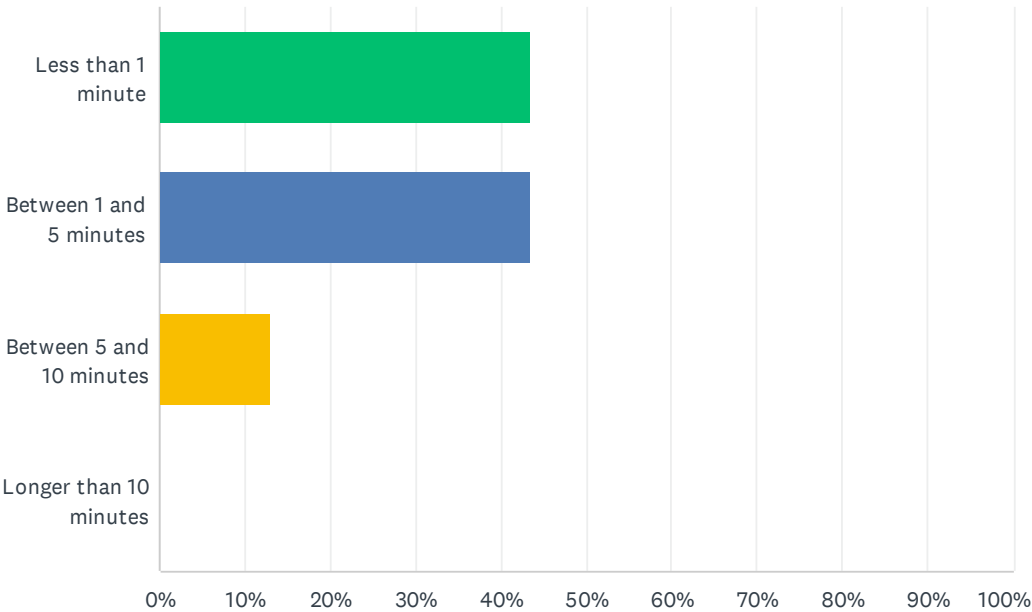


Q1 How long did you wait on hold before your call was answered?

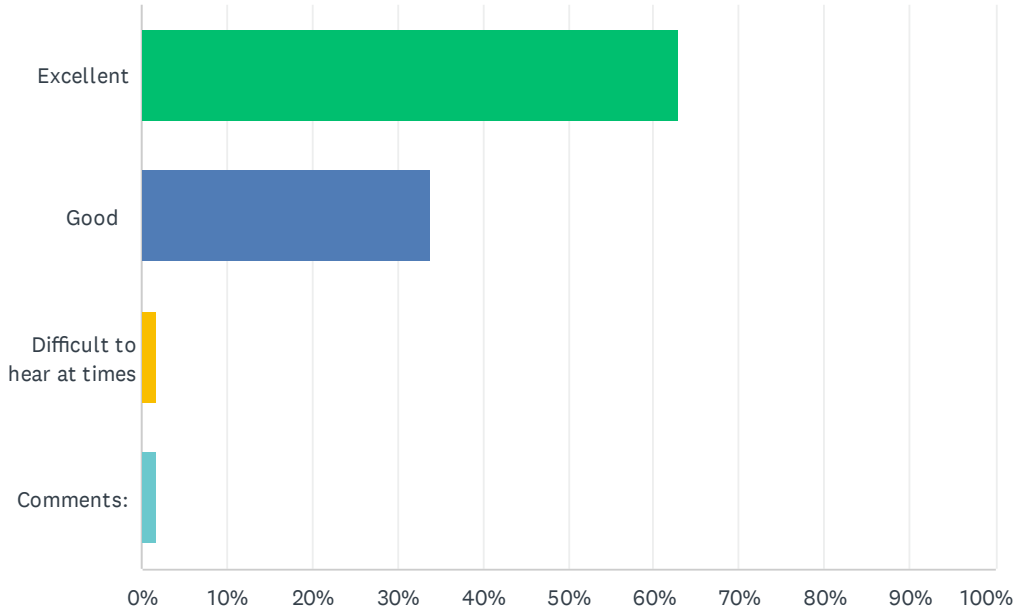
Answered: 62 Skipped: 0



ANSWER CHOICES	RESPONSES	
Less than 1 minute	43.55%	27
Between 1 and 5 minutes	43.55%	27
Between 5 and 10 minutes	12.90%	8
Longer than 10 minutes	0.00%	0
TOTAL		62

