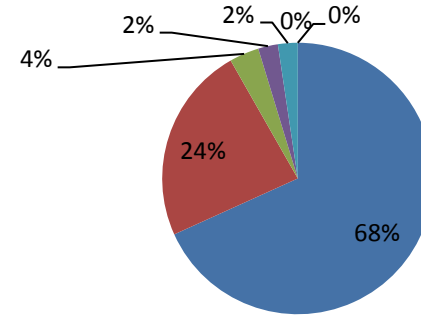


When was the last time you contacted the surgery

within the last week	58
within the last month	20
2-3 months ago	3
4-6 months ago	2
7-12 months ago	2
over 12 months ago	
I don't remember	
total responses	13
online responses	5

When was the last time you contacted the surgery

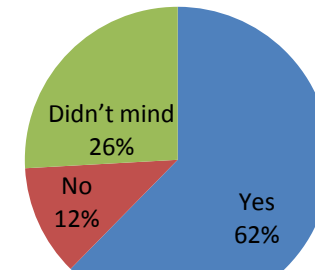
■ within the last week
 ■ within the last month
 ■ 2-3 months ago
 ■ I don't remember
 ■ 7-12 months ago
 ■ over 12 months ago
 ■ I don't remember



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

Yes	53
No	10
Didn't mind	22

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

how helpful do you find the receptionists?

- very helpful
- fairly helpful
- Not very helpful
- Not at all helpful
- Don't know
- not answered

Are you aware that we offer specialised clinics?

- yes
- no
- not answered

4

1

2

2

66

15 one patient said depends wh

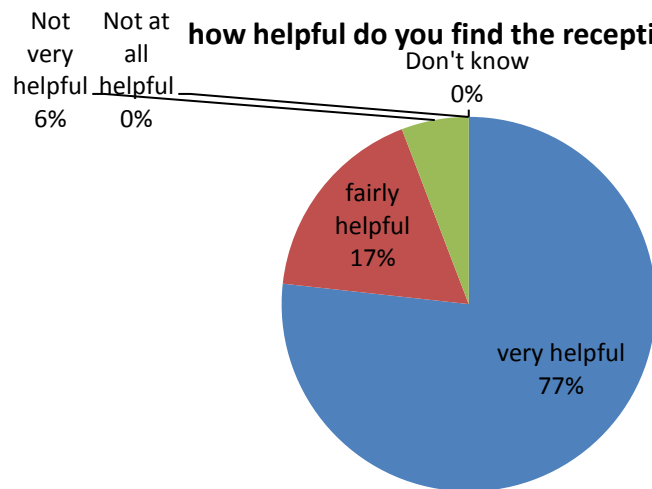
5

61

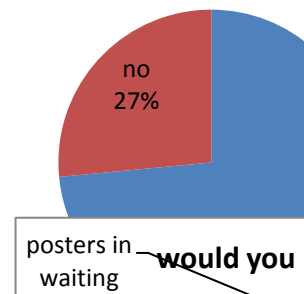
22

1

how helpful do you find the receptionists?



are you aware that we offer specialised clinics?



posters in waiting would you I

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

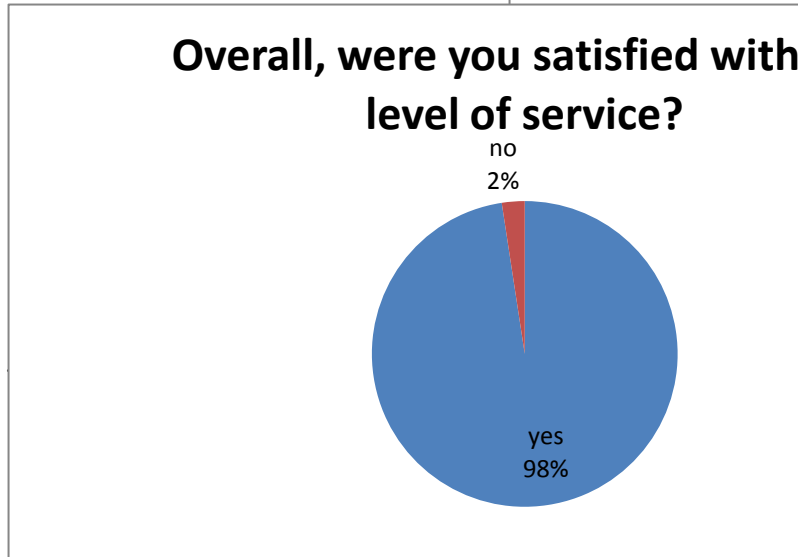
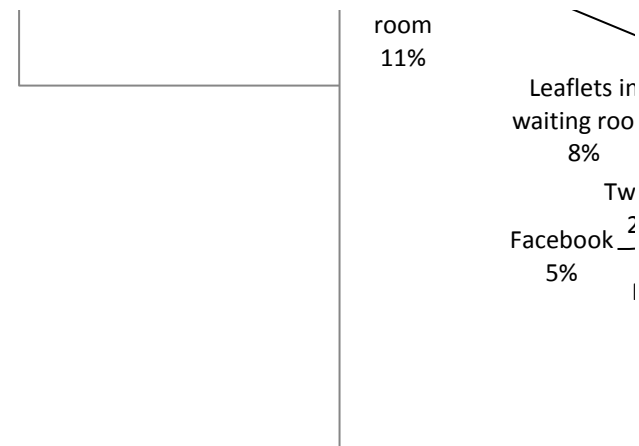
No	42
Email	10
Text	17
Phone	5
Mail	7
Facebook	5
Twitter	2
Leaflets in waiting room	9
posters in waiting room	12
No	
not answered	

