

NBSurvey Report for:

Patient Satisfaction Survey

Organisation: Pulborough Medical Group

Created: 18/03/2013

Period: 01/04/2012 to 15/03/2013

	Responses
PMG Kiosk Reception	19
PMG Kiosk Waiting Room	14
Total	33





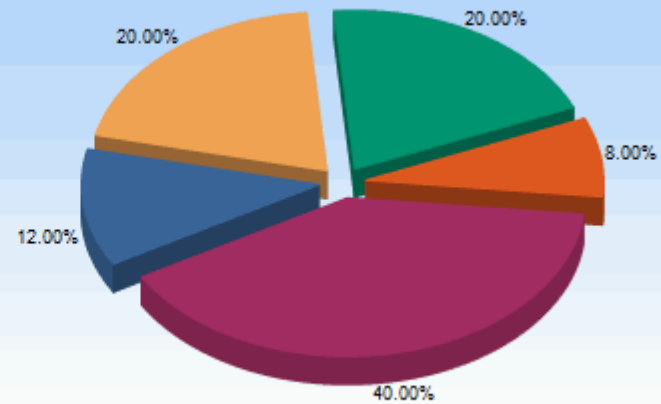
Introduction

This report provides the results for the Patient Satisfaction 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.

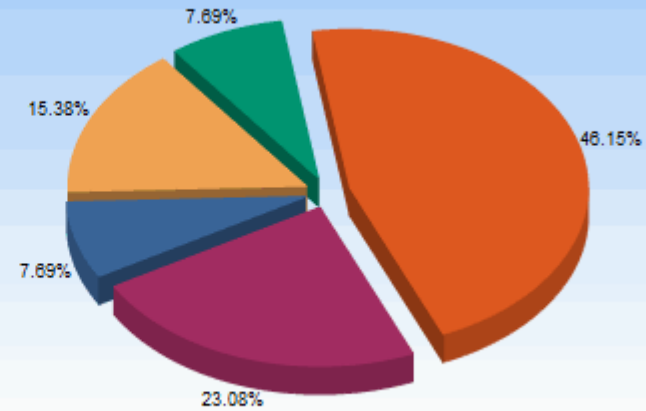
1: Which Doctor are you providing feedback for? Please select from the following list.

1: Dr Peter Hard	3	12.00%
2: Dr Tim Fooks	5	20.00%
4: Dr Jonathan Serjeant	5	20.00%
5: Dr Guy Mitchell	2	8.00%
6: More Doctors.....	10	40.00%
Total:	25	100.00%



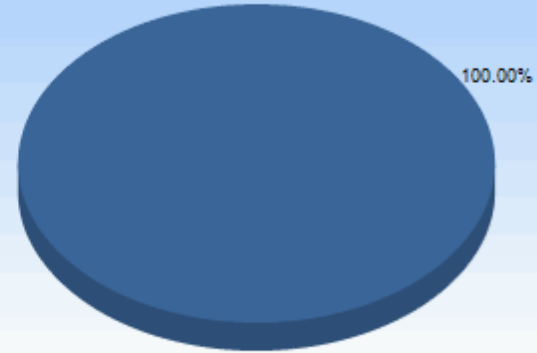
2: Which Doctor are you providing feedback for? Please select from the following list.

10: Dr Amelia Bolgar	1	7.69%
12: More Doctors.....	2	15.38%
6: Dr Ann Summersgill	1	7.69%
7: Dr Jaideep Jadav	6	46.15%
9: Dr Sarah Bella	3	23.08%
Total:	13	100.00%



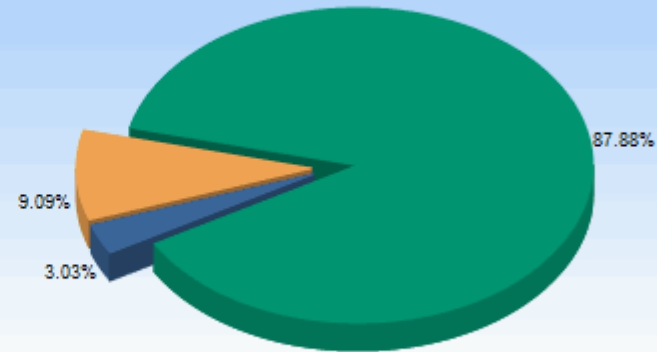
3: Which Doctor are you providing feedback for? Please select from the following list.

