The length it took to get through on the telephone was reasonable

Row Labels	Count of Question 1
agree	189
disagree	46
n/a	3
diagree	2
agree	1
not Answered	1
(blank)	
Grand Total	242

agree accounts for the majority of 'Question 1'.

- agree
- disagree
- n/a
- diagree
- agree
- not Answered
- (blank)

0%
1%
1%
19%
1%
78%
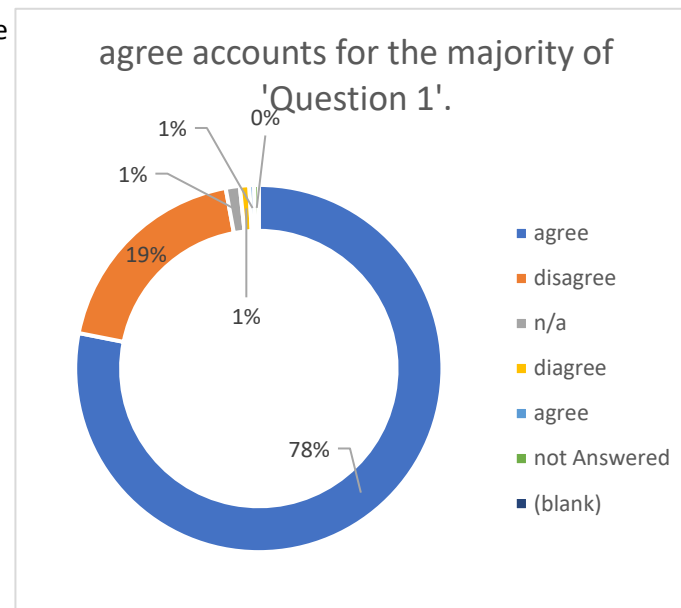
I got to see the Clinician of my choice

Row Labels	Count of Question 3
agree	151
disagree	63
n/a	7
not answered	2
no choice	1
disaggree	1
not always	1
didn't request	1
?	1
gree	1
(blank)	
Grand Total	229

agree accounts for the majority of 'Question 3'.

1% 0% 0%
1% 0 1%
0% 0% 3%
28%
66%

- agree
- disagree
- n/a
- not answered
- no choice
- disaggree
- not always
- didn't request
- ?

Row Labels	Count of Question 5
agree	217
disagree	16
n/a	1
(blank)	
Grand Total	**234**
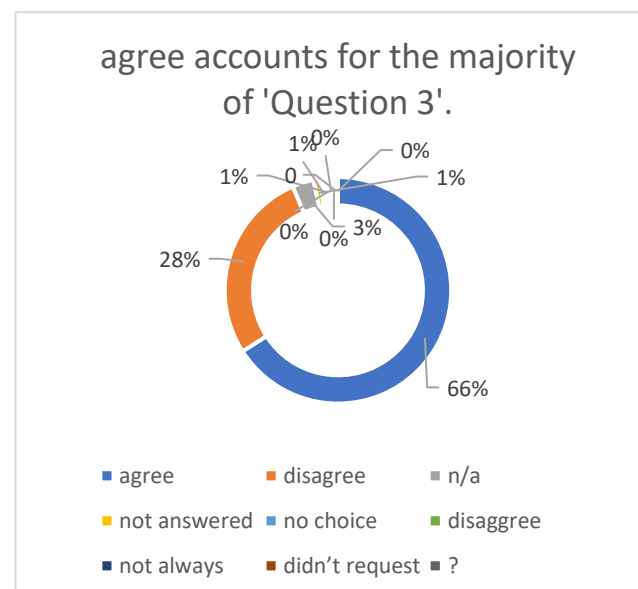
I was involved and informed in decisions about my care

agree accounts for the majority of 'Question 5'.

7%   0%

0%

93%

■ agree   ■ disagree   ■ n/a   ■ (blank)

Row Labels	Count of Question 7
agree	224
disagree	12
(blank)	
Grand Total	**236**
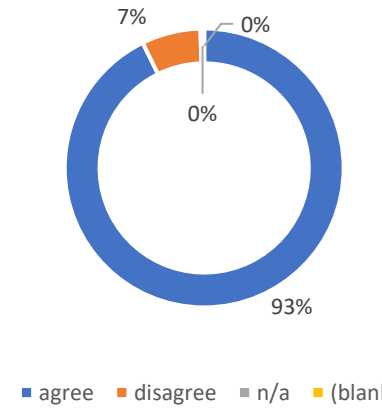
The health care person explained the treatment/health advice in a way that I could understand

agree accounts for the majority of 'Question 7'.