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

Answered: 62 Skipped: 0

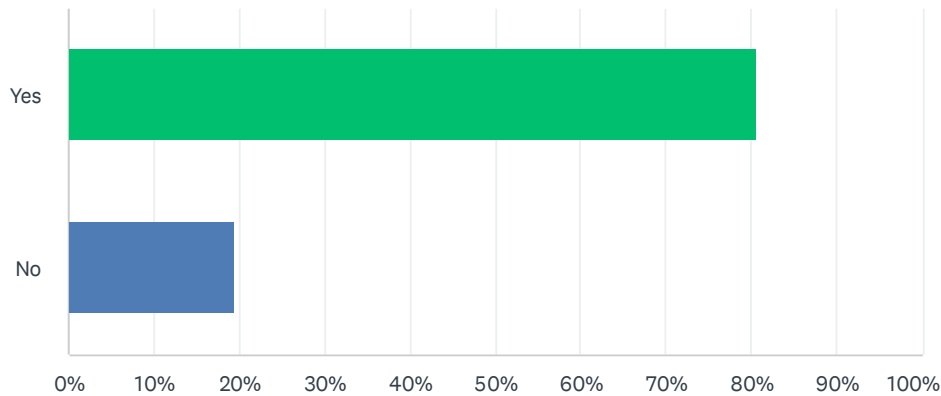


ANSWER CHOICES		RESPONSES	
Excellent		62.90%	39
Good		33.87%	21
Difficult to hear at times		1.61%	1
Comments:		1.61%	1
TOTAL			62

#	COMMENTS:	DATE
1	Very efficient	2/17/2025 7:59 AM

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

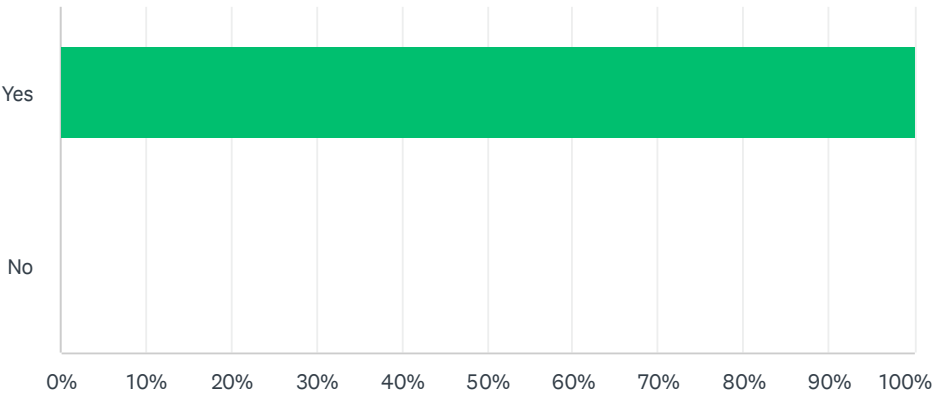
Answered: 62 Skipped: 0



ANSWER CHOICES		RESPONSES	
Yes		80.65%	50
No		19.35%	12
TOTAL			62

Q4 Was the receptionist helpful and pleasant during your booking?

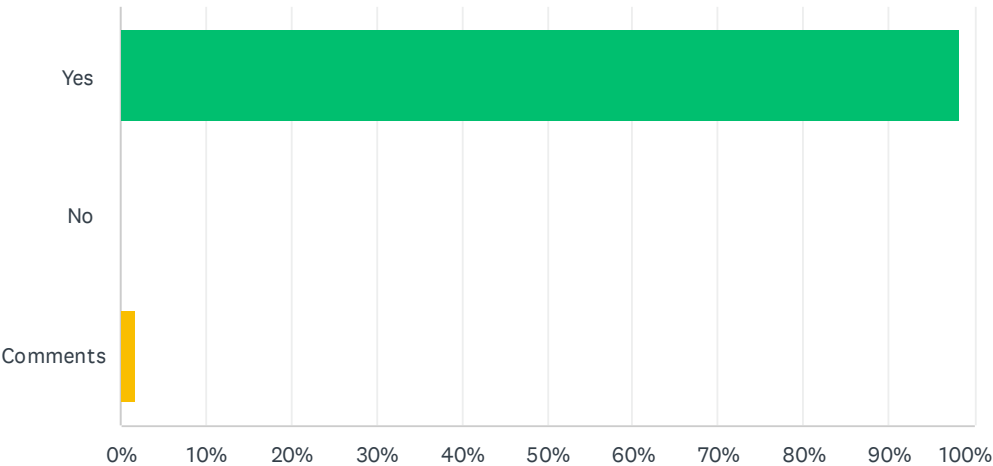
Answered: 62 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	100.00%	62
No	0.00%	0
TOTAL		62

