

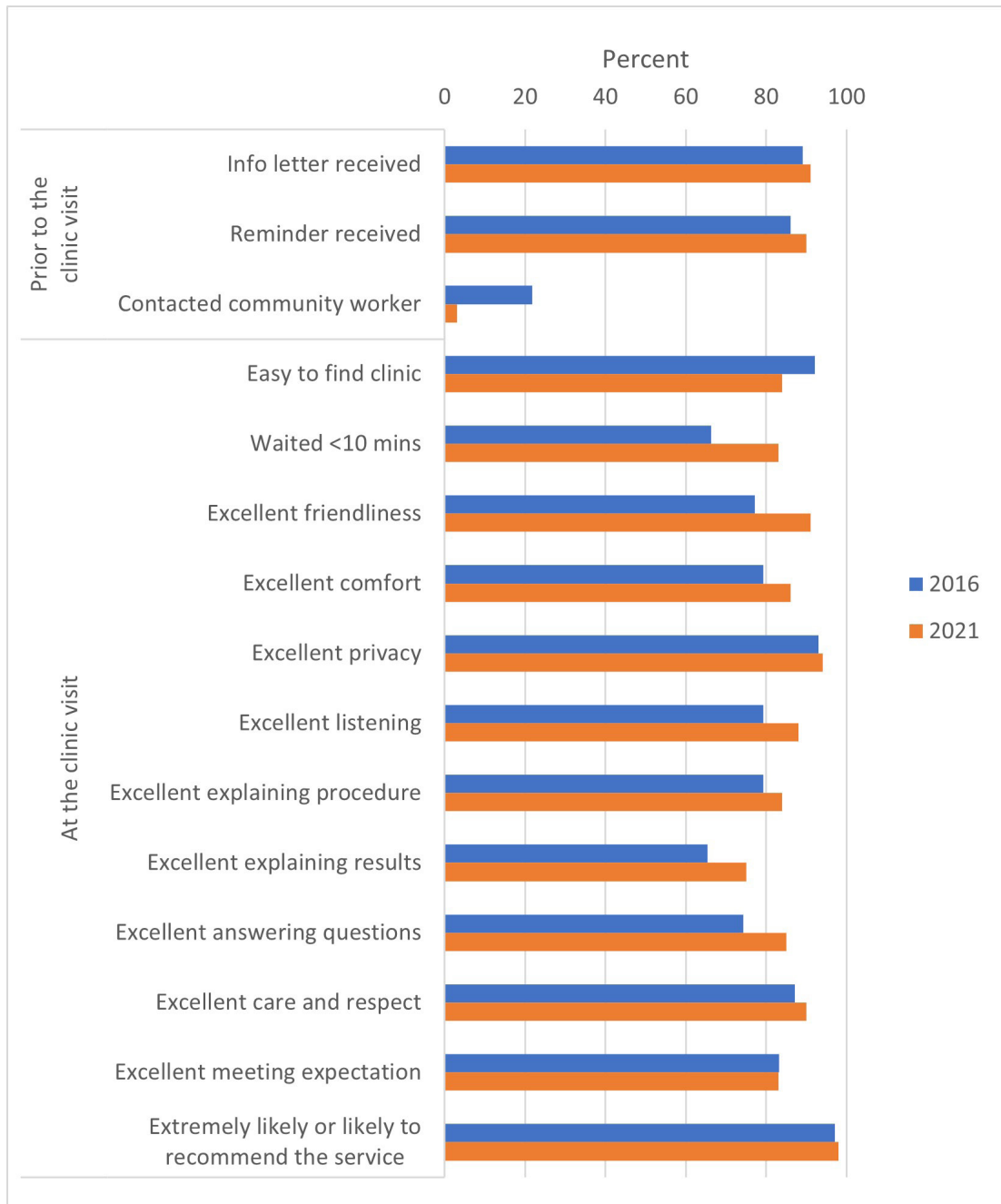
**Table 1:** Participants' background information.

