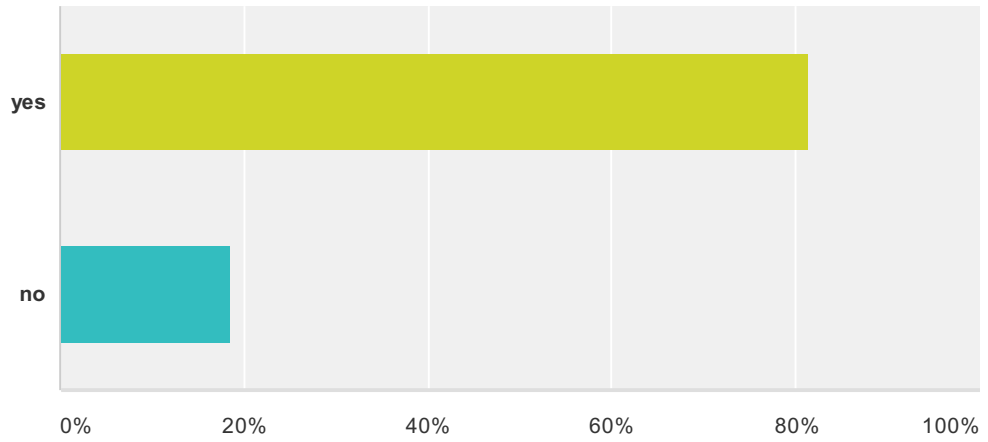


Q1 Did you have an appointment today?

Answered: 108 Skipped: 0



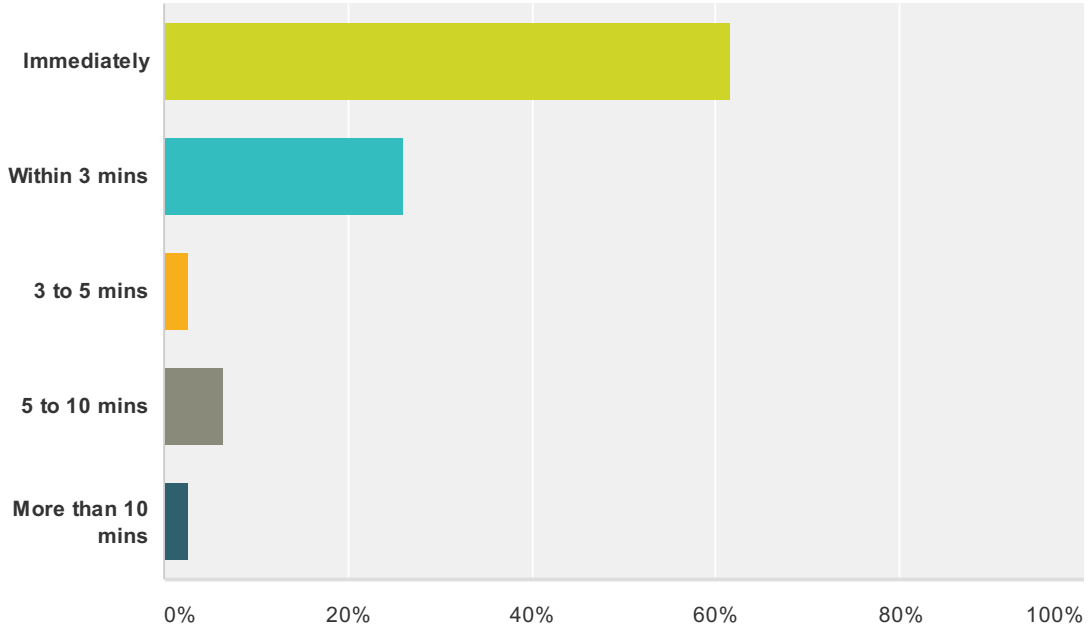
Answer Choices	Responses	
yes	81.48%	88
no	18.52%	20
Total Respondents: 108		

Q2 How easy was it to make an appointment?

Answered: 82 Skipped: 26

Q3 Once you got to the reception desk, how long did you wait before the receptionist acknowledged or greeted you?

