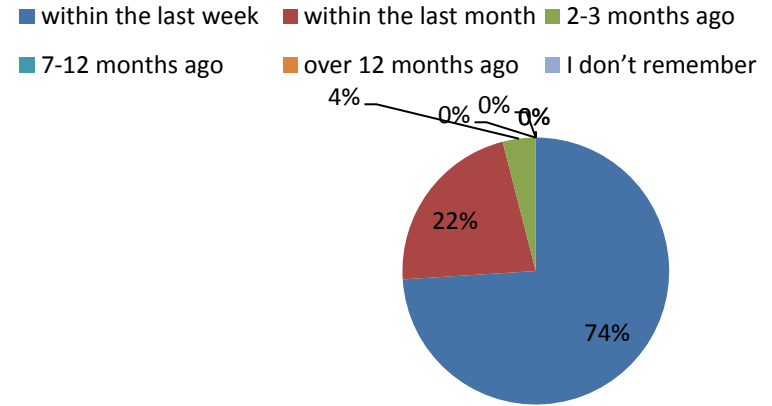


When was the last time you contacted the surgery

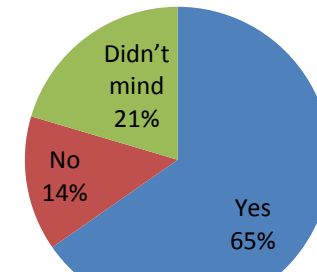
within the last week	37
within the last month	11
2-3 months ago	2
4-6 months ago	
7-12 months ago	
over 12 months ago	
I don't remember	
total responses	50
online responses	5

When was the last time you contacted the surgery



Did you see the person that you wanted to when you attended the surgery?	
Yes	32
No	7
Didn't mind	10

Did you see the person that you wanted to when you attended the surgery?



If not, what were the services that you were offered

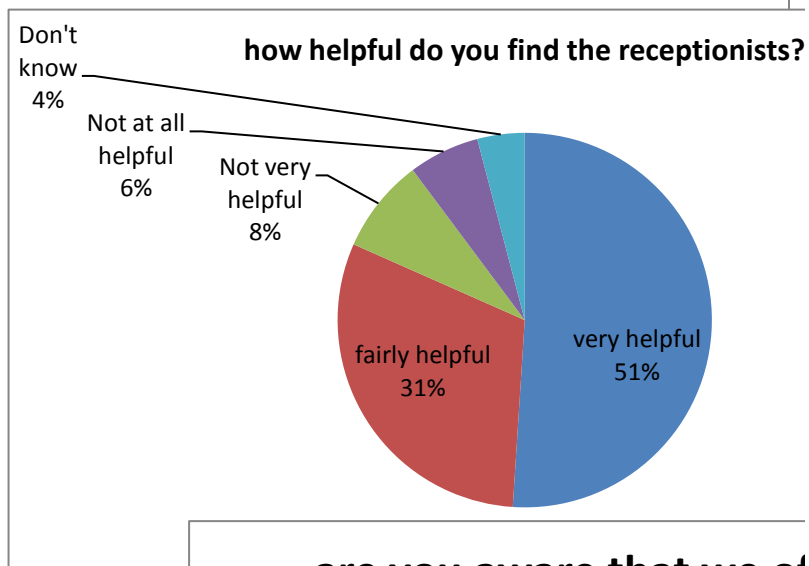
Nurse Practitioner	2
Different Nurse Practitioner	1
Doctor	1
Different Doctor	1
HCA	2
Practice nurse	2
Pharmacist	2
I cant remember	2
one said didn't get an appt!	2

how helpful do you find the receptionists?

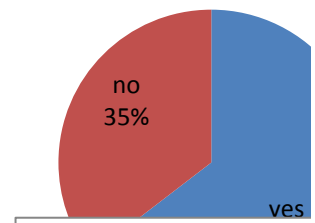
very helpful	25
fairly helpful	15
Not very helpful	4
Not at all helpful	3
Don't know	2
not answered	2

Are you aware that we offer specialised clinics?

yes	31
no	17
not answered	2



are you aware that we offer specialised clinics?



would you I

Would you like to receive more information about our clinics and services?

