

Punctuality – percentage of type 1 patients arriving less than 30 minutes before appointment

April - June 2008	67.1%
July - September 2008	71.8%
October - December 2008	67.9%
January - March 2009	71.0%
April - June 2009	70.9%
July - September 2009	74.6%
October - December 2009	70.8%
January - March 2010	70.6%