5%   0%

95%

agree   disagree   (blank)

Row Labels	Count of Question 9
agree	229
disagree	4
n/a	3
not Answered	1
(blank)	
Grand Total	237
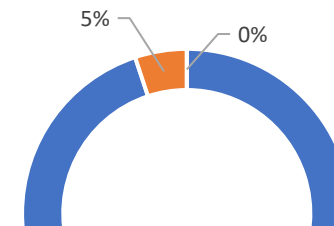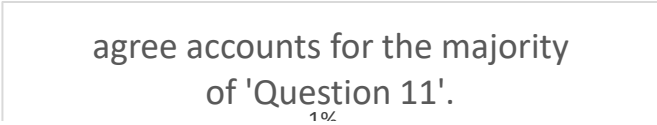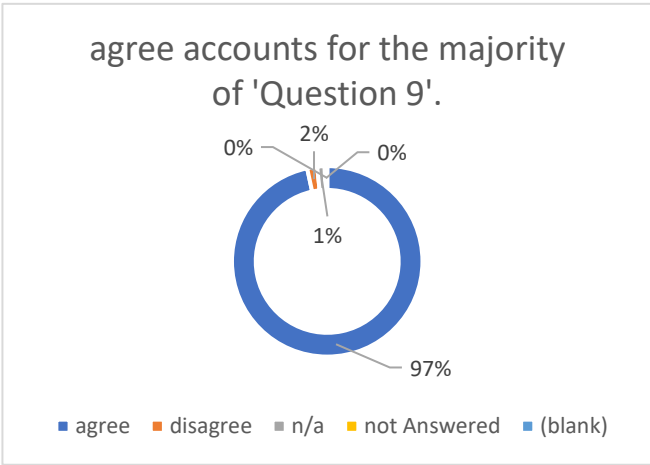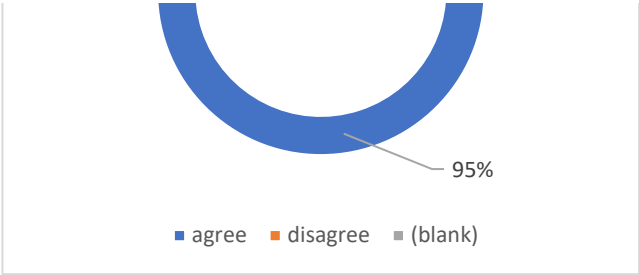
I was seen in a clean and safe environment

agree accounts for the majority of 'Question 9'.

0%   2%   0%

1%

97%

agree   disagree   n/a   not Answered   (blank)

I was treated with dignity at all times

Row Labels	Count of Question 11
agree	225
disagree	5

agree accounts for the majority of 'Question 11'.

1%

not Answered	2
agree	1
n/a	1
(blank)	
Grand Total	**234**
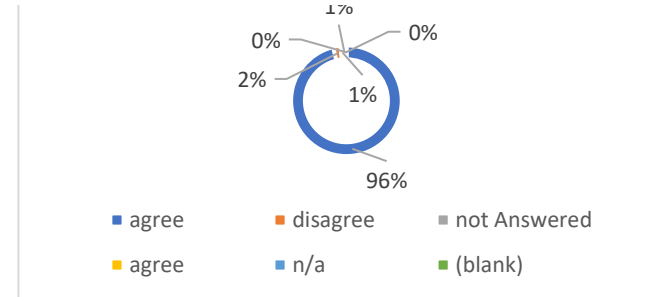
The information I received about my health care helped me to understand my condition

Row Labels	Count of Question 13
agree	219
disagree	8
not Answered	2
N/a	2
(blank)	
Grand Total	**231**

agree accounts for the majority of 'Question 13'.

