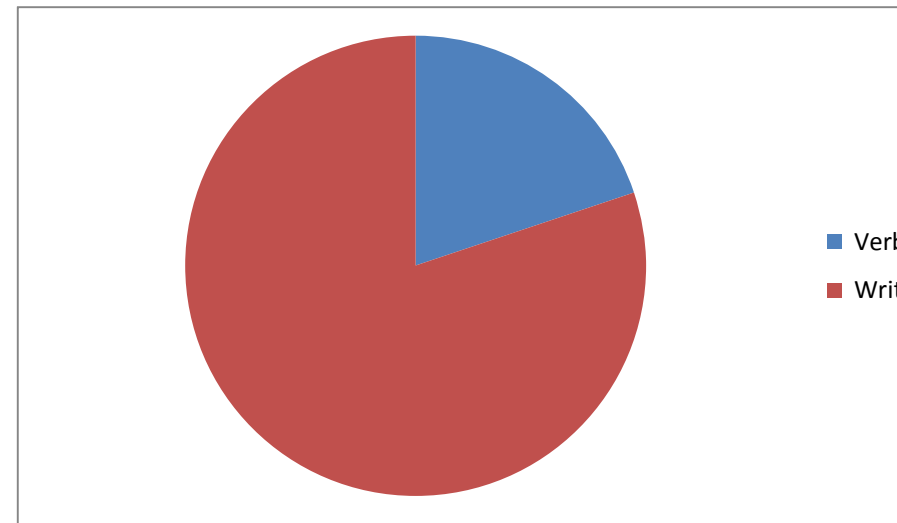
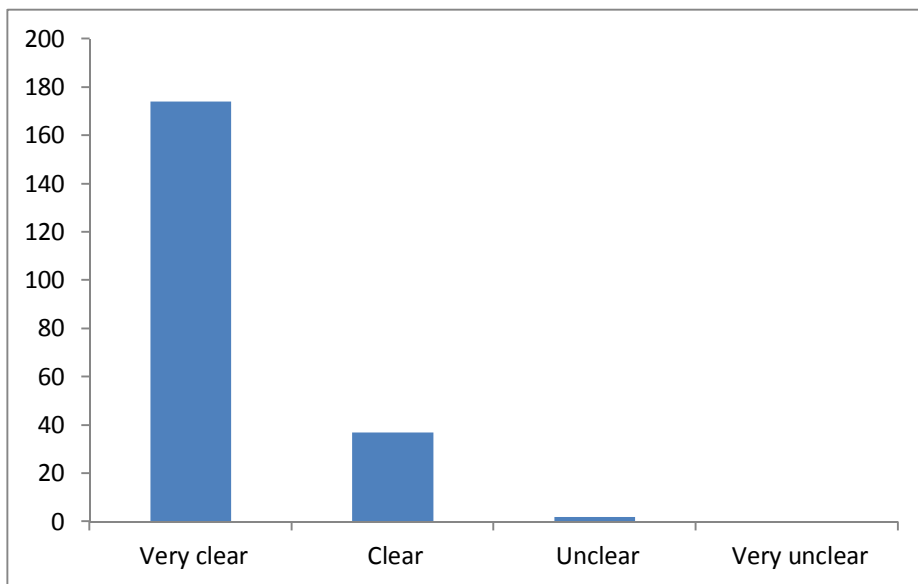


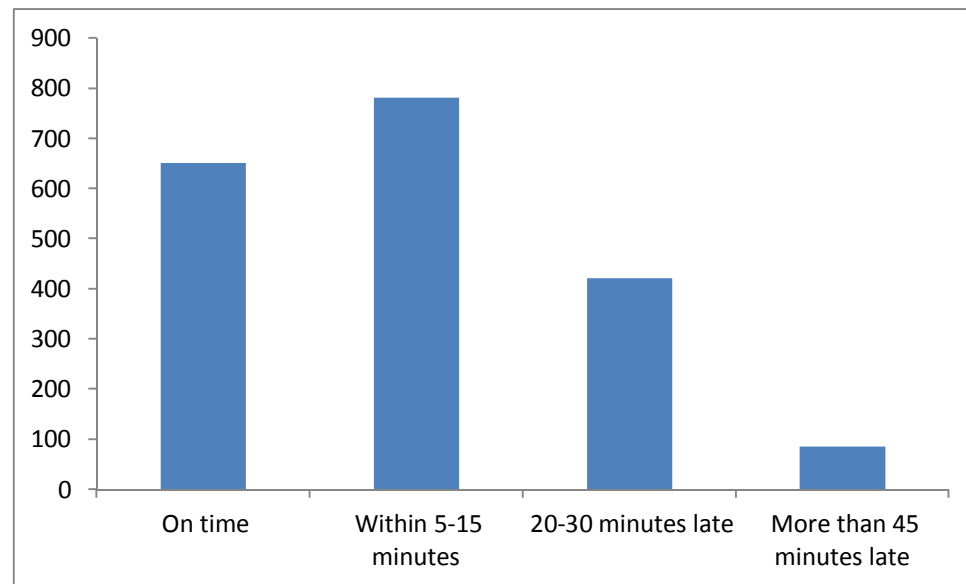
How long did you wait to be seen from the time your GP referred you?  
4-7 weeks or more refer to follow-up patients



