

Q1 - How likely are you to recommend this service to someone you know if they need similar care & treatment?

	TOTAL		Earnsdale		Buryfields		Woking	
Extremely Likely	234	75.7%	119	80.4%	80	65.0%	35	71.4%
Likely	56	18.1%	19	12.8%	24	19.5%	13	26.5%
Neither Likely or Unlikely	13	4.2%	5	3.4%	8	6.5%	0	0.0%
Unlikely	2	0.6%	5	3.4%	8	6.5%	0	0.0%
Extremely Unlikely	4	1.3%	0	0.0%	3	2.4%	1	2.0%
Don't Know	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	309		148		123		49	
Net Promoter	70		74		50		69	
% Recommend	93.9%		93.2%		84.6%		98.0%	
% Not Recommend	1.9%		3.4%		8.9%		2.0%	

Q2 - How would you rate the overall care & service you received today?

	TOTAL		Earnsdale		Buryfields		Woking	
Very Good	242	80.4%	119	83.2%	81	74.3%	42	85.7%
Good	51	16.9%	22	15.4%	23	21.1%	6	12.2%
Fair	6	2.0%	2	1.4%	4	3.7%	0	0.0%
Poor	1	0.3%	0	0.0%	0	0.0%	1	2.0%
Very Poor	1	0.3%	0	0.0%	1	0.9%	0	0.0%
Total	301		143		109		49	

Q3 - Have you been involved as much as you wanted to be in decisions about your care & treatment?

	TOTAL		Earnsdale		Buryfields		Woking	
Yes, definitely	264	88.0%	129	89.6%	91	85.0%	44	89.8%
Yes, to some extent	33	11.0%	15	10.4%	14	13.1%	4	8.2%
No	3	1.0%	0	0.0%	2	1.9%	1	2.0%
Total	300		144		107		49	

Q4 - Did you walk in or attend a booked appointment?

	TOTAL		Earnsdale		Buryfields		Woking	
Walk in	20	6.4%	8	5.6%	9	7.7%	3	5.9%
Booked Appointment	291	93.6%	135	94.4%	108	92.3%	48	94.1%
Total	311		143		117		51	

Q5 - Did you receive a friendly welcome today?

	TOTAL		Earnsdale		Buryfields		Woking	
Yes, definitely	272	90.1%	127	91.4%	94	83.9%	51	100.0%
Yes, to some extent	26	8.6%	11	7.9%	15	13.4%	0	0.0%
No	4	1.3%	1	0.7%	3	2.7%	0	0.0%
Total	302		139		112		51	

Q6 - How did you feel about your overall wait today?

	TOTAL		Earnsdale		Buryfields		Woking	
Didn't have to wait	96	31.7%	53	37.1%	27	24.5%	16	32.0%
Acceptable	175	57.8%	83	58.0%	66	60.0%	26	52.0%
It was too long	32	10.6%	7	4.9%	17	15.5%	8	16.0%
Total	303		143		110		50	

Q7 - Has your treatment helped you to achieve what matters to you?

	TOTAL		Earnsdale		Buryfields		Woking	
Yes, definitely	243	89.3%	120	84.5%	83	78.3%	40	83.3%
Yes, to some extent	25	9.2%	14	9.9%	8	7.5%	3	6.3%
No	4	1.5%	0	0.0%	3	2.8%	1	2.1%
Not Applicable	24	-	8	5.6%	12	11.3%	4	8.3%
Total	272		142		106		48	

This page is intentionally left blank