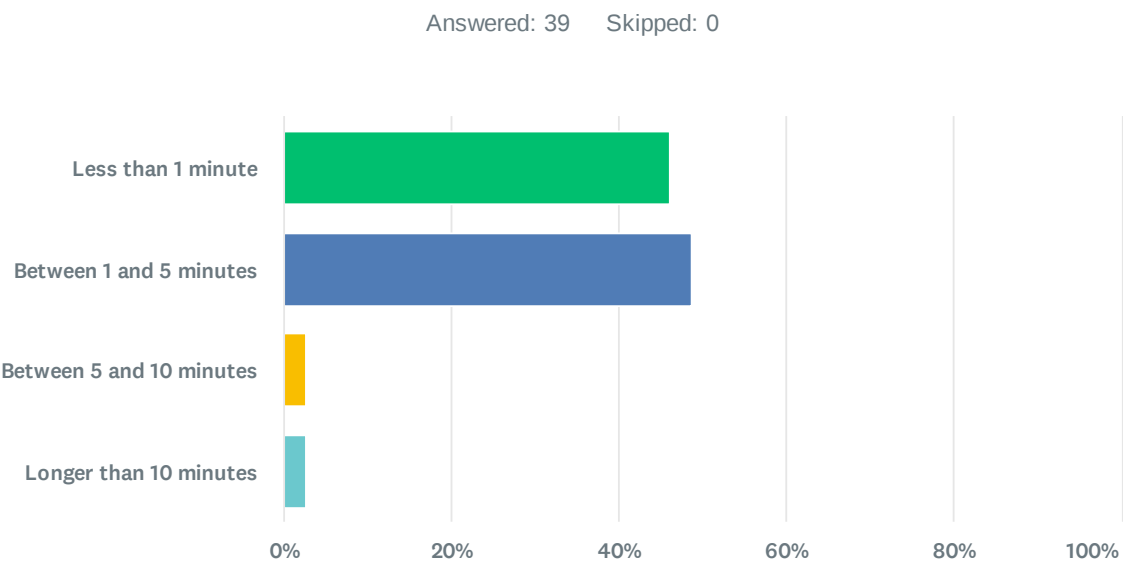


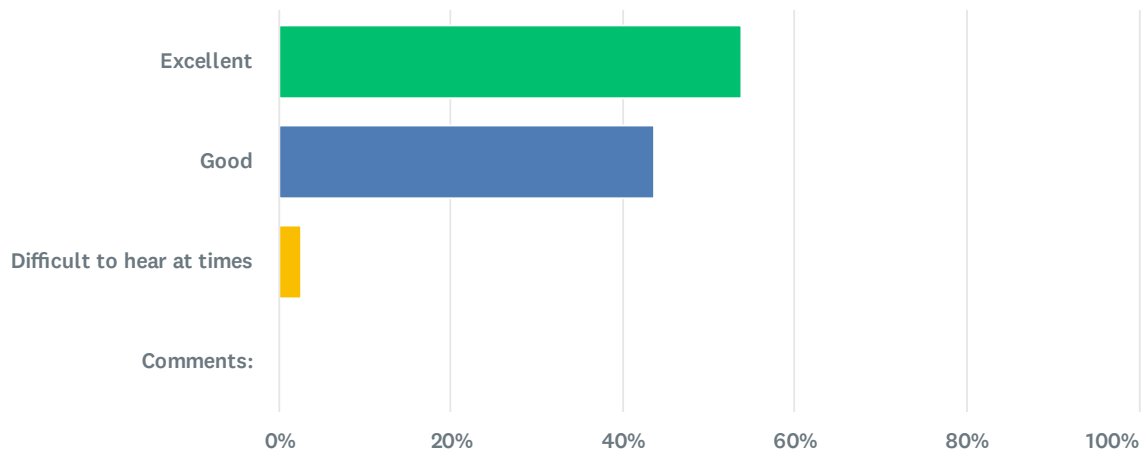
Q1 How long did you wait on hold before your call was answered?



Answer Choices	Percentage	Responses
Less than 1 minute	46.15%	18
Between 1 and 5 minutes	48.72%	19
Between 5 and 10 minutes	2.56%	1
Longer than 10 minutes	2.56%	1
Total		39

Q2 How was the quality of the phone line? i.e. clear and easy to hear the receptionist?

