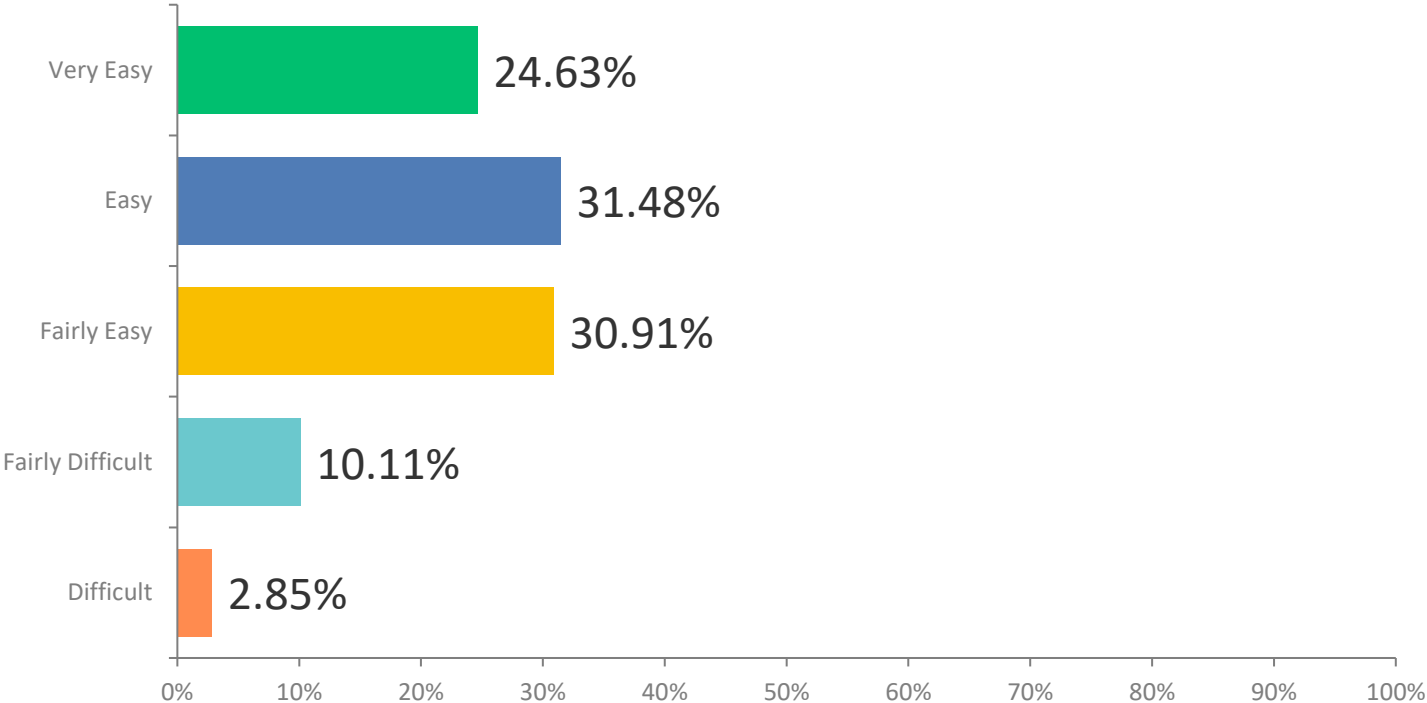


Patient Participation Group (PPG) Annual Survey - Darwen Healthcare GP Practice (Dr M Ninan & Partners) - June 2025

Sunday, July 06, 2025

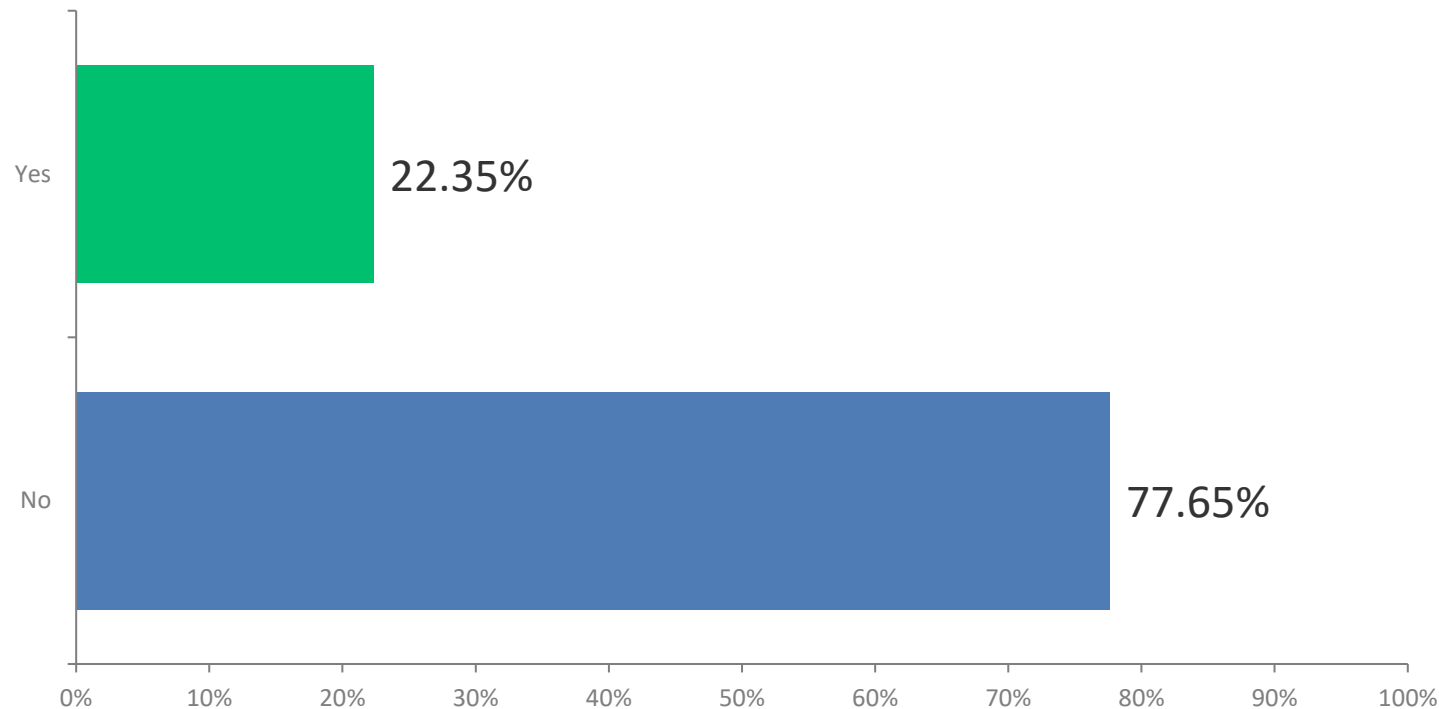
Q1: Generally how easy is it to get through to the practice by phone?