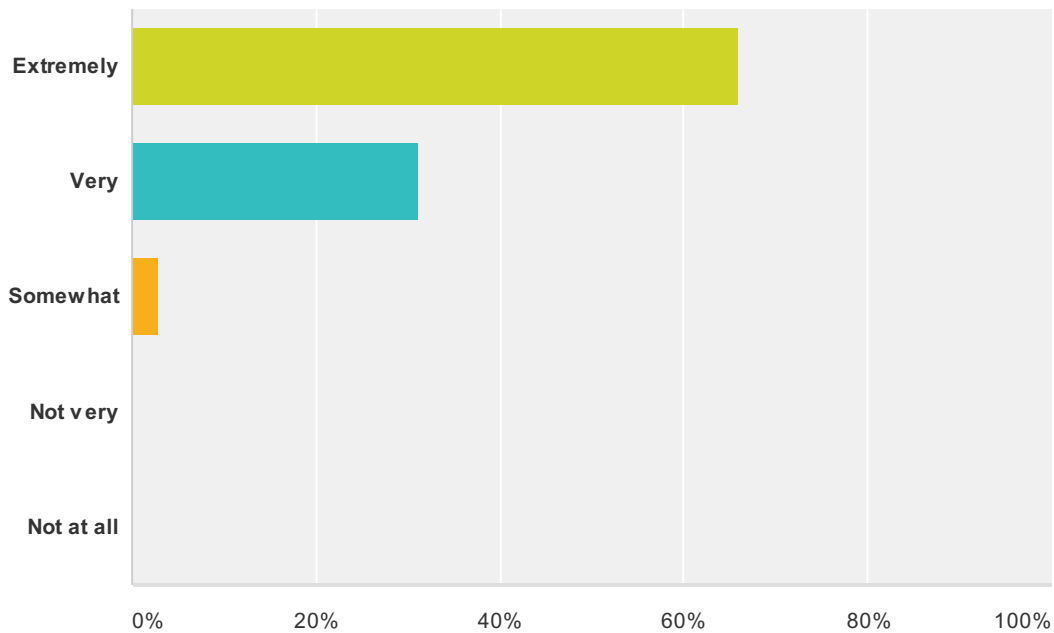
Answered: 107 Skipped: 1



Answer Choices	Responses
Immediately	61.68% 66
Within 3 mins	26.17% 28
3 to 5 mins	2.80% 3
5 to 10 mins	6.54% 7
More than 10 mins	2.80% 3
Total Respondents: 107	

Q4 How attentive was the receptionist today?

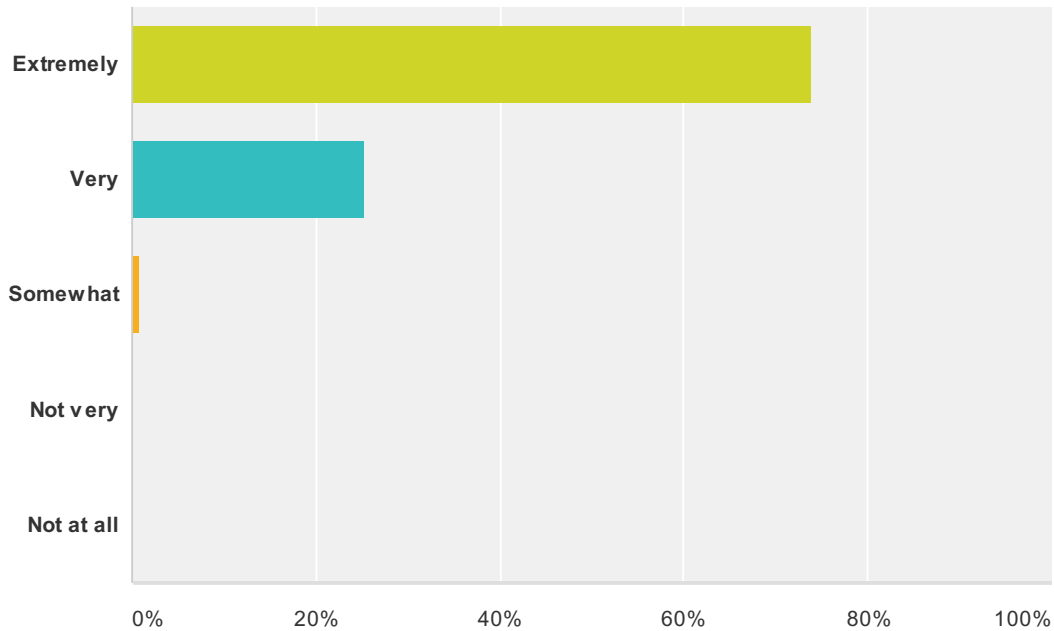
Answered: 106 Skipped: 2



Answer Choices	Responses	Count
Extremely	66.04%	70
Very	31.13%	33
Somewhat	2.83%	3
Not very	0%	0
Not at all	0%	0
Total Respondents: 106		

Q5 How respectful was the receptionist towards you today?

