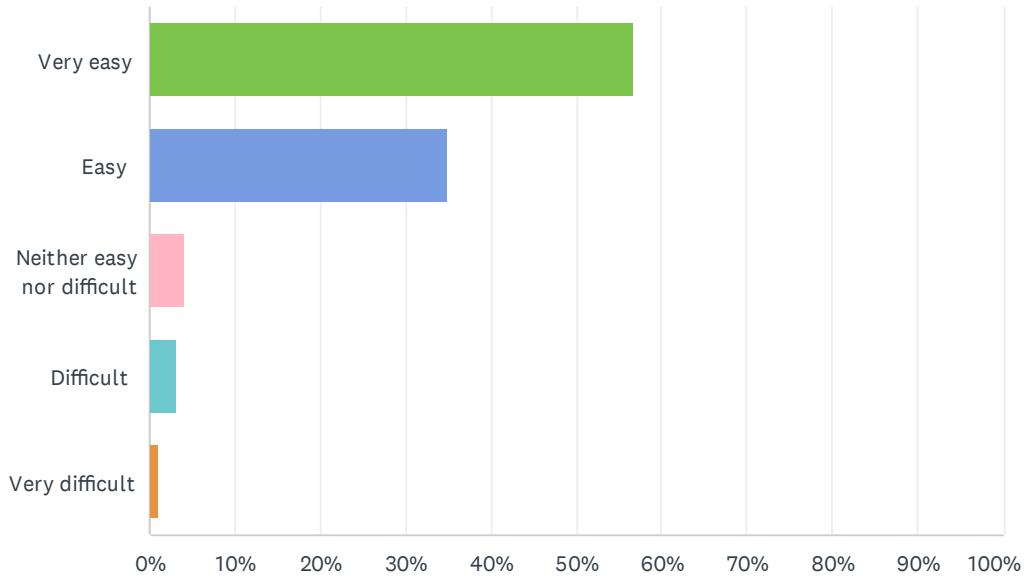


## Q1 Has it been easy to book your appointment through our systems or by contacting our team?

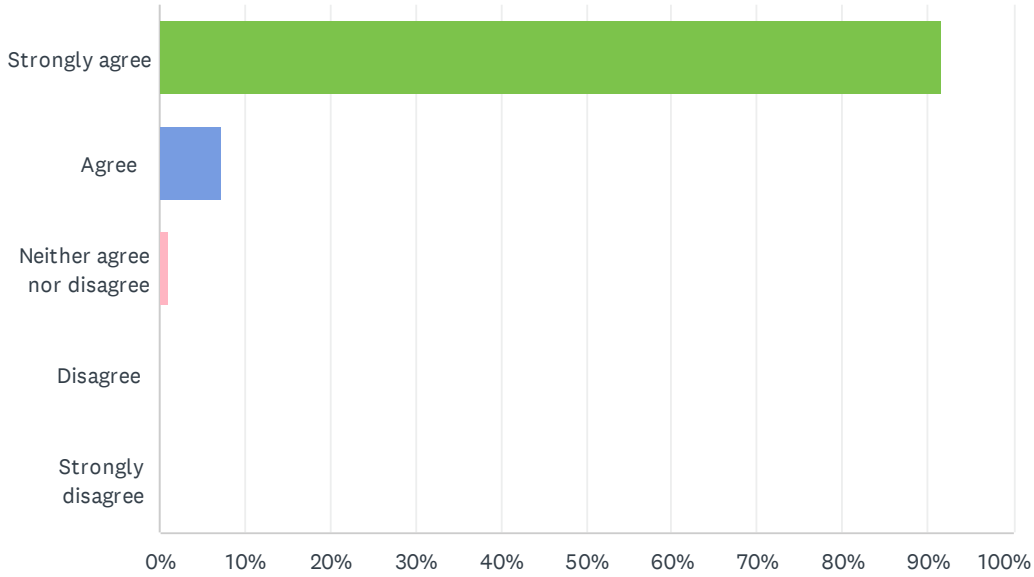
Answered: 97 Skipped: 0



| ANSWER CHOICES             | RESPONSES |           |
|----------------------------|-----------|-----------|
| Very easy                  | 56.70%    | 55        |
| Easy                       | 35.05%    | 34        |
| Neither easy nor difficult | 4.12%     | 4         |
| Difficult                  | 3.09%     | 3         |
| Very difficult             | 1.03%     | 1         |
| <b>TOTAL</b>               |           | <b>97</b> |

Q2 Within your appointment, has the clinician made you feel at ease? This includes being friendly and warm towards you and treating you with respect.