Answered: 1226 ,: 23



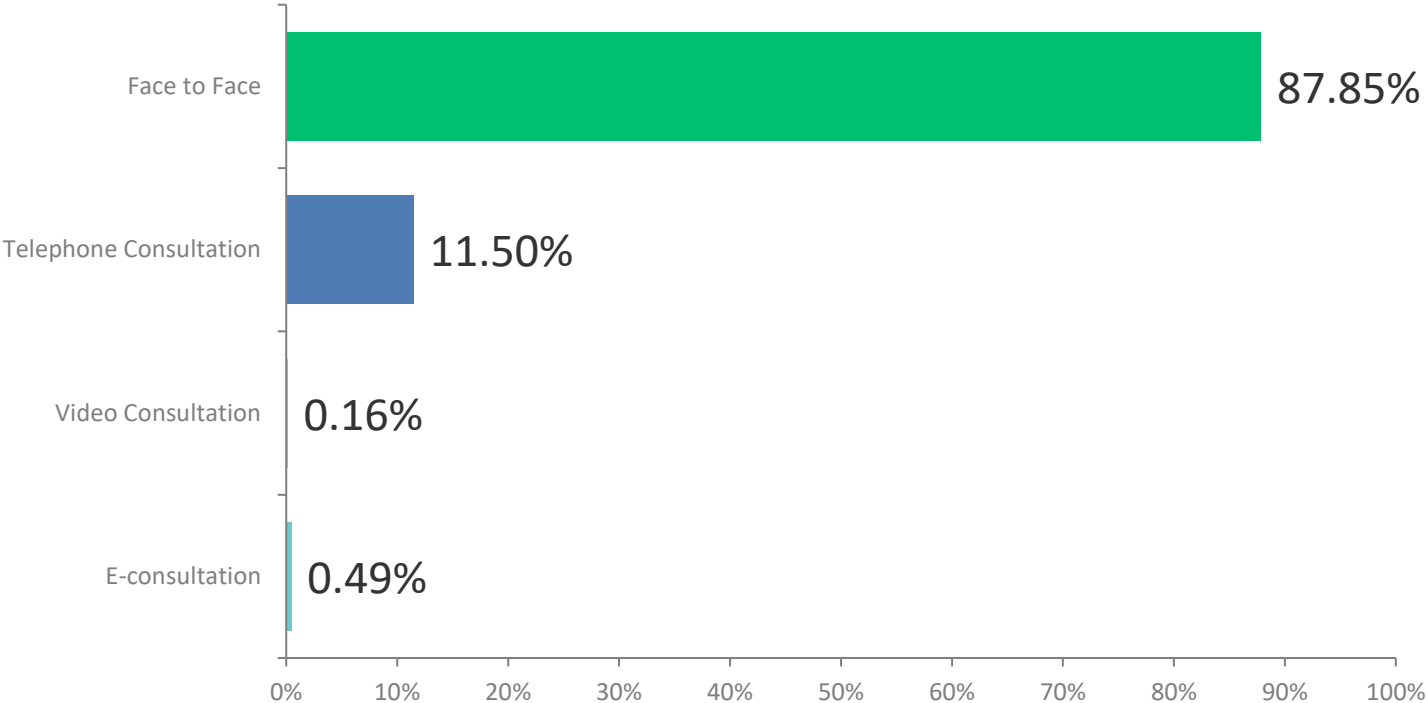
Q2: When you last contacted the practice - did you use the new call back service?

Answered: 1235 ,: 14



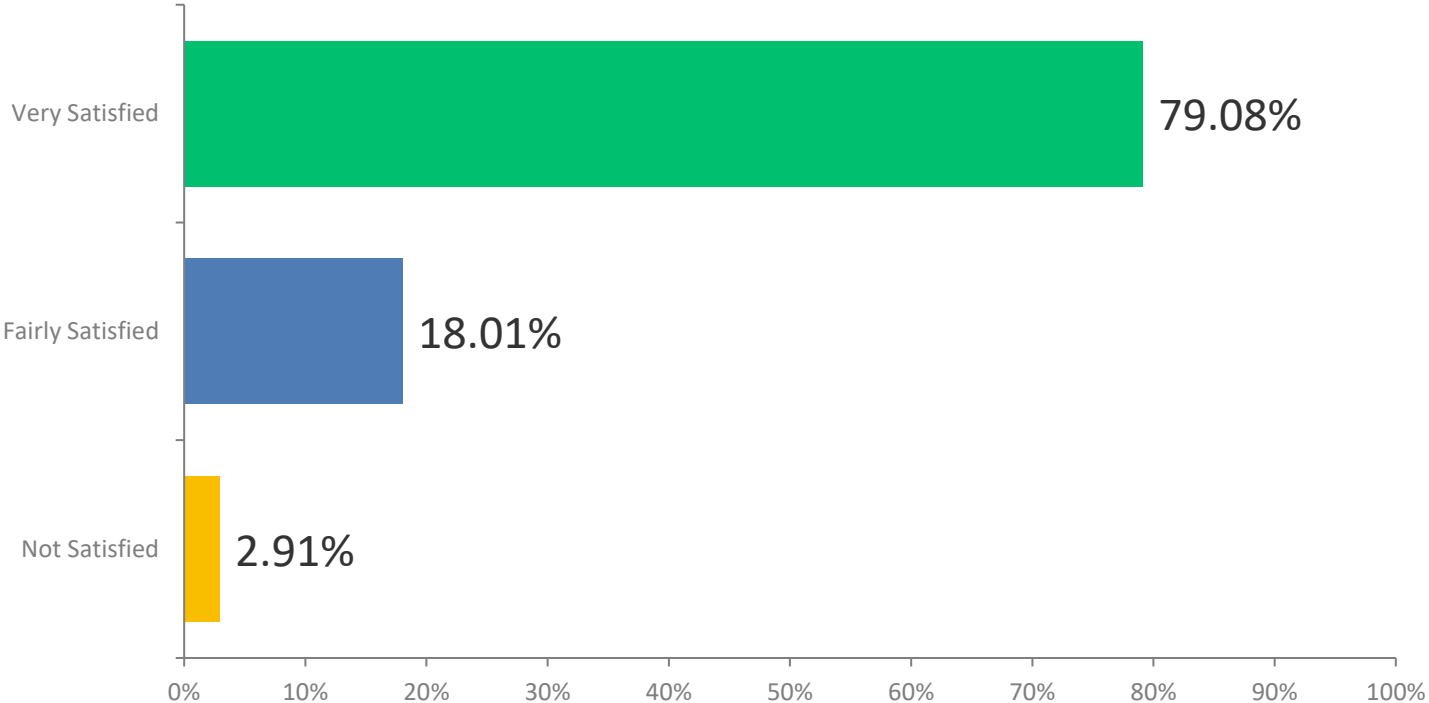
Q3: Thinking about your last appointment - how did you interact with the Clinician?