Are you aware that we now offer appointments from 7.15am
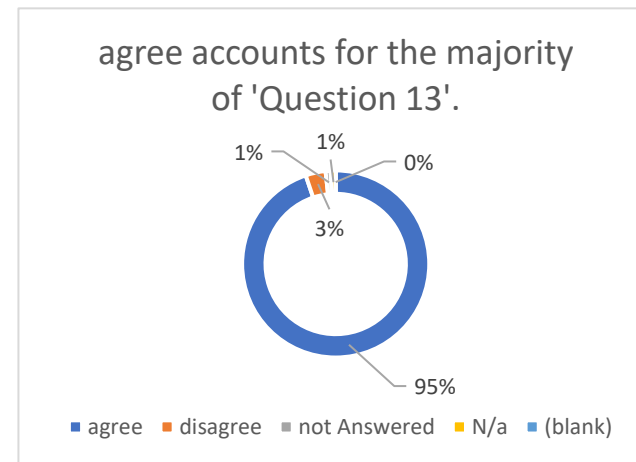
Row Labels	Count of Question 15
y	68
n	55
yes	17
not Answered	4
no	4
?	2

'Question 15': y appears most often.
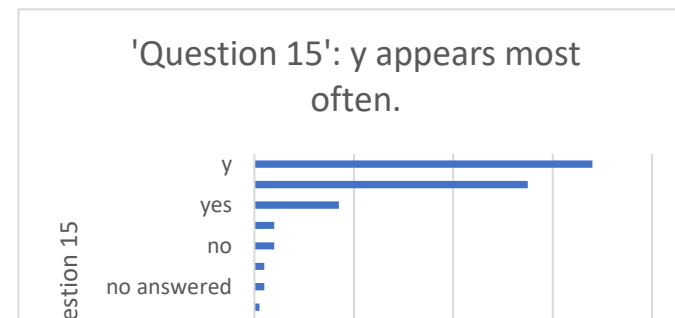
no answered	2
yed	1
na	1
y	1
not answered	1
n/a	1
(blank)	
Grand Total	**157**

Question 15
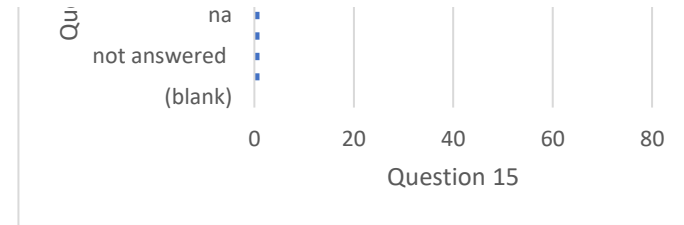
Row Labels	Count of Ethnic
british	200
british	6
irish	3
bristish	3
not Answered	2
briish	2
laos	1
britih	1
Indian	1
(blank)	
Grand Total	**219**

british accounts for the majority of 'Ethnic'.

- british
- british
- irish
- bristish
- not Answered
- briish
- laos
- britih
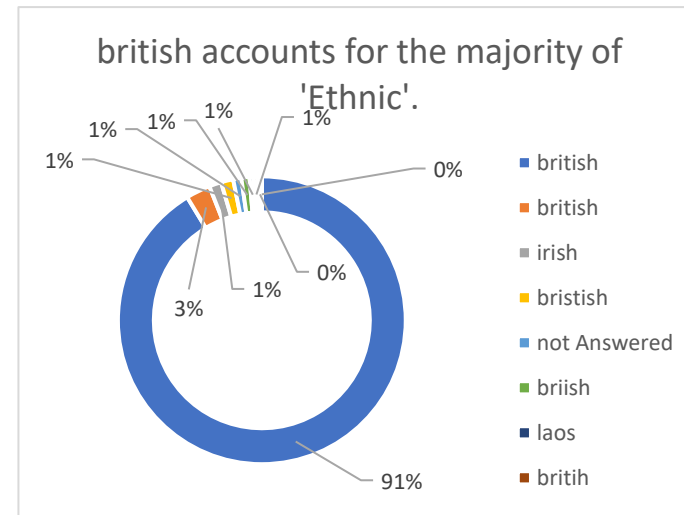
Row Labels	Count of Age
65 to 74	68
75 to 84	35
55 to 64	34
45 to 54	32
35 to 44	20
25 to 34	9

'Age': 65 to 74 appears most often.

