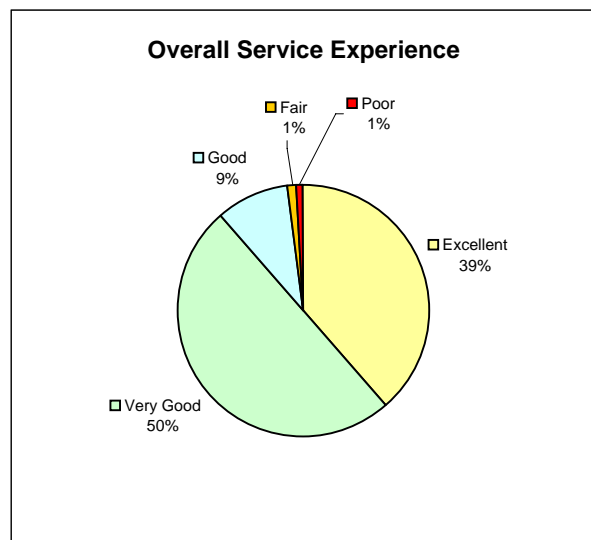
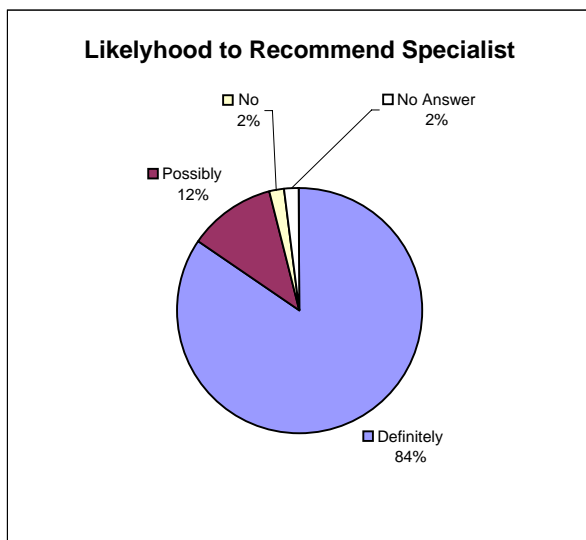
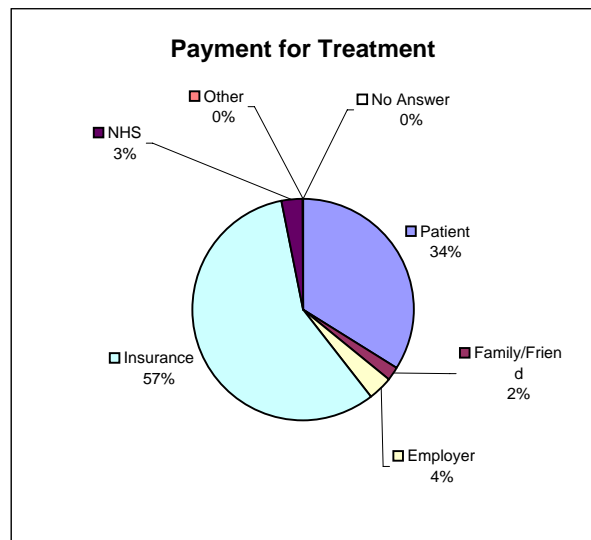
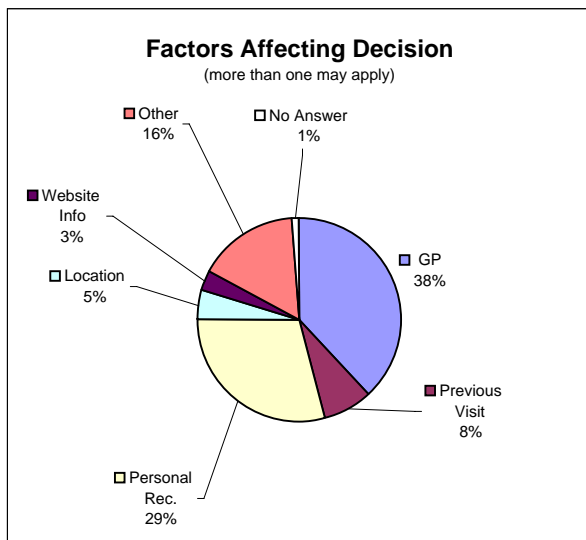
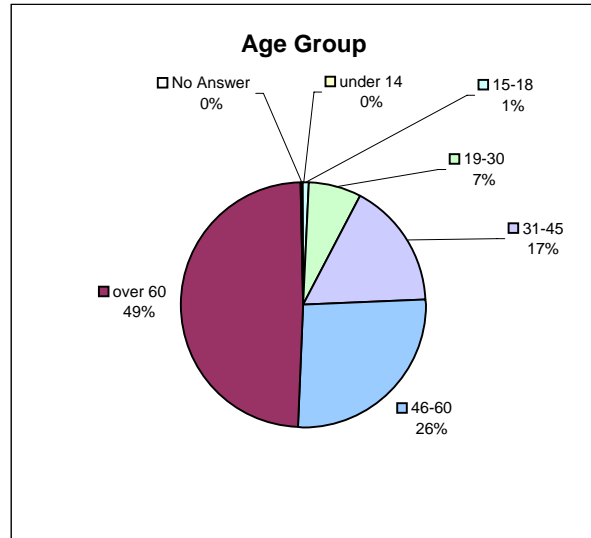
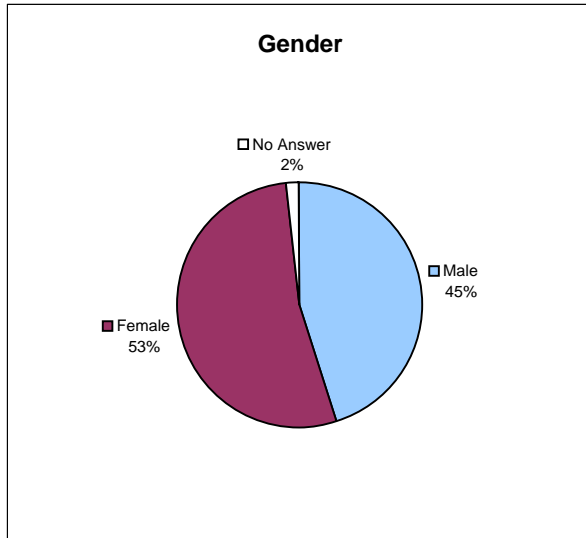


