

**Before You Arrived**

Who referred you to Ambulatory Care? Did you know what it was before you arrived?

.....

.....

.....

**Signage**

Was your route to the Ambulatory Care well signposted?

.....

.....

.....

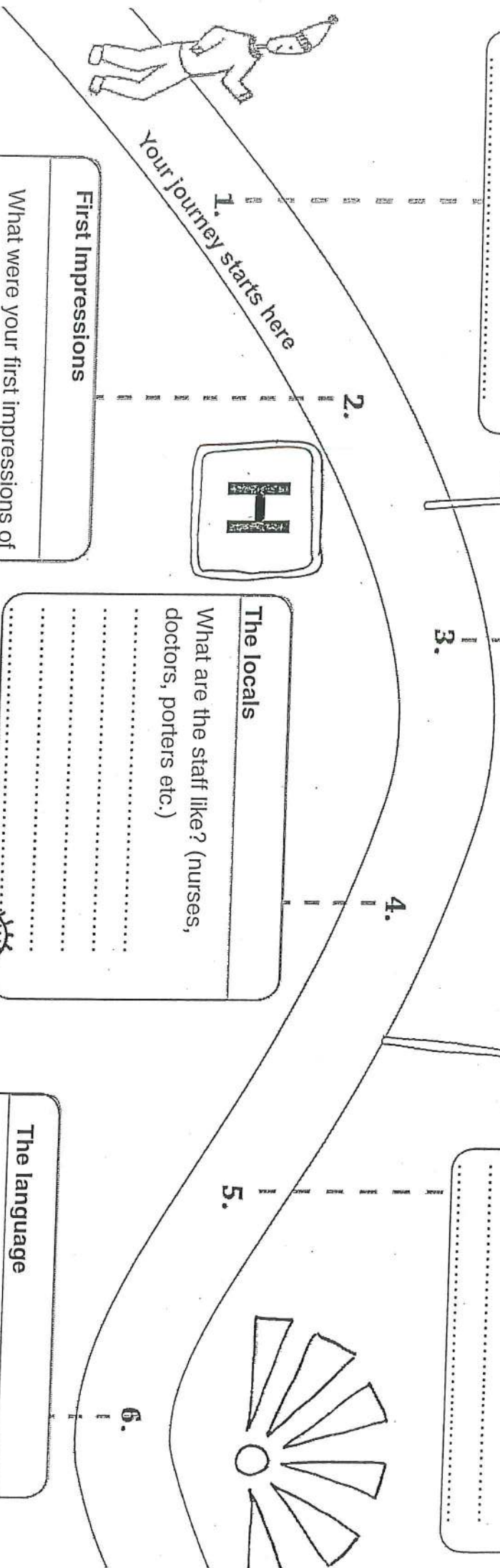
**Views and sights**

What can you see around you in the Ambulatory Care unit? How does this make you feel?

.....

.....

.....



**First Impressions**

What were your first impressions of the Ambulatory Care Unit?

.....

.....

.....

.....

**The locals**

What are the staff like? (nurses, doctors, porters etc.)

.....

.....

.....

**The language**

Can you understand the language and phrases used by the staff when they are talking to you? .....

.....

.....

.....