65 to 74
55 to 64
35 to 44
85 and over
85 or over
64 to 74
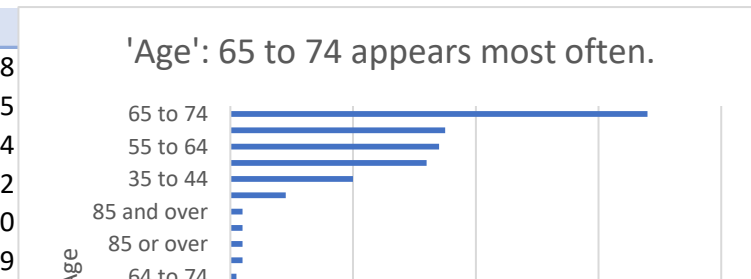
85 and over	2
18 to 24	2
85 or over	2
not Answered	2
64 to 74	1
75 to84	1
45 o 54	1
65 to 74	1
34 to 44	1
25 tp 34	1
75 t o 84	1
55 to 64	1
55 to64	1
(blank)	
Grand Total	**215**

Age
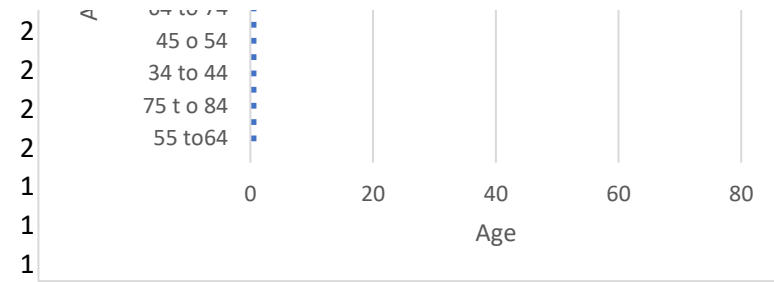
Count of Question 2	The length of time it took to get an appointment was reasonable
	186
	54
	1
	1
	242

agree accounts for the majority of 'Question 2'.
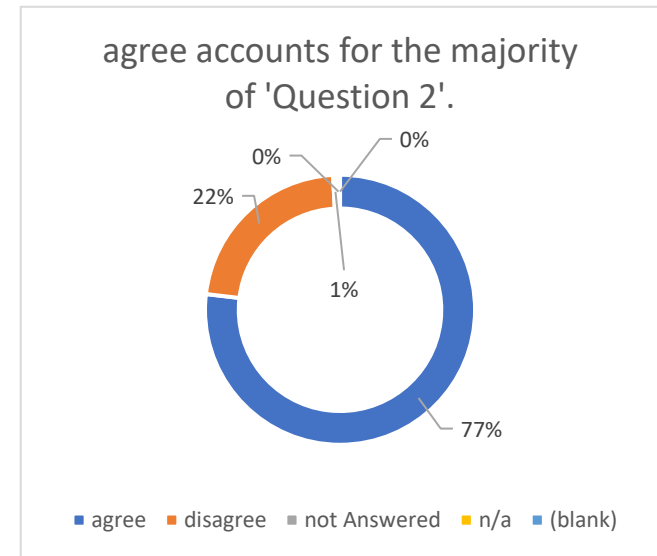
Row Labels	Count of Question 4
agree	204
disagree	28
n/a	1
not Answered	1
disgaree	1
(blank)	
Grand Total	**235**

The length of time that I had to wait to be seen was reasonable

agree accounts for the majority of 'Question 4'.
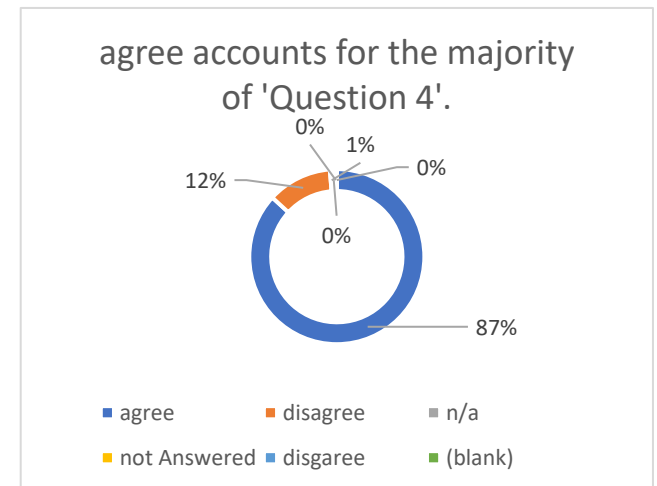
The health care person listened to me

Row Labels	Count of Question 6
agree	225
disagree	10
n/a	1
(blank)	
Grand Total	**236**

agree accounts for the majority of 'Question 6'.

