

Patient Satisfaction Survey

Dear Patient

We are continuously looking for ways to improve our service to patients. Therefore, we would be very grateful if you could spend a few minutes completing the following questionnaire after you have been seen in the clinic. We would be grateful if you would then return the completed questionnaire to the reception staff. The views that you express will remain totally anonymous and will not affect the treatment you will receive. Please base your answers only on the consultation you have had today.

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| 1. Was the doctor who you saw polite? | Yes | No |
| 2. Did you feel that the doctor listened to you? | Yes | No |
| 3. Did the doctor explain things in a way, which you understood? | Yes | No |
| 4. Were you given the opportunity to ask questions? | Yes | No |
| 5. Was your privacy respected? | Yes | No |
| 6. Did the doctor explain treatment and tests in an understandable way? | Yes | No |
| 7. Overall, were you satisfied with the doctor you saw? | Yes | No |
| 8. Did you have any other comments you wished to make? | Yes | No |

Many thanks for your help.

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(Adapted from The Queen's Medical Centre, Nottingham questionnaire)