

GP SURVEY DARWEN HEALTHCARE – NATIONAL 2020 V 2019 V 2018

Survey Question asked and what patients scored the practice	Darwen Healthcare Score			2020 scores	
	2020	2019	2018	Avg. Score in Blackburn with Darwen CCG	Avg. Score Nationally
Find it easy to get through to this surgery by phone	83%	83%	75%	70%	65%
Find the receptionists at this surgery helpful	97%	97%	94%	91%	89%
Usually get to see or speak to their preferred GP	33%	39%	45%	50%	45%
Were able to get an appointment to see or speak to someone the last time they tried (Slightly amended question 2020)	73%	70%	New Question	69%	60%
Say the last appointment they got was convenient or satisfied	86%	83%	84%	76%	73%
Took the appointment they were offered	99%	99%	94%	96%	93%
Describe their experience of making an appointment as good	86%	80%	81%	72%	65%
Usually wait 15 minutes or less after their appointment time to be seen	62%	69%	65%	74%	70%
Say the last Healthcare Professional they saw or spoke to was good at giving them enough time	86%	92%	92%	88%	86%
Say the last Healthcare Professional they saw or spoke to was good at listening to them	90%	94%	92%	90%	88%
Say the last Healthcare they saw or spoke to was good at involving them in decisions about their care	96%	94%	93%	95%	93%
Say the last Healthcare they saw or spoke to was good at treating them with care and concern	90%	93%	93%	89%	87%
Had confidence and trust in the last Healthcare Professional they saw or spoke to	93%	98%	97%	95%	95%
Felt the Healthcare Professional recognised or understood any mental health needs during their last appointment	90%	90%	82%	86%	85%
Felt their needs were met	92%	97%	96%	94%	94%
are satisfied with the surgery`s appointment times	83%	70%	77%	69%	63%
Had enough support from local services or organisations during the last 12 months to manager their long term condition	76%	87%	82%	76%	77%
describe their overall experience of this surgery as good	90%	89%	85%	85%	92%
Overall Score	84%	85%	84%	81%	79%

Whilst we are pleased with our improvement over last year scores and our comparison to both local and national average scores we are not complacent about the areas where we could have improved.

We will work with our clinicians, staff and Patient Participation Group to see how this can be done effectively whilst not compromising on quality, for example appointments running late because the GP has taken more time with a patient to ensure all their needs were considered and they fully understood how their medical problem would be dealt with. However, during COVID period we have had to adapt our appointment system to utilising virtual appointments and therefore will reduce the “running late theme”.

We will also look how to improve the availability of additional GP and Clinician Pre-bookable virtual appointments therefore giving patients more choice of preferred clinician although this is often somewhat difficult as 3 of our GPs work less than 8 sessions per week and have developed a large middle tier of clinicians with roles such as Advanced Nurse Practitioners, Physician Associates, Paramedic, Clinical Pharmacists and Nurse Prescribers assisting our GPs with routine care to ensure our GPs are available when needed for complex care.

We are delighted that 97% of those surveyed felt that our Receptionists were helpful as they complete a very difficult role often under pressure especially on Mondays and Friday afternoons.