Answered: 39 Skipped: 0

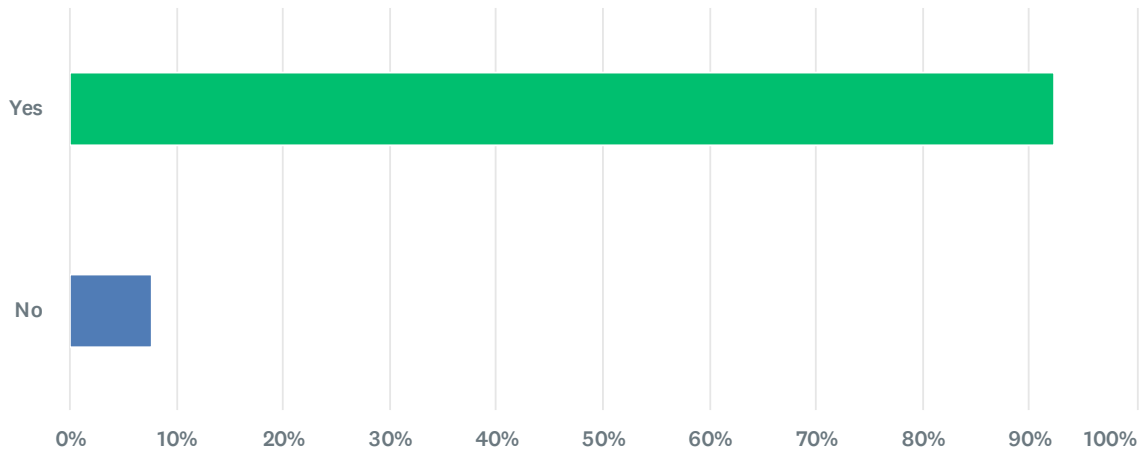


Answer Choices	Percentage	Responses
Excellent	53.85%	21
Good	43.59%	17
Difficult to hear at times	2.56%	1
Comments: Show responses	0%	0
Total		39

#	COMMENTS:	DATE
	There are no responses.	

Q3 If waiting on hold, did you hear information about our Hospital and additional procedure information?

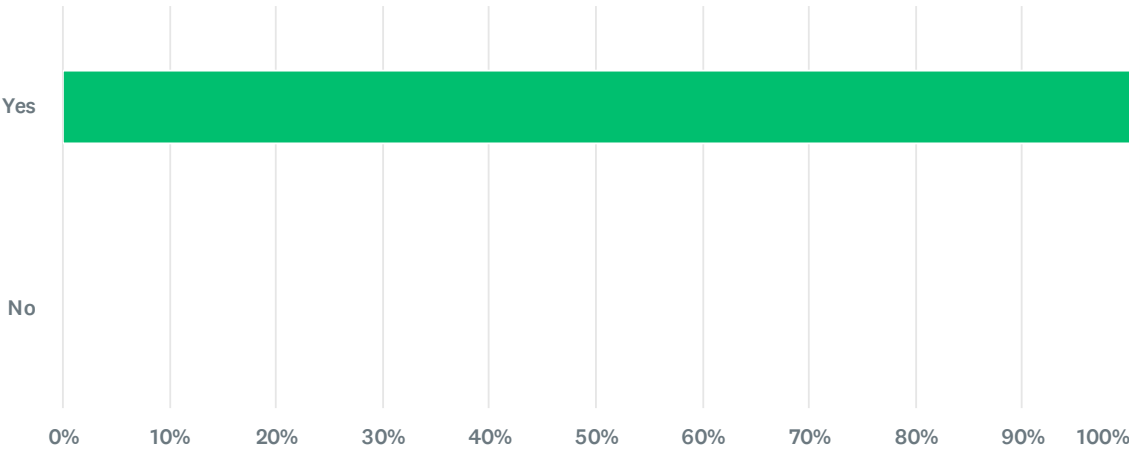
Answered: 39 Skipped: 0



Answer Choices	Percentage	Responses
Yes	92.31%	36
No	7.69%	3
Total		39

Q4 Was the receptionist helpful and pleasant during your booking?

