

Second Survey Results

Selection	Total Votes
1. Change in décor of the waiting room.	14
2. Change in structure of reception area – such as a more wheelchair friendly window	12
3. Background music in reception to add an element of privacy to conversations at the desk.	14
4. Internal information signs.	8
5. Call board/information screen.	18
6. Children’s play area.	7
7. More disabled parking.	4
8. Text message appointment reminder service.	7
9. Information on the individual clinical areas of interest of each Doctor.	15
10. A series of “How to” guides about services such as how to order a prescription.	12
11. Online appointment booking.	8