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

Answered: 62 Skipped: 0

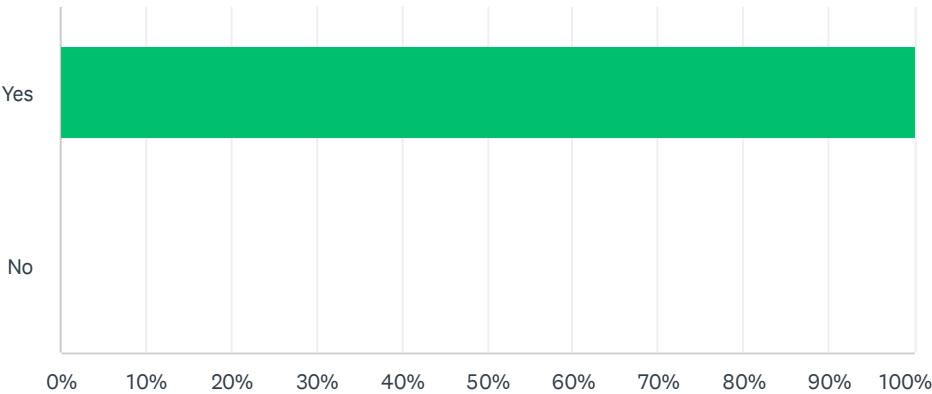


ANSWER CHOICES		RESPONSES	
Yes		98.39%	61
No		0.00%	0
Comments		1.61%	1
TOTAL			62

#	COMMENTS	DATE
1	Everyone has been super friendly and able to answer all questions.	2/14/2025 8:24 AM

Q6 Was this information provided easy to understand?

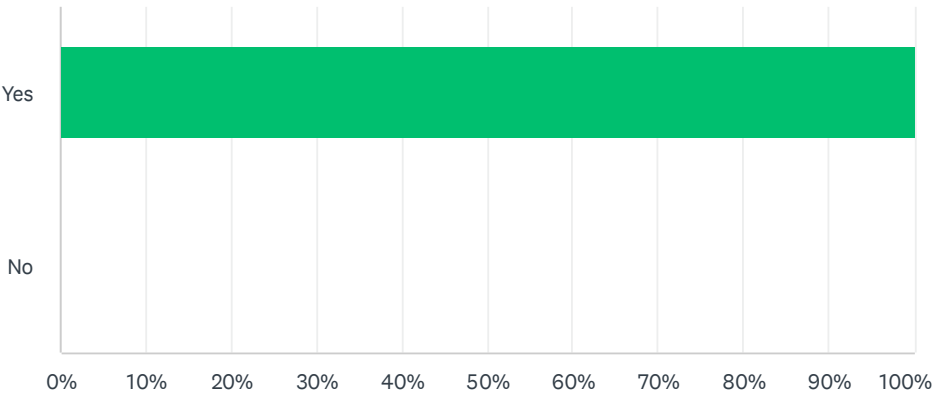
Answered: 62 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	100.00%	62
No	0.00%	0
TOTAL		62

Q7 Was the booking process straightforward and easy to understand?

