




Darwen Healthcare PPG Patient Satisfaction Survey 2025


Total registered patients: 14,500 Total responses received: 1,317

Thank you to all patients who took part in our recent survey. Your feedback helps us understand what we do well and where we can make improvements. Below is a summary of the findings and how we responded.

-  **Getting Through by Phone You said:**
- 86% find it easy or fairly easy to get through.
 - 14% did not find it that easy
 - Mornings are the busiest and the waits can be lengthy


We did:

- ✓ Promoting our call-back system so you don't need to hold.
- ✓ Reviewing phone line staffing at peak times.

-  **Call-Back System You said:**
- Only 22% of patients reported having used the call-back option.
 - Some patients didn't know it existed or weren't sure it would work.


We did:

- ✓ Promoting our call-back system so you don't need to hold.
- ✓ Reviewing phone line staffing at peak times.

-  **Appointments You said:**
- 87% of patients had a face-to-face appointment.
 - 11.5% had a telephone, less than 1% video/online
 - 80% of patients were satisfied with the appointment type, 17% of patients were fairly satisfied,
 - 3% of patients were not satisfied


We did:

- ✓ Continue to offer face-to-face, telephone, and online appointments.
- ✓ Explaining our triage model so patients understand why certain appointments are offered.

-  **Booking & Contacting the Practice You said:**
- 66.50% of patients prefer to telephone
 - 16.50% of patients use e-consultations,
 - 7.50% of patients present at reception,
 - 1.80% of patients email.

We did:

- ✓ Clarifying how our triage process ensures you see the right clinician.
- ✓ Reviewing e-consultations booking to improve choice and convenience.

-  **Using Technology You said:**
- 71.50% of patients find technology easy to use and 17.70% of patients do not find it easy to use.
 - Online prescriptions are easy, but some find online GP booking difficult because unable to find GP Appointments.
 - Older patients and those with memory issues felt they needed more support.

We did:

- ✓ Keeping multiple contact options (telephone, reception, online).
- ✓ Creating easy guides for using apps and the website.
- ✓ Offering staff help for those who need assistance.

Text Messaging You said:

- 97% of patients are happy to receive texts for results, reminders, and updates.
- 3% of patients are not happy to receive texts for results, reminders and updates

We did:

- ✓ Continuing SMS communication for convenience and reliability.
- ✓ Regularly checking contact details to keep them up to date.

Repeat Prescriptions You said:

- 35.50 % of patients use MyGP app
- 20.00% of patients present at the reception
- 12% of patients telephone
- 10.5% of patients use Patient Access.
- Some patients find it difficult to order acute prescriptions.

We did:

- ✓ Reviewing the acute prescription process.
- ✓ Promoting digital ordering while keeping traditional options available.

Website Use You said:

- 50.00% of patients visit when needed
- 37.50% of patients never visit
- 10.00% of patients visit monthly
- 2.50% of patients visit weekly.
- 89% of patients find it easy or very easy to use.
- Would like more details on practice clinics and treatment room services.

We did:

- ✓ Updating the website to show clinic times and services (bloods, minor surgery, women's health, etc.).
- ✓ Making navigation clearer and keeping content current.

Overall Service Rating You said:

- 91.00 % of patients rated the practice Good or Very Good.
- 5.00% were neutral, 1.9% Poor or Very Poor.
- Patients said the practice was "organised and well-run",
- "More support for HRT",
- "Phone message too long".


We did:

- ✓ Reviewing HRT support and access.
- ✓ Shortening phone messages while keeping important info.

Your feedback helps us shape our services

We are concentrating on:

- Reducing phone wait times
- Improving communication about appointments and our clinical services
- Supporting patients with technology
- Keeping information up to date online



Thank you for helping us improve!