

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

**Organisation:** Pulborough Medical Group

**Created:** 18/03/2013

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

	<b>Responses</b>
PMG Kiosk Reception	103
PMG Kiosk Waiting Room	44
<b>Total</b>	<b>147</b>





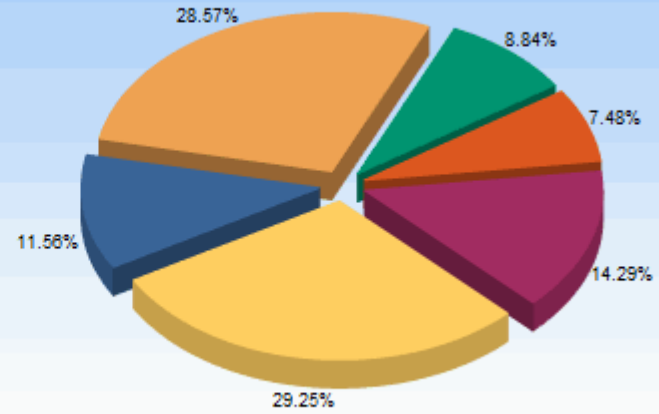
## **Introduction**

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.

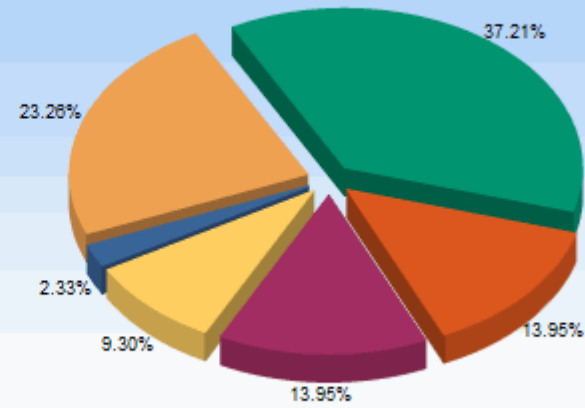
## 1: Which Doctor or Nurse did you see today?

1: Dr Hard	17	11.56%
2: Dr Fooks	42	28.57%
3: Dr Pullan	13	8.84%
4: Dr Serjeant	11	7.48%
5: Dr Mitchell	21	14.29%
6: Other Doctor or Nurse	43	29.25%
Total:	147	100.00%



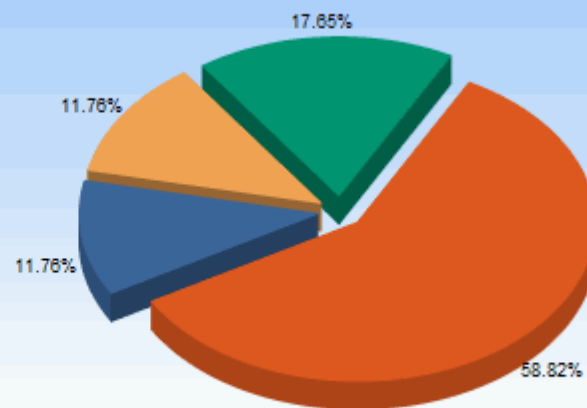
## 2: Which Doctor or Nurse did you see today?

10: Dr Stafford	1	2.33%
11: Dr Campbell	10	23.26%
12: Other Doctor or Nurse	16	37.21%
7: Dr Jadav	6	13.95%
8: Dr Summersgill	6	13.95%
9: Dr Bolgar	4	9.30%
Total:	43	100.00%



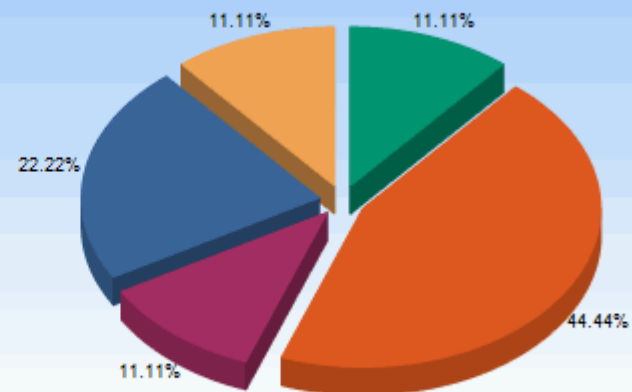
## 3: Which Doctor Or Nurse did you see today?

