

NBSurvey Report for: **Continuity of Care Survey**

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

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

	Responses
PMG Kiosk Reception	3
PMG Kiosk Waiting Room	20
Total	23





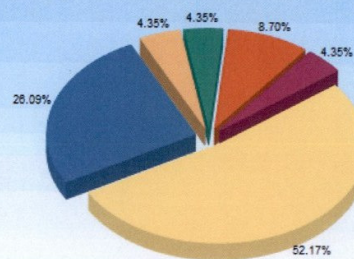
Introduction

This report provides the results for the Continuity of Care 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.

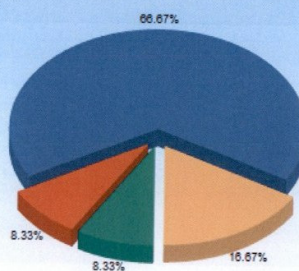
1: Which Doctor or Nurse did you see today?

1: Dr Hard	6	26.09%
2: Dr Fooks	1	4.35%
3: Dr Pullan	1	4.35%
4: Dr Serjeant	2	8.70%
5: Dr Mitchell	1	4.35%
6: Other Doctor or Nurse	12	52.17%
Total:	23	100.00%



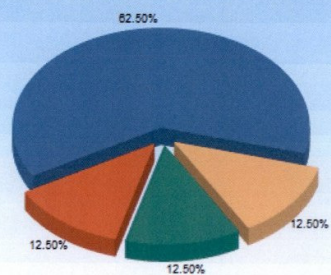
2: Which Doctor or Nurse did you see today?

12: Other Doctor or Nurse	8	66.67%
7: Dr Jadav	2	16.67%
8: Dr Summersgill	1	8.33%
9: Dr Bolgar	1	8.33%
Total:	12	100.00%



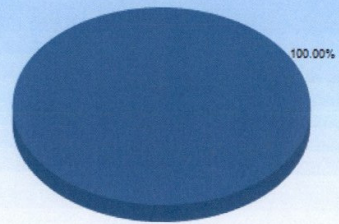
3: Which Doctor Or Nurse did you see today?

13: Dr Ghazanfar	5	62.50%
16: Nurse Keatley	1	12.50%
17: Nurse McKinlay	1	12.50%
18: Other Doctor or Nurse	1	12.50%
Total:	8	100.00%



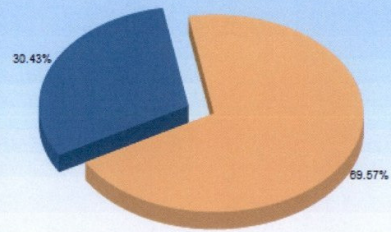
4: Which Doctor or Nurse did you see today?

■ 23: Nurse Cemm 1 100.00%
Total: 1 100.00%



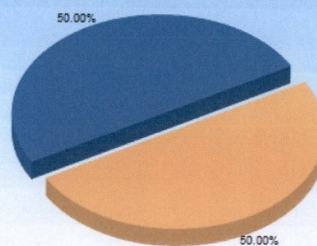
5: Did your consultation require a follow-up plan?

■ 1: Yes 7 30.43%
■ 2: No 16 69.57%
Total: 23 100.00%

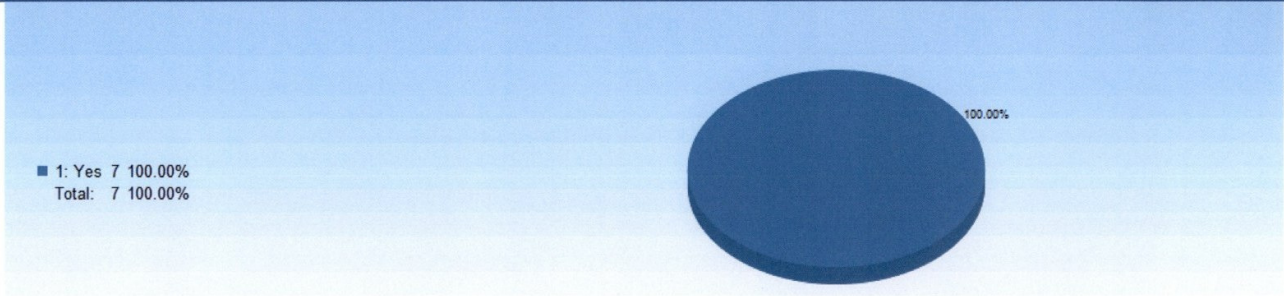


6: If your consultation had required a follow-up visit, would a written plan be helpful?