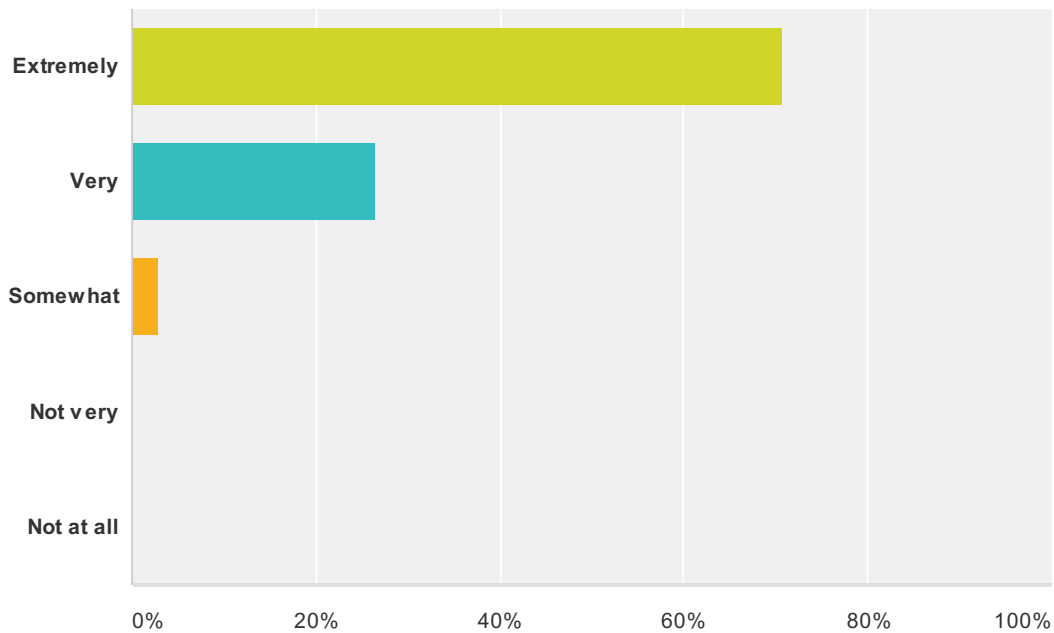
Answered: 107 Skipped: 1



Answer Choices	Responses	
Extremely	73.83%	79
Very	25.23%	27
Somewhat	0.93%	1
Not very	0%	0
Not at all	0%	0
Total Respondents: 107		

Q6 How efficiently did the receptionist deal with your queries today?

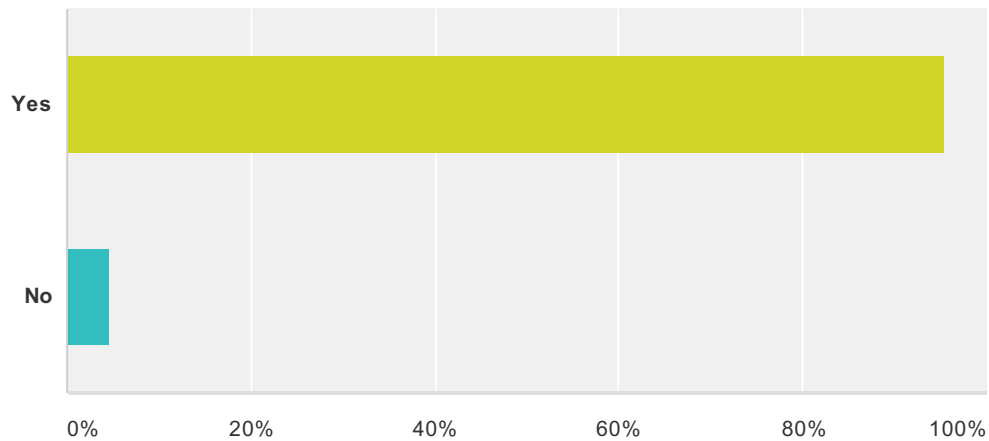
Answered: 106 Skipped: 2



Answer Choices	Responses	Count
Extremely	70.75%	75
Very	26.42%	28
Somewhat	2.83%	3
Not very	0%	0
Not at all	0%	0
Total Respondents: 106		

Q7 Did you get the help you needed in a way you could understand?

