

NBSurvey Report for:
**The New PMG Appointment System
Survey**

Period: **All**



Knowing Your Customer

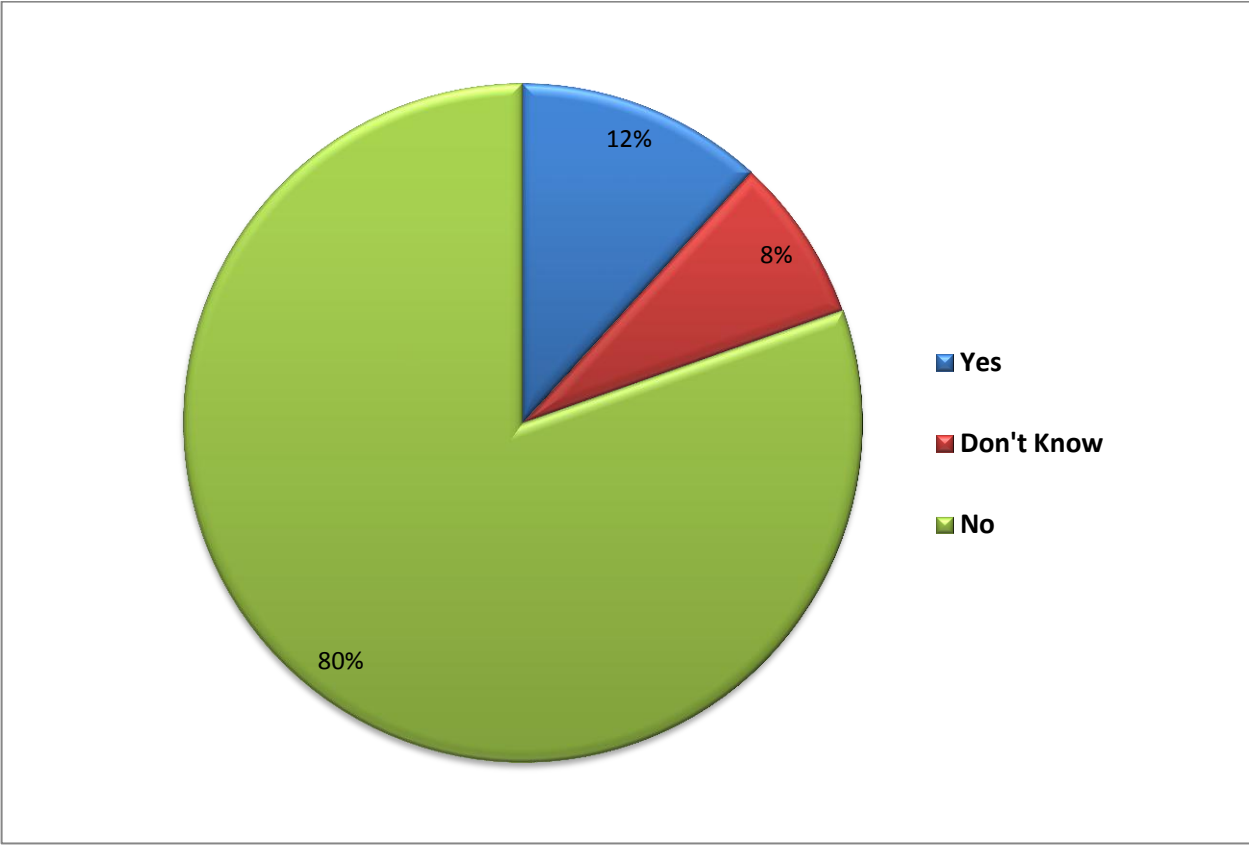
Introduction

This report provides the results from the New PMG Appointment System Survey.

