

NBSurvey Report for:
PMG Access Survey

Period: **All**



Knowing Your Customer

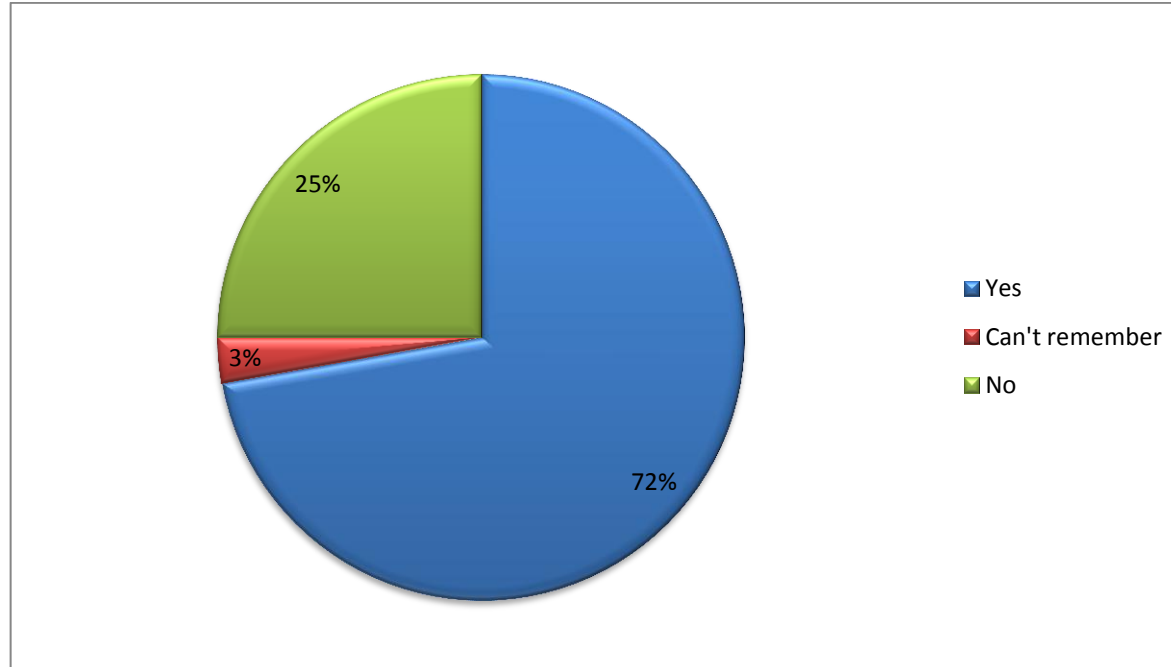
Introduction

This report provides the results from the PMG Access Survey.

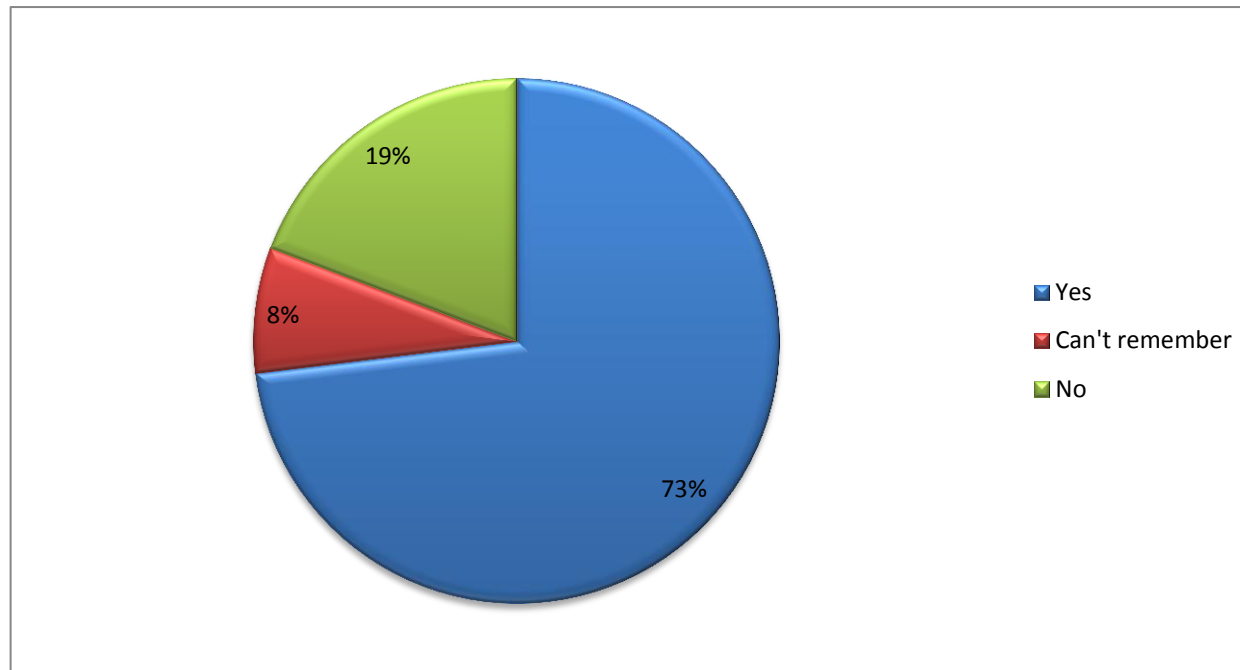
The report does not grade, rate or benchmark the performance of the Service. The information provided in this report displays the feedback in a tabular and graphical format. The results for each question asked are contained within this report.

