

1. How would you rate your experience in ambulatory care? (1 = terrible, 10 = as good as I could have imagined!) 1 2 3 4 5 6 7 8 9 10

Can you explain why you gave this rating:.....

2. Assuming we can't change waiting time, is there anything else you think would improve your experience of being in ambulatory care?

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3. Would you be happy answering paper-based questions related to your health which will aid the doctor in making a diagnosis and deciding how to treat you e.g. smoking history, past medical history, the top three things you are worried about/want to ask the doctor? Yes No

4. Each time you come back to the waiting room, would you prefer to sit in the same seat or would you be happy to move around the waiting room, if it made the process quicker? How much quicker to make worthwhile?

The same seat No preference Happy to change seats

5. If information leaflets were available in the waiting room would you read them? What sort of information would you like?.....

6. Have you been comfortable whilst waiting in the waiting room? Is there anything else you think we could have done to help you?.....

7. Is there anything else you think we should know?.....