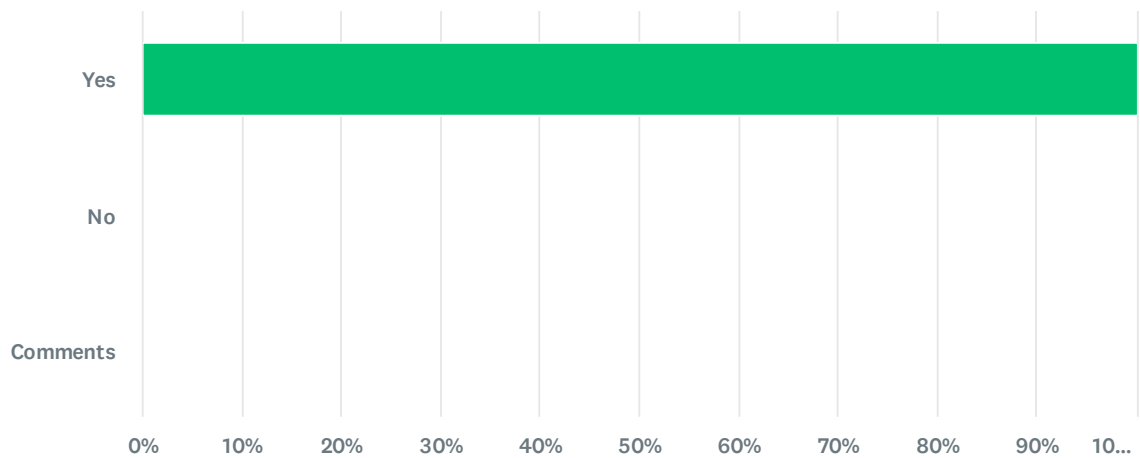
Answered: 39 Skipped: 0



Answer Choices	Percentage	Responses
Yes	100.00%	39
No	0%	0
Total		39

Q5 Was the receptionist able to answer any questions you had?

Answered: 39 Skipped: 0

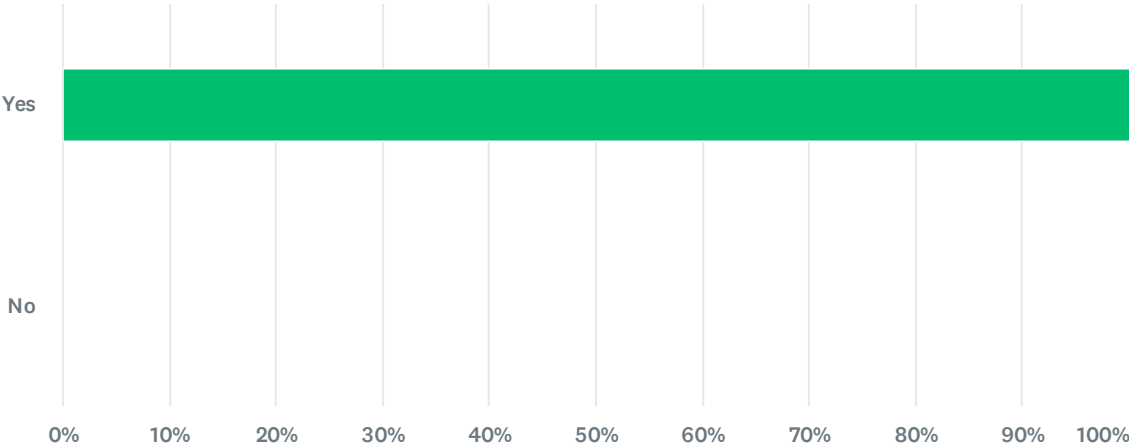


Answer Choices	Percentage	Responses
Yes	100.00%	39
No	0%	0
Comments Show responses	0%	0
Total		39

#	COMMENTS	DATE
	There are no responses.	

Q6 Was this information provided easy to understand?

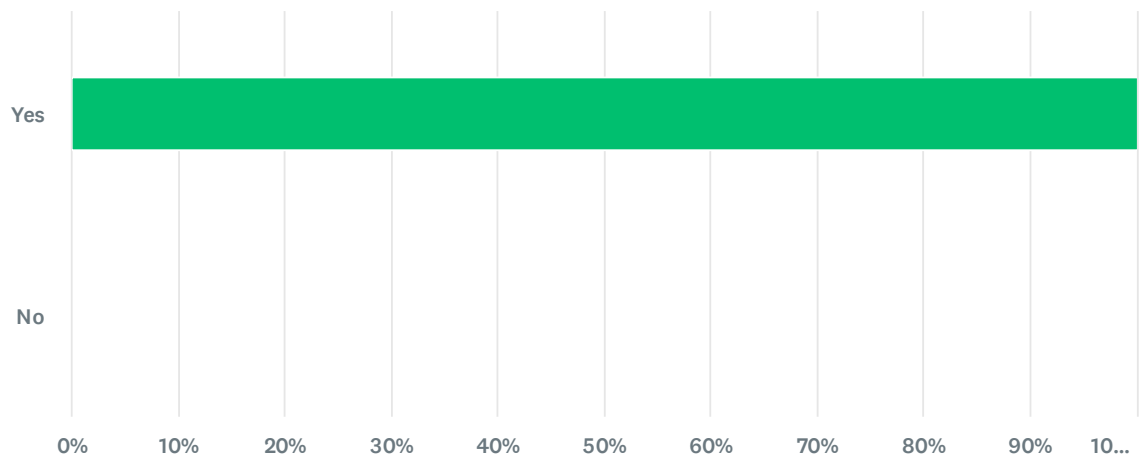
Answered: 39 Skipped: 0



Answer Choices	Percentage	Responses
Yes	100.00%	39
No	0%	0
Total		39

Q7 Was the booking process straightforward and easy to understand?