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

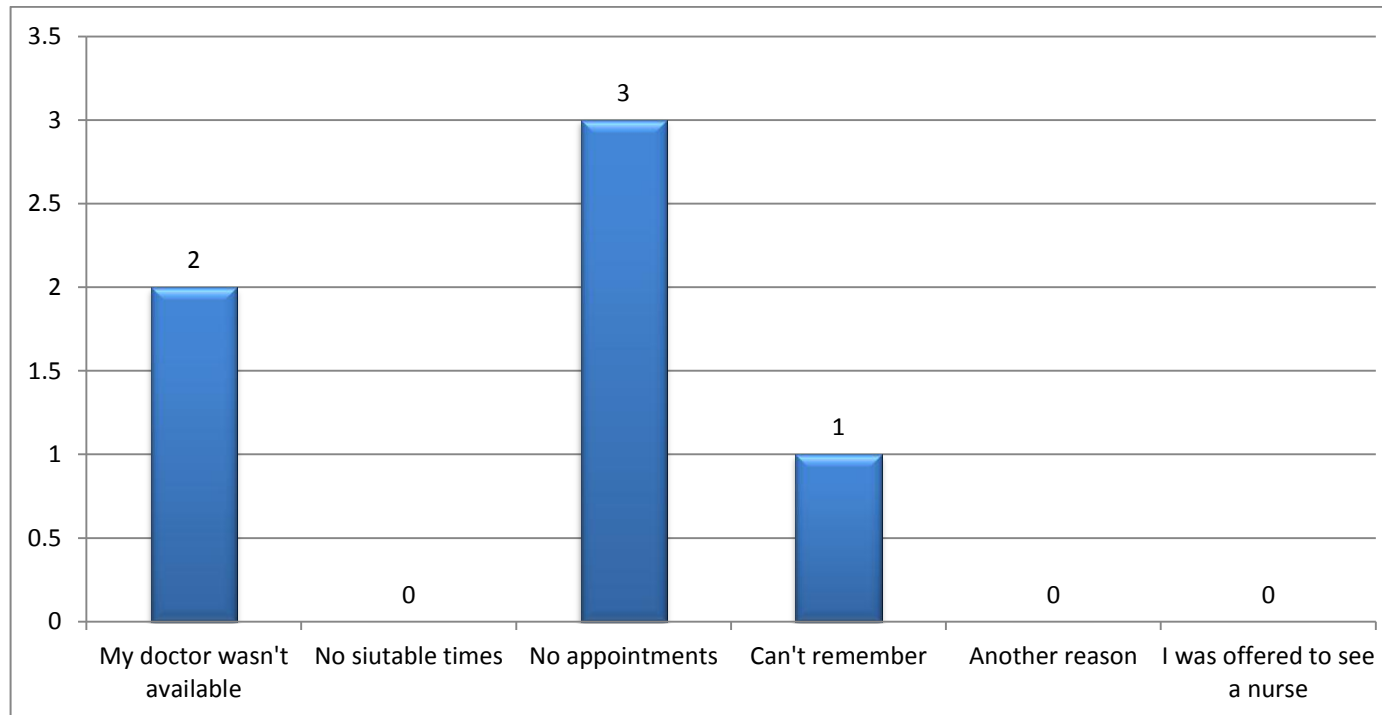
Question 1	optionText	responseCount	%
In the past 6 months, have you tried to see a doctor fairly quickly? By 'fairly quickly' we mean on the same day or in the next 2 weekdays the GP surgery or health centre was open.	Yes	26	72
	Can't remember	1	3
	No	9	25
	Totals	36	100



