**PATIENT SURVEY 2019 DATA COLLECTION SHEET**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **QUESTION** | **ANSWERS** | | | | | | | | | | |
|  | **YES** | | | | | **NO** | | | | | |
| **1.Have you ever missed an appointment?** | *96* | | | | | *485* | | | | | |
|  | **FORGOT I HAD ONE** | **TRANSPORT PROBLEM** | | | **TOO ILL TO ATTEND** | **UNEXPECTED EMERGENCY** | | **CONDITION IMPROVED** | | | **OTHER** |
| **2. Why did you miss the appointment?** | *30* | *3* | | | *17* | *21* | | *5* | | | *7* |
|  | **PHONES WERE TOO BUSY** | **DIDN’T KNOW I COULD CANCEL** | | | **DIDN’T KNOW HOW TO CANCEL** | **DIDN’T HAVE TIME TO CANCEL** | | **DIDN’T THINK I NEEDED TO** | | | **OTHER** |
| **3. Why didn’t you cancel the appointment?** | *51* | *10* | | | *3* | *12* | | *1* | | | *3* |
|  | **BY PHONE** | | | **ONLINE** | | **IN PERSON** | | | **VIA TEXT** | | |
| **4. If you ever needed to cancel an appointment, how would you do it?** | *474* | | | *84* | | *82* | | | *26* | | |
|  | **1.** | | **2.** | | **3.** | **4.** | **5.** | | | **6.** | |
| **5. Overall, are Reception staff friendly and helpful?** | *11* | | *18* | | *40* | *90* | *156* | | | *163* | |
|  | **1.** | | **2.** | | **3.** | **4.** | **5.** | | | **6.** | |
| **6. On a scale of 1 to 6, how likely are you to recommend the surgery to family and friends?** | *21* | | *15* | | *38* | *74* | *129* | | | *266* | |