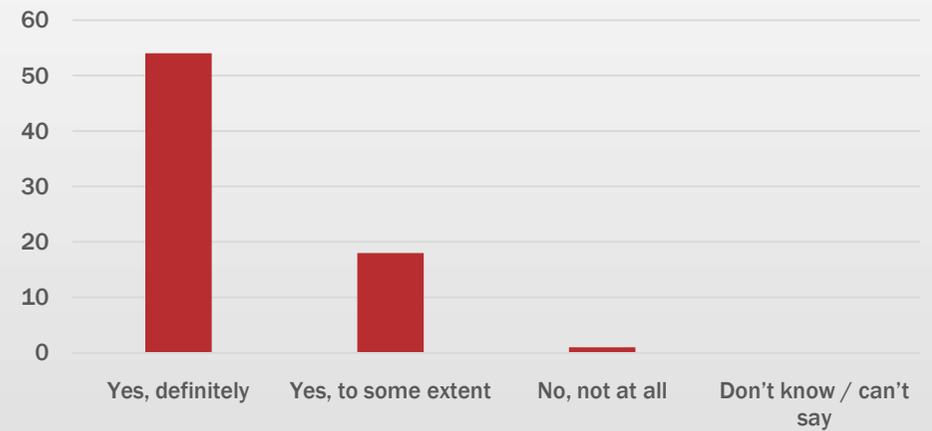


Last GP Appointment (2)

Treating you with care and concern



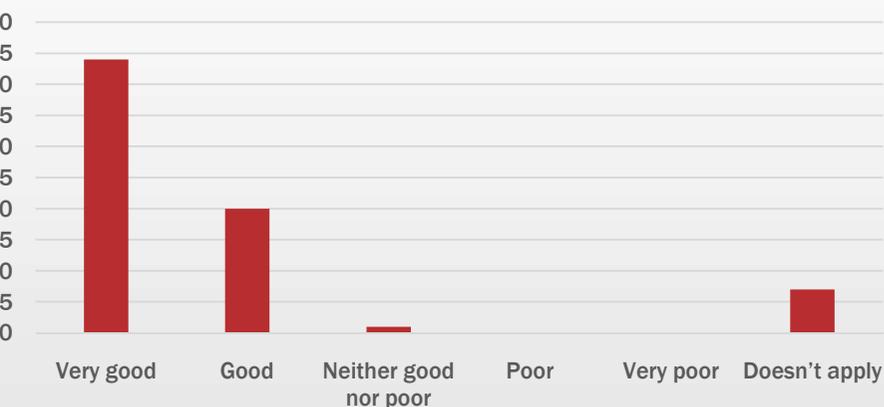
Did you have confidence and trust in the GP that you saw or spoke to?



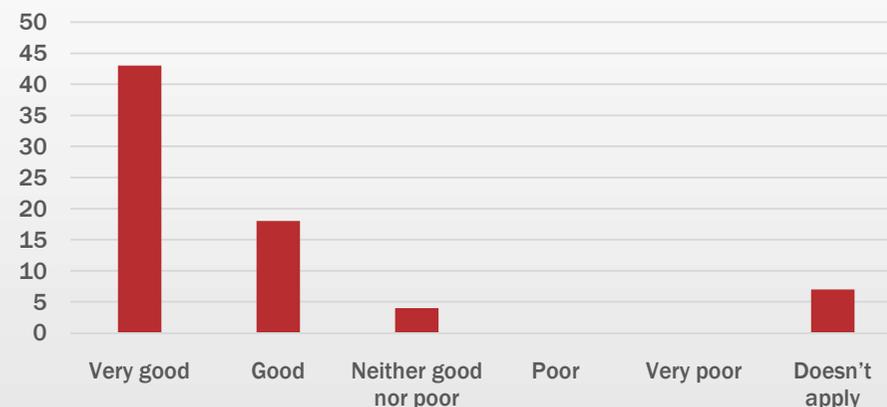
Last Practice Nurse Appointment (1)

time you saw or spoke to a nurse from your surgery, how good was that nurse at each of the following