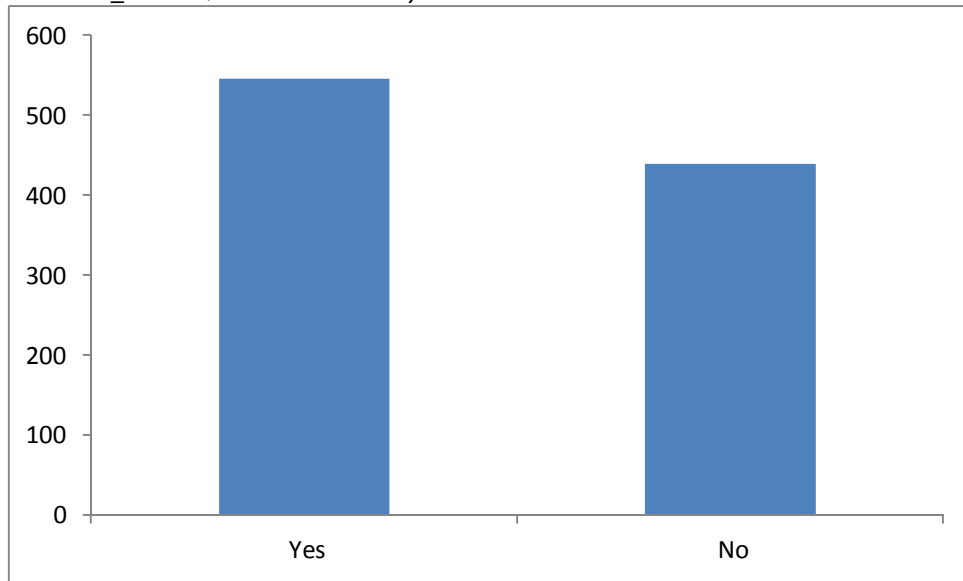
Was your appointment given verbally or in writing?