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

yes	81
no	2
not answered	

Have you ever missed an appointment without cancelling it?

yes	16
no	68
not answered	



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

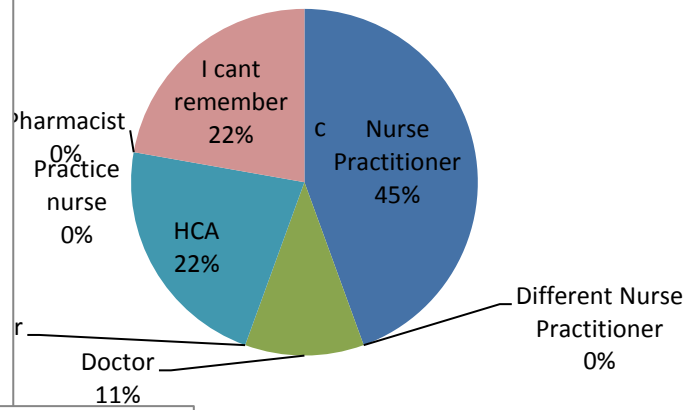
booked too far ahead and forgot	5
booked same day and forgot	1
within 48 hours and I forgot	1
thought it was on different day/time	3
an urgent matter arose and I forgot to cancel	3
an urgent matter arose which meant I couldn't cancel	
I felt better and didn't see the need to attend	
could not get transport	1
attempted to get to appt on time but was too late	2
I had no means of contacting surgery to cancel	2
Other	1 forgot and needed support with her

cted the

14-6 months ago

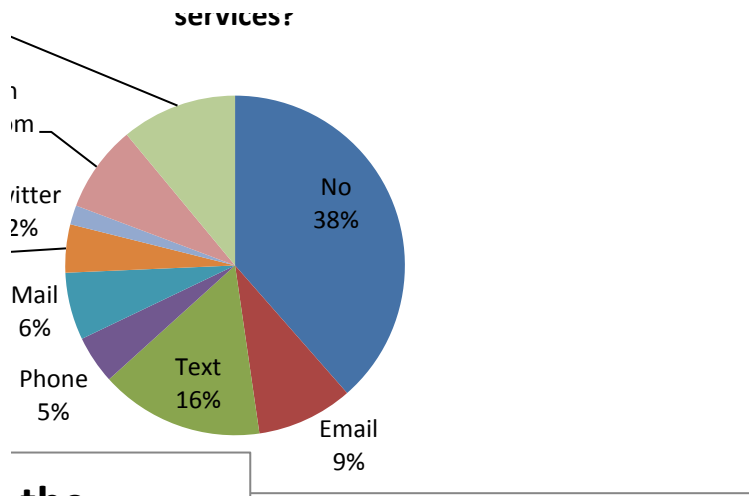
**anted
ry?**

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

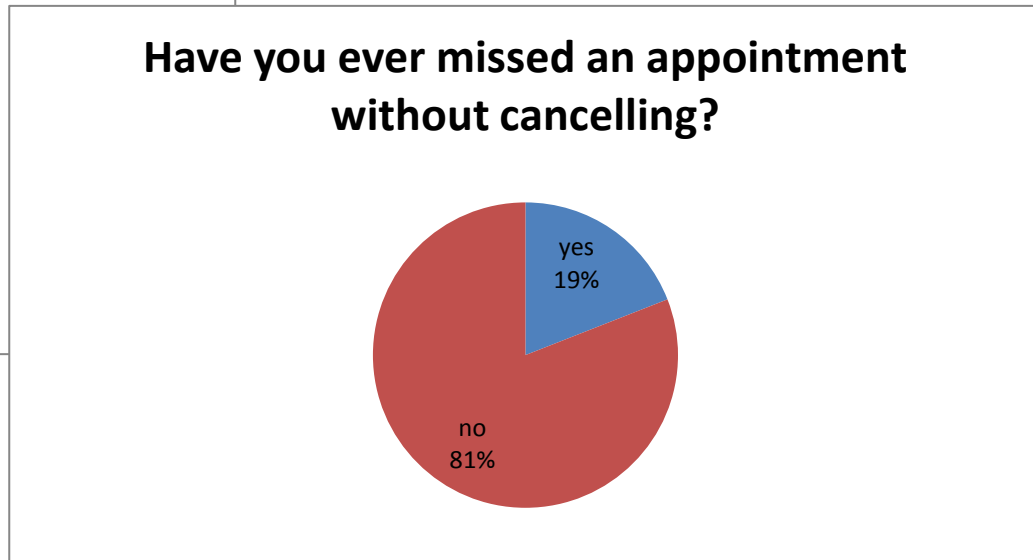


ffer specialised

like to receive more info about our clinics and services?



the



why did you miss your appointment?