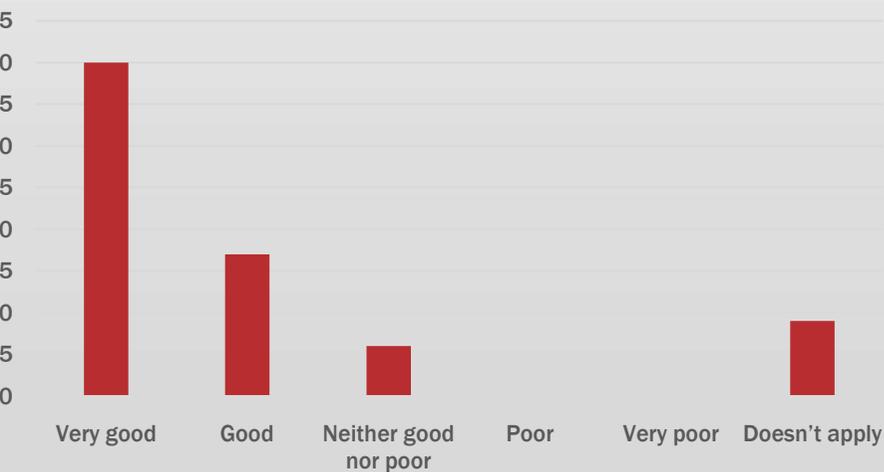
Giving you enough time



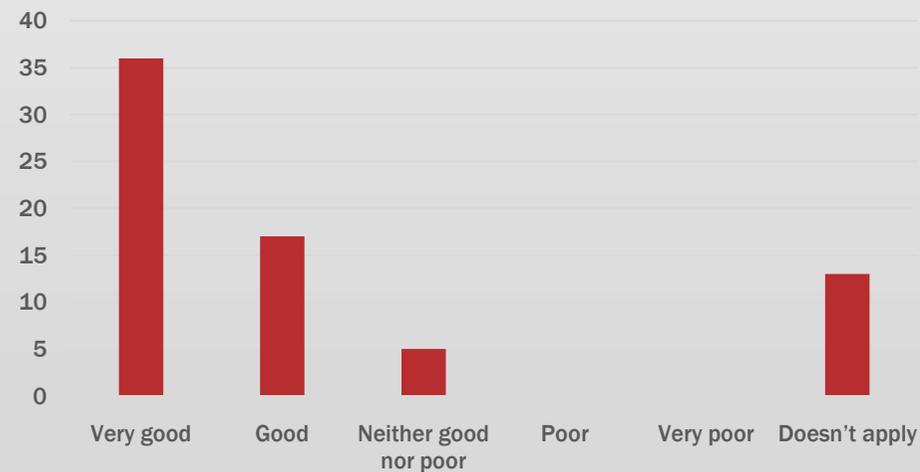
Listening to you



Explaining tests & treatments

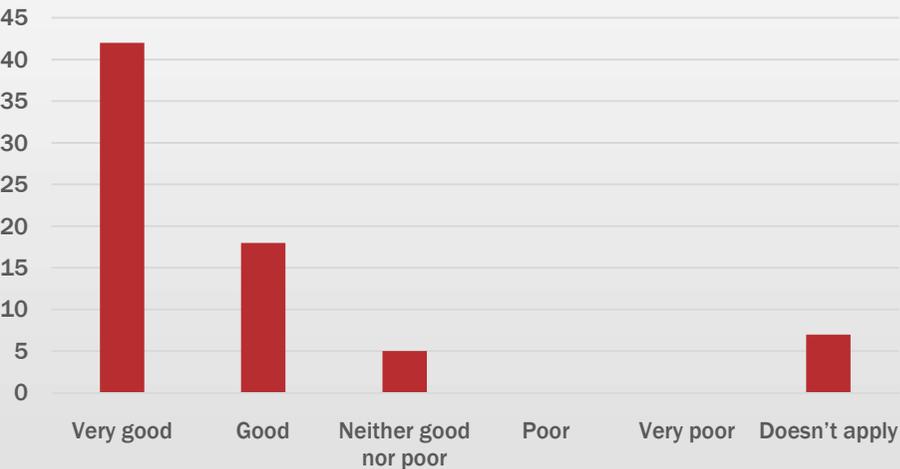


Involving you in decisions about your care

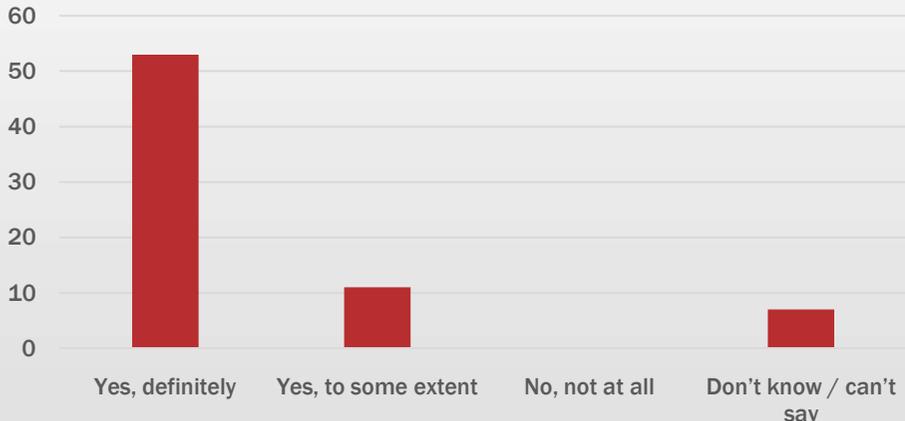