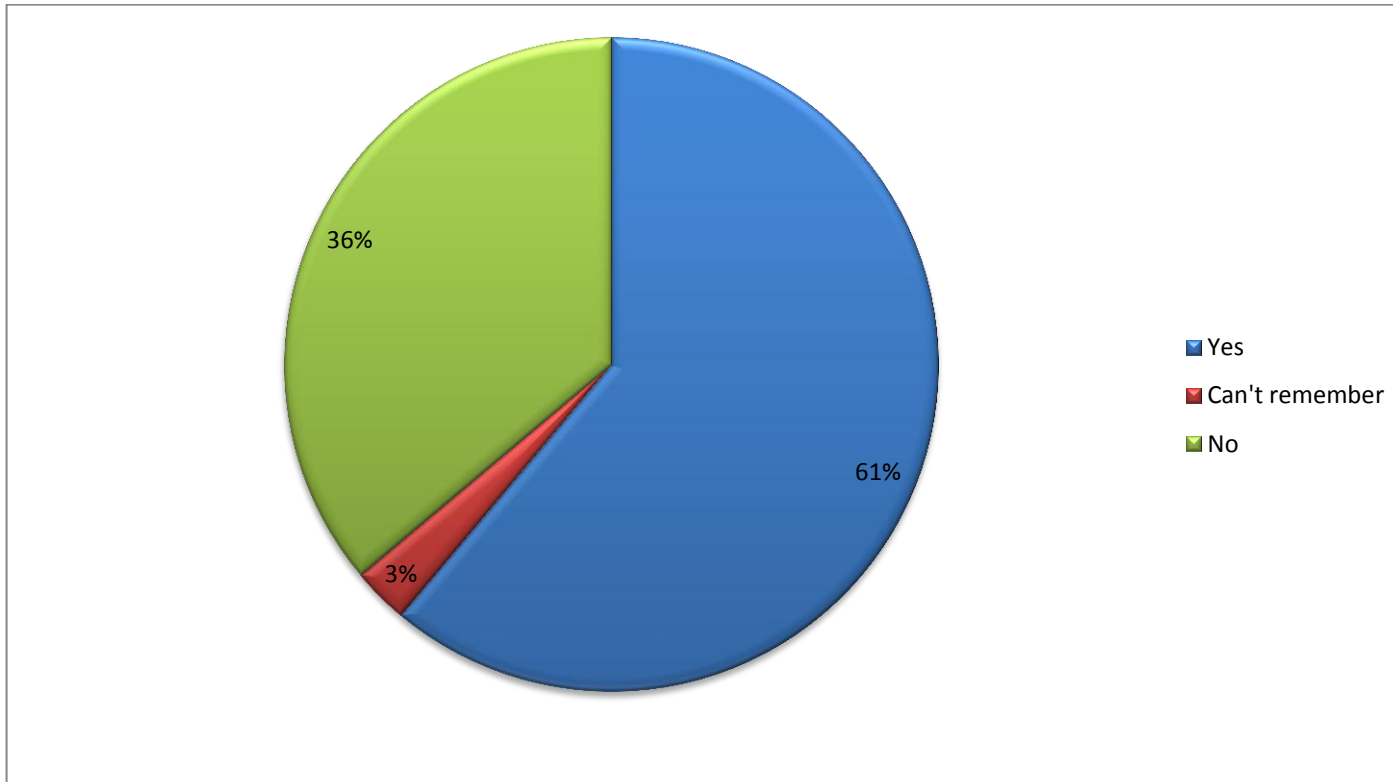
Question 2	optionText	responseCount	%
Think about the last time you tried to see a doctor fairly quickly. Were you able to see a doctor on the same day or in the next 2 weekdays the GP surgery or health centre was open?	Yes	19	73
	Can't remember	2	8
	No	5	19
	Totals	26	100