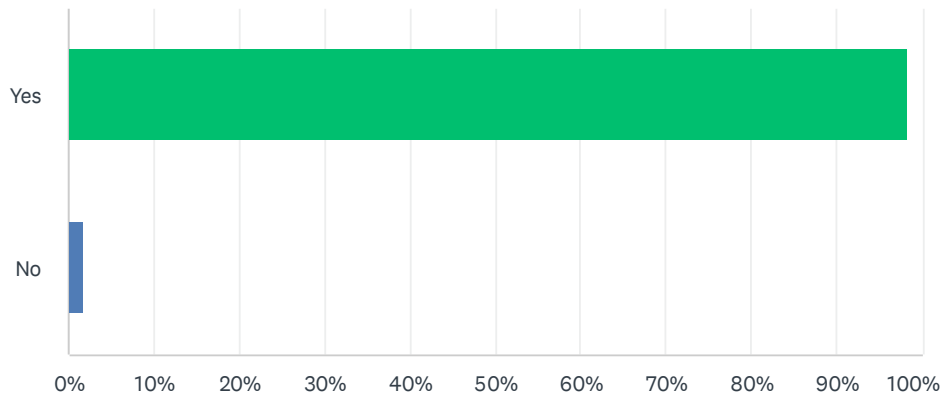
Answered: 62 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	100.00%	62
No	0.00%	0
TOTAL		62

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

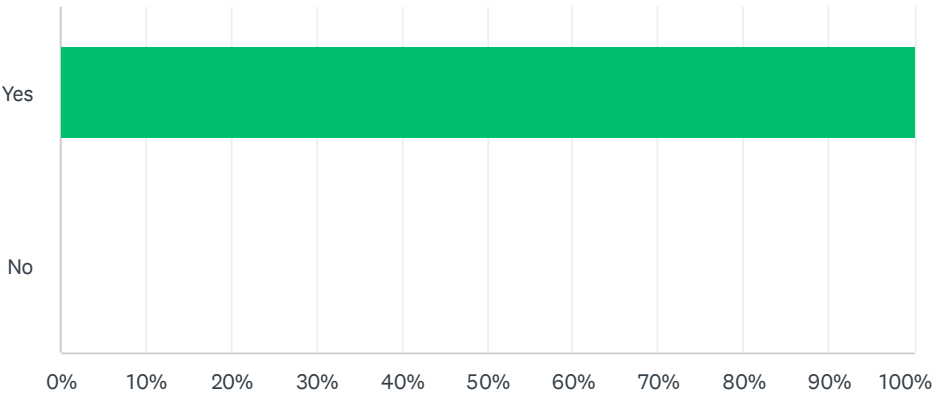
Answered: 62 Skipped: 0



ANSWER CHOICES		RESPONSES	
Yes		98.39%	61
No		1.61%	1
TOTAL			62

Q9 Overall, were you satisfied with your booking today?

Answered: 62 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	100.00%	62
No	0.00%	0
TOTAL		62

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

Answered: 22 Skipped: 40

#	RESPONSES	DATE
1	Nice people	2/20/2025 8:13 AM
2	The service was excellent. You have a great team.	2/19/2025 9:58 AM
3	So far excellent service from beginning right till now as I sit here waiting for my procedure.	2/18/2025 12:15 PM
4	No	2/18/2025 9:18 AM
5	Music would be great in between information. Thank you.	2/17/2025 1:12 PM
6	The team here were very supportive and helpful in arranging the procedure taking into account my particular needs. I'm very grateful.	2/17/2025 11:14 AM
7	Perfect...Thank you.	2/17/2025 7:59 AM
8	Pleasant experience	2/17/2025 7:16 AM
9	No	2/14/2025 7:44 AM
10	Did hear any hospital info as I don't recall being on hold	2/14/2025 7:03 AM
11	Very clear and professional	2/13/2025 8:53 AM
12	Rry obliging	2/13/2025 6:21 AM
13	Excellent service, nurses caring and supportive, enjoyed the coffee and food. Everyone made me feel welcome, thanks. ❤️	2/12/2025 12:10 PM
14	Too much info when on hold, keep it shorter music better. dont need to hear doctors background firstly	2/12/2025 10:30 AM
15	Excellent service	2/12/2025 7:43 AM
16	No	2/7/2025 10:01 AM
17	Clarity of instruction for making drinks	2/7/2025 9:24 AM
18	All very supportive and efficient	2/7/2025 8:43 AM
19	The telephone booking process was flawed. After answering 78 questions the program froze. I was able to print what I had done and this was acceptable at the hospital.	2/6/2025 1:51 PM
20	The process was straightforward however as further feedback the follow up email to register online - no information had been preloaded so I basically had to fill out the same info as I had already provided with phone booking - so hope that assists	2/6/2025 12:59 PM
21	Excellent service from the team	2/5/2025 10:12 AM
22	Very pleasant staff, great service	2/5/2025 9:13 AM