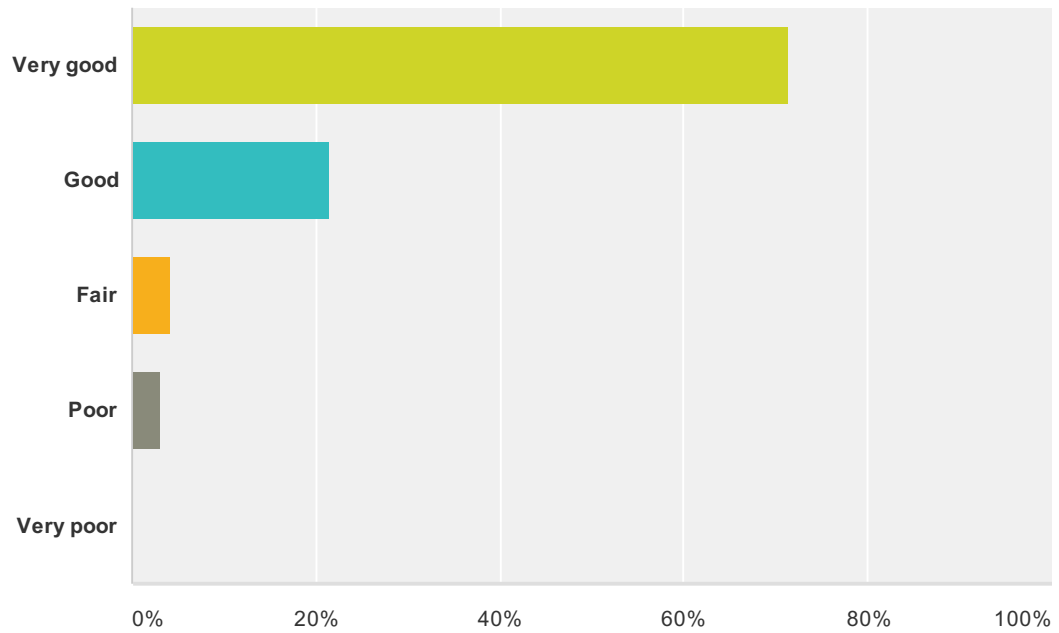
Answered: 107 Skipped: 1



Answer Choices	Responses
Yes	95.33% 102
No	4.67% 5
Total Respondents: 107	

Q8 How good was your doctor/nurse at each of these things.... Giving you enough time

Answered: 98 Skipped: 10

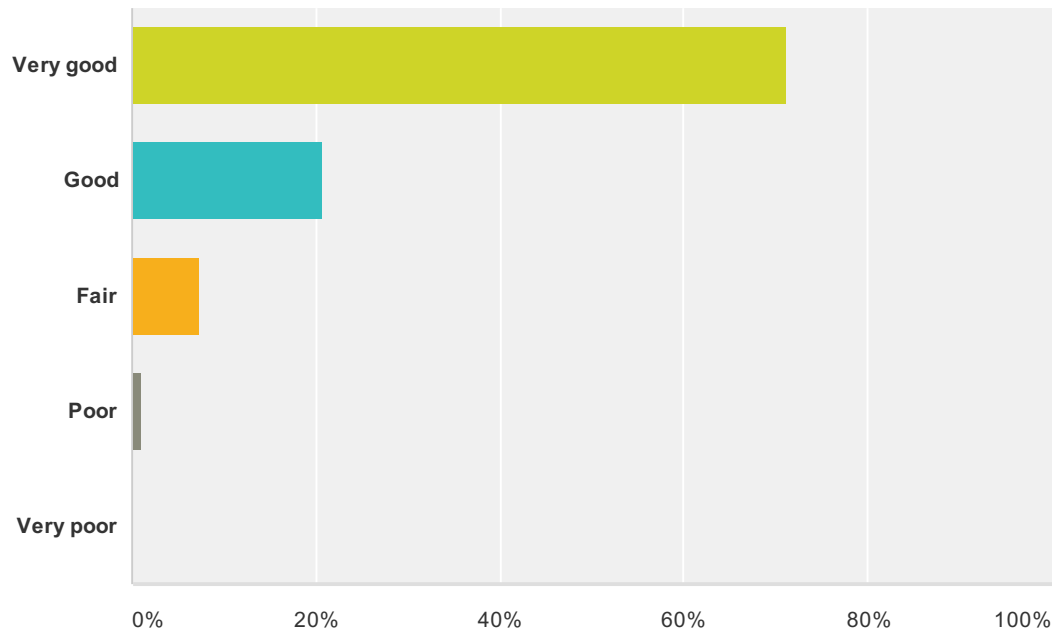


Answer Choices	Responses
Very good	71.43% 70
Good	21.43% 21
Fair	4.08% 4
Poor	3.06% 3
Very poor	0% 0
Total Respondents: 98	