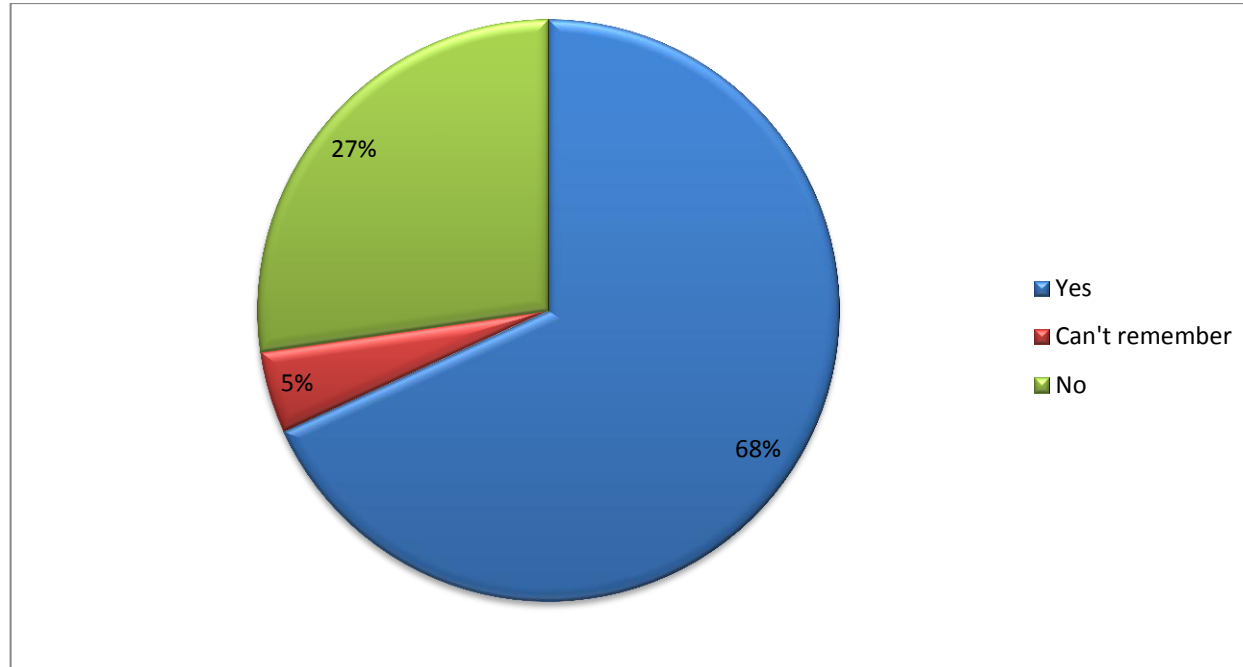
Question 3	optionText	responseCount	%
If you couldn't be seen within the next 2 weekdays the GP surgery or health centre was open, why was that? Select as many as apply: Note: Only the 5 People who answered 'NO' to the previous question answered this question.	My doctor wasn't available	2	33
	No suitable times	0	0
	No appointments	3	50
	Can't remember	1	17
	Another reason	0	0
	I was offered to see a nurse	0	0
	Totals	5 People	N/A



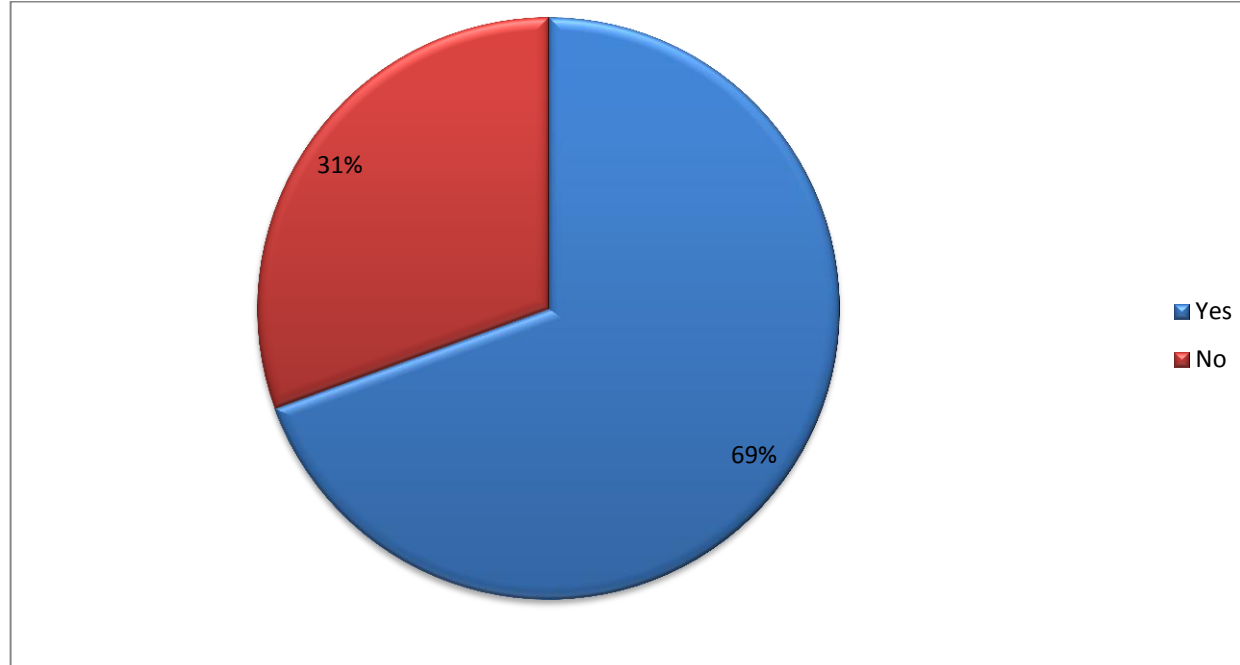
Question 4	optionText	responseCount	%
In the past 6 months, have you tried to book ahead for an appointment with a doctor? By 'booking ahead' we mean booking an appointment more than 2 full weekdays in advance.	Yes	22	61
	Can't remember	1	3
	No	13	36
	Totals	36	100



