

Patient experience survey

Hi! We're inviting you to take part in this survey because you have recently had a visit at

If you're able, we'd really appreciate you taking the time to share some feedback with us. Your responses to the questions on this survey will help us better understand patient preferences and improve the care we provide.

There are 10 questions and it will take approximately 5 minutes to complete.

Participation in the survey is completely voluntary and all your responses to the survey questions are kept confidential and anonymous.

01

How satisfied were you with your ability to secure an appointment?

Poor

Fair

Good

Very good

Excellent

02

How much time passed between when you made your appointment and when you were seen?

Same day
or next day

2-7 days

8-14 days

15-21 days

Not applicable

Comments

03

How did you book your appointment?

Online through
the website

Via text message

Phone call

Other
(please specify)

Comments

04

How long did you have to wait in the waiting room before being seen?

0-5 minutes

6-10 minutes

11-15 minutes

16-20 minutes

21-25 minutes

More than
25 minutes

05

In your opinion, was this an acceptable period of time to wait?

Yes

No

06

How would you rate the friendliness of the front desk staff?

Poor

Fair

Good

Very good

Excellent

07

Regarding your visit with the medical practitioner, how would you rate them on the following?

	Poor	Fair	Good	Very good	Excellent
Knew your medical history					
Listened to your concerns					
Explained things in way that was easy to understand					
Gave you the opportunity to ask questions					
Treated you with dignity and respect					
Provided clear follow-up care instructions					

08

Thinking about your experience with our practice, what do you think we did well or exceptionally well?

09

Where do you think we could improve?

10

How likely are you to recommend our practice to a friend or loved one?

Not at all likely

Somewhat likely

Likely

Extremely likely

Thank you for taking the time to complete our survey. We appreciate you choosing