New Survey

Q9 Listening to you

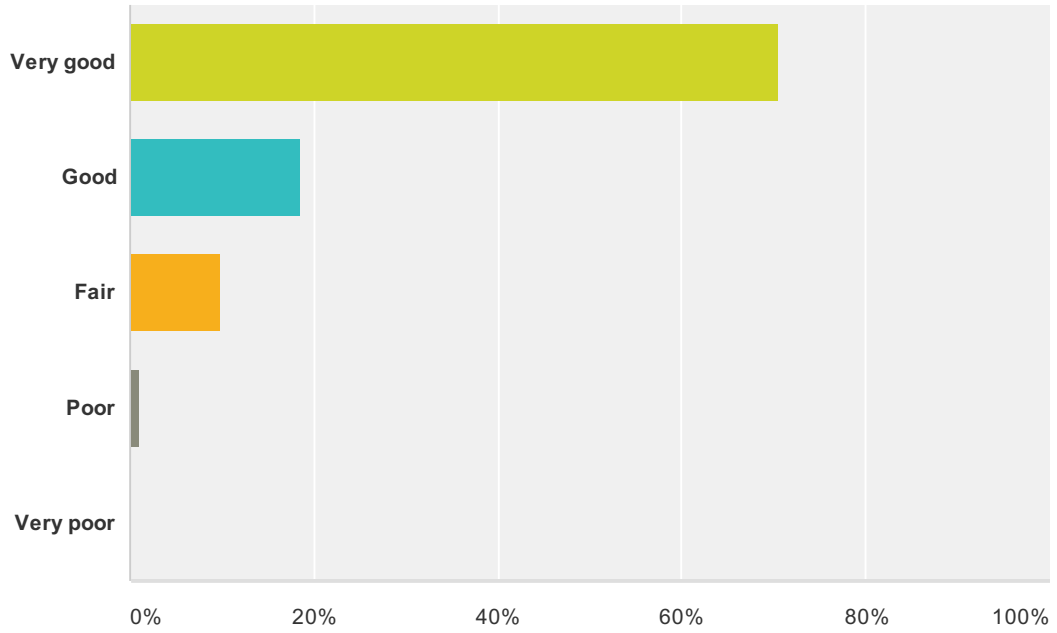
Answered: 97 Skipped: 11



Answer Choices	Responses	Count
Very good	71.13%	69
Good	20.62%	20
Fair	7.22%	7
Poor	1.03%	1
Very poor	0%	0
Total Respondents: 97		

Q10 Involving you in decisions about your care.

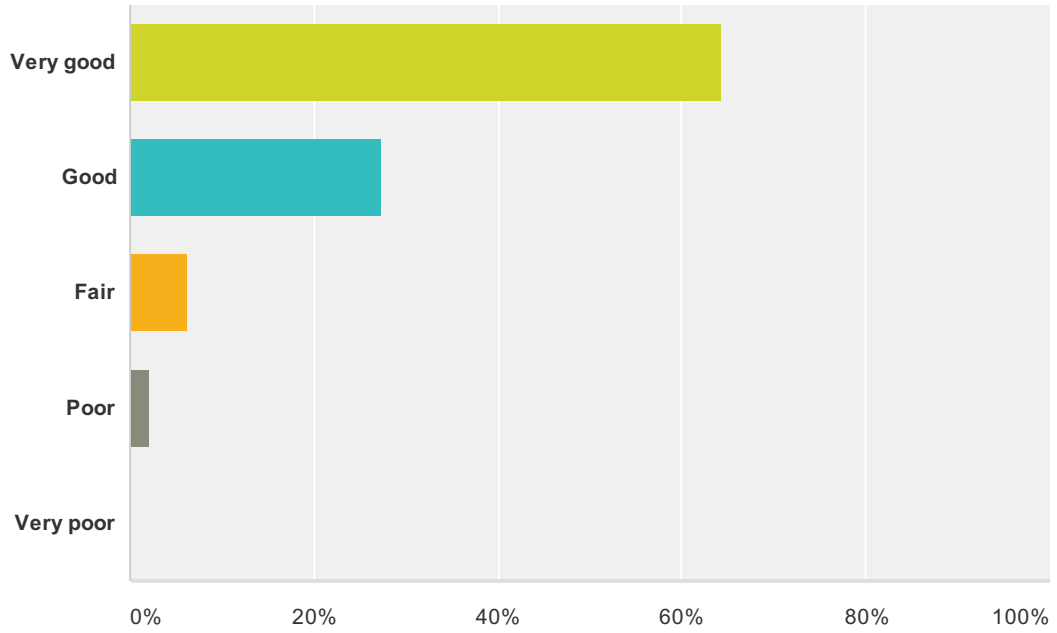
Answered: 92 Skipped: 16



Answer Choices	Responses	Count
Very good	70.65%	65
Good	18.48%	17
Fair	9.78%	9
Poor	1.09%	1
Very poor	0%	0
Total Respondents: 92		

Q11 Involving you in decisions about your care.