Patient Satisfaction Survey - December 2007
Results for All Clients

produced by PHF Services Limited



based on 253 patient responses received from 811 surveys mailed (31% response rate)



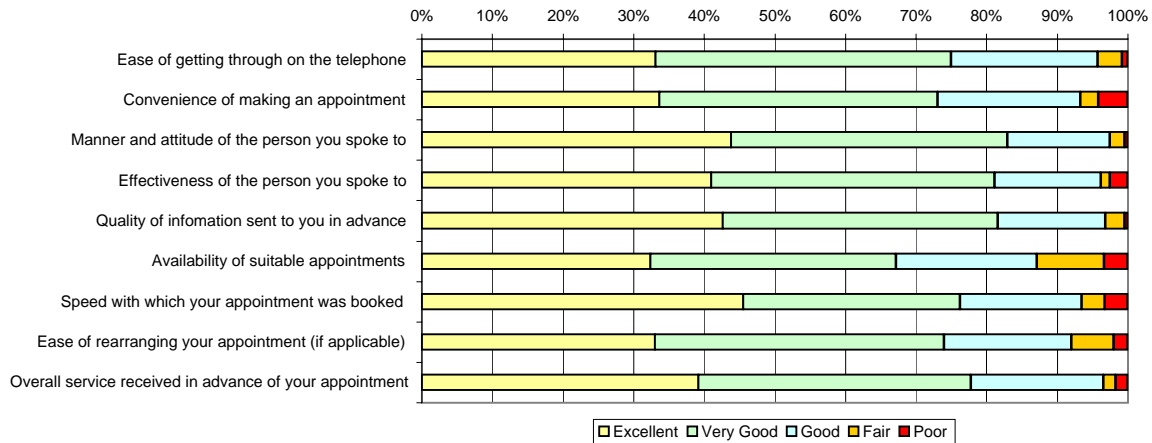
Patient Satisfaction Survey - December 2007
All Clients

produced by PHF Services Limited

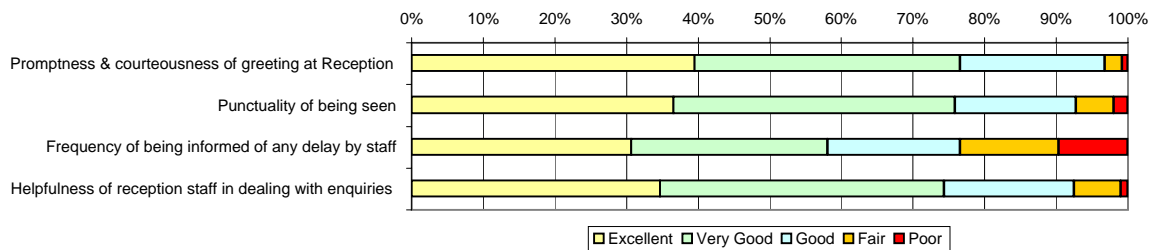


based on 253 patient responses received from 811 surveys mailed (31% response rate)

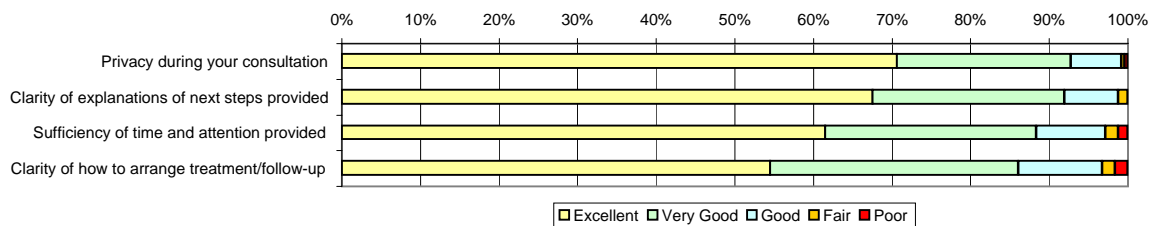
"Making Your Appointment"



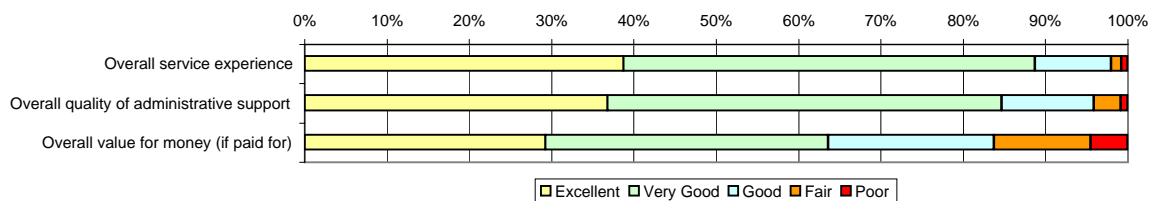
"Upon Arrival"



"Your Consultation"



"Taking Everything into Account"



For queries or comments regarding this questionnaire, please contact Sarah Morley, Head of Operations, on 0870 190 9391