



NBSurvey Report for:

Contacting PMG Survey V2

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

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

	Responses
PMG Kiosk Reception	4
PMG Kiosk Waiting Room	5
Total	9



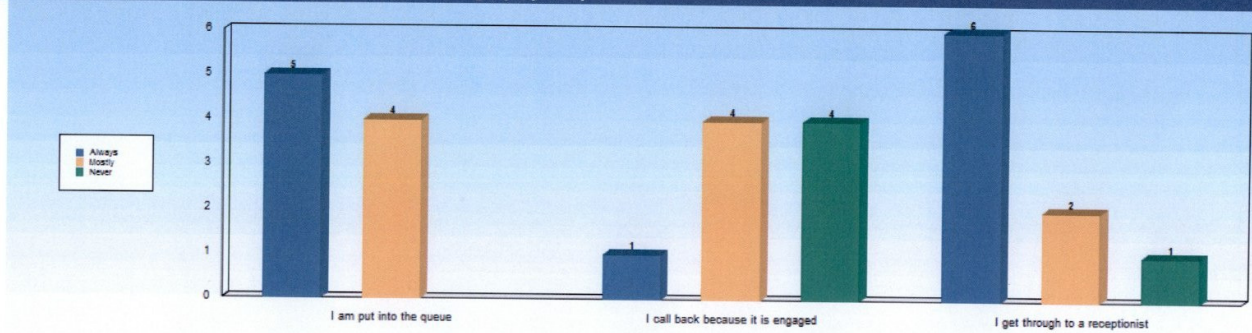


Introduction

This report provides the results for the Contacting PMG 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.

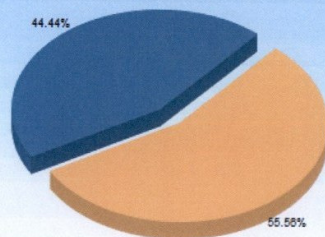
1: What is your experience when contacting the Surgery by telephone?



	Always		Mostly		Never		Total	
I am put into the queue	5	55.56%	4	44.44%	0	0.00%	9	100.00%
I call back because it is engaged	1	11.11%	4	44.44%	4	44.44%	9	100.00%
I get through to a receptionist	6	66.67%	2	22.22%	1	11.11%	9	100.00%

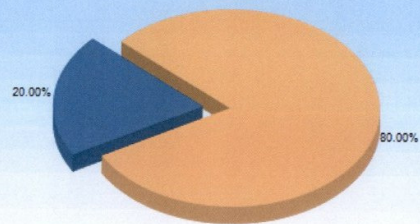
2: Do you think the phone system meets your needs?

■ 0: No 4 44.44%
■ 1: Yes 5 55.56%
Total: 9 100.00%



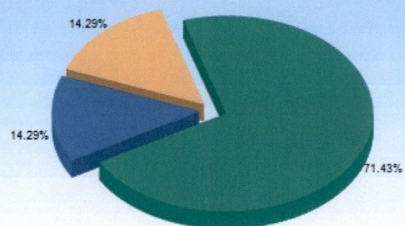
3: Why doesn't it meet your needs?

■ 1: I don't like being put in a queue	1	20.00%
■ 2: It takes too long to get through	4	80.00%
Total:	5	100.00%



4: 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.

■ 3.00: 3	1	14.29%
■ 4.00: 2	1	14.29%
■ 5.00: 1 (very effective)	5	71.43%
Total:	7	100.00%



5: What should we be asking our patients about to help us to shape the future of our medical services for the years ahead? Please comment.....

all previous experience good and bad.

i think you shouldnt have to fight a receptionist to get an appointment or spea with a doctor