

NBSurvey Report for:
Contacting PMG Survey

Period: **All**



Knowing Your Customer

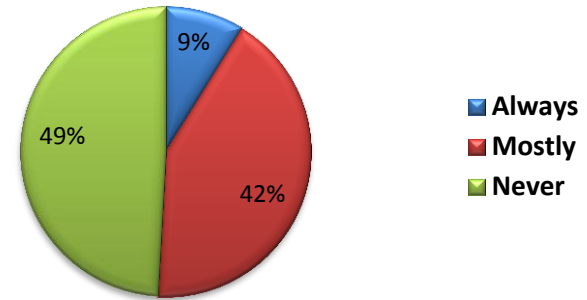
Introduction

This report provides the results from the Contacting PMG Survey.

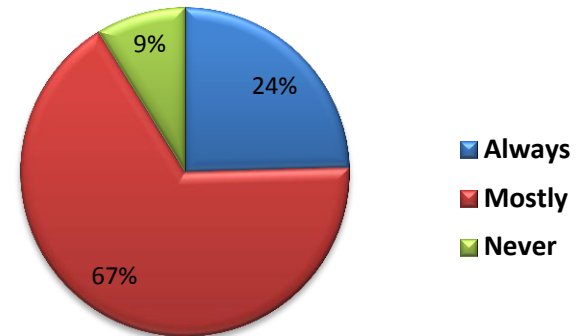
The report does not grade, rate or benchmark the performance of the Service. The information provided in this report displays the feedback in a tabular and graphical format. The results for each question asked are contained within this report.

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

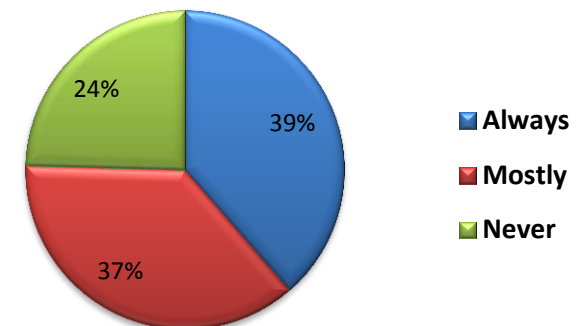
Question 1 - Part 1	Option	Count	%
What is your experience when contacting the Surgery by telephone? "I call back because it is engaged".	Always	5	9
	Mostly	24	42
	Never	28	49
	Totals	57	100



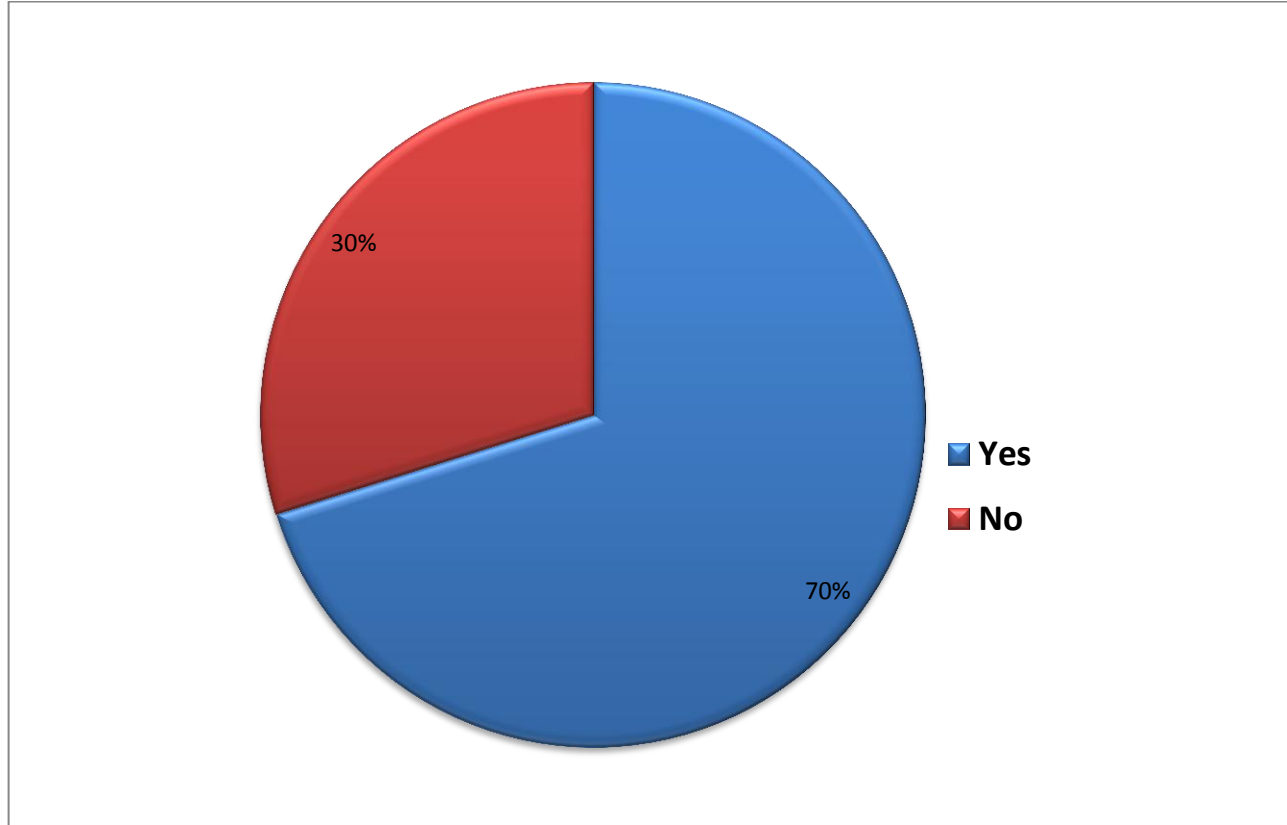
Question 1 - Part 2	Option	Count	%
What is your experience when contacting the Surgery by telephone? "I am put into the queue".	Always	14	25
	Mostly	38	67
	Never	5	9
	Totals	57	100



