

number of forms 150

yes dk/dc no

1 3 5

1. Do you think that the TVs in the waiting areas interesting?

41 75 34

27.33% **50.00%** **22.67%**

2. Would you like to have magazines in the waiting areas?

76 54 20

50.67% **36.00%** **13.33%**

3. If magazines were provided would you use them?

79 48 23

52.67% **32.00%** **15.33%**

4. Do you think the seating in the waiting areas is comfortable?

106 37 7

70.67% **24.67%** **4.67%**

5. Do you take any notice of the information leaflets and notices?

77 60 13

51.33% **40.00%** **8.67%**

6. Do you understand the directional notices for example where the toilets are?

114 26 10

76.00% **17.33%** **6.67%**

7. Do you feel you get enough privacy when speaking to the receptionists?	69	71	10
	46.00%	47.33%	6.67%
8. Would you like to see a more space between you and the next person when talking to the receptionists	65	75	10
	43.33%	50.00%	6.67%
9. Are the waiting areas warm enough in the winter?	102	38	10
	68.00%	25.33%	6.67%
10. Do you read the digital display above the reception area?	114	26	10
	76.00%	17.33%	6.67%
11. Do you think the chairs in the waiting areas are in the best position?	95	41	14
	63.33%	27.33%	9.33%
12. Are you concerned with the amount of missed appointments?	94	35	21
	62.67%	23.33%	14.00%
13. Do you always hear the doctor when he calls your name?	84	59	7
	56.00%	39.33%	4.67%

14. Do you think the hand gel is in the correct place?	74 49.33%	61 40.67%	15 10.00%
15. Do you understand how the appointment system works?	110 73.33%	29 19.33%	11 7.33%
16. Do you think the PPG is important to you and serves a purpose?	91 60.67%	50 33.33%	9 6.00%
17. Do find the waiting areas too noisy?	73 48.67%	63 42.00%	14 9.33%