**PATIENT SURVEY 2019 DATA COLLECTION SHEET**

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| **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* |