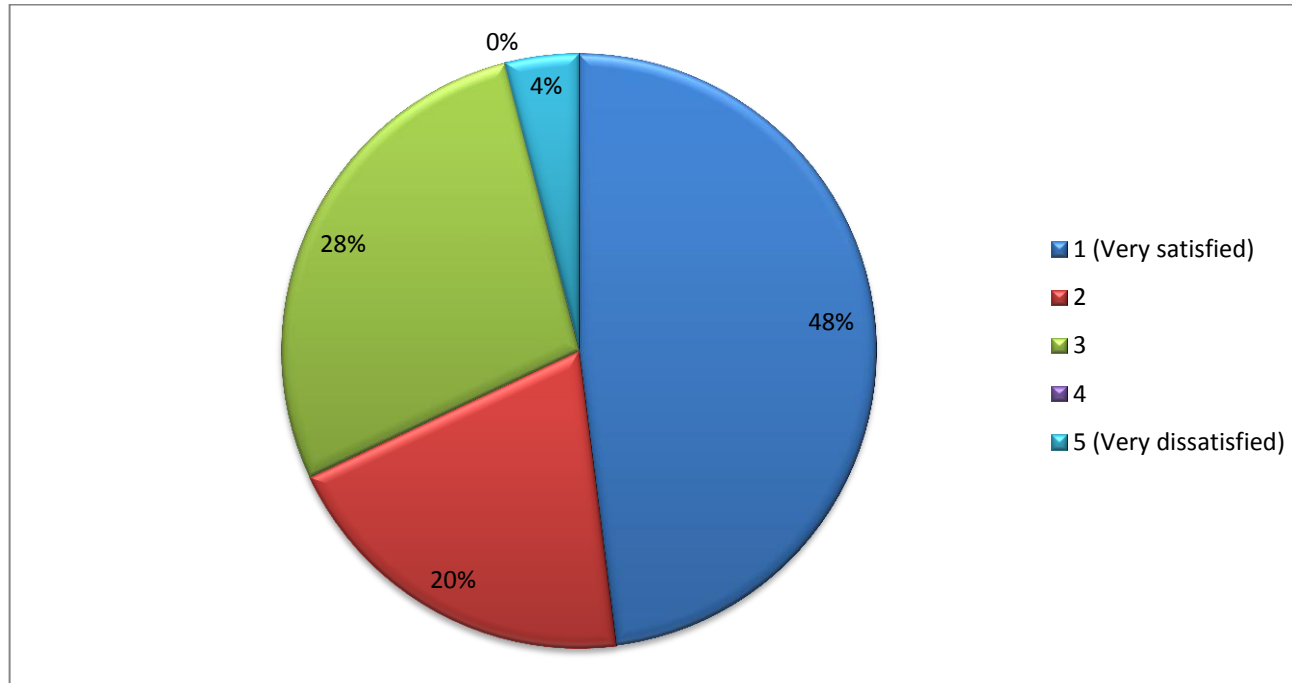
Question 5	optionText	responseCount	%
Last time you tried to, were you able to get an appointment with a doctor more than 2 full weekdays in advance?	Yes	15	68
	Can't remember	1	5
	No	6	27
	Totals	22	100



