

NBSurvey Report for:

## The New PMG Appointment System 2013

**Organisation:** Pulborough Medical Group

**Created:** 12/03/2014

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

	Responses
PMG Kiosk Reception	6
PMG Kiosk Waiting Room	8
<b>Total</b>	<b>14</b>





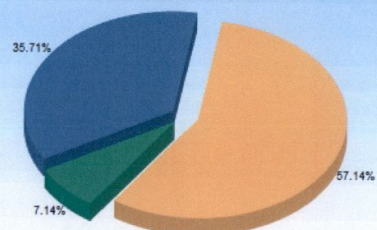
## **Introduction**

This report provides the results for the The New PMG Appointment System 2013.

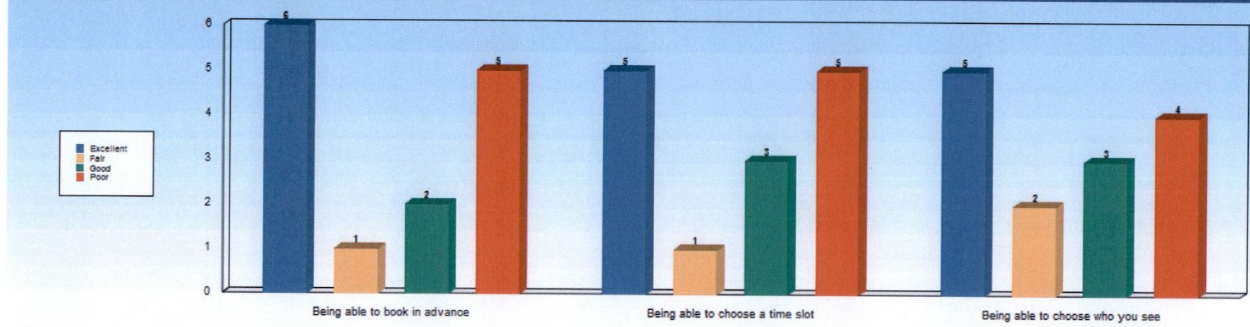
The report does not grade, rate or benchmark the performance of the Service. The information provided in this report displays the feedback in a tabular and graphical format. The results for each question asked are contained within this report.

## 1: Are you aware of the new developments that have been made to our appointment booking system?

1: Yes	5	35.71%
2: No	8	57.14%
3: Don't know	1	7.14%
Total:	14	100.00%



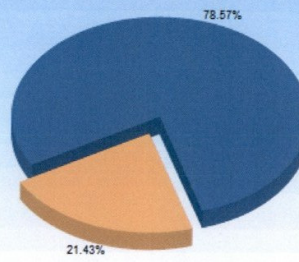
## 2: You are now able to book your appointments for a future date, please rate the following:



	Excellent		Fair		Good		Poor		Total	
Being able to book in advance	6	42.86%	1	7.14%	2	14.29%	5	35.71%	14	100.00%
Being able to choose a time slot	5	35.71%	1	7.14%	3	21.43%	5	35.71%	14	100.00%
Being able to choose who you see	5	35.71%	2	14.29%	3	21.43%	4	28.57%	14	100.00%

3: If there was a facility to manage your appointments online, would you use this service?

■ 1: Yes 11 78.57%  
■ 2: No 3 21.43%  
Total: 14 100.00%



## 4: Do you have any comments or suggestions regarding the new appointment system?

should be able to see your own dr more often

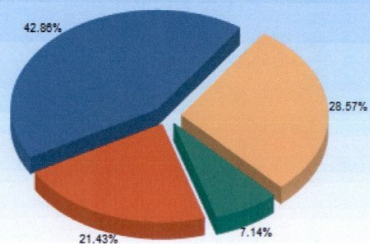
online would be a great improvement

no



## 5: Do you think that this is an effective way of asking you about your experiences and views?

1.00: 1 (very effective)	6	42.86%
2.00: 2	4	28.57%
3.00: 3	1	7.14%
5.00: 5 (very ineffective)	3	21.43%
Total:	14	100.00%



## 6: What should we be asking our patients about to help us shape the future of our medical services for the years ahead?

everything

air condition in the summer would be great.

their knowledge of the current services and systems which  
could be very poor . if like mine