0%
1%
4%
95%

■ agree ■ disagree ■ n/a ■ (blank)
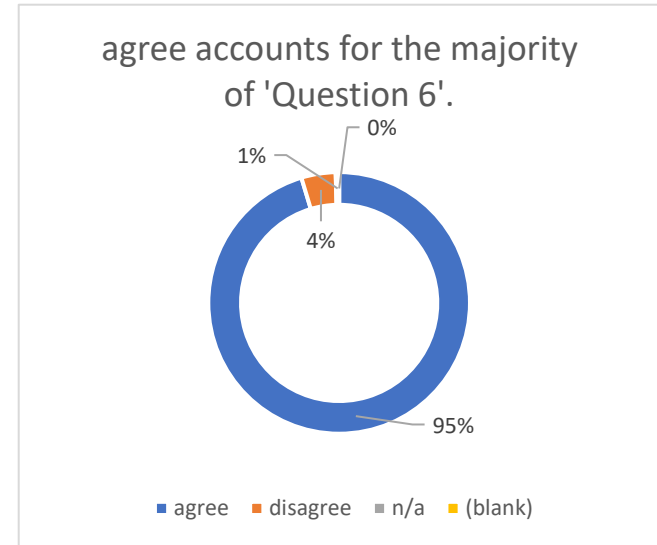
I was given enough privacy when treated or advised

Row Labels	Count of Question 8
agree	224
disagree	6
not Answered	2
aa	1
ageee	1
(blank)	

agree accounts for the majority of 'Question 8'.

0%
0%
0%
3%
1%

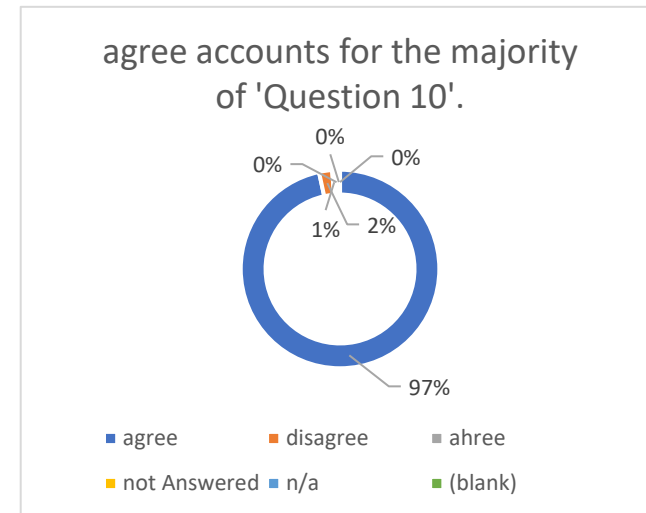|	
Grand Total	**234**

96%

- agree
- disagree
- not Answered
- aa
- ageee
- (blank)
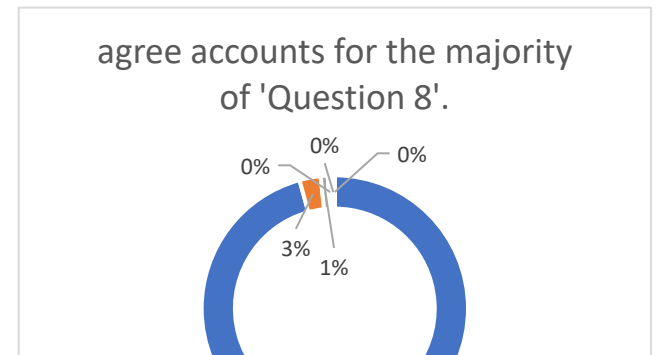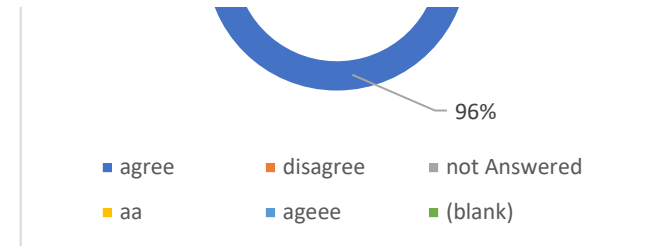
I had confidence and trust in the health care person who was treating/advising me

Row Labels	Count of Question 10
agree	227
disagree	5
ahree	1
not Answered	1
n/a	1
(blank)	
Grand Total	**235**

agree accounts for the majority of 'Question 10'.

0%
0%   0%
1%   2%
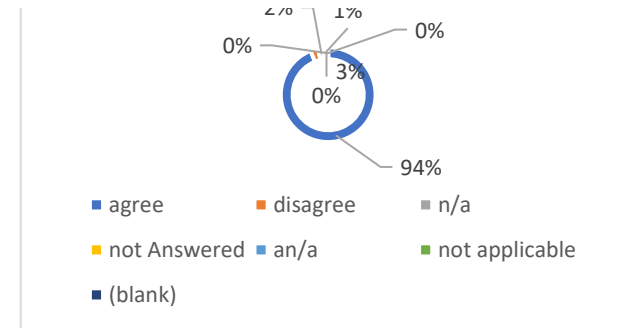97%

- agree
- disagree
- ahree
- not Answered
- n/a
- (blank)

The information received about my health care helped me to understand my condition/my familys health

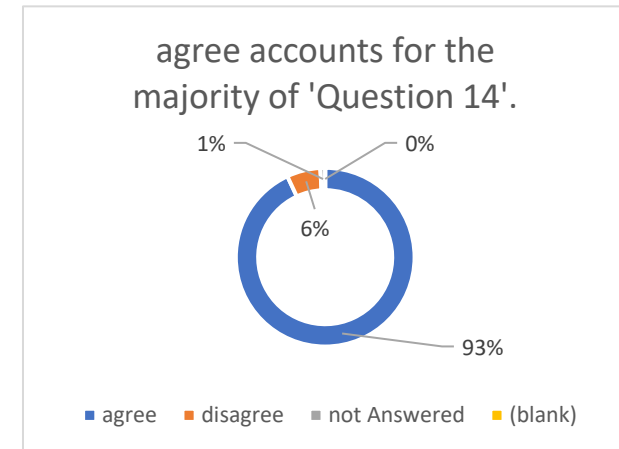| Row Labels	Count of Question 12
agree	217
disagree	6

agree accounts for the majority of 'Question 12'.

2%   1%
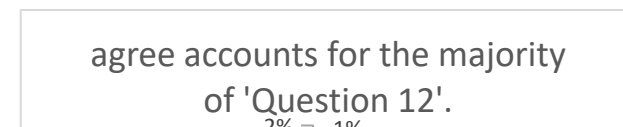
n/a	4
not Answered	2
an/a	1
not applicable	1
(blank)	
Grand Total	**231**

I would recommend the service to my family and friends

Row Labels	Count of Question 14
agree	214
disagree	14
not Answered	2
(blank)	
Grand Total	**230**

agree accounts for the majority of 'Question 14'.

Are you happy with the information on the TV screen

Row Labels	Count of Question 16
y	171
yes	21
n	9
n/a	3
not answered	3
no	2

y accounts for the majority of 'Question 16'.
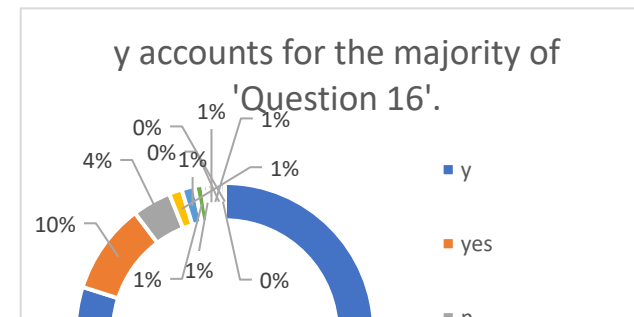
not Answered	1
covid in for area	1
the writing could be big	1
yy	1
yea	1
(blank)	
Grand Total	**214**

80%
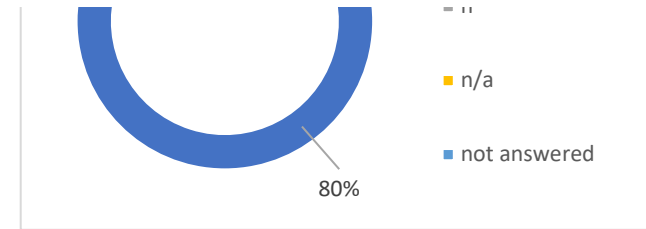
Row Labels	Count of Gender
F	113
M	88
not answered	1
(blank)	
Grand Total	**202**

F accounts for the majority of 'Gender'.