**Comparison of Patient Satisfaction surveys 2016 and 2017**

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| **Question** | **2016** | **2017** |
|  | **323 questionnaires returned** |  |
| 1. The length of time it took to get through on the telephone was reasonable | Yes: 77%No: 17%N/A: 6% | Yes: 77%No: 22%N/A: 1% |
| 2. The length of time it took to get an appointment was reasonable | Yes: 77%No: 17%N/A: 6% | Yes: 76%No: 23%N/A: 1% |
| 3. I got to see the clinician of my choice | Yes: 73%No: 23%N/A: 4% | Yes: 70%No: 26%N/A: 4% |
| 4. The length of time I had to wait to be seen was reasonable | Yes: 83%No: 12%N/A: 5% | Yes: 83%No: 15%N/A: 2% |
| 5. I was involved and informed in decisions about my care | Yes: 93%No: 3%N/A: 4% | Yes: 96%No: 3%N/A: 1% |
| 6.The health care person listened to me | Yes: 95%No: 2%N/A 3% | Yes: 97%No: 2%N/A: 1% |
| 7. The health care person explained the treatment/health advice in a way that I could understand | Yes: 94%No: 2%N/A 4% | Yes: 96%No: 3%N/A: 1% |
| 8. I was given enough privacy when treated or advised | Yes: 96%No: 1%N/A: 3% | Yes: 97%No: 2%N/A: 1% |
| 9. I was seen in a clean and safe environment | Yes: 96%No: 0%N/A: 4% | Yes: 98%No: N/A: 2% |
| 10.I had confidence and trust in the health care person who was treating me | Yes: 94%No: 2%N/A: 4% | Yes: 98%No: 1%N/A: 1% |
| 11. I was treated with dignity at all times | Yes: 95%No: 1%N/A: 4% | Yes: 98%No: 1%N/A: 1% |
| 12.The information I received about my healthcare helped me to understand my condition | Yes: 85%No: 1%N/A: 14% | Yes: 93%No: 6%N/A: 1% |
| 13. I would recommend the service to my friends and family | Yes: 92%No: 2%N/A: 6% | Yes: 97%No: 2%N/A: 1% |