Answered: 1226 ,: 23



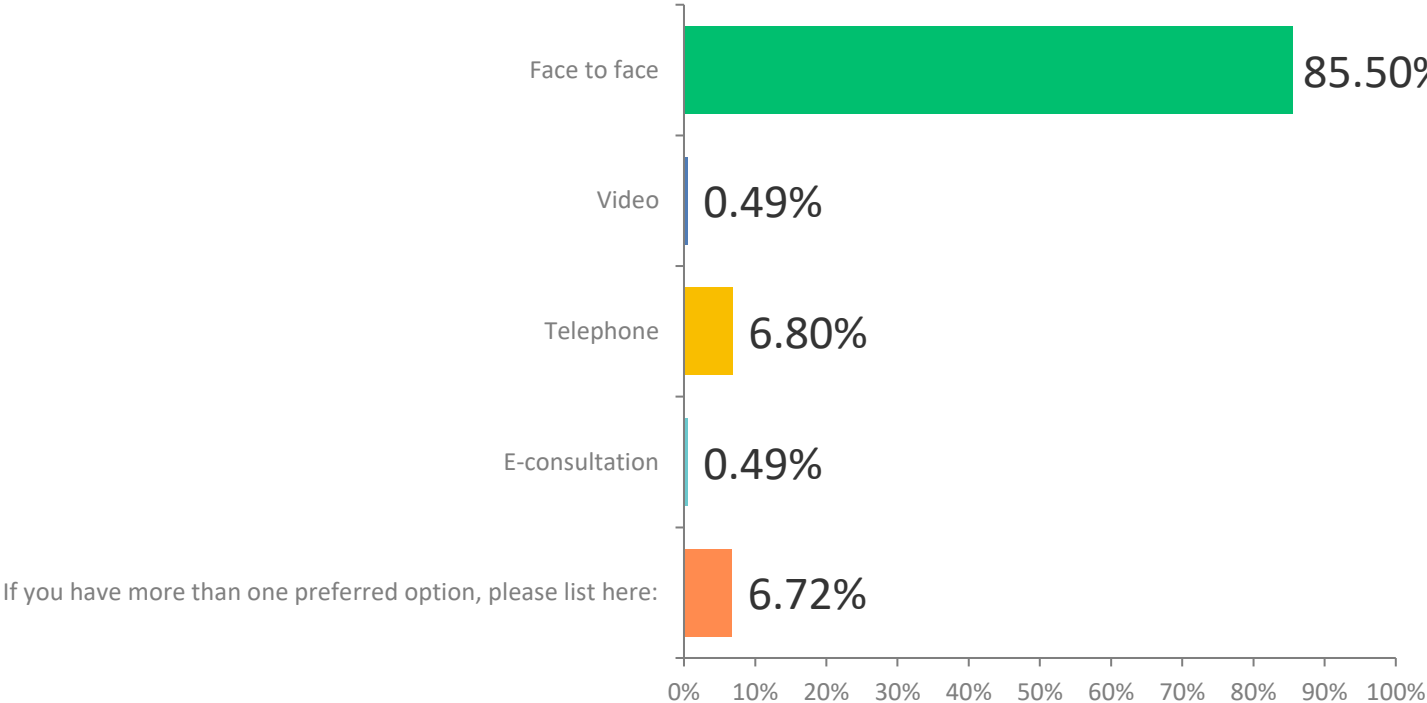
Q4: Were you satisfied with the appointment offered?