■ 12: Dr Sarah Martindale	2	100.00%
Total:	2	100.00%



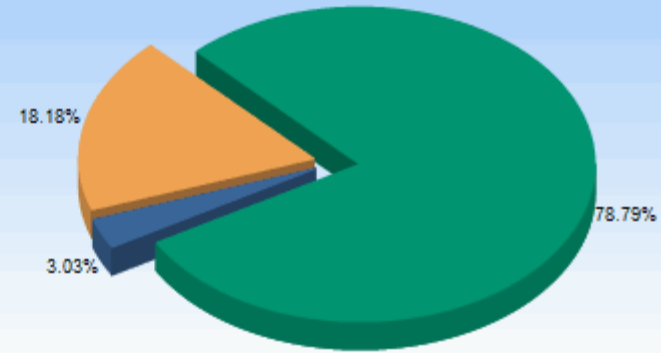
4: The Doctor made you feel at ease and was friendly towards you. (E.g. treated you with respect and was at no time cold or abrupt).

■ 1.00: Poor	1	3.03%
■ 3.00: Good	3	9.09%
■ 4.00: Excellent	29	87.88%
Total:	33	100.00%



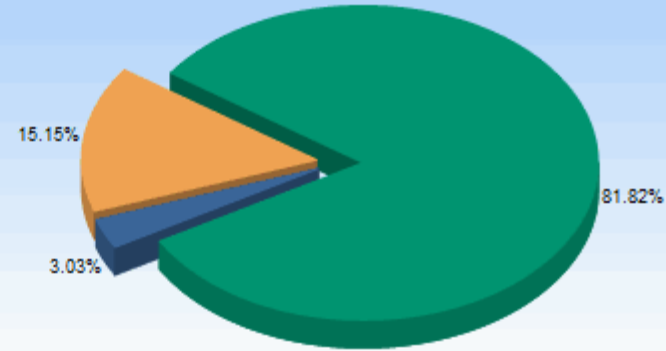
5: The Doctor let you tell 'your' story, gave you time to fully describe your illness in your own words. (E.g. did not interrupt or divert you).

2.00: Fair	1	3.03%
3.00: Good	6	18.18%
4.00: Excellent	26	78.79%
Total:	33	100.00%



6: The Doctor showed care and compassion and seemed genuinely concerned. (E.g. connected with you and was not indifferent or 'detached').

■ 1.00: Poor	1	3.03%
■ 3.00: Good	5	15.15%
■ 4.00: Excellent	27	81.82%
Total:	33	100.00%



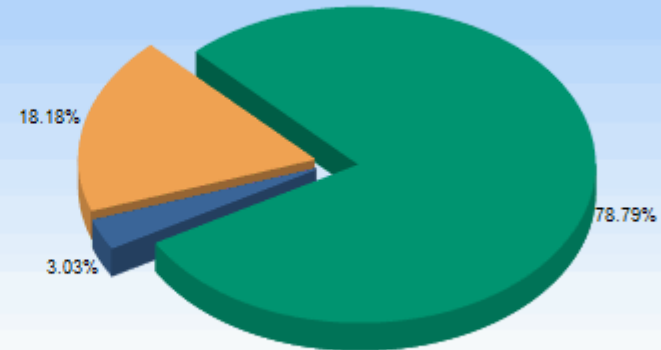
7: The Doctor really listened and paid close attention to what you were saying. (E.g. not looking at notes or computer as you were talking).

■ 3.00: Good	8	24.24%
■ 4.00: Excellent	25	75.76%
Total:	33	100.00%



8: The Doctor explained things clearly. (E.g. fully answered your questions and gave you adequate information).

2.00: Fair	1	3.03%
3.00: Good	6	18.18%
4.00: Excellent	26	78.79%
Total:	33	100.00%



9: The Doctor made a plan of action with you, discussed the options and involved you in decision making. (E.g. as much as you wanted to be).

1.00: Poor	1	3.03%
3.00: Good	9	27.27%
4.00: Excellent	23	69.70%
Total:	33	100.00%



10: How would you rate your consultation with this Doctor today?

2.00: Fair	1	3.23%
3.00: Good	5	16.13%
4.00: Excellent	25	80.65%
Total:	31	100.00%