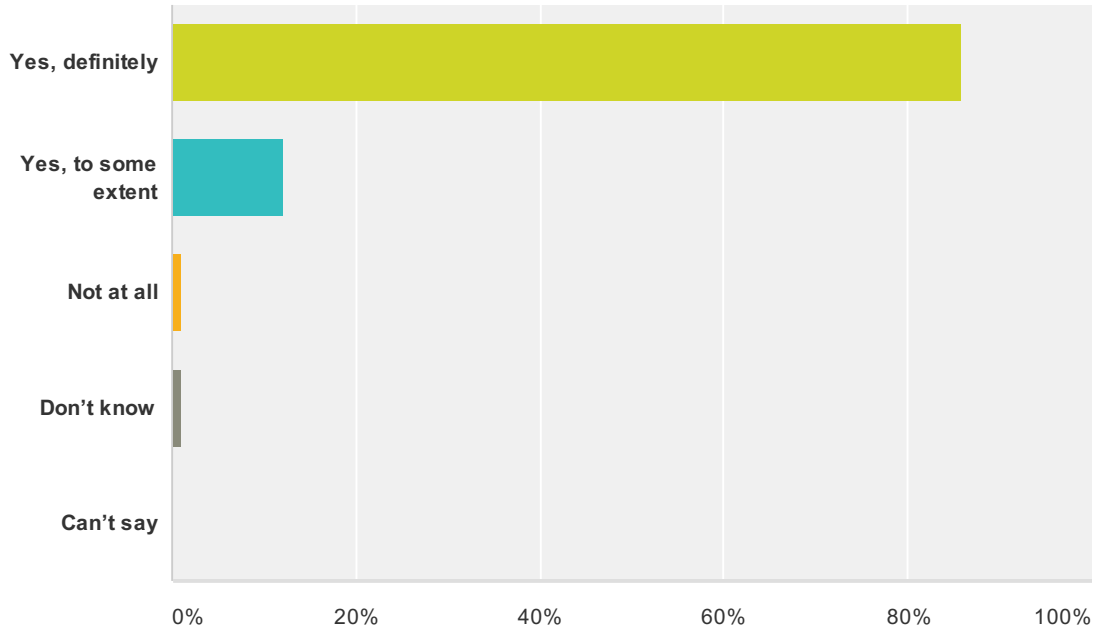
Answered: 95 Skipped: 13



Answer Choices	Responses	
Very good	64.21%	61
Good	27.37%	26
Fair	6.32%	6
Poor	2.11%	2
Very poor	0%	0
Total		95

Q12 Did you have confidence and trust in the person you saw today?

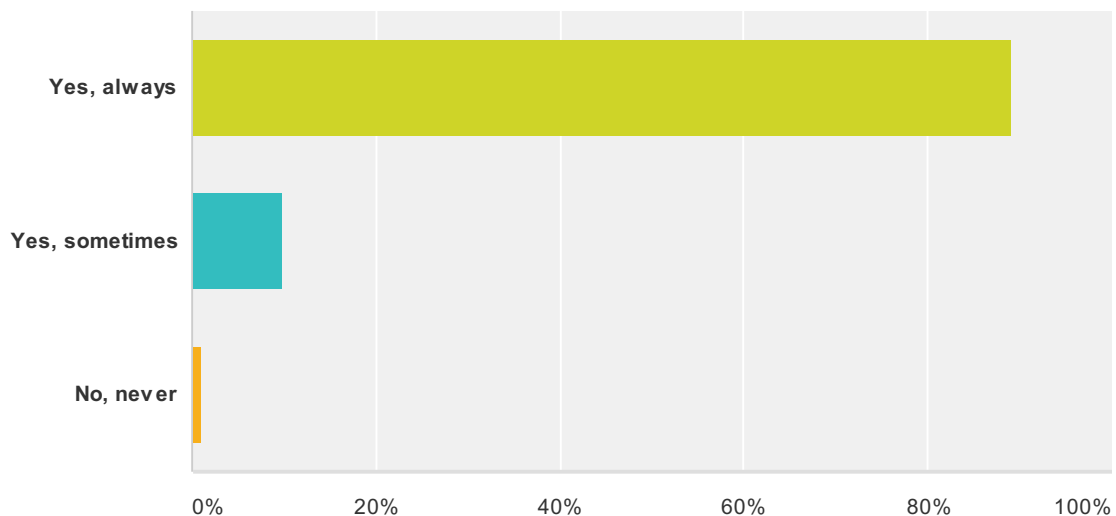
Answered: 99 Skipped: 9



Answer Choices	Responses	Count
Yes, definitely	85.86%	85
Yes, to some extent	12.12%	12
Not at all	1.01%	1
Don't know	1.01%	1
Can't say	0%	0
Total		99

Q13 Do you feel the staff treat you with dignity respect?