Answered: 1238 ,: 11



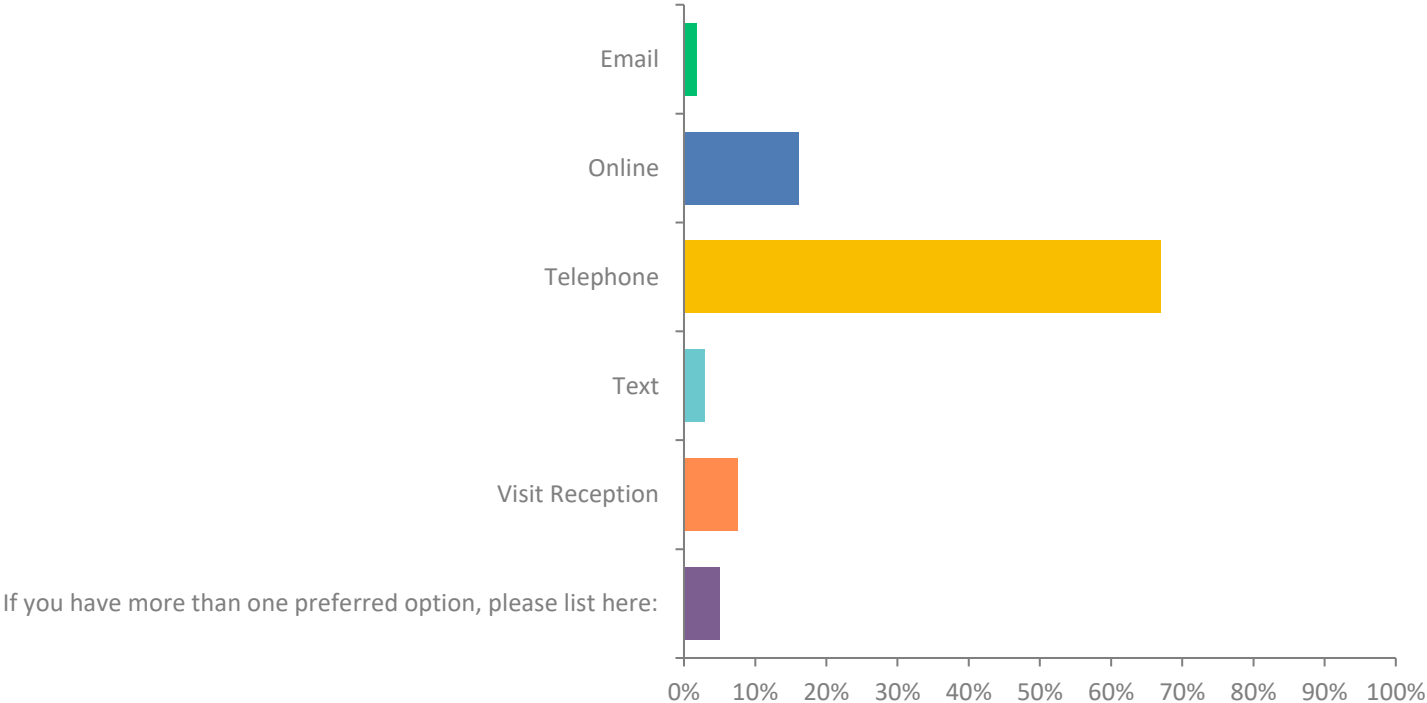
Q5: What is your preferred type of appointment?

Answered: 1221 ,: 28



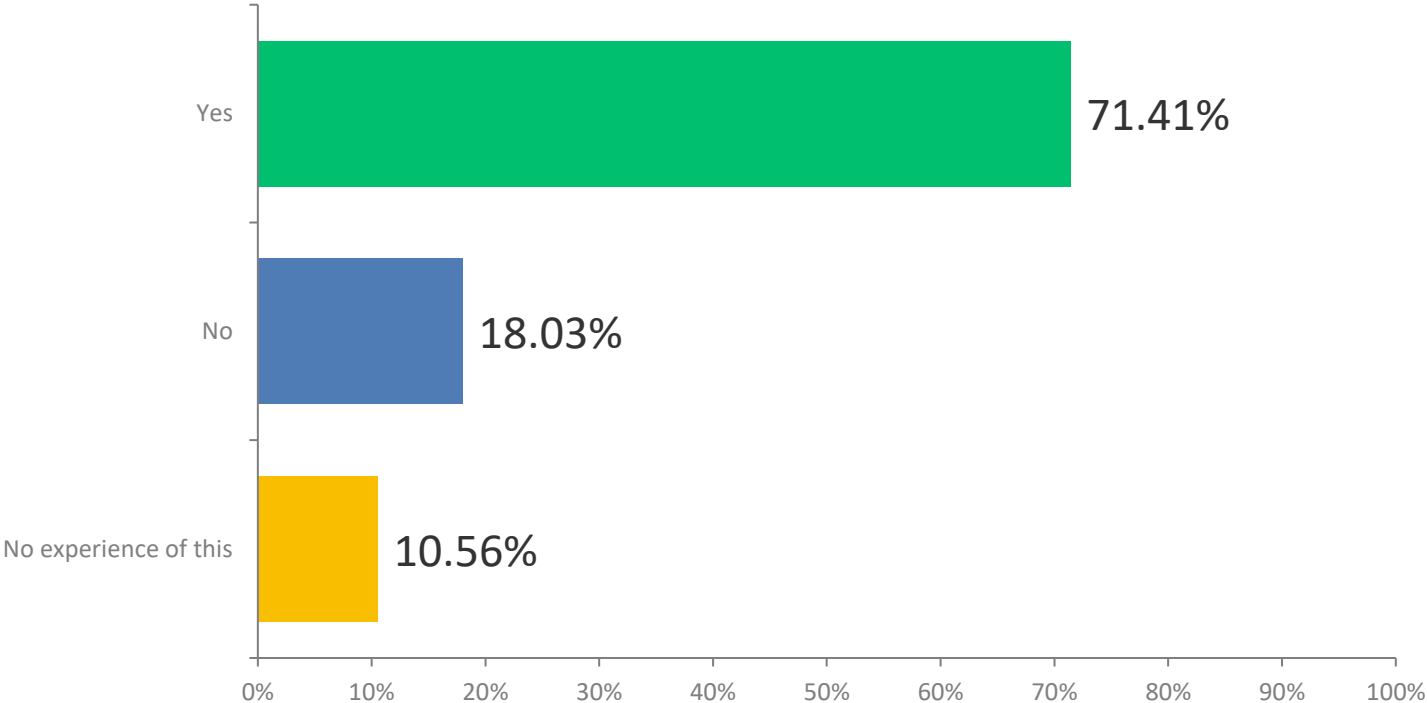
Q6: What is your preferred method of making appointments or contacting the practice?