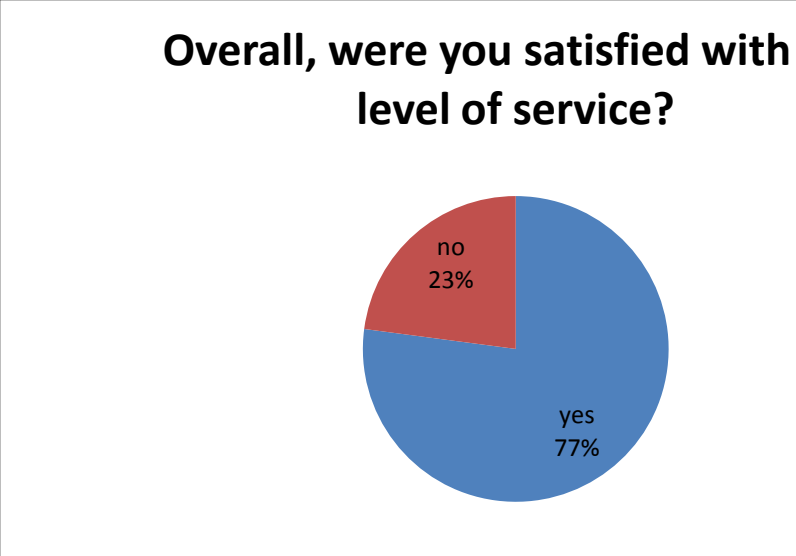
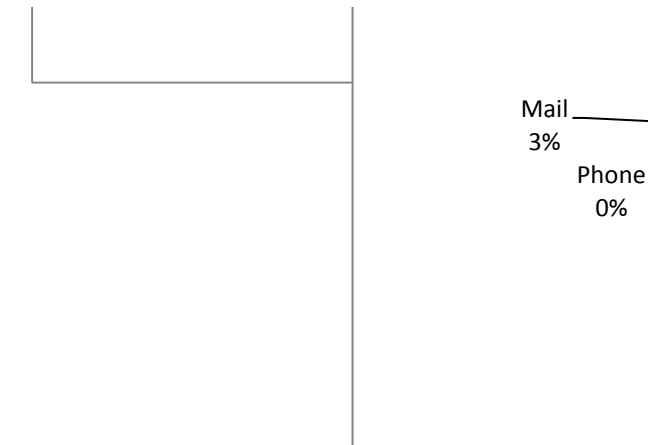
No	32
Email	6
Text	11
Phone	
Mail	2
Facebook	2
Twitter	
Leaflets in waiting room	2
posters in waiting room	1
No	
not answered	2

Overall, were you satisfied with the service that you received the last

yes	37
no	11
not answered	2

Have you ever missed an appointment without cancelling it?

yes	20
no	28
not answered	2



Why did you miss the appointment/appointments? (please tick all that apply if you have missed more than one appointment)

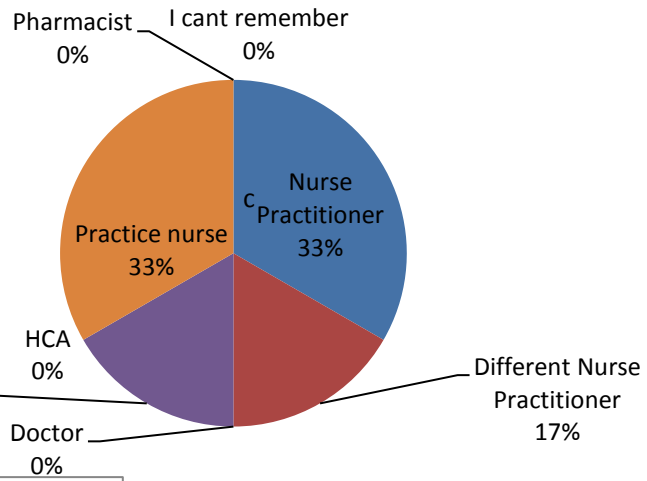
booked too far ahead and forgot	4
booked same day and forgot	3
within 48 hours and I forgot	
thought it was on different day/time	4
an urgent matter arose and I forgot to cancel	3
an urgent matter arose which meant I couldn't cancel	3
I felt better and didn't see the need to attend	1
could not get transport	
attempted to get to appt on time but was too late	
I had no means of contacting surgery to cancel	4
Other	2

cted the

■ 4-6 months ago

**anted
ry?**

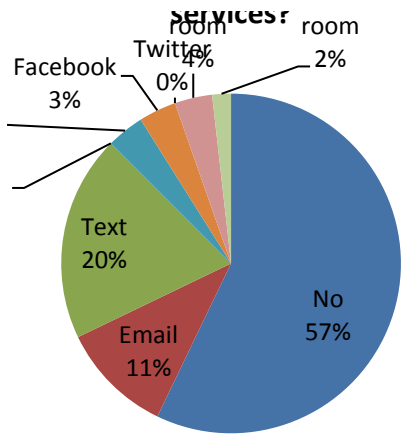
if not, what were the services that you were offered?



ffer specialised

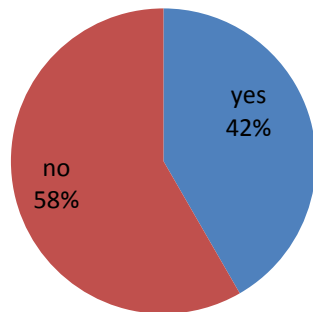
like to receive more info about our clinics and services?

leaflets in waiting
posters in waiting



the

Have you ever missed an appointment without cancelling?



why did you miss your appointment?