Last Practice Nurse Appointment (2)

Treating you with care and concern

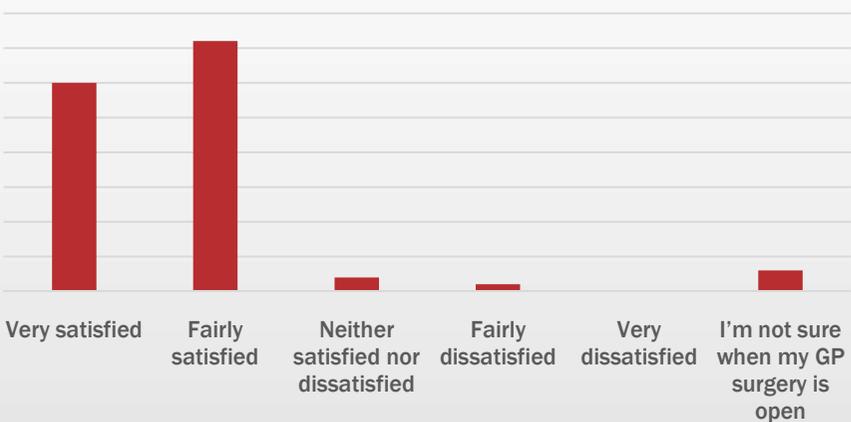


Did you have confidence and trust in the nurse that you saw or spoke to?



Opening Hours (1)

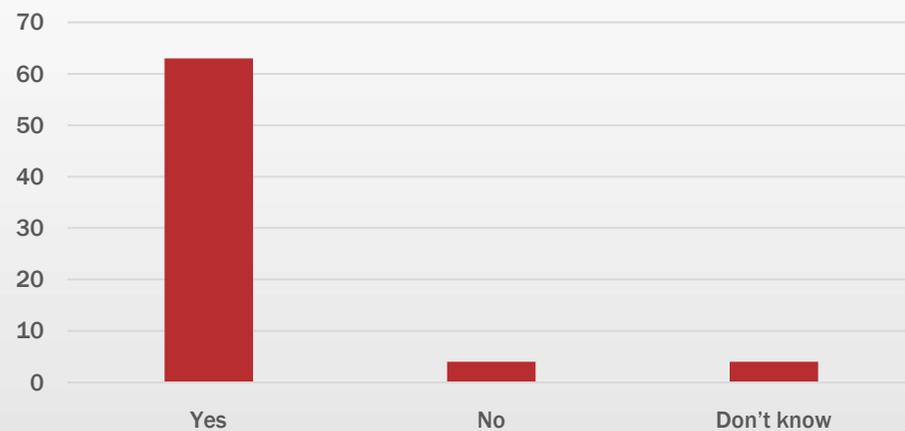
How satisfied are you with the hours that your surgery is open?