Answered: 1232 ,: 17



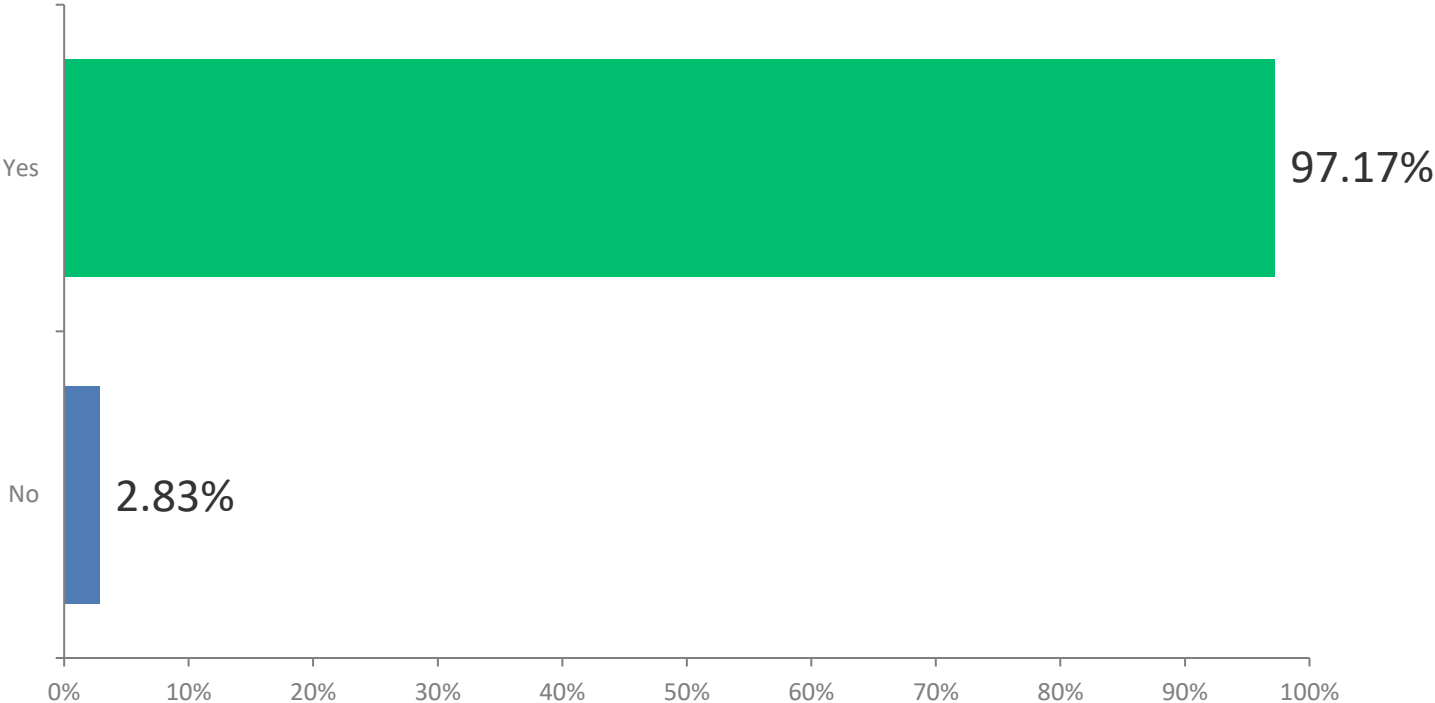
Q7: Do you find technology easy to use? i.e. ordering prescriptions, requesting or booking appointments or sending admin or non-medical queries via the My GP app.

Answered: 1231 ,: 18



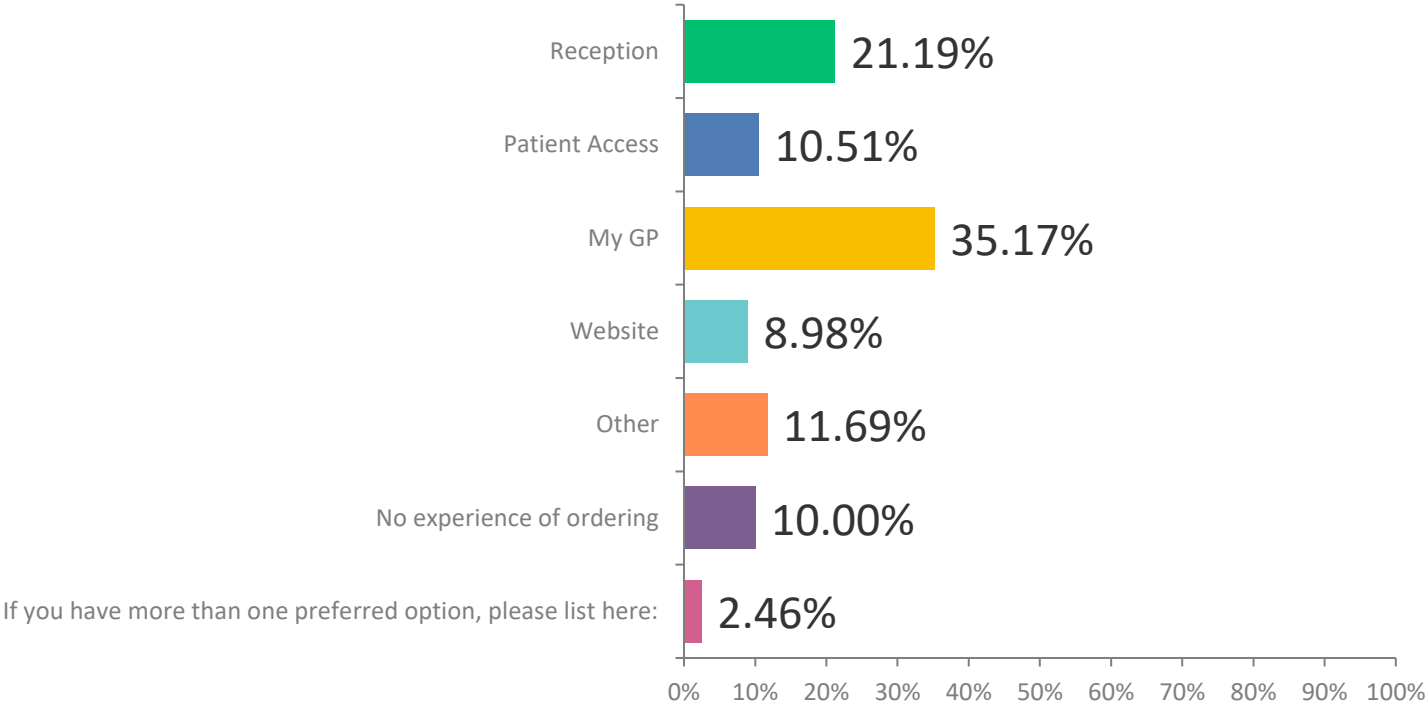
Q8: Are you happy to receive invitations, appointment reminders, general practice information, advice or results via SMS test message?