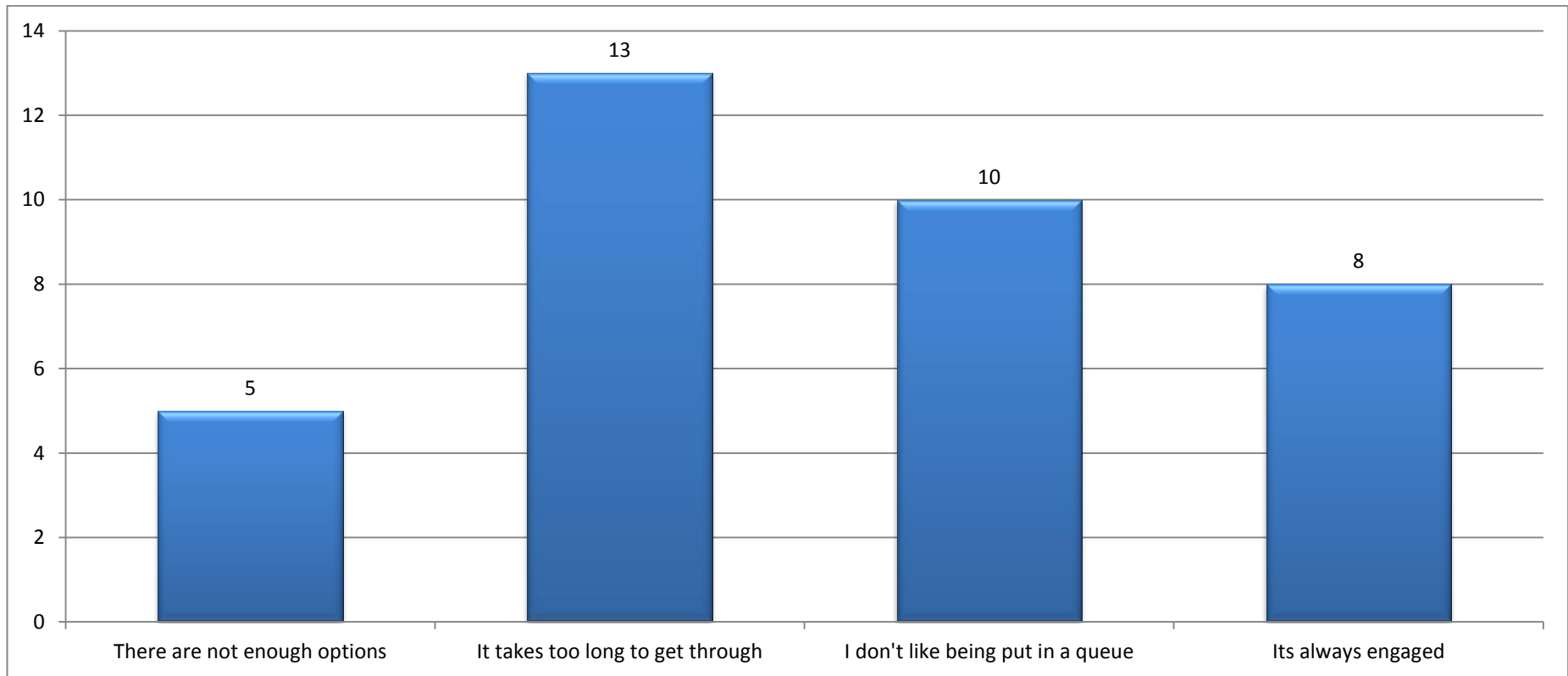
Question 1 - Part 3	Option	Count	%
What is your experience when contacting the Surgery by telephone? "I get through to a receptionist".	Always	22	39
	Mostly	21	37
	Never	14	25
	Totals	57	100



Question 2	optionText	responseCount	%
Do you think the phone system meets your needs?	Yes	40	70
	No	17	30
	Totals	57	100



Question 3	optionText	responseCount	%
Why doesn't it meet your needs? (Phone System) Select as many as apply: Note: Only the 17 People who answered 'NO' to the previous question answered this question.	There are not enough options	5	29
	It takes too long to get through	13	76
	I don't like being put in a queue	10	59
	Its always engaged	8	47
	Other	0	0
	Totals	17 People	N/A



Question 4 – Please give an example.....

No comments were submitted.

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
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.....

Comments
getting to see doctor when working full time
student information because some schools do not
there point of view
as far as i can see it works very well,but i dont think doctors should be payed so much...
stress levels as these tend when high to make conditions worse and would allow for forward planning
Hugytrdes
accessability of all personnel
how they are feeling
you should ask them how to improve the surgery, and what they think is good and bad about it.
personal lifestyle and to review family health history
ask 120 people to an open evening to chat about the pmg not chaired by a doctor
have a number of people answering calls
you are he experts, you should know where the problems are
their working hours, predminantly.
i want to have long standing condition treated by and followed up by the same doctor.