■ 13: Dr Ghazanfar	2	11.76%
■ 14: Dr Sewell	2	11.76%
■ 17: Nurse McKinlay	3	17.65%
■ 18: Other Doctor or Nurse	10	58.82%
Total:	17	100.00%



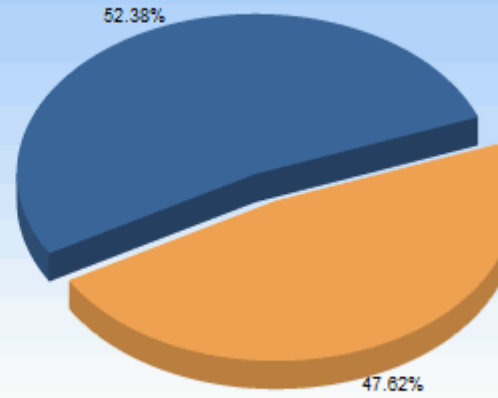
## 4: Which Doctor or Nurse did you see today?

19: Nurse Rydon	2	22.22%
20: Nurse Morgan	1	11.11%
21: Nurse Richards	1	11.11%
22: Nurse Aitchison	4	44.44%
23: Nurse Cemm	1	11.11%
Total:	9	100.00%



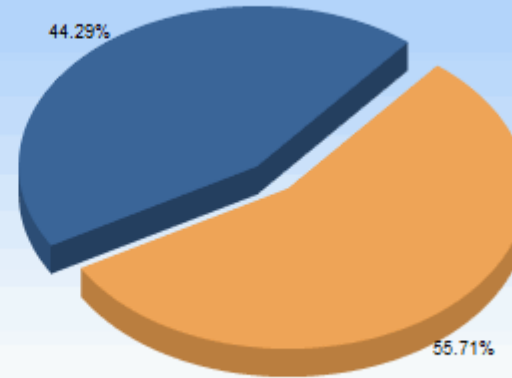
## 5: Did your consultation require a follow-up plan?

1: Yes	77	52.38%
2: No	70	47.62%
Total:	147	100.00%



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

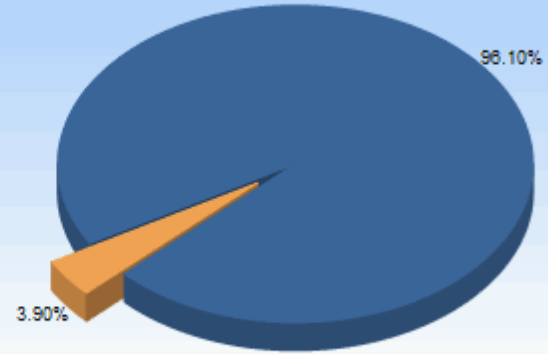
■ 1: Yes 31 44.29%  
■ 2: No 39 55.71%  
Total: 70 100.00%





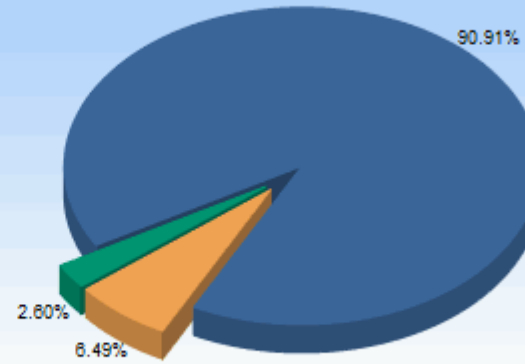
7: At the end of your consultation were you given a clear plan by the Doctor or Nurse?

■ 1: Yes 74 96.10%  
■ 2: No 3 3.90%  
Total: 77 100.00%



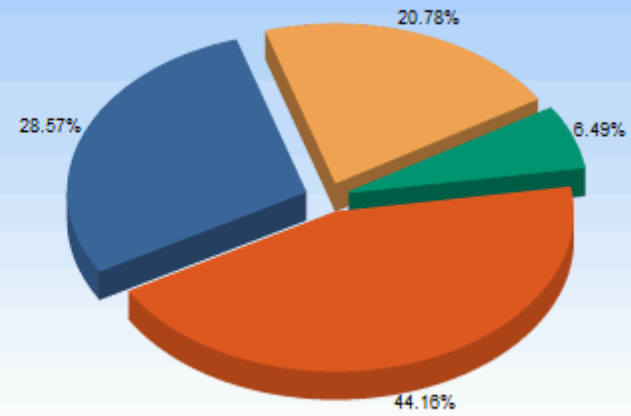
## 8: Did the Doctor or Nurse clearly indicate what happens next after your appointment?

