

## **A national GP survey indicates that more patients in Rossendale rated their GP practice as ‘good’ than the national average**

A survey of GP patients taken before the COVID pandemic began, highlights that more patients in Rossendale describe their experience of their GP practice as ‘good’ than the national average.

The results from the latest GP National Survey published last month show that on average 84% of those patients in Rossendale who responded to the survey have described their overall experience of their GP practice as good compared to 82% nationally. In particular, 89% of patients said that they found the receptionists in their practice to be ‘helpful’.

Other key findings which are either higher or on par with the national average include:

75% of patients were satisfied with the type of appointment offered; 65% said their overall experience of making an appointment was good; 79% of patients agreed that they had had enough support from local services or organisations to manage their condition(s); and, 63% said they were satisfied with the general practice appointment times offered.

The survey was sent to a total of 3,148 patients with 1,008 of these being completed and returned, meaning a response rate of 33%. Statistically, this obviously only represents a very small proportion of patients registered with a GP practice in Rossendale (1.14%).

Dr John O’malley, a GP at Irwell Medical Practice in Bacup and the Clinical Director of Rossendale East Primary Care Network, said: “We are absolutely delighted with these overall very positive results which are down to everyone’s hard work in primary care. Whilst we do recognise that we could do better in certain areas, this shows we are on the right track whilst also giving us an idea of where we need to place more of a focus on. Practices are planning to work together and share best practice and learn from each other to enable continuous improvement and development via the primary care networks.

“Health services continue to face increasing demand and challenges but I want to reassure all of our patients that the NHS is still here. Whilst people may be accessing services a little differently, it is important that people still come forward where they need to access treatment and services. We follow all of the national guidance and have strict infection controls in place to ensure that all patients and staff remain safe and infection free.”

- **Ends** –

Notes to editors:

- In Rossendale there are nine GP practices which are served by two Primary Care Networks – Rossendale East and Rossendale West. Primary Care Networks (PCNs) are groups of practices that work together with community, mental health, social care, pharmacy, hospital and voluntary services in their local areas.
- Rossendale East covers the following GP practices:
  - Whitworth Medical Centre

- Irwell Medical Practice, Bacup
- Waterfoot Medical Practice
- Rossendale West covers the following GP practices:
  - Ilex View Medical Practice, Rawtenstall
  - St James Medical Centre, Rawtenstall
  - PWE Fairmore, Rawtenstall
  - Rossendale Valley Medical Practice, Haslingden
  - Drs Moujaes and Mannan, Haslingden
  - Dr MacKenzie and Partners
- Below is a table of patient response rate:

Practice	Surveys sent out	Surveys back	Completion rate
St James	277	128	46%
Ilex	349	104	30%
Fairmore	478	107	22%
Dr Mackenzie	278	100	36%
RVMP	463	136	29%
The Surgery	311	103	33%
Irwell	365	114	31%
Waterfoot	329	126	38%
Whitworth	298	90	30%
<b>TOTALS</b>	<b>3,148</b>	<b>1,008</b>	<b>33%</b>

- 74,092 people are registered with a GP practice in Rossendale. The response rate of the survey represents 1.4% of registered patients.