



NBSurvey Report for:

## Access Survey V2

**Organisation:** Pulborough Medical Group  
**Created:** 11/03/2014

Period: 01/04/2013 to 07/03/2014

	Responses
PMG Kiosk Waiting Room	12
PMG Reception Kiosk	19
<b>Total</b>	<b>31</b>





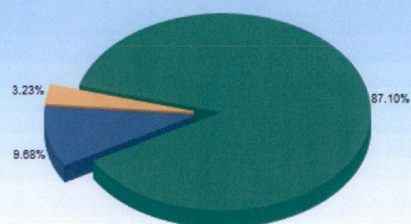
## **Introduction**

This report provides the results for the Access Survey V2.

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.

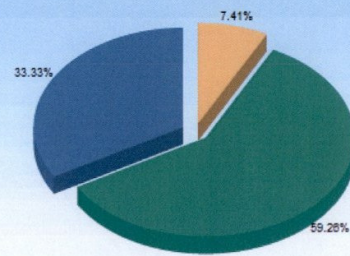
1: In the past 6 months, have you tried to see a doctor fairly quickly? By 'fairly quickly' we mean on the same day or in the next 2 weekdays the GP surgery or health centre was open.

0: No	3	9.68%
1: Can't remember	1	3.23%
2: Yes	27	87.10%
Total:	31	100.00%



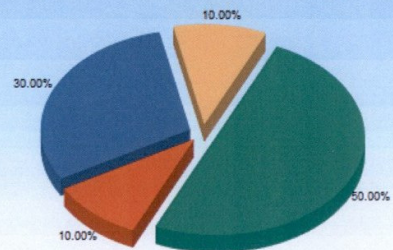
2: Think about the last time you tried to see a doctor fairly quickly. Were you able to see a doctor on the same day or in the next 2 weekdays the GP surgery or health centre was open?

0: No	9	33.33%
1: Can't remember	2	7.41%
2: Yes	16	59.26%
Total:	27	100.00%



## 3: If you couldn't be seen within the next 2 weekdays the GP surgery or health centre was open, why was that?

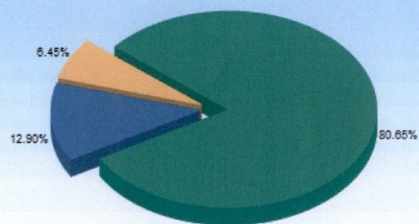
1: No appointments	3	30.00%
2: No suitable times	1	10.00%
3: My doctor wasn't available	5	50.00%
5: Another reason	1	10.00%
Total:	10	100.00%



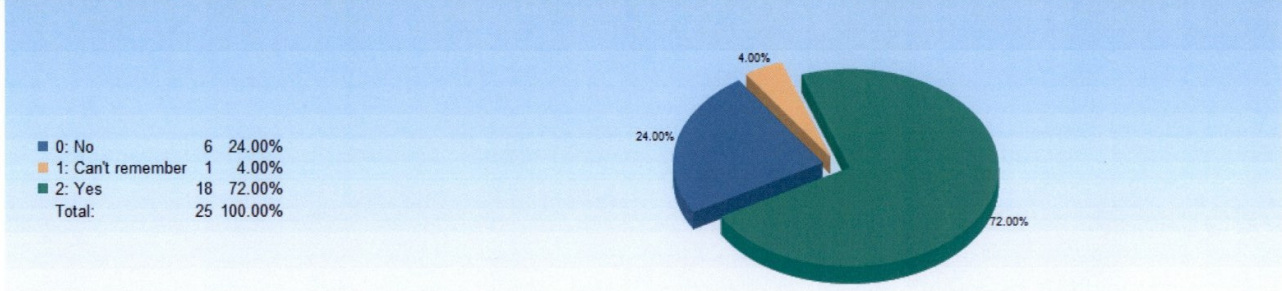


4: In the past 6 months, have you tried to book ahead for an appointment with a doctor? By 'booking ahead' we mean booking an appointment more than 2 full weekdays in advance.

0: No	4	12.90%
1: Can't remember	2	6.45%
2: Yes	25	80.65%
Total:	31	100.00%

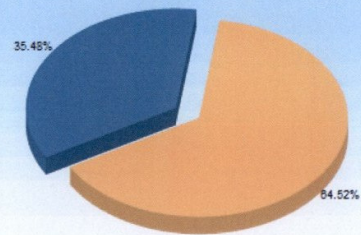


5: Last time you tried to, were you able to get an appointment with a doctor more than 2 full weekdays in advance?



## 6: Do you know the opening times for your surgery or health centre?

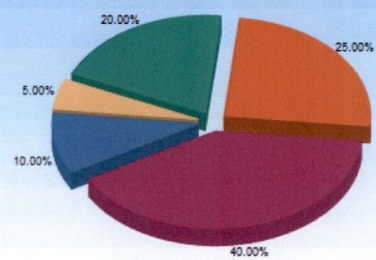
■ 0: No 11 35.48%  
■ 1: Yes 20 64.52%  
Total: 31 100.00%





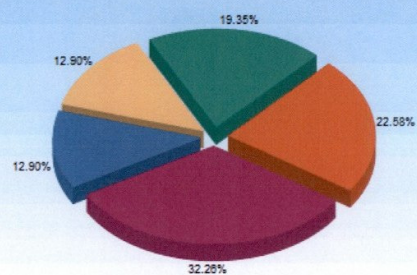
## 7: How satisfied are you with the hours that your GP surgery or health centre is open?

1.00: 5 (Very dissatisfied)	2	10.00%
2.00: 4	1	5.00%
3.00: 3	4	20.00%
4.00: 2	5	25.00%
5.00: 1 (Very satisfied)	8	40.00%
Total:	20	100.00%



## 8: In general, how satisfied are you with the care you get at your GP surgery or healthcentre?

1.00: 5 (Very dissatisfied)	4	12.90%
2.00: 4	4	12.90%
3.00: 3	6	19.35%
4.00: 2	7	22.58%
5.00: 1 (Very satisfied)	10	32.26%
Total:	31	100.00%



## 9: Do you have any comments regarding access to the Medical Practice?

the early morning appointments are great for workers, so  
are phone consultations with trusted gps  
kkkgf b c

all good

a very comprehensive general practice, excellent care.  
thank you very much.

no

Dr Cambell is very thorough, regards

improve

difficuilt to see own doc.as he nnevr seems to be  
available.

all good

good

prctice is now so large appointments with my doctor are  
virtually impossible

im very happy

out of hours doctors not as available as in the past

more professionAl saff

you dont often get the same docter

aways a long wait on the phone, a very long wait.

severe problems with acessing physio or sports injury  
services, further compounded to the point f being  
impossible or patient wh o move around the uk for work