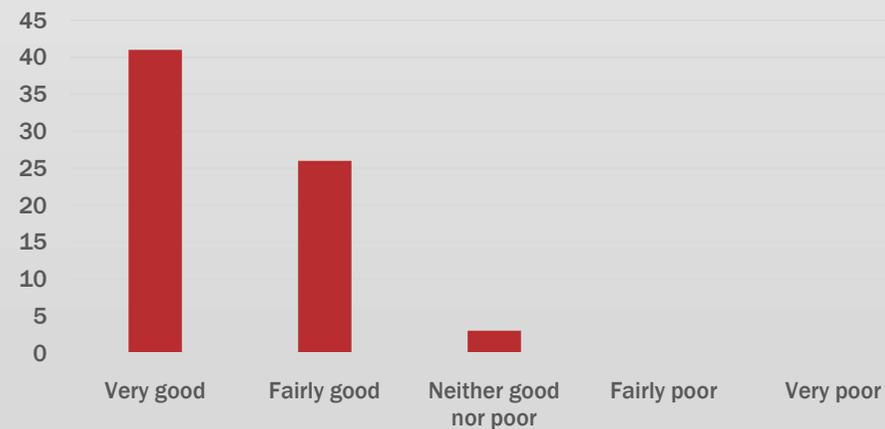
Which of the following additional opening times would make it easier for you to see or speak to someone?



Is your surgery currently open at times that are convenient for you?

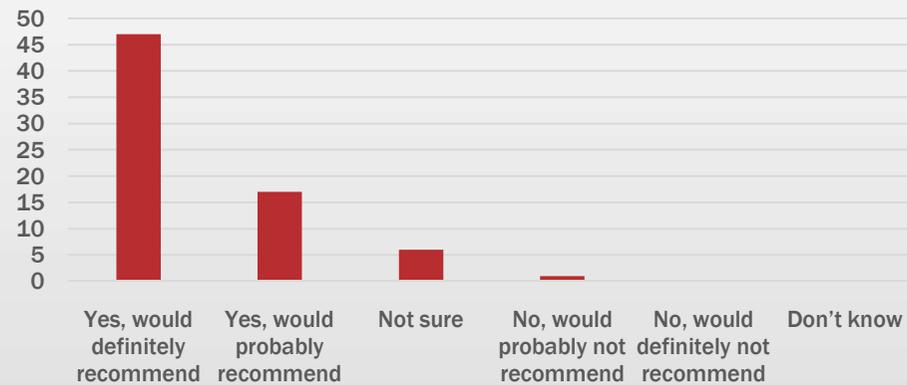


Overall, how would you describe your experience of your GP surgery?



Opening Hours (2)

Would you recommend your surgery to someone who has just moved to your local area?

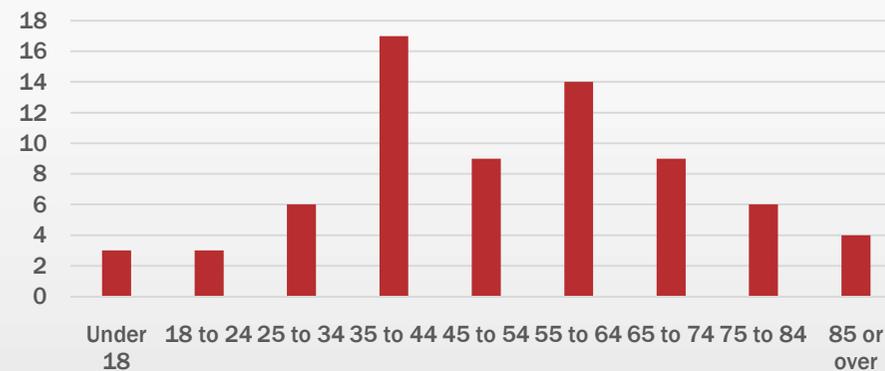


Demographics Questions (1) (Confidential)

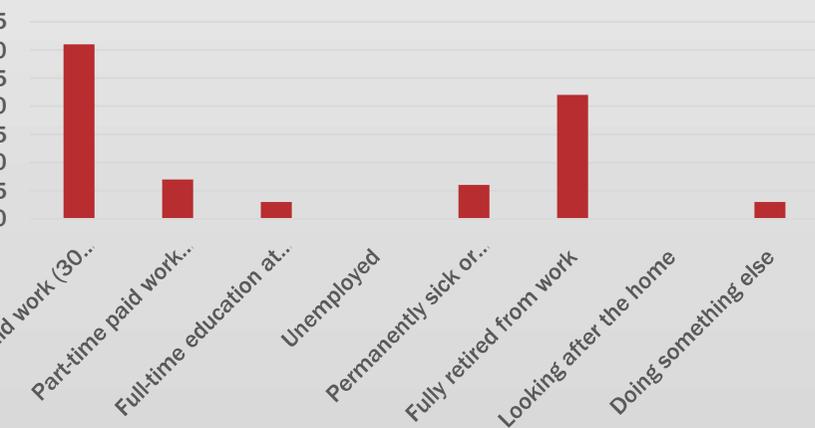
Are you male or female?