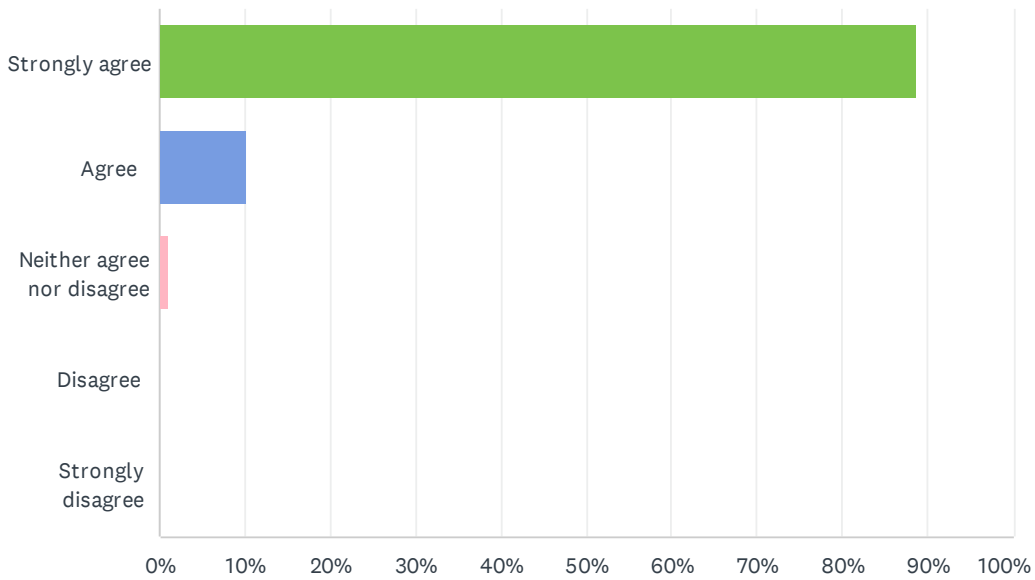
Answered: 97 Skipped: 0



| ANSWER CHOICES             | RESPONSES |           |
|----------------------------|-----------|-----------|
| Strongly agree             | 91.75%    | 89        |
| Agree                      | 7.22%     | 7         |
| Neither agree nor disagree | 1.03%     | 1         |
| Disagree                   | 0.00%     | 0         |
| Strongly disagree          | 0.00%     | 0         |
| <b>TOTAL</b>               |           | <b>97</b> |

### Q3 Within your appointment, has the clinician really listened to you?

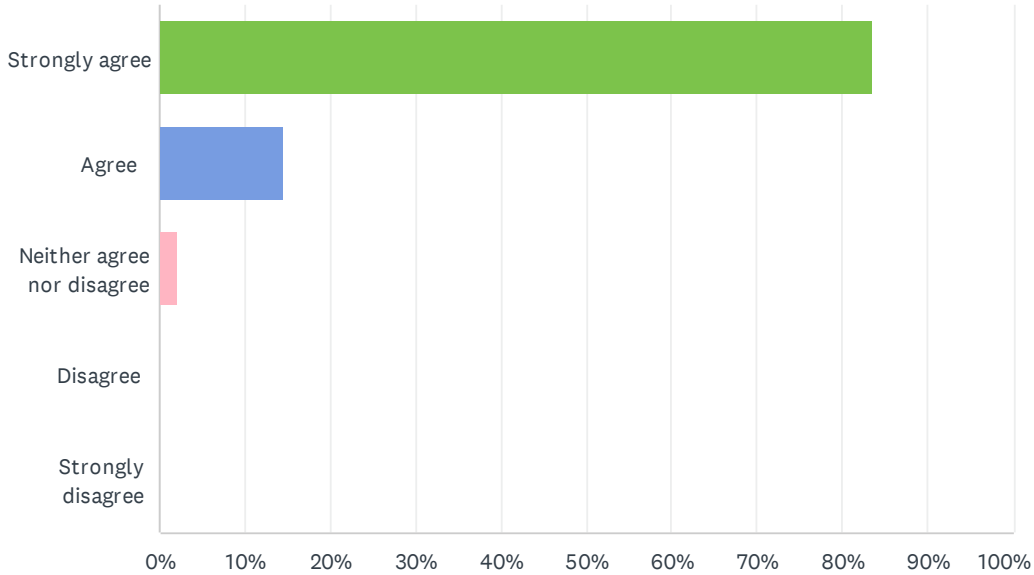
Answered: 97 Skipped: 0



| ANSWER CHOICES             | RESPONSES |           |
|----------------------------|-----------|-----------|
| Strongly agree             | 88.66%    | 86        |
| Agree                      | 10.31%    | 10        |
| Neither agree nor disagree | 1.03%     | 1         |
| Disagree                   | 0.00%     | 0         |
| Strongly disagree          | 0.00%     | 0         |
| <b>TOTAL</b>               |           | <b>97</b> |

### Q4 Within your appointment, has the clinician fully understood your concerns, not overlooking or dismissing anything.

