

# Patient Satisfaction Survey

## Patient Satisfaction Survey

In order to continuously improve our practice, please take a few minutes prior to your visit to answer some questions. This will help us to make changes in our practice to better serve you.

Please answer the questions to reflect your overall impression of our practice...not just today's visit.

We appreciate your time to help us.

I am completing the survey for the following practice:

Wellness Clinic

How long have you been a patient?

More than 6 years

In the past 12 months, how many times have you seen the doctor?

Once or Twice

How do you rate the convenience of our clinic location?

Fair

How do you rate the way you are treated by the receptionists at the practice?

Good

How do you rate the hours that practice is open for appointments?

Very Good

What additional hours would you like the practice to be open? you like the practice to be open?

- Early Morning
- Lunch Times
- Evenings
- Weekends
- None I am satisfied

Thinking of times when you want to see the doctor.

How long do you usually have to wait for doctor until your visit begins?

21 to 30 minutes

How do you rate this?

Poor

Thinking about times you have phoned Medical Group, how do you rate the following:

Ability to get through to the practice on the phone?

Good

Ability to speak to a doctor on the phone when you have a question or need medical advice?

Good

In general, how often do you see doctor when you need to be seen?

Some of the Time

How do you rate this?

Fair

Thinking about talking with doctor how do you rate the following:

How thoroughly doctor asks about your symptoms how you are feeling?

Good

How well doctor listens to what you say?

Fair

How well doctor explains your health problems or any treatment that you need?

Very Poor

How often do you leave doctor's clinic with unanswered questions?

Some of the Time

Thinking about the personal aspects of care that you receive from doctor, how do you rate:

The amount of time doctor spends with you?

After a visit to doctor would you say that you generally feel:

able to understand your problem(s) or illness?

A little more than before the visit able to cope with your problem(s) or illness ?

The same or less than before the visit

able to keep yourself healthy?

Much more than before the visit

Have you seen a nurse from doctor's practice in the past 12 months?

Yes

If YES, how many times have you seen a nurse from doctor's practice in the past 12 months?

Twice

Thinking about the nurses you have seen, how do you rate the following:

How well they listen to what you say?

Very Good

The quality of care they provide?

Very Good

How well they explain your health problems or any treatment that you need?

Very Good

All things considered, how satisfied are you with doctor's practice?

Neither satisfied nor dissatisfied

Finally, it will help us to

understand your answers if you could tell us a little about yourself:

Over the last 12 months, would you say your health has on the whole been:

Good

Do you have any long-term illness, health problem, or disability which limits your

Add your logo



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How quickly do you usually get to see the doctor?

2-3 Days

How do you rate this?

Poor

Thinking of times when you are willing to see any doctor at

Medical Group:

How quickly do you usually get seen?

Same Day

How do you rate this?

Good

If you need to see a Medical Group doctor urgently, can you normally get seen on the same day?

Yes

Good

Doctor's patience with your questions?

Fair

Doctor's caring and concern?

Fair

Thinking about how well doctor knows you, how do you rate the following:

Doctor's knowledge of your medical history?

Fair

Doctor's knowledge of what worries you the most about your health?

Fair

Doctor's knowledge of your responsibilities at home work or school

Poor

In the past 12 months, has there been a time when you thought you needed to see a specialist

Yes

If YES, did doctor send you to a specialist?

No

daily activities or the work you can do? (include problems which are due to old age)

No

Are you:

Female

Are you: Years

55

Which ethnic group do you belong to?

White

When you visit doctor's practice, how do you normally get there?

Public transport

Which of the following best describes you?

Employed (full- or part-time, including self-employed or in a training program)

Thank you very much for taking time to complete this questionnaire.