Answered: 1238 ,: 11



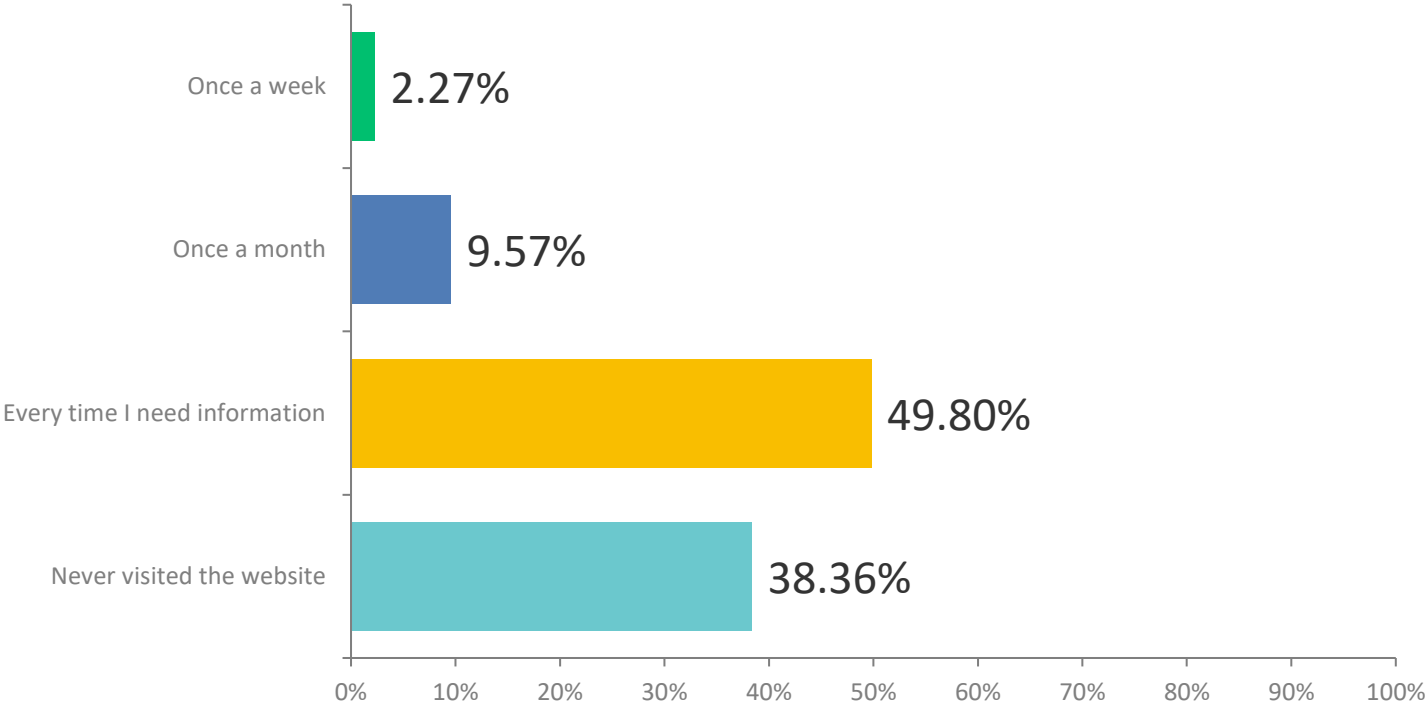
Q9: If you order repeat medication, how do you submit your request?

Answered: 1180 ,: 69



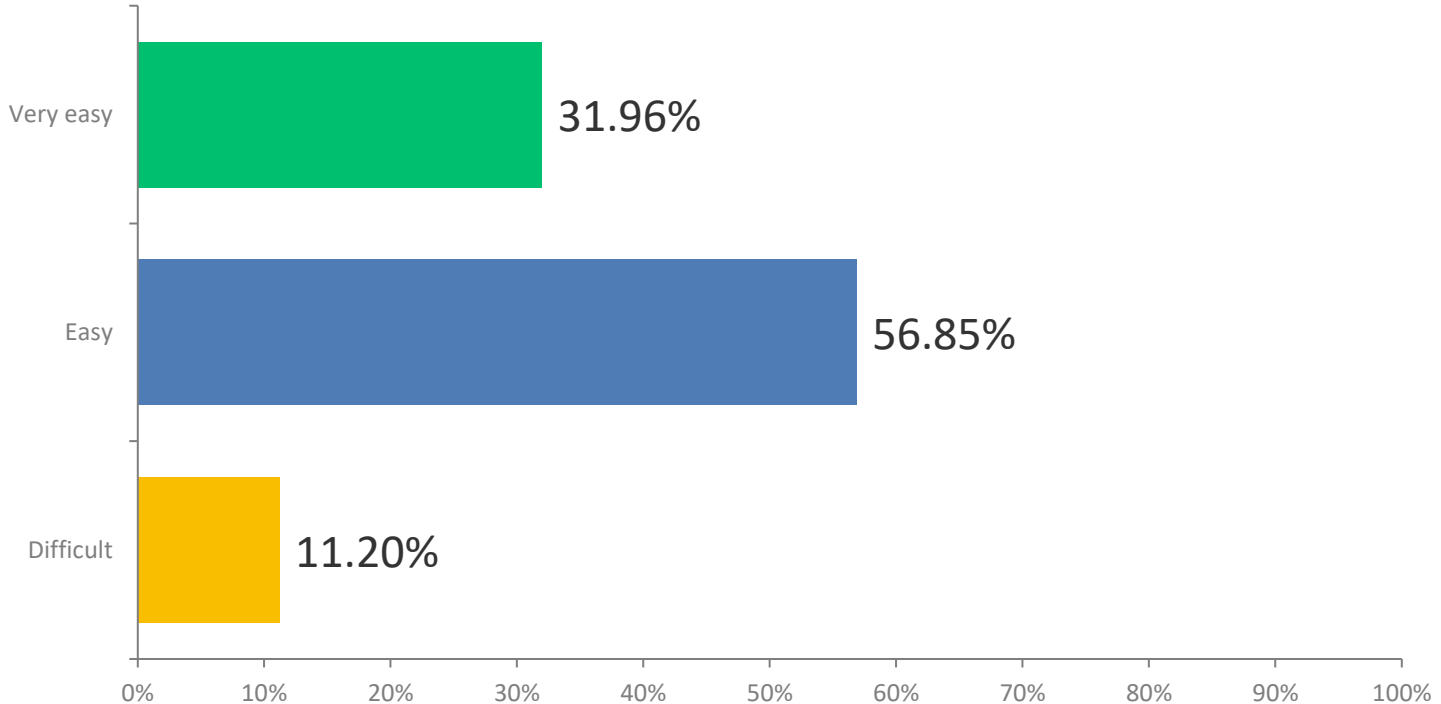
Q10: How often do you visit our website www.darwenhealthcare.co.uk

