

Darwen Healthcare Patient Participation Group Annual Survey 2020

Our Annual Survey has been unusual this year due to the Covid 19 crisis. The practice had already started to utilise digital appointments and have had to increase our utilisation of online resources to cope with the requirement of social distancing and reduce the risk of transmission of the virus.

We are delighted however that 2287 responded to the patient survey. The survey was sent out to all who had a mobile number listed with the practice and therefore not everyone had experienced the use of digital services and therefore those that hadn't were excluded from the results in that section.

Whilst video and telephone consultations have come to the forefront in such a short space of time planning had already been going on for some while to enable the finite resources of clinical staff deal with the increasing demand of a growing patient base. Most of us are now living longer, but with multiple health and care needs and new methods have to be used to ensure a responsive service We decided the main part of the survey this year would be around the use of digital technology to help meet this demand and the figures below indicate that many of our patients are comfortable using digital technology.

