2. 'HowRwe'

We would like you to think about your experience here. How do you think we are we doing?

Circle ONE face that applies to you...

| Treating you kindly | EXCELLENT | GOOD | FAIR • | POOR |
|--------------------------------|-----------|------|-----------|------|
| Listening and explaining | | •• | | |
| Seeing you promptly | | •• | | |
| Well organised | | •• | | |