■ 1: Yes 8 50.00%
■ 2: No 8 50.00%
Total: 16 100.00%

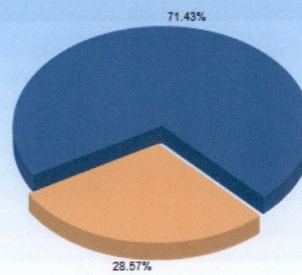


7: At the end of your consultation were you given a clear plan by the Doctor or Nurse?



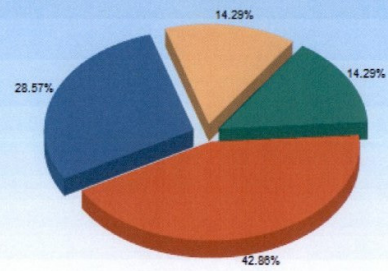
8: Did the Doctor or Nurse clearly indicate what happens next after your appointment?

1: Yes	5	71.43%
3: Unsure	2	28.57%
Total:	7	100.00%



9: During your consultation, were any of the following required?

2: Blood Test	2	28.57%
3: Referral	1	14.29%
4: X-Ray	1	14.29%
5: Other	3	42.86%
Total:	7	100.00%

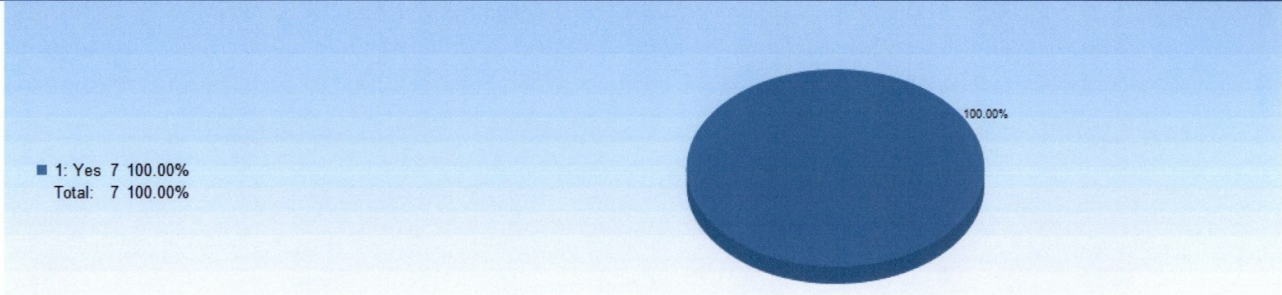


10: Please indicate what was discussed

return appointment

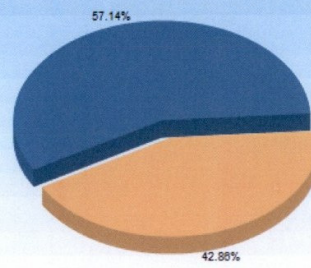
none

11: Was a clear management plan given to you regarding this and are you clear as to what will happen next?



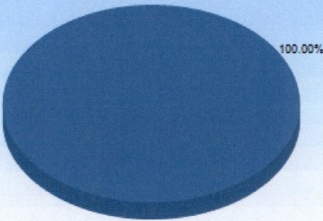
12: Would a written plan be helpful?

■ 1: Yes 4 57.14%
■ 2: No 3 42.86%
Total: 7 100.00%



13: How useful is it to see the same Doctor or Nurse for the same problem?

■ 1: Very useful 7 100.00%
Total: 7 100.00%



14: Please add any additional comments

very good

service is excellent

ljk