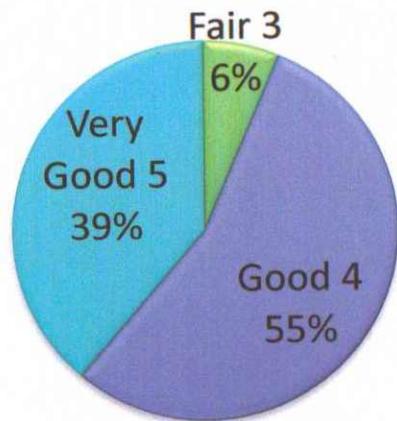


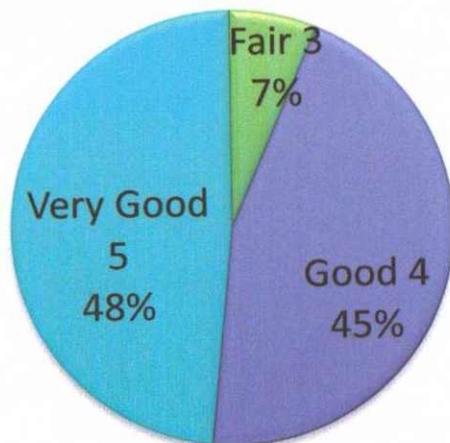
Speed at which the telephone was answered initially ?



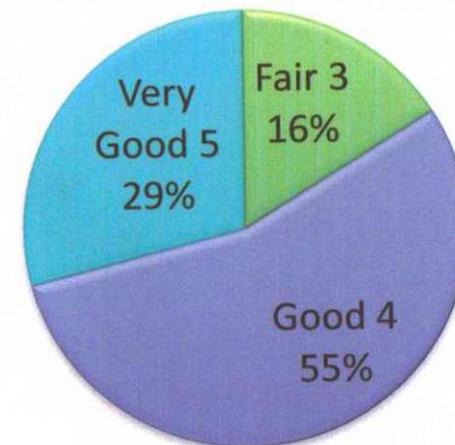
Seeing the Doctor of your choice ?



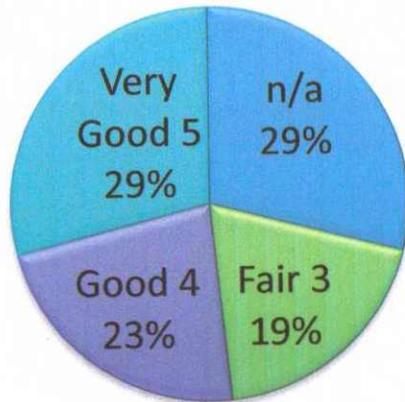
Convenience of day and time of your appointment ?



Length of time waiting to check in with Reception ?



Opportunity of speaking to a Doctor or Nurse on the telephone when necessary ?



Length of time waiting to see Doctor or Nurse