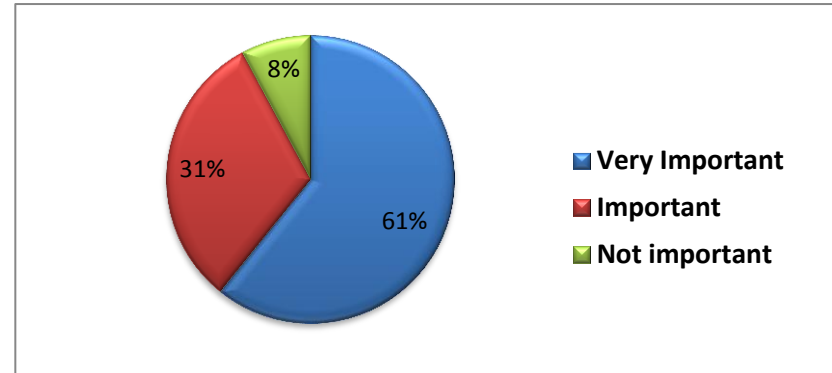
The report does not grade, rate or benchmark the performance of the Service. The information provided in this report displays the feedback in a tabular and graphical format. The results for each question asked are contained within this report.

Note: all percentages in this document have been rounded up to the nearest %.

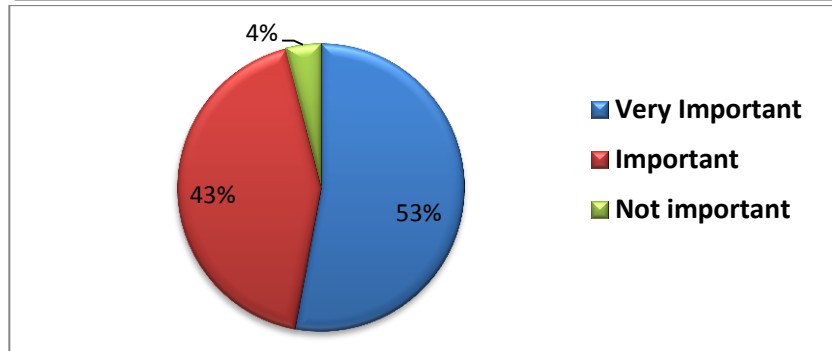
Question 1	optionText	responseCount	%
Are you aware of the developments that will be made to our appointment booking system?	Yes	6	12
	Don't Know	4	8
	No	41	80
	Totals	51	100



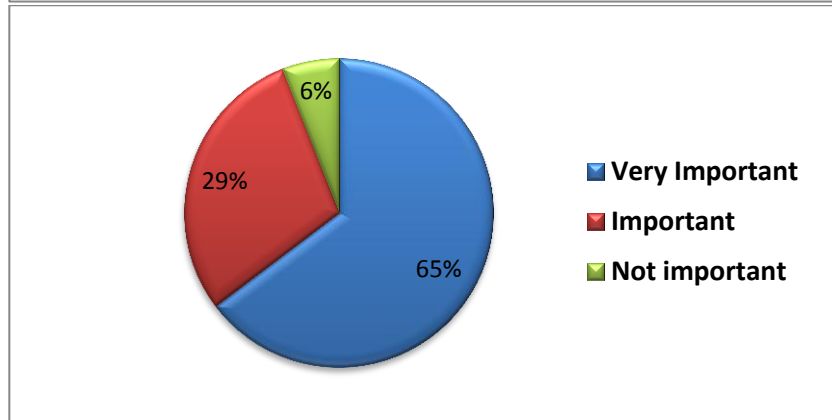
Question 2 - Part 1	Option	responseCount	%
You will be able to book your appointments for a future date. This will enable the following; please tell us how important they are to you. "You will be able to choose who you see".	Very Important	31	61
	Important	16	31
	Not important	4	8
	Totals	51	100