How old are you?



Which of these best describes what you are doing at present?

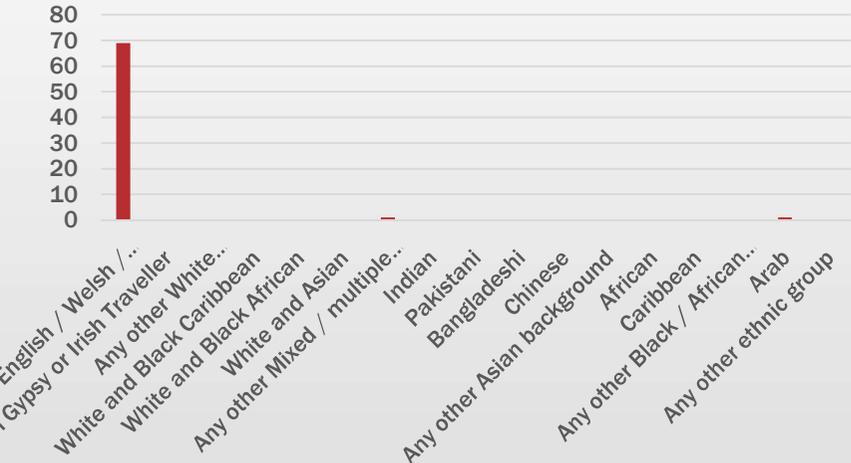


If you need to see a GP during typical working hours, can you take time off?

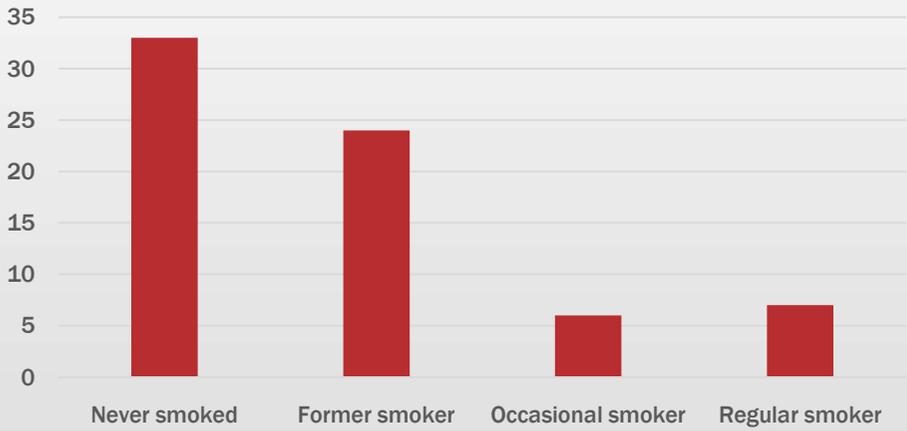


Demographics Questions (2) (Confidential)

What is your ethnic group?



Which of the following best describes your smoking habits?



Analysis – Access to Services

- **40.8% of respondents could not get an appointment for the day they wanted (2016 – 22%)**
- **6.6% of respondents could not get an appointment for the time they wanted (2016 – 14%)**
- **15.8% of respondents could not see their preferred GP (2016 – 18%)**
- **86.8% of respondents were happy (= very satisfied + fairly satisfied) with practice opening times (2016 – 82%)**

Analysis – Quality of services

- **61.8% of respondents said they would definitely recommend this practice to someone moving into the area (2016 – 47%)**
- **53.7% of respondents rated their GP as Very Good (Average value) (2016 – 72%)**
- **53.9% of respondents rated their practice nurse as Very Good (Average value) (2016 – 62%)**
- **56.6% of respondents felt that their GP was very good at listening to them (2016 – 64%)**
- **56.6% of respondents felt that their practice nurse was very good at listening to them (2016 – 68%)**
- **Overall, 88.2% of respondents were satisfied with the services offered**

Analysis – Safety

- **71.1%** of respondents had definite confidence and trust in their GP (2016 – 65%)
- **69.7%** of respondents had definite confidence and trust in their practice nurse (2016 – 78%)