1: Yes	70	90.91%
2: No	5	6.49%
3: Unsure	2	2.60%
Total:	77	100.00%



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

■ 2: Blood Test	22	28.57%
■ 3: Referral	16	20.78%
■ 4: X-Ray	5	6.49%
■ 5: Other	34	44.16%
Total:	77	100.00%

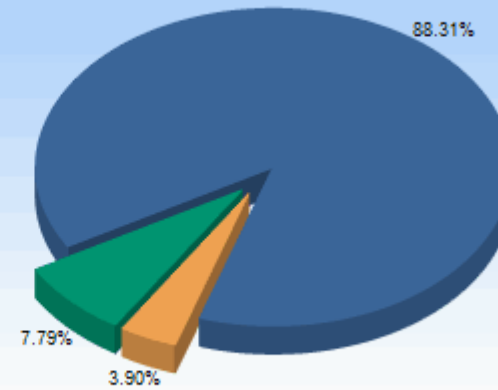


## 10: Please indicate what was discussed

referred depression, a way forward.	my various ongoing health problems. follow up appointment from hospital admission and follow up Dabetic check - discused follow up	bladder infection minor surgery in house
asthma symptoms glass in foot if symptoms continue then email doctor.ultimately may need to drain sinuses but best to avoid this procedure if possible.	anxitety issues blood pressure nv	none were aplicable kidney function sleep pattern
checking lesion on face steriod inj into shoulder joint space, follow up physio investigating bowl	swab results to continue with medication...cream,etc. seewhat happens in a couple of months and a decision will be made@	councilling skin problem on leg. taking meds for month
scan required jake	what i should do infection on thumb	ogd

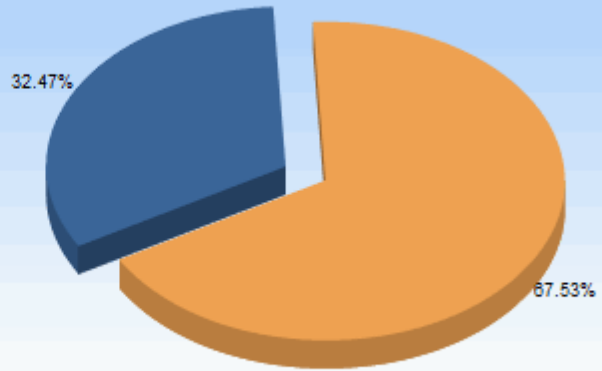
## 11: Was a clear management plan given to you regarding this and are you clear as to what will happen next?

1: Yes	68	88.31%
2: No	3	3.90%
3: Unsure	6	7.79%
Total:	77	100.00%



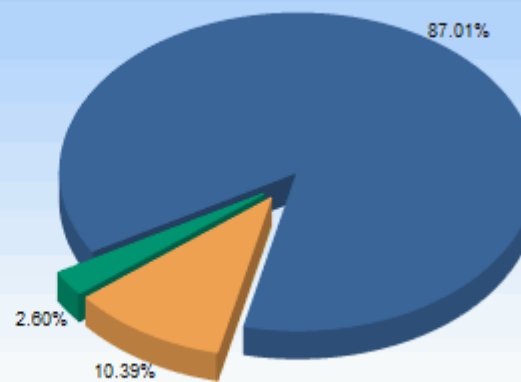
## 12: Would a written plan be helpful?

■ 1: Yes 25 32.47%  
■ 2: No 52 67.53%  
Total: 77 100.00%



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

1: Very useful	67	87.01%
2: Fairly useful	8	10.39%
3: Not useful	2	2.60%
Total:	77	100.00%



### 14: Please add any additional comments

very helpfull doctor	dr. sargeant was very supportive and explained things to me very well.	very happy with dr pullen always explains in detail
great doctor	ECG - Brilliant	appointment with Doctor arranged after nurse had taken
very happy with my doctor. The care and consideration i have received during my appointments has been extremely appreciated. Thank you.	feel that i have been given good advice with a plan. pt very satisfied perfectly satisfied thankyou referral would be much needed.	greatly appreciate dr fooks i felt listened to and reassured she was very caring and friendly
Fast, efficient service. Thank you very much - above and beyond, making the patient feel valued.	Phone waiting times + excessive queues on the phone are an issue. often very difficult to get to see the doctor of your choice, could the number of doctors in the practice be increased so that pro rata doctor per head of the community reduces.	ll or docge t
very satisfactory consultation,thkyou	very thorough and sensitive to patient concerns	very nice to se dr fooks. he clearly explained the problem and was really helpful.
very spedy service	excellent service from all	frm guy bradbury
always a clear way forward	very efficient service , thank you	excellent service
receptionisst	the doctor was an angel	had to wait 5 weeksfor appointment
explaind quickly	managing to see a doctor of my coice is very inportat, but is rrely possible.	thank you





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