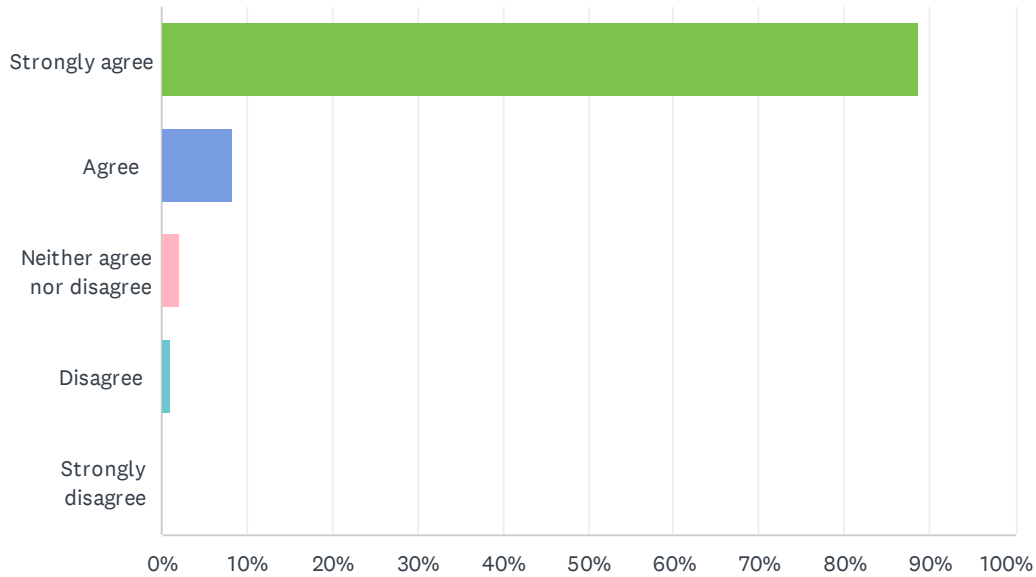
Answered: 97 Skipped: 0



| ANSWER CHOICES             | RESPONSES |           |
|----------------------------|-----------|-----------|
| Strongly agree             | 83.51%    | 81        |
| Agree                      | 14.43%    | 14        |
| Neither agree nor disagree | 2.06%     | 2         |
| Disagree                   | 0.00%     | 0         |
| Strongly disagree          | 0.00%     | 0         |
| <b>TOTAL</b>               |           | <b>97</b> |