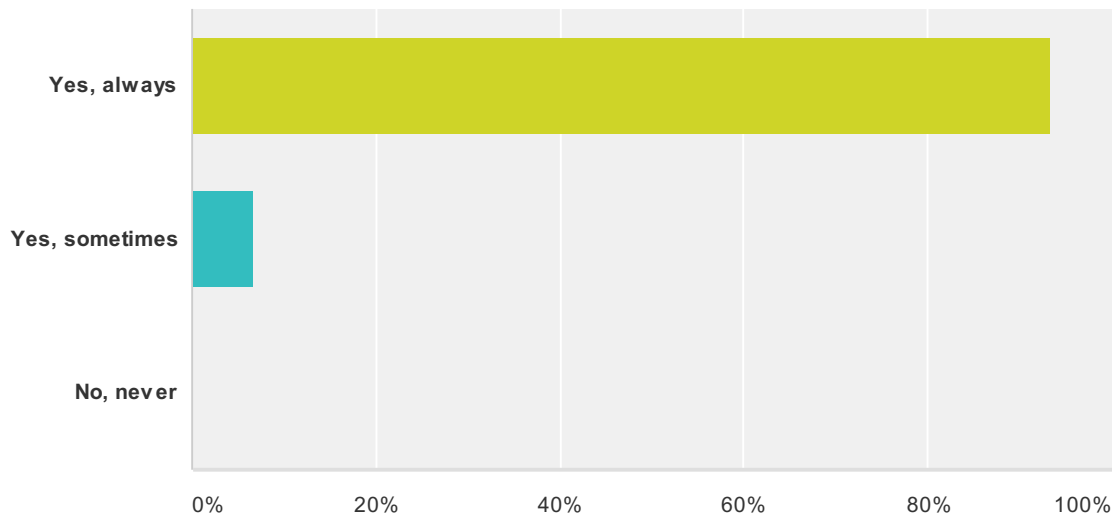
Answered: 102 Skipped: 6



Answer Choices	Responses
Yes, always	89.22% 91
Yes, sometimes	9.80% 10
No, never	0.98% 1
Total	102

Q14 Do you feel staff respect your privacy?

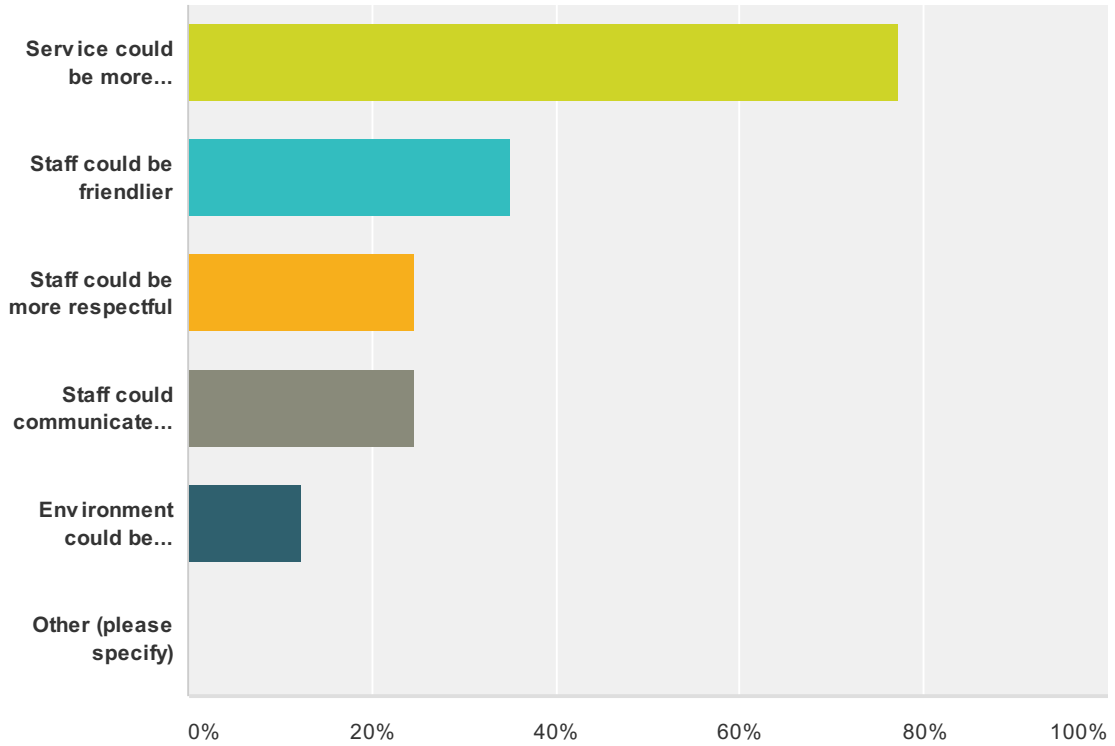
Answered: 105 Skipped: 3



Answer Choices	Responses
Yes, always	93.33% 98
Yes, sometimes	6.67% 7
No, never	0% 0
Total	105

Q15 What can we do better to improve your experience?

