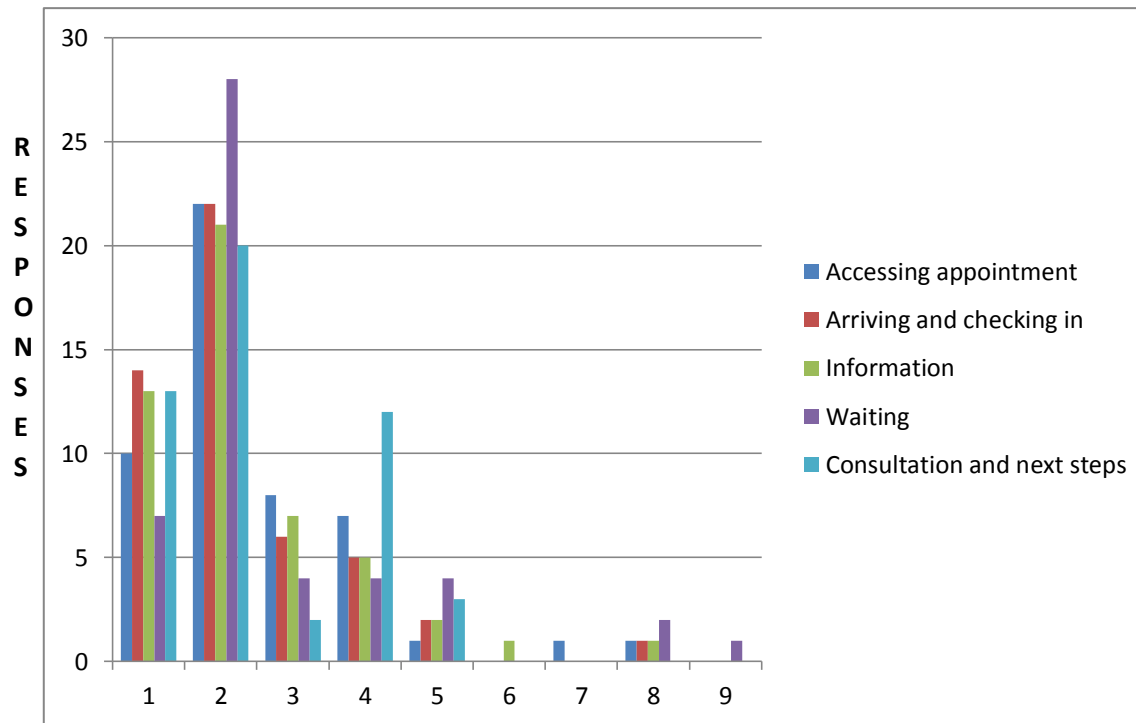


Patient Experience Questionnaire 2013

| Did you feel? | Accessing appointment | Arriving and checking in | Information | Waiting | Consultation and next steps | TOTAL |
|----------------------|------------------------------|---------------------------------|--------------------|----------------|------------------------------------|--------------|
| Respected (1) | 10 | 14 | 13 | 7 | 13 | 57 |
| Pleased (2) | 22 | 22 | 21 | 28 | 20 | 113 |
| Valued (3) | 8 | 6 | 7 | 4 | 2 | 27 |
| Cared for (4) | 7 | 5 | 5 | 4 | 12 | 33 |
| Involved (5) | 1 | 2 | 2 | 4 | 3 | 12 |
| Not listened (6) | | | 1 | | | 1 |
| Hurried (7) | 1 | | | | | 1 |
| Frustrated (8) | 1 | 1 | 1 | 2 | | 5 |
| Anxious (9) | | | | 1 | | 1 |
| TOTAL | 50 | 50 | 50 | 50 | 50 | |



KEY

| | |
|----------|------------------------|
| 1 | Respected |
| 2 | Pleased |
| 3 | Valued |
| 4 | Cared for |
| 5 | Involved |
| 6 | Not listened to |
| 7 | Hurried |
| 8 | Frustrated |
| 9 | Anxious |