

Measure	Overall satisfaction		Ease of contact		Time to arrive		Actions taken		Investigation		Keeping informed		Treatment	
	Restricted	Satisfied	Restricted	Satisfied	Restricted	Satisfied	Restricted	Satisfied	Restricted	Satisfied	Restricted	Satisfied	Restricted	Satisfied
Jan-19	57%	74%	74%	91%	70%	81%	51%	65%	48%	62%	49%	65%	73%	90%
Feb-19	58%	75%	75%	92%	72%	84%	52%	67%	48%	62%	49%	65%	74%	90%
Mar-19	58%	76%	74%	92%	72%	85%	53%	68%	48%	62%	49%	64%	74%	90%
Apr-19	58%	76%	75%	93%	72%	84%	53%	67%	48%	63%	49%	65%	75%	91%
May-19	58%	76%	75%	93%	72%	83%	52%	67%	48%	62%	48%	64%	74%	90%
Jun-19	60%	77%	77%	94%	72%	83%	54%	67%	50%	65%	50%	65%	77%	91%
Jul-19	59%	77%	76%	94%	74%	85%	54%	67%	50%	64%	50%	65%	76%	90%
Aug-19	60%	77%	77%	94%	75%	85%	54%	68%	50%	65%	51%	65%	77%	90%
Sep-19	60%	77%	77%	94%	74%	85%	53%	68%	50%	64.3%	50%	65%	77%	90%
Oct-19	61%	77%	77%	95%	74%	85%	54%	69%	50%	64%	51%	66%	78%	90%
Nov-19	60%	77%	76%	93%	75%	86%	54%	69%	50%	64%	51%	65%	77%	90%
Dec-19	60%	77%	76%	94%	75%	86%	55%	69%	50%	64%	50%	65%	77%	89%
Jan-20	61%	77%	77%	94%	74%	85%	55%	69%	50%	64%	51%	65%	77%	90%
Feb-20	61%	78%	77%	94%	75%	85%	55%	68%	49%	65%	51%	66%	77%	90%
Mar-20	62%	78%	77%	94%	74%	84%	56%	68%	50%	66%	52%	67%	78%	90%
Apr-20	62%	78%	78%	94%	74%	84%	56%	69%	50%	66%	52%	67%	78%	89%
May-20	62%	79%	78%	94%	75%	85%	57%	68%	51%	67%	52%	68%	79%	91%
Jun-20	61%	78%	79%	94%	77%	87%	55%	68%	49%	66%	52%	67%	78%	90%
Jul-20	62%	78%	79%	94%	76%	87%	55%	68%	50%	66%	53%	68%	78%	91%
Aug-20	60%	77%	79%	94%	76%	88%	55%	67%	49%	64%	51%	67%	77%	90%
Sep-20	61%	78%	80%	94%	77%	88%	55%	66%	48%	65%	51%	68%	76%	90%
Oct-20	61%	78%	78%	93%	74%	87%	54%	66%	47%	64%	50%	67%	75%	89%
Nov-20	62%	79%	79%	94%	74%	87%	54%	66%	46%	64%	50%	66%	75%	90%
Dec-20	62%	79%	79%	94%	73%	86%	55%	66%	46%	64%	51%	67%	75%	89%