Answered: 57 Skipped: 51



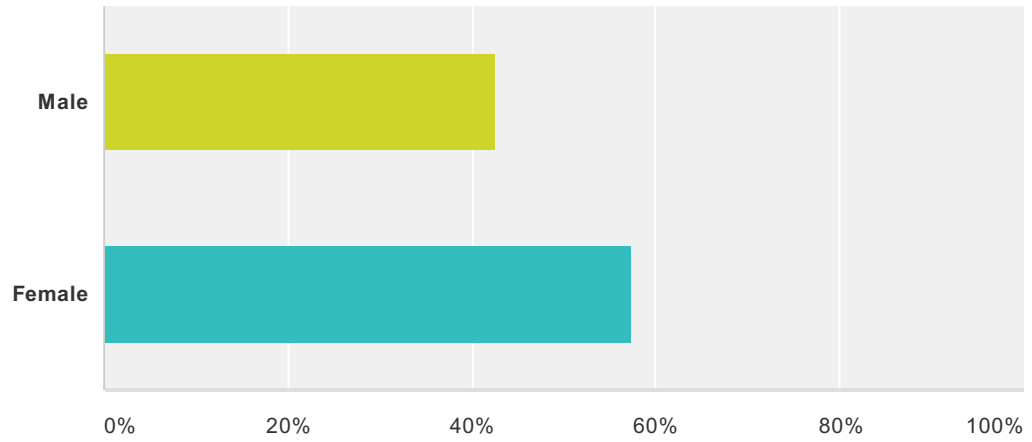
Answer Choices	Responses
Service could be more efficient	77.19% 44
Staff could be friendlier	35.09% 20
Staff could be more respectful	24.56% 14
Staff could communicate better	24.56% 14
Environment could be cleaner	12.28% 7
Other (please specify)	0% 0
Total Respondents: 57	

**Q16 Is there anything else you would like
to tell us about your experience of our
services?**

Answered: 37 Skipped: 71

Q17 What gender are you?

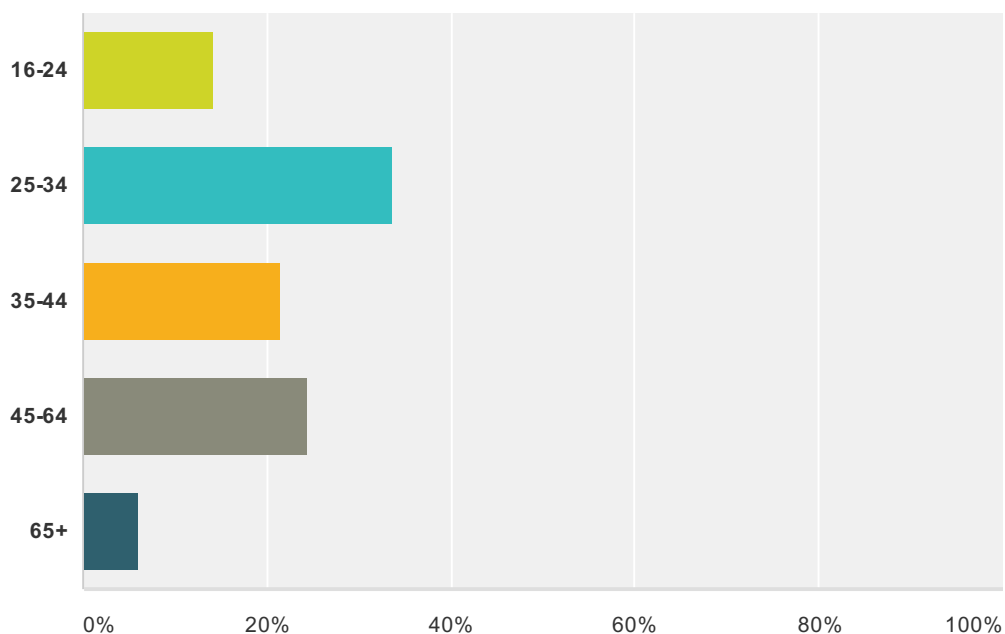
Answered: 94 Skipped: 14



Answer Choices	Responses
Male	42.55% 40
Female	57.45% 54
Total	94

Q18 What age bracket do you fit into

Answered: 98 Skipped: 10



Answer Choices	Responses
16-24	14.29% 14
25-34	33.67% 33
35-44	21.43% 21
45-64	24.49% 24
65+	6.12% 6
Total	98