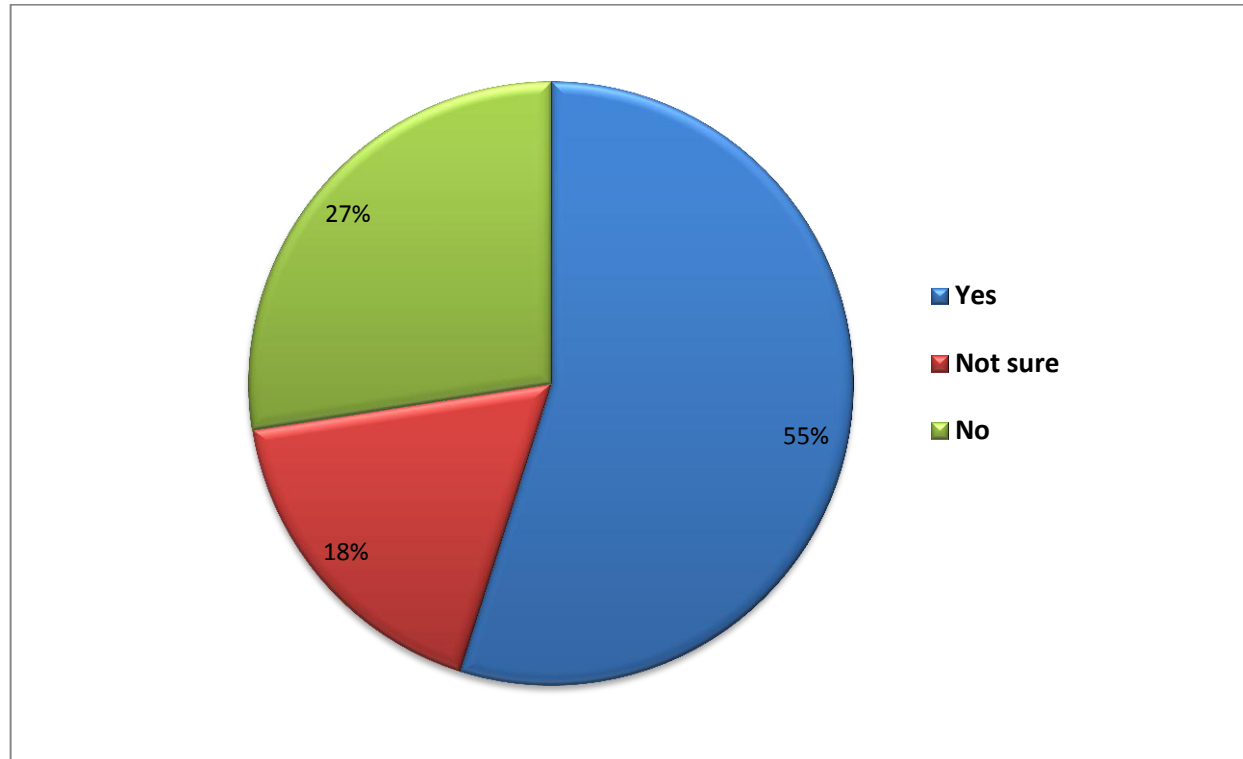
Question 2 - Part 2	Option	responseCount	%
You will be able to book your appointments for a future date. This will enable the following; please tell us how important they are to you. "You will be able to choose a time slot".	Very Important	27	53
	Important	22	43
	Not important	2	4
	Totals	51	100



Question 2 - Part 3	Option	responseCount	%
You will be able to book your appointments for a future date. This will enable the following; please tell us how important they are to you. "You will be able to book in advance".	Very Important	33	65
	Important	15	29
	Not important	3	6
	Totals	51	100



Question 3	optionText	responseCount	%
If there was a facility to book appointments online, would you use the service?	Yes	28	55
	Not sure	9	18
	No	14	27
	Totals	51	100



Question 4
Do you have any comments or suggestion regarding the new booking appointment system?

Comments
if you know your doctor/nurse, you talk to them directly
it would very help full
all peple want is to be able to call up and speak to human. personally i can,t bear this ned to i give up.. this machne does not wrk.... hat iswrong with a keyboardz.. perfect example of what iswrong with alll this mending what is not broken
i think its very good as it is
no, but find the new system welcoming and got my attention to give positive feedbck.
sounds good /hhope some
i think it is a good idea.
better noti fication
would prefer to be able to see a doctor as and whed neccessary.
awaiting judgement
sounds good to me, ffrancis hunter
the care at pmg is xcellent but to date i have been very disappointed with the appointment system. previously at another practice i could get next day appts. at pmg it is sometimes 3 weeks

Question 5 – Do you think that this is an effective way of asking you about your experiences and views? Please skip this question if you have already answered it in a previous survey.

This question has been analysed separately since it was repeated in three surveys.

Question 6
Do you have any comments or suggestion regarding the new booking appointment system?

Comments
holistic natural alternative treatments such as accupuncture masage and relaxation technics and fitness programes . free of charge
convienience of time for appointments
good luck getting any feedback out of this machine...
you need two telephone lines
do you think it should be easier to get nurses appointments
yea
telephone system
later opening, better accessability to doctors, etc
personal circumstances that could impact on patient wellbeing