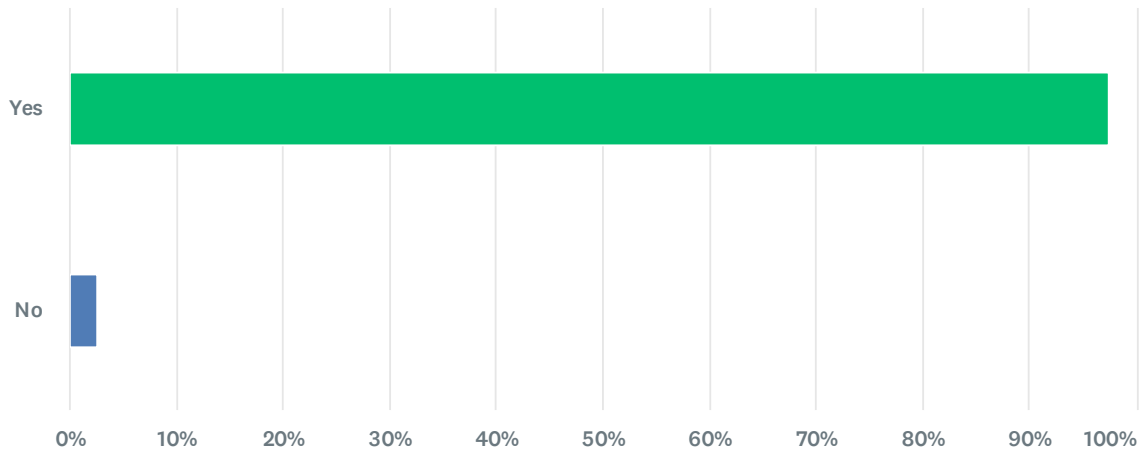
Answered: 39 Skipped: 0



Answer Choices	Percentage	Responses
Yes	100.00%	39
No	0%	0
Total		39

Q8 Was your booking completed in a timely manner? (this generally takes up to 10 minutes)

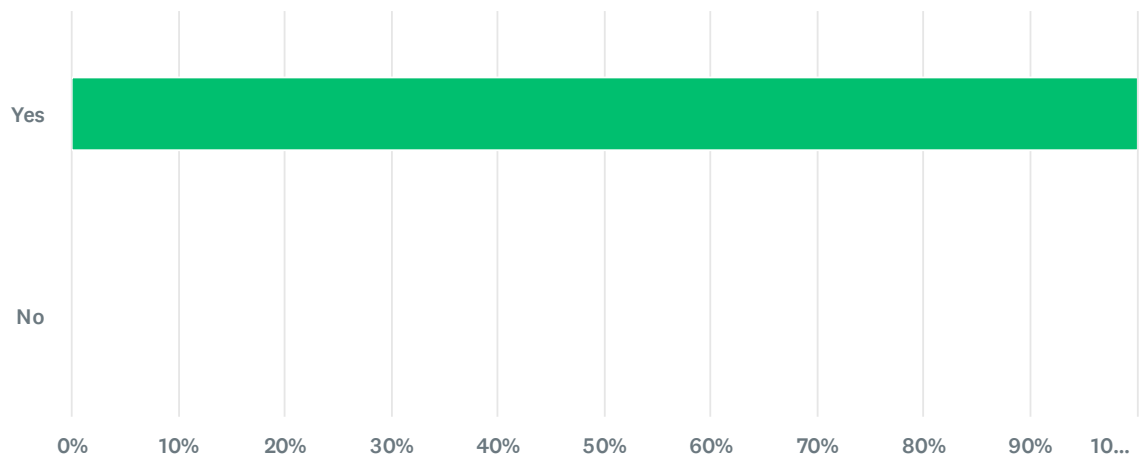
Answered: 39 Skipped: 0



Answer Choices	Percentage	Responses
Yes	97.44%	38
No	2.56%	1
Total		39

Q9 Overall, were you satisfied with your booking today?

Answered: 39 Skipped: 0



Answer Choices	Percentage	Responses
Yes	100.00%	39
No	0%	0
Total		39

Q10 Would you like to provide any other feedback or comments on how we can improve our bookings?

Answered: 3 Skipped: 36

#	RESPONSES	DATE
1	Both times I called the ladies were very helpful	2/17/2026 12:18 PM
2	Excellent	2/4/2026 9:22 AM
3	All went well	1/19/2026 10:27 AM