

## Your waiting area : \_\_\_\_\_

1. Is the waiting area a calm and relaxing place for you ? Yes No
2. Do you feel welcomed when you arrive for your appointment ? Yes No
3. Are you kept updated if your appointment will be running late? Yes No
4. Do you feel safe in this environment ? Yes No
5. What way could we improve this waiting area for you ?

6. Did you receive regular updates from us whilst waiting to get your appointment date and time ?

7. How long have you waited for this appointment ?

8. Is the information on display helpful to you ?

9. Do you think you are able to have a private conversation with staff when you arrive ?

Any further comments

## Your waiting area : \_\_\_\_\_

1. Is the waiting area a calm and relaxing place for you ? Yes No
2. Do you feel welcomed when you arrive for your appointment ? Yes No
3. Are you kept updated if your appointment will be running late? Yes No
4. Do you feel safe in this environment ? Yes No
5. What way could we improve this waiting area for you ?

6. Did you receive regular updates from us whilst waiting to get your appointment date and time ?

7. How long have you waited for this appointment ?

8. Is the information on display helpful to you ?

9. Do you think you are able to have a private conversation with staff when you arrive ?

Any further comments