

NBSurvey Report for:
**PMG Health Guide and Information
Pack Survey**

Period: **All**



Knowing Your Customer

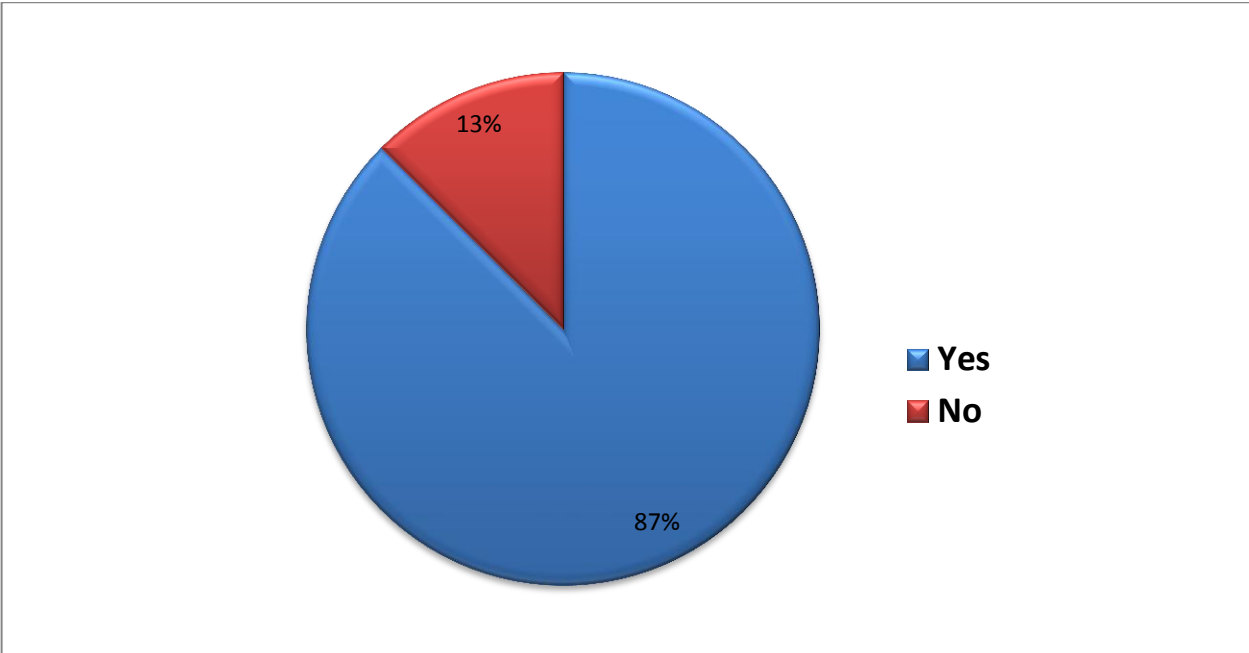
Introduction

This report provides the results from the PMG Health Guide and Information Pack Survey.

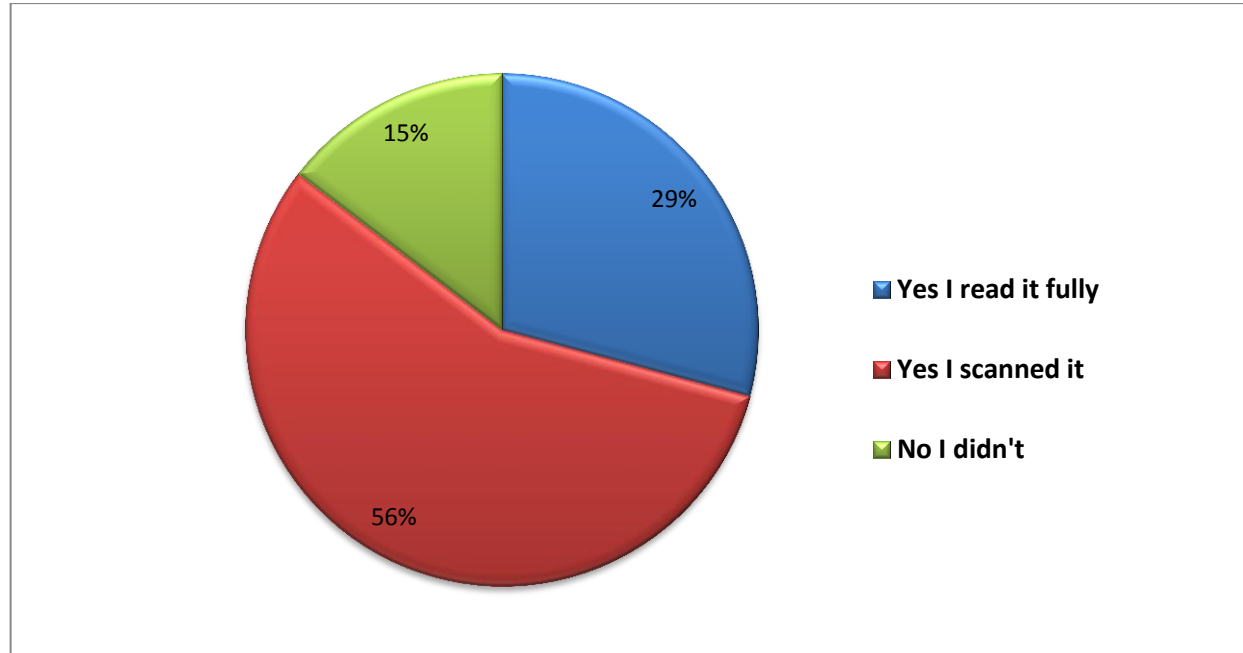
The report does not grade, rate or benchmark the performance of the Service. The information provided in this report displays the feedback in a tabular and graphical format. The results for each question asked are contained within this report.

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

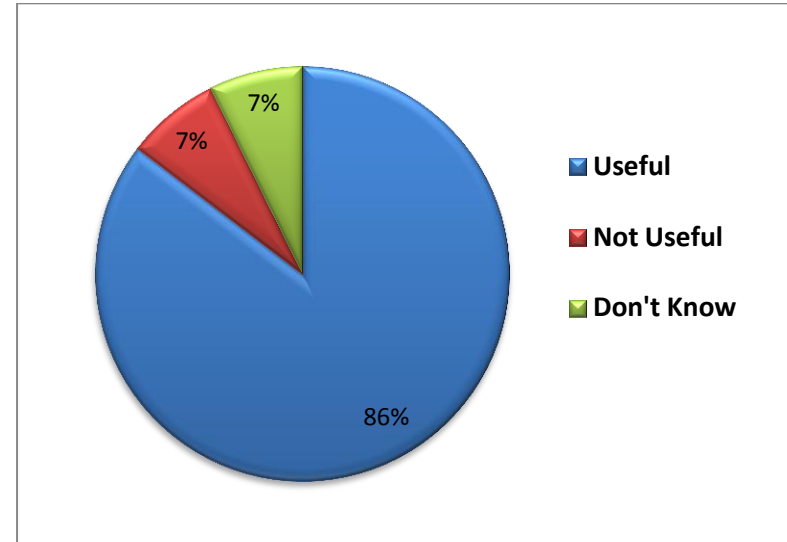
Question 1	optionText	responseCount	%
Have you kept your copy of the PMG Health guide?	Yes	42	88
	No	6	13
	Totals	48	100



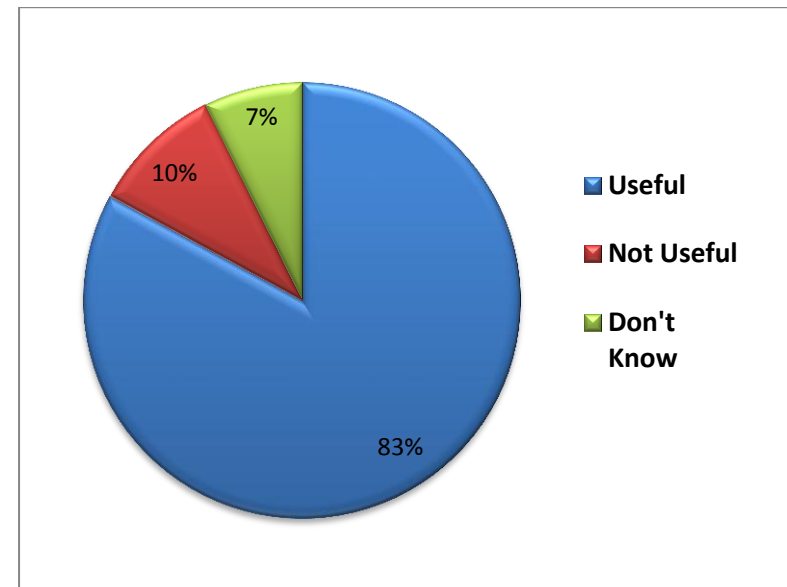
Question 2	optionText	responseCount	%
Did you look through or read any of the health guide?	Yes I read it fully	14	29
	Yes I scanned it	27	56
	No I didn't	7	15
	Totals	48	100



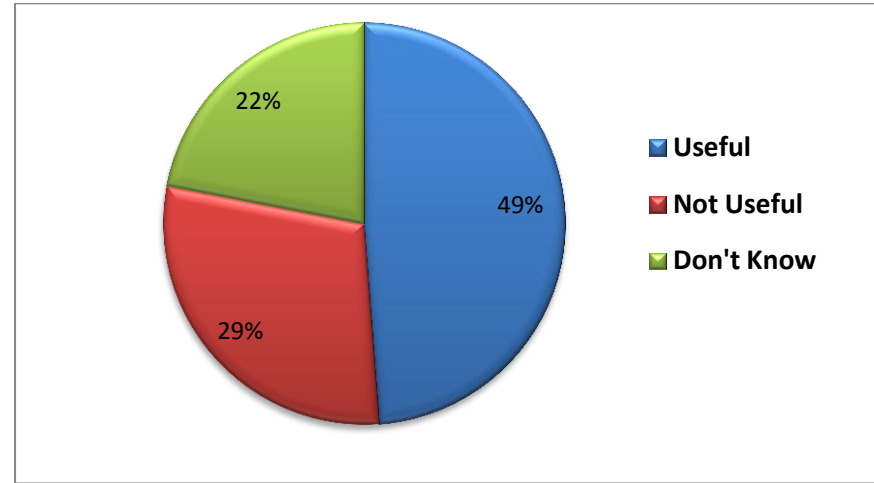
Question 3 - Part 1	Option	responseCount	%
How useful do you find the following information? "Medical Advice".	Useful	35	86
	Not Useful	3	7
	Don't Know	3	7
	Totals	41	100



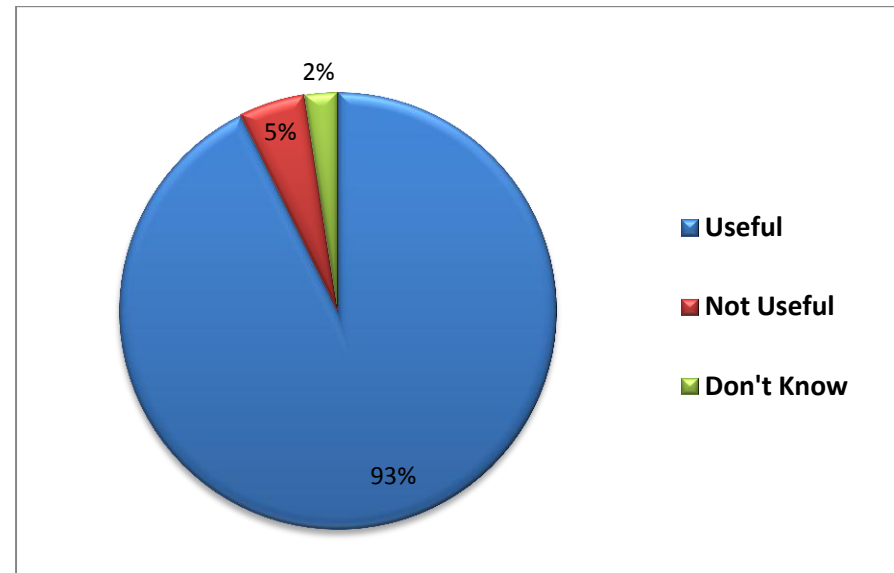
Question 3 - Part 2	Option	responseCount	%
How useful do you find the following information? "Useful Contact Numbers".	Useful	34	83
	Not Useful	4	10
	Don't Know	3	7
	Totals	41	100



Question 3 - Part 3	Option	responseCount	%
How useful do you find the following information? "Local Adverts".	Useful	20	49
	Not Useful	12	29
	Don't Know	9	22
	Totals	41	100



Question 3 - Part 4	Option	responseCount	%
How useful do you find the following information? "General Practice Information".	Useful	38	93
	Not Useful	2	5
	Don't Know	1	2
	Totals	41	100



Question 4

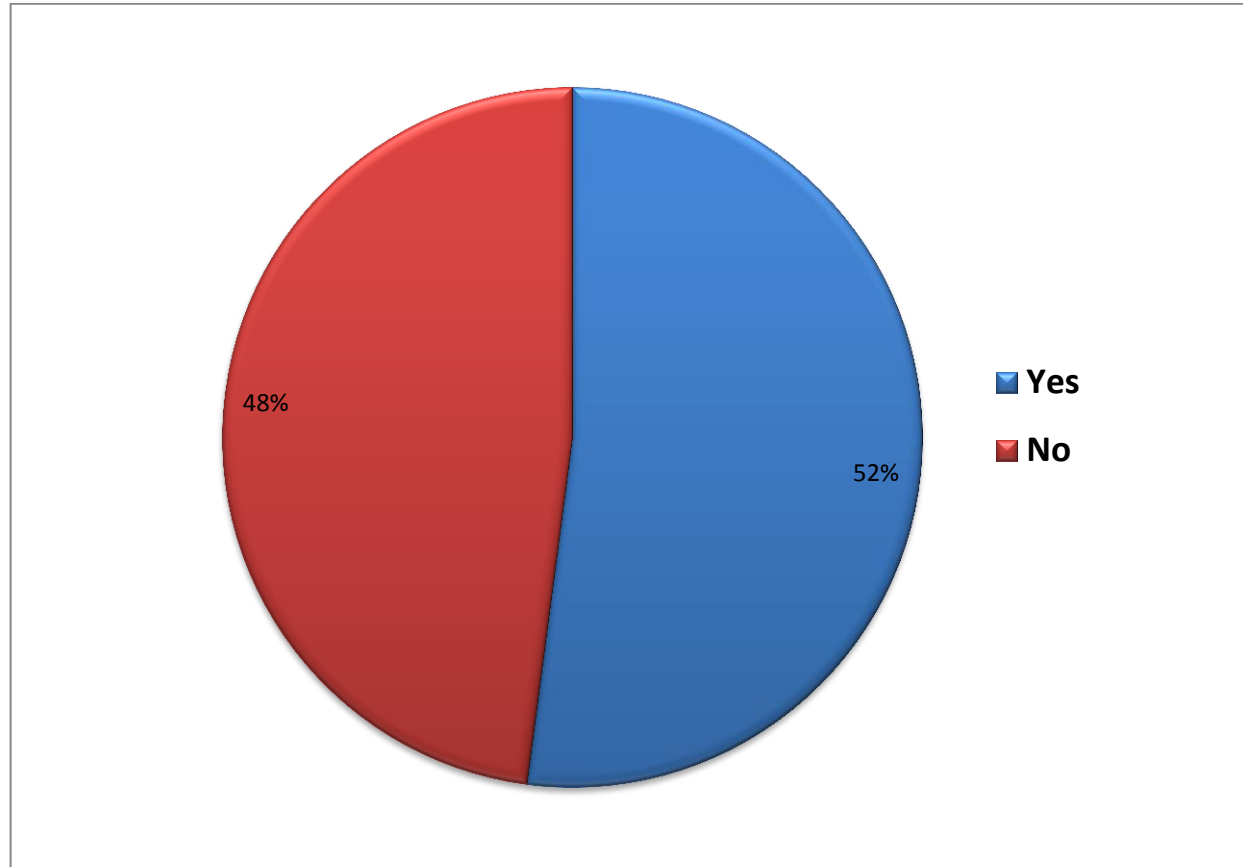
Is there any other information you think should have been included in the health guide?

Comments

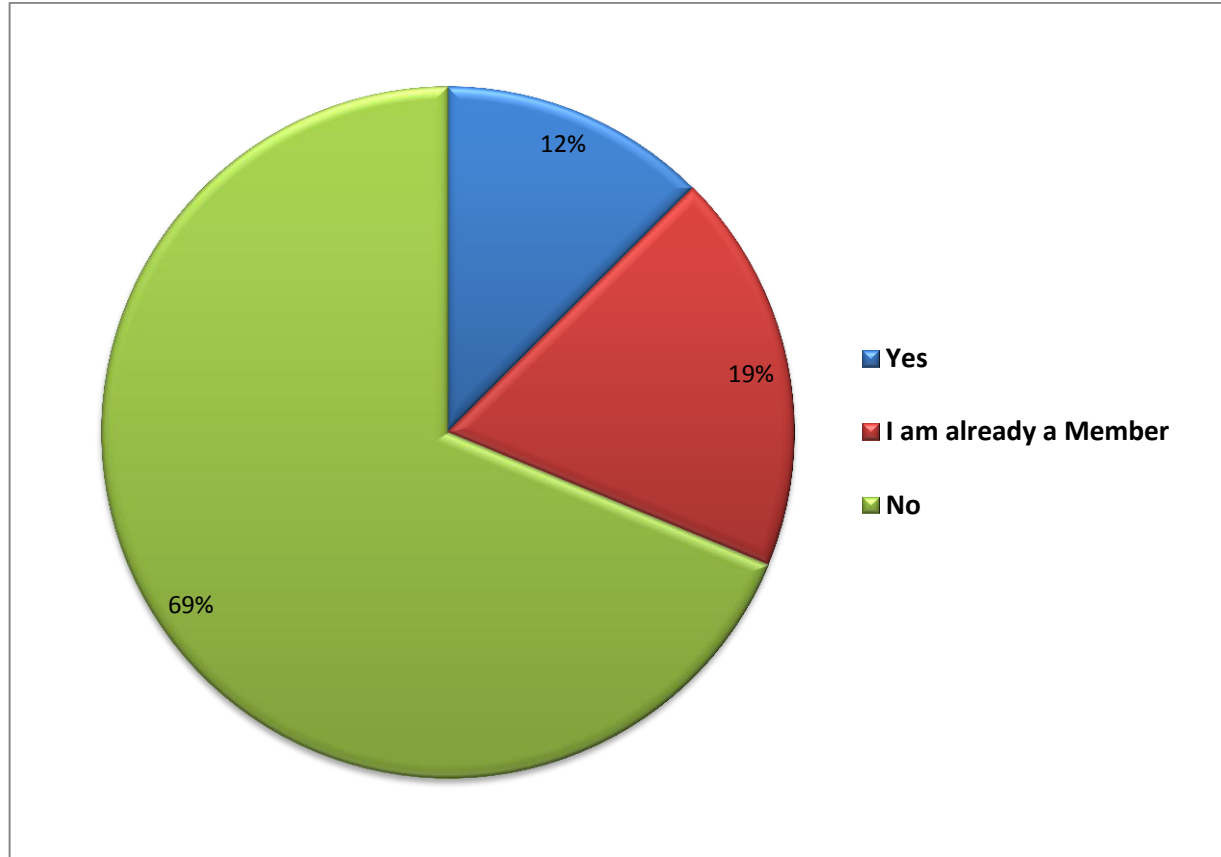
out of hours info

location of good mnhs dentist eg how about here

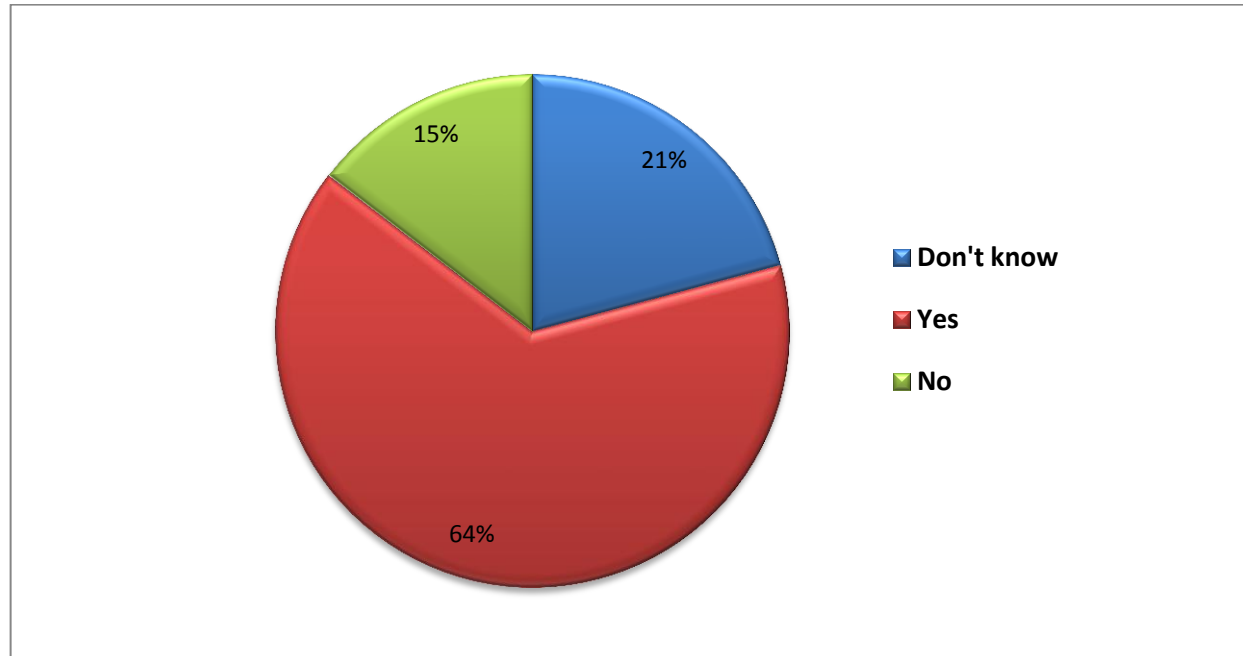
Question 5	optionText	responseCount	%
A leaflet with information about PP Link was included, did you read this?	Yes	25	52
	No	23	48
	Totals	48	100



Question 6	optionText	responseCount	%
Did this encourage you to join PP Link?	Yes	6	12
	I am already a Member	9	19
	No	33	69
	Totals	48	100



Question 7	optionText	responseCount	%
Would you like to receive a similar information pack in the future?	Don't know	10	12
	Yes	31	65
	No	7	15
	Totals	48	91



Question 8 – 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 9
Is there any other information you think should have been included in the health guide?

Comments
other practioners under one roof eg osteopath dentist masseur
you already asked me that...
in due course infoabout new nhs prrocedures affectngg patients nnder the new goverment fundig aranfrements
more flexable oppointment times
to give good information
think in fairness it would be good to ask how patients felt about their time with their Doctor as well
sdtyguuhsdredttghmy name
more evening appointments