Category	2016		2021		p-value
	Number	%	Number	%	
Total	101	100.0	100	100.0	
<b>Clinic attended</b>					<b>0.871</b>
Elective surgical centre, North Shore Hospital	24	23.8	21	21.0	
Waitakere Hospital	33	32.7	32	32.0	
Greenlane Clinical Centre	44	43.6	47	47.0	
<b>Age in years</b>					<b>0.829</b>
21-30	36	35.6	42	42.0	
31-40	32	31.7	26	26.0	
41-50	13	12.9	15	15.0	
51-60	11	10.9	10	10.0	
60+	9	8.9	7	7.0	

**Table 2:** Participants' experience prior to colonoscopy appointment.

		2016			2021			
Responses		Total	Number	%	Total	Number	%	p-value
Receipt of letter and information leaflet from the hospital		101			100			0.825
	Yes		90	89.1		91	91.0	
	No		6	5.9		6	6.0	
	Don't know		5	5.0		3	3.0	
(i) Whether the information was useful		90			91			0.078
	Yes		86	95.6		82	90.1	
	No		2	2.2		3	3.3	
	Don't know		2	2.2		6	6.6	
(ii) Content of information		90			91			<b>0.002</b>
	Too much		0	0.0		3	3.3	
	Right amount		83	92.2		65	71.4	
	Inadequate		3	3.3		7	7.7	
	Other		4	4.4		16	17.6	
Receipt of reminder of clinic visit		101			100			0.192
	Yes		87	86.1		90	90.0	
	No		8	7.9		2	2.0	
	Don't know		6	5.9		8	8.0	
Contact with Māori and Pacific Community Liaison workers		101			100			<b>&lt;0.001</b>
	Yes		22	21.8		3	3.0	
	No		64	63.4		91	91.0	
	Don't know		15	14.9		6	6.0	
(i) Whether the contact was useful		22			3			1.000
	Yes		22	100.0		3	100.0	
	No		0	0.0		0	0.0	

**Figure 1:** Summary of positive responses, comparing the 2016 and 2021 surveys.



**Table 3:** Participants' experience during the colposcopy clinic visit.

		2016		2021		
	Responses	Number	%	Number	%	p-value
<b>Total</b>		<b>101</b>	<b>100.0</b>	<b>100</b>	<b>100.0</b>	
Whether the clinic was easy to find						<b>0.049</b>
	Yes	93	92.1	84	84.0	
	No	8	7.9	11	11.0	
	Don't know	0	0.0	5	5.0	
Waiting time						<b>0.000</b>
	<10 mins	67	66.3	83	83.0	
	10–60 mins	34	33.7	12	12.0	
	>60 mins	0	0.0	3	3.0	
	Don't remember	0	0.0	2	2.0	
Staff friendliness						<b>0.014</b>
	Excellent	78	77.2	91	91.0	
	Good/fair	22	21.8	9	9.0	
	Poor	1	1.0	0	0.0	
Feeling comfortable						0.443
	Excellent	80	79.2	86	86.0	
	Good/fair	20	19.8	13	13.0	
	Poor	1	1.0	1	1.0	
Privacy to get dressed and undressed						0.260
	Excellent	94	93.1	94	94.0	
	Good/fair	7	6.9	6	6.0	
Staff listen						0.163
	Excellent	80	79.2	88	88.0	
	Good/fair	20	19.8	11	11.0	
	Poor	1	1.0	1	1.0	
Staff explain the procedure						0.458
	Excellent	80	79.2	84	84.0	
	Good/fair	18	17.8	15	15.0	

**Table 3 (continued):** Participants' experience during the colposcopy clinic visit.

	Poor	3	3.0	1	1.0	
Staff explain the results						0.416
	Excellent	66	65.3	75	75.0	
	Good/fair	24	23.8	20	20.0	
	Poor/don't know	11	10.9	5	5.0	
Staff answer participants' questions						<b>0.025</b>
	Excellent	75	74.3	85	85.0	
	Good/fair	24	23.8	10	10.0	
	Don't know	2	2.0	5	5.0	
Staff show care and respect						0.695
	Excellent	88	87.1	90	90.0	
	Good/fair	11	10.9	10	10.0	
	Poor	2	2.0	0	0.0	
Staff meet participants' expectations						0.728
	Excellent	84	83.2	83	83.0	
	Good/fair	15	14.9	14	14.0	
	Poor/don't know	2	2.0	3	3.0	
Likeliness to recommend the service to others						0.059
	Extremely likely or likely	98	97.0	98	98.0	
	Neither likely nor unlikely	2	2.0	2	2.0	
	Unlikely	1	1.0	0	0.0	

Note: Categories with "0" only are omitted from the table.