## Q5 Within your appointment, has the clinician shown care and compassion?

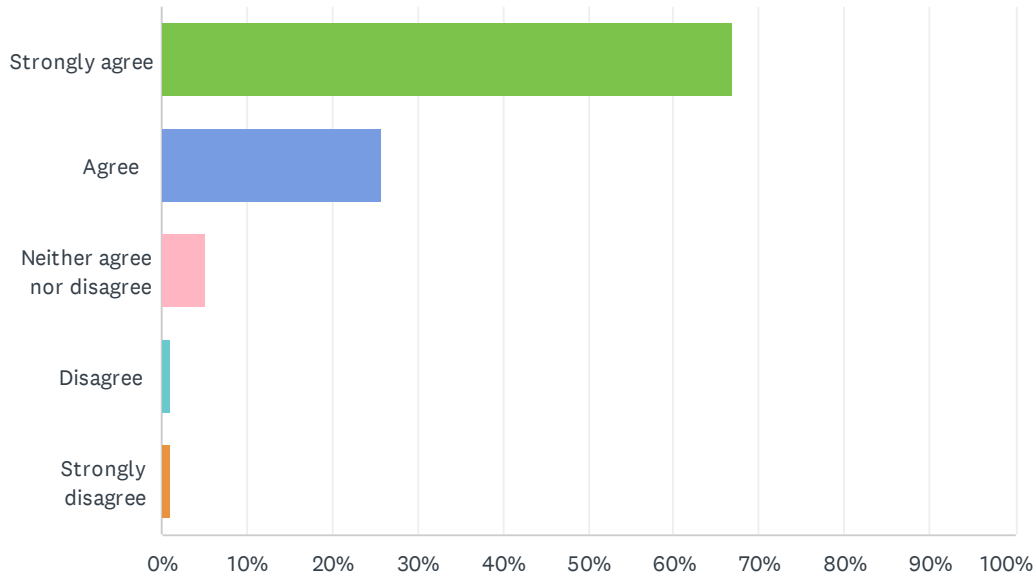
Answered: 97 Skipped: 0



| ANSWER CHOICES             | RESPONSES |           |
|----------------------------|-----------|-----------|
| Strongly agree             | 88.66%    | 86        |
| Agree                      | 8.25%     | 8         |
| Neither agree nor disagree | 2.06%     | 2         |
| Disagree                   | 1.03%     | 1         |
| Strongly disagree          | 0.00%     | 0         |
| <b>TOTAL</b>               |           | <b>97</b> |

## Q6 Within your appointment, do you feel the time was sufficient to discuss all relevant points?

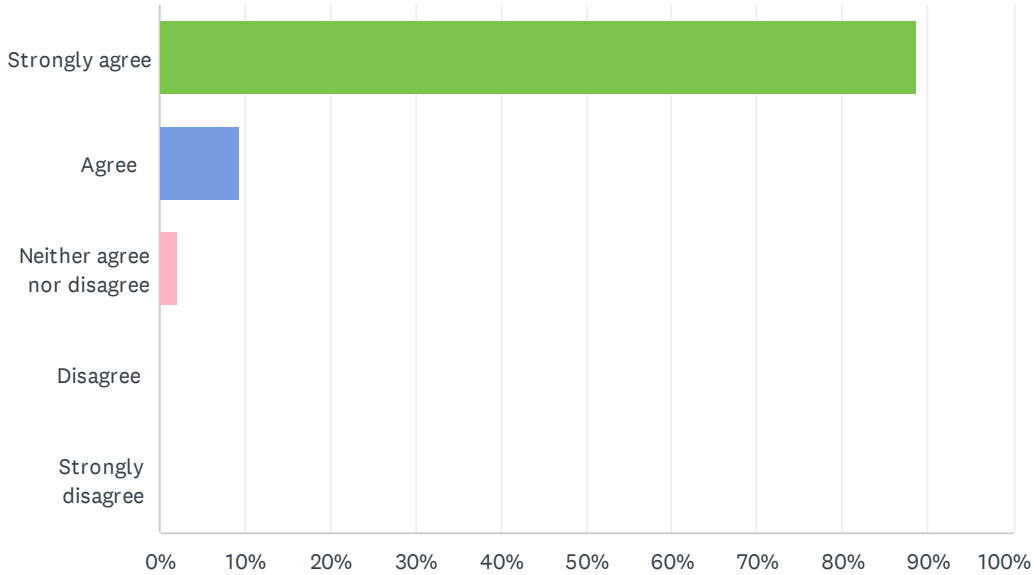
Answered: 97 Skipped: 0



| ANSWER CHOICES             | RESPONSES |           |
|----------------------------|-----------|-----------|
| Strongly agree             | 67.01%    | 65        |
| Agree                      | 25.77%    | 25        |
| Neither agree nor disagree | 5.15%     | 5         |
| Disagree                   | 1.03%     | 1         |
| Strongly disagree          | 1.03%     | 1         |
| <b>TOTAL</b>               |           | <b>97</b> |

## Q7 During your appointment, did the clinician use a positive approach and a positive attitude towards your problems?

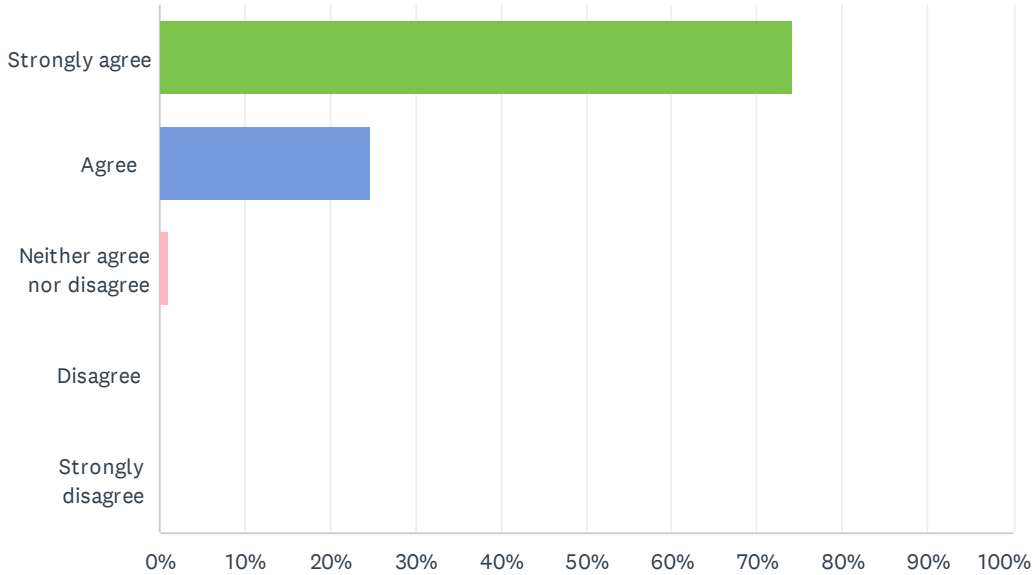
Answered: 97 Skipped: 0



| ANSWER CHOICES             | RESPONSES |           |
|----------------------------|-----------|-----------|
| Strongly agree             | 88.66%    | 86        |
| Agree                      | 9.28%     | 9         |
| Neither agree nor disagree | 2.06%     | 2         |
| Disagree                   | 0.00%     | 0         |
| Strongly disagree          | 0.00%     | 0         |
| <b>TOTAL</b>               |           | <b>97</b> |

### Q8 Has the clinician explained the next steps for you clearly and fully answered your questions giving you adequate information?

Answered: 97 Skipped: 0

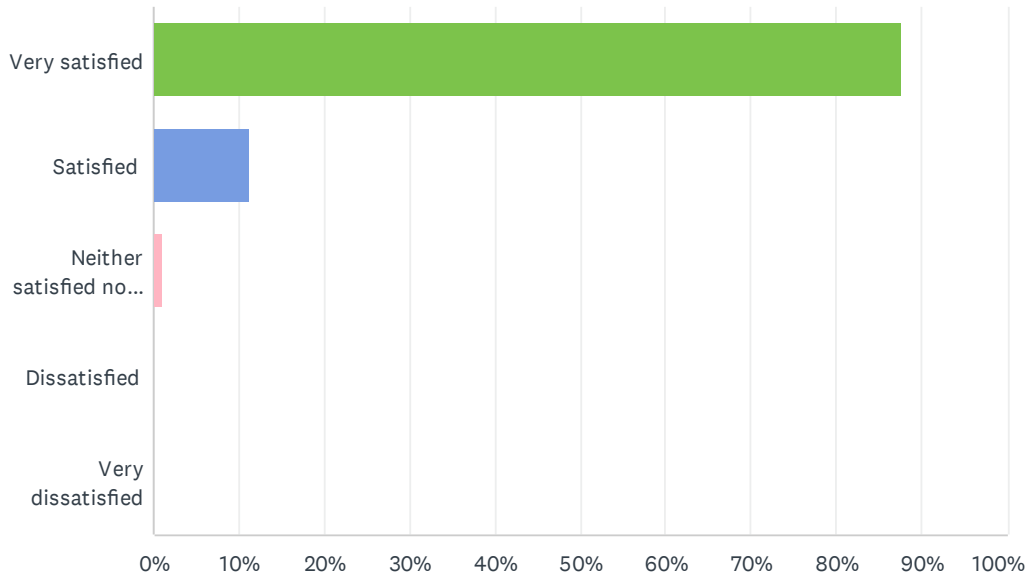


| ANSWER CHOICES             | RESPONSES |           |
|----------------------------|-----------|-----------|
| Strongly agree             | 74.23%    | 72        |
| Agree                      | 24.74%    | 24        |
| Neither agree nor disagree | 1.03%     | 1         |
| Disagree                   | 0.00%     | 0         |
| Strongly disagree          | 0.00%     | 0         |
| <b>TOTAL</b>               |           | <b>97</b> |



## Q9 Overall, how would you rate your consultation with our clinician?

Answered: 97 Skipped: 0



| ANSWER CHOICES                     | RESPONSES |           |
|------------------------------------|-----------|-----------|
| Very satisfied                     | 87.63%    | 85        |
| Satisfied                          | 11.34%    | 11        |
| Neither satisfied nor dissatisfied | 1.03%     | 1         |
| Dissatisfied                       | 0.00%     | 0         |
| Very dissatisfied                  | 0.00%     | 0         |
| <b>TOTAL</b>                       |           | <b>97</b> |