Answered: 1233 ,: 16



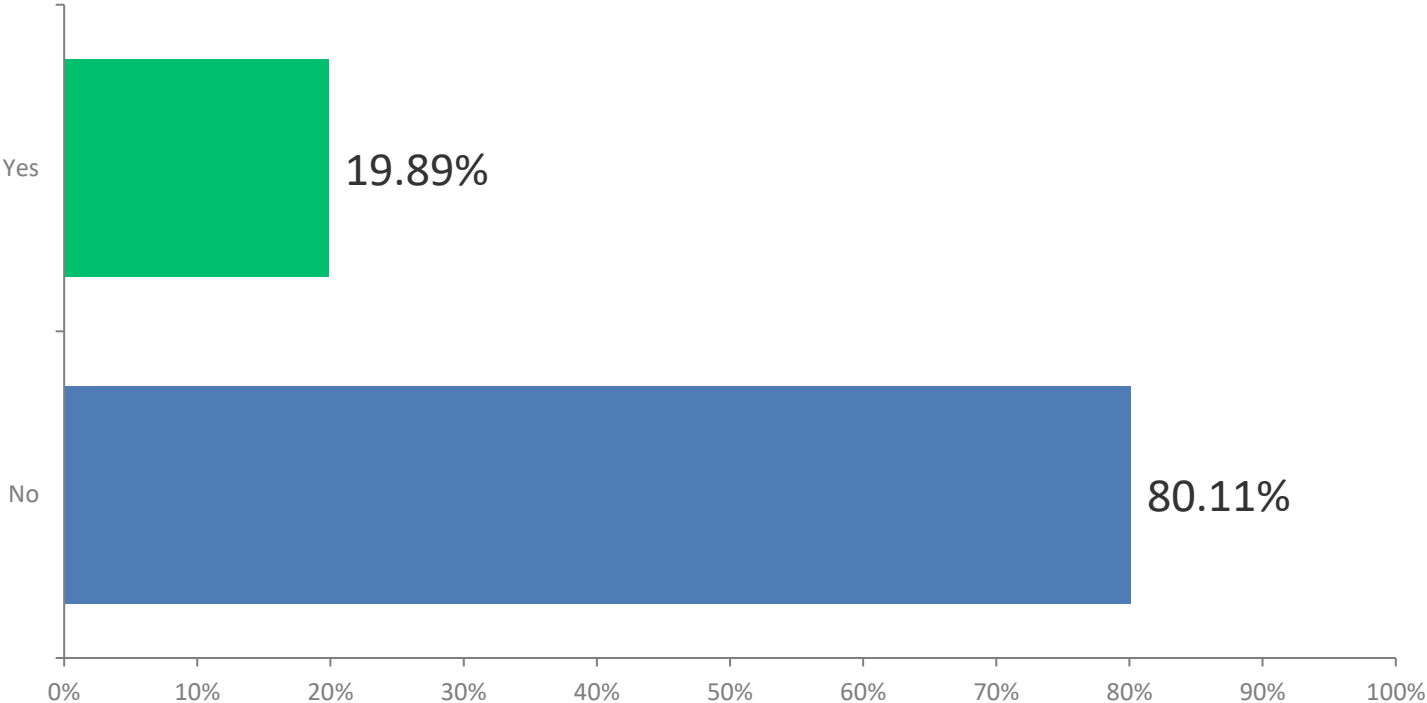
Q11: How easy is it to use our GP practice website to look for information or access services?