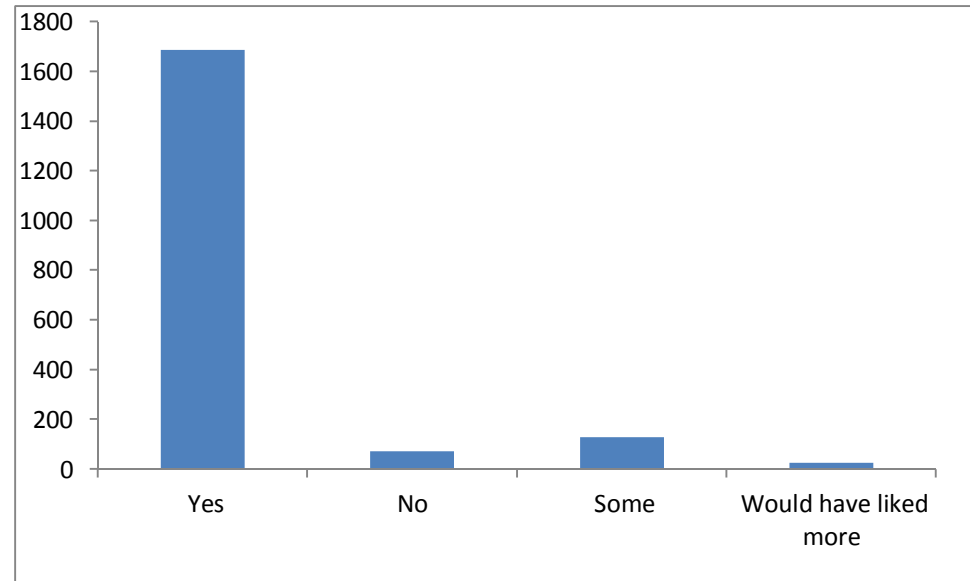
Information given to patients



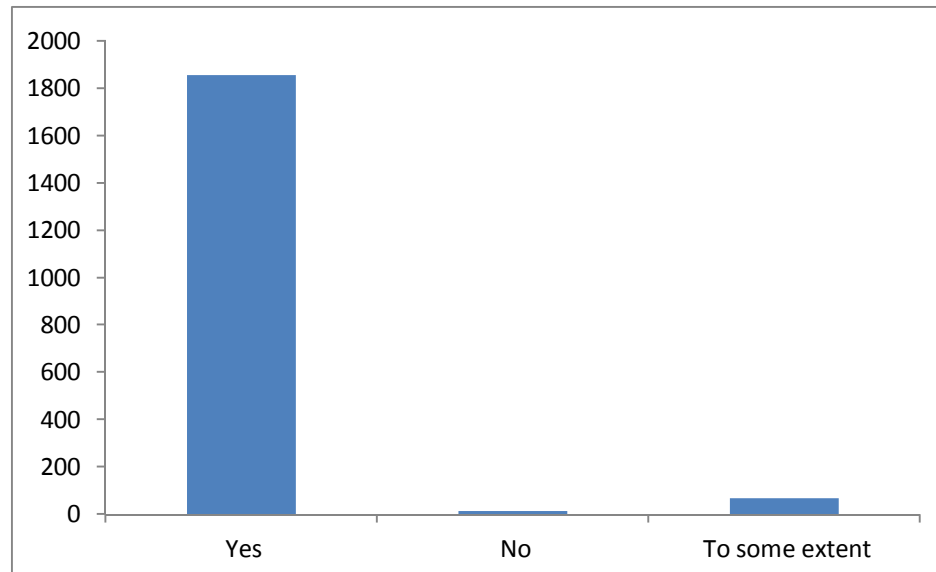
Waiting to be seen on site



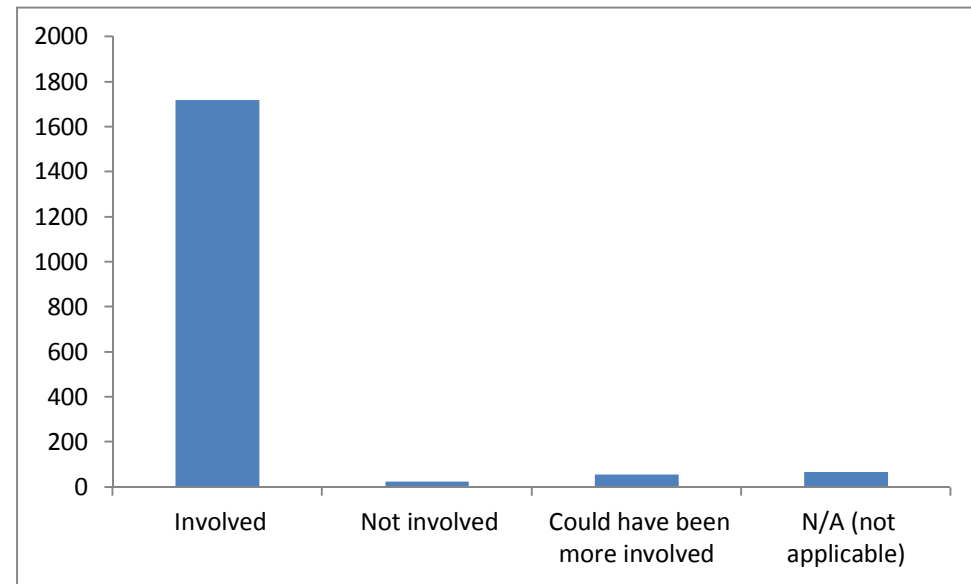
If you were seen late were you kept informed while you were waiting?



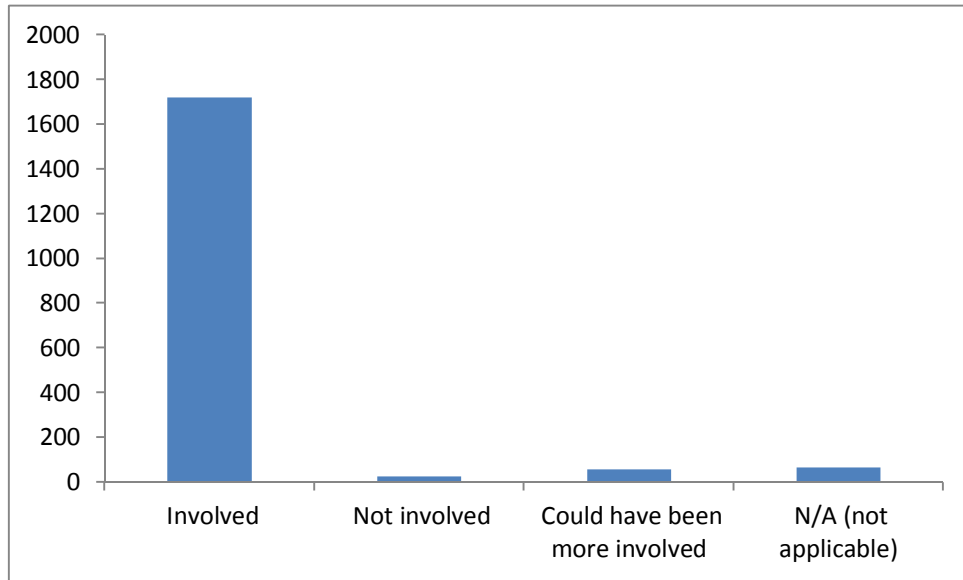
Did you receive information before and after your treatment explaining care?



