**Your opinions count**

At The Keep Clinic, we are committed to providing our patients with expert personalised healthcare of the highest quality at all times in a relaxed, comfortable and unhurried environment.

Our objective is to provide all patients with an outcome consistent with current best practice guidelines and also with their expectations.

To assist in achieving this, your completion of this questionnaire will help us to continue to achieve best possible practice to make you, the patient, feel you are receiving the best possible outcome of your visit to The Keep Clinic.

**Patient Satisfaction Questionnaire**

**Please base all your answers on this visit only**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Initial Impression** | **Excellent** | **Good** | **Fair** | **Unsatisfactory** | **Poor** |
| Information prior to arrival |  |  |  |  |  |
| Convenience of appointment time |  |  |  |  |  |
| Convenience of location |  |  |  |  |  |
| Overall telephone communication |  |  |  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **On Arrival at MSK Doctors** | **Excellent** | **Good** | **Fair** | **Unsatisfactory** | **Poor** |
| Greeting on arrival |  |  |  |  |  |
| Promptness of attention |  |  |  |  |  |
| Directions to our rooms |  |  |  |  |  |
| Overall impression |  |  |  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Waiting Room Amenities** | **Excellent** | **Good** | **Fair** | **Unsatisfactory** | **Poor** |
| Waiting room comfort |  |  |  |  |  |
| Quality of refreshments |  |  |  |  |  |
| Reading material |  |  |  |  |  |
| Toilet facilities |  |  |  |  |  |
| Overall rating of waiting area |  |  |  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Quality of Consultant Care** | **Excellent** | **Good** | **Fair** | **Unsatisfactory** | **Poor** |
| Timekeeping |  |  |  |  |  |
| Attentiveness |  |  |  |  |  |
| Listening |  |  |  |  |  |
| Explanation of procedures |  |  |  |  |  |
| Level of privacy |  |  |  |  |  |
| Diagnosis information, was it clear? |  |  |  |  |  |
| Follow-up arrangements |  |  |  |  |  |
| Overall impression of clinical care |  |  |  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Treatment Room Care** | **Excellent** | **Good** | **Fair** | **Unsatisfactory** | **Poor** |
| Courