



## Pulborough Patient Link Survey

*The PPL Committee is always anxious to receive feedback from PMG patients and would be very grateful for your responses to this relatively short survey.*

- 1 How long (approximately) have you been a patient registered with Pulborough Medical Group (PMG)?  
Less than 1 year  1-3 years  4-10 years  More than 10 years
- 2 If you need to make an appointment at PMG how do you usually do so?  
Visit Reception  By phone  Online  (please tick all that you use)
- 3 How do you rate the response for an appointment at PMG?  
Very Good  Fairly Good  Adequate  Rather Poor  Very Poor
- 4 In answering 3 above what is your principal concern?  
Time waiting for phone answer  Access to specific doctor or nurse   
Time wait for appointment  Other \_\_\_\_\_
- 5 Following your appointment, do you come away feeling  
Reassured  Listened to  Neither
- 6 On entering the building, how do you rate the signage/information?  
Excellent  Good  Average  Poor   
Comment \_\_\_\_\_
- 7 Thinking of the public meetings PPL host, do you think they are  
Good idea  Not sure  Effort better spent elsewhere  eg \_\_\_\_\_
- 8 If you have attended one of our public meetings do you have any views on:  
Frequency of meetings (currently 3 per year) More  Less   
Time for discussion More  Less
- 9 In responding to this survey you have most likely seen a PPL Newsletter; do you think they are:  
Good idea  Too long  Too short  Too technical   
Print too small  (please tick all that apply) Comment \_\_\_\_\_
- 10 Some health matters affect all age/sex groups, others are of concern to particular groups:  
Should PPL continue to? A- cover all groups/sectors or   
B – target particular need groups in Newsletters/Meetings
- 11 It would be helpful to have an indication of your age group:  
18-30  31-50  51-70  71+  Children living with me Yes/No

*Thank you for taking the time to complete this brief survey; it will be helpful to PPL and PMG in assessing future activities.*

**Please return: by email to [info@pulboroughpatientlink.org](mailto:info@pulboroughpatientlink.org), leave at PMG Reception, waiting room or post to 'PPL Survey, PMG, Spiro Close, Pulborough RH20 1FG**