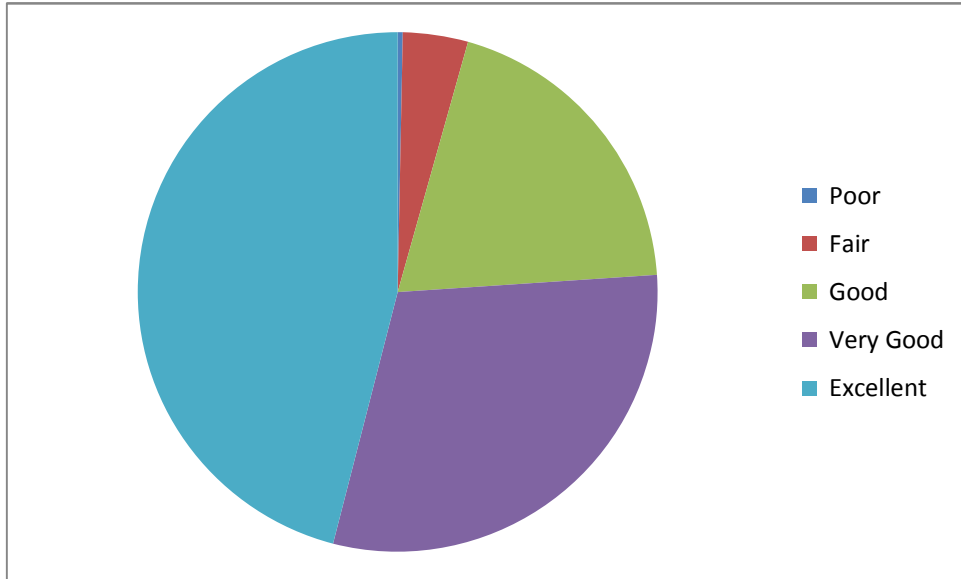
Did the Healthcare Professional listen carefully to what you had to say?



Did your Healthcare Professional treat you with respect and dignity?

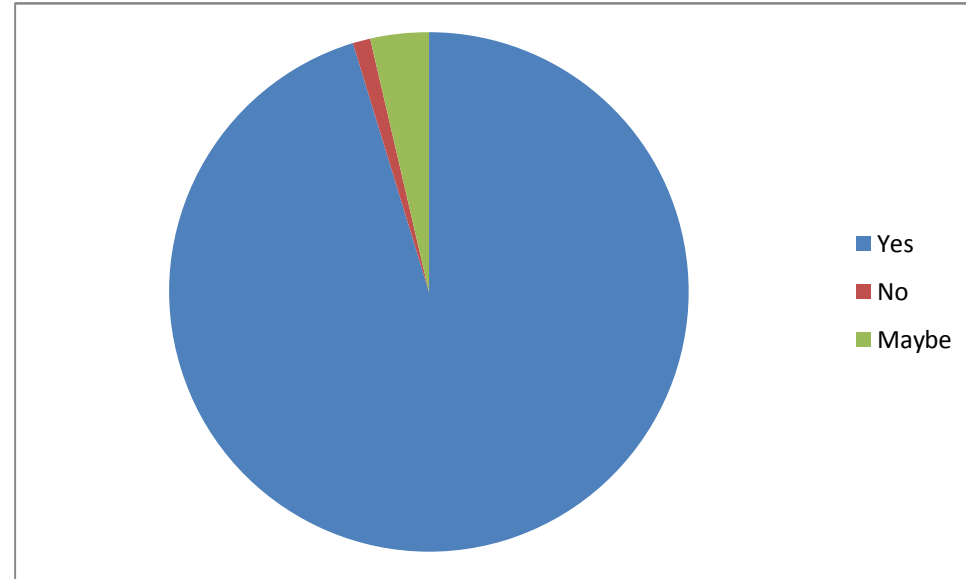


How involved did you feel in any decision about your care/treatment today?



Patient comments about the overall service  
Out of 1937 patients said:

46% - Excellent  
30% - Very good  
19.6% - Good  
4.1% - Fair



Would you recommend this service to your family or friends?

Out of 1401 patients answered:  
95% Yes  
1% No  
4% Maybe