Answered: 920 Skipped: 329



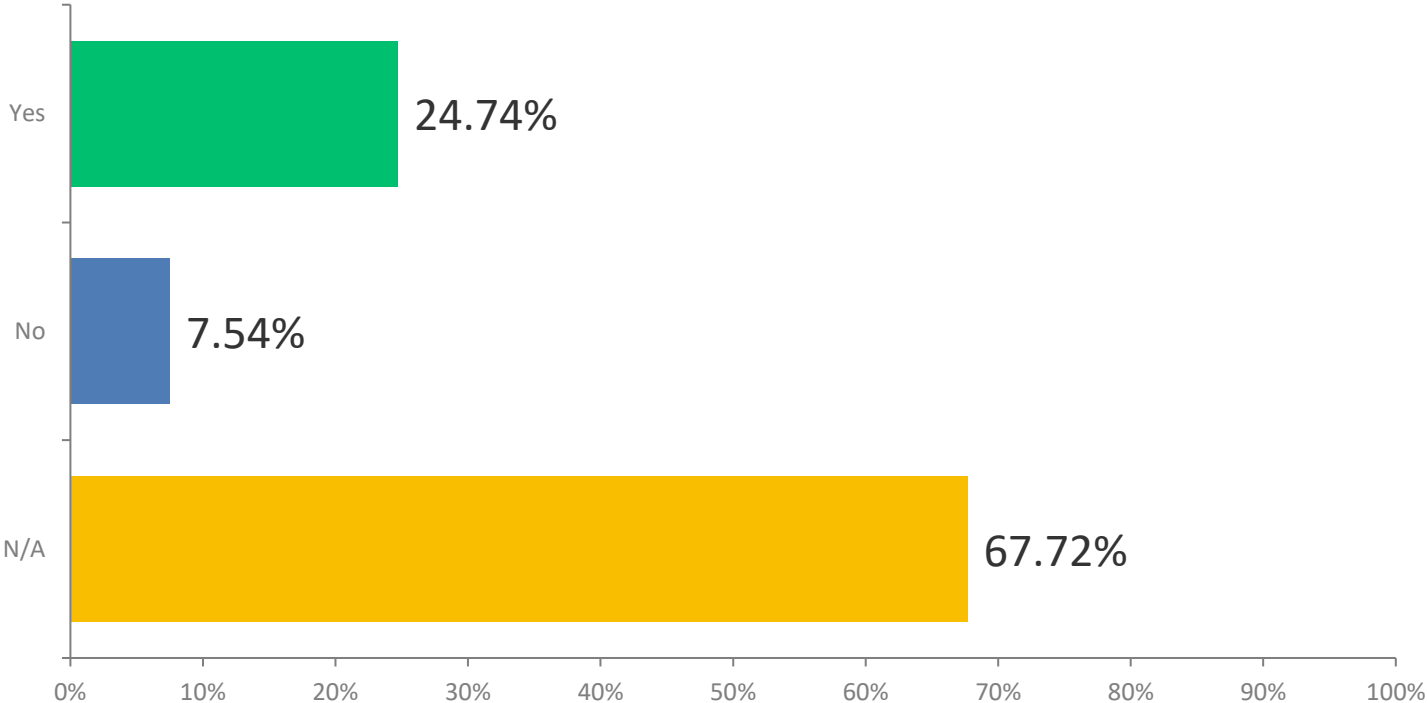
Q12: Health and wellbeing is important to us all. Have you needed to contact the practice within the last 12 months for mental health reasons?

Answered: 1242 ,: 7



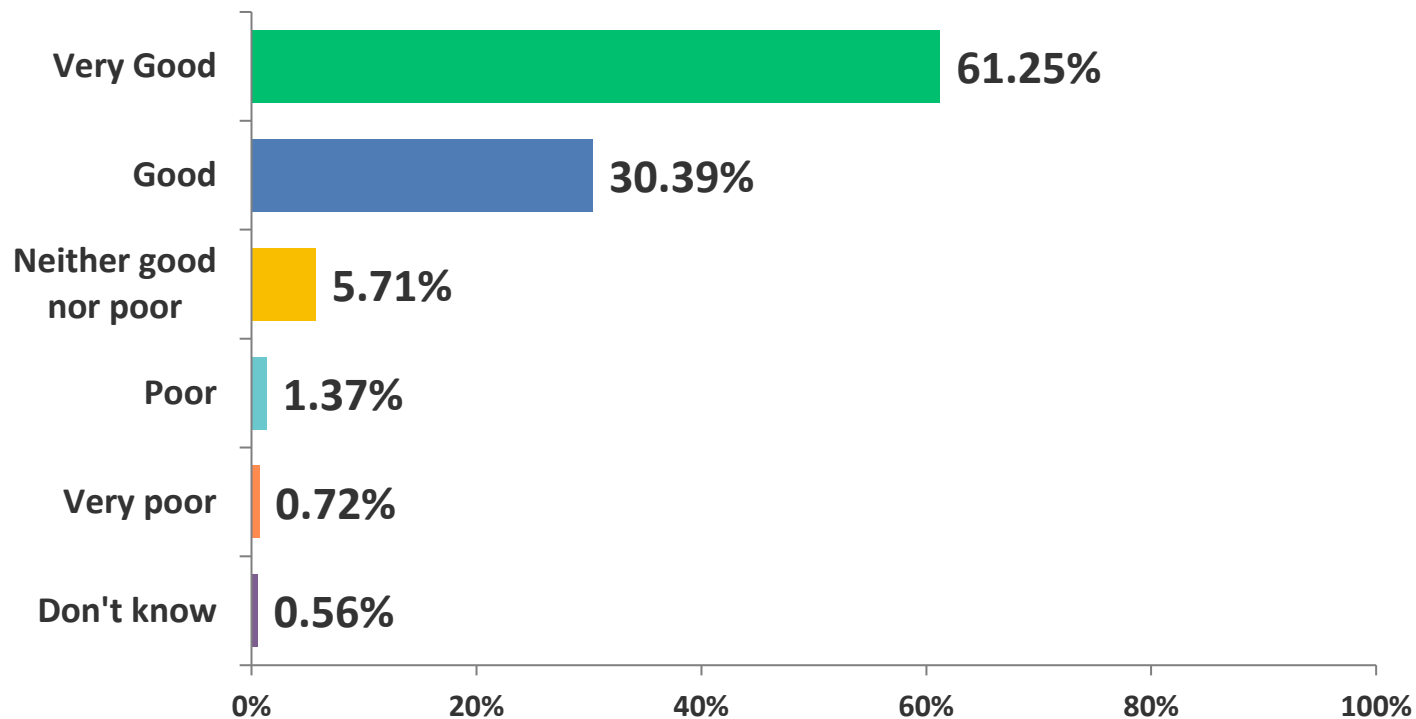
Q13: If you answered yes to the previous question, were you offered supportive routes of care? i.e. referral to a specialist service.

Answered: 756 Skipped: 493



Q14: Darwen Healthcare strives to give a good service to all our registered patients. How would you rate our service overall?

Answered: 1244



Q15: Would you recommend our service to friends and family?

Answered: 1221