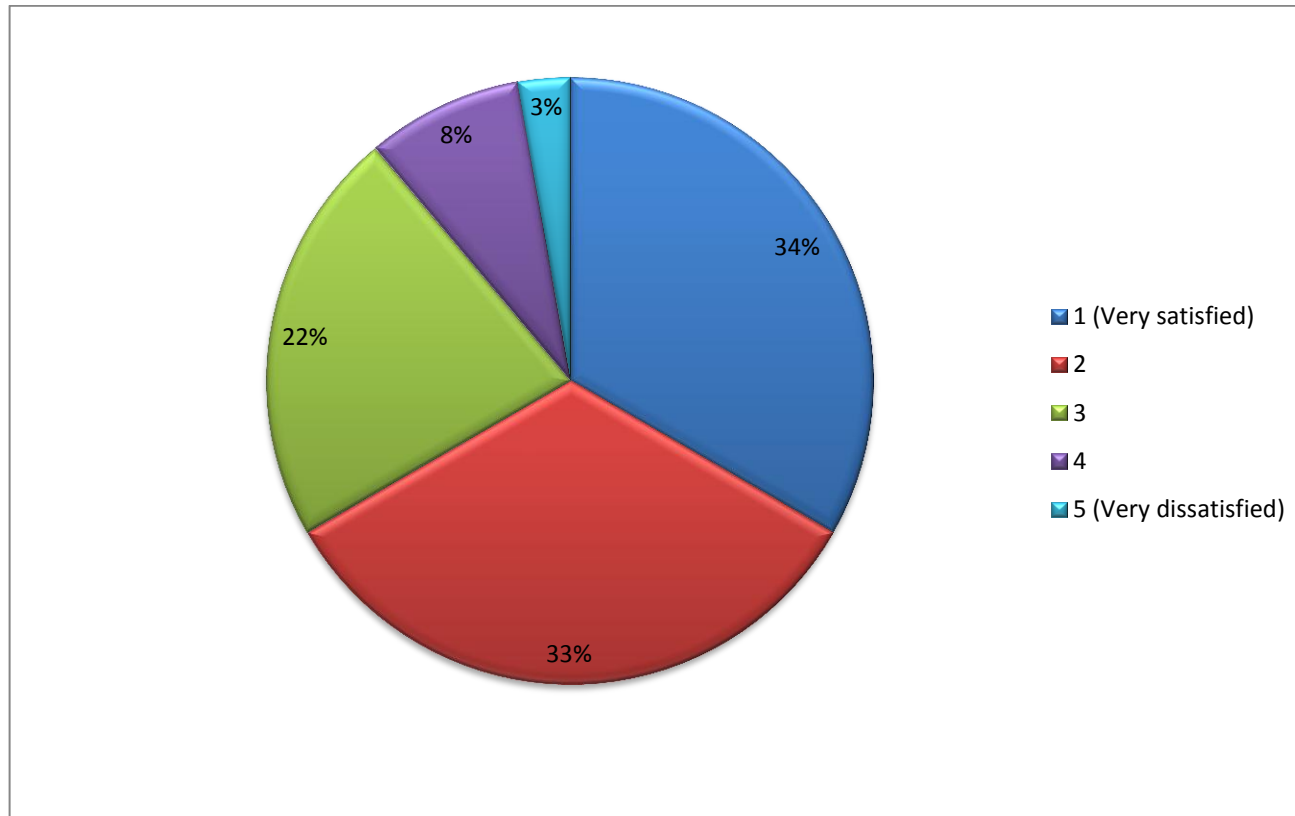
Question 6	optionText	responseCount	%
Do you know the opening times for your surgery or health centre?	Yes	25	69
	No	11	31
	Totals	36	100



Question 7	optionText	responseCount	%
How satisfied are you with the hours that your GP surgery or health centre is open?	1 (Very satisfied)	12	48
	2	5	20
	3	7	28
	4	0	0
	5 (Very dissatisfied)	1	4
	Totals	25	100



Question 8	optionText	responseCount	%
In general, how satisfied are you with the care you get at your GP surgery or healthcentre?	1 (Very satisfied)	12	33
	2	12	33
	3	8	22
	4	3	8
	5 (Very dissatisfied)	1	3
	Totals	36	100



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

Comments
overall i have received good service one has to be patient every so often
dont like phone consutation
very good
w d likto be abletoo see
i am concerned abt not being able to access the same gp when i am being treated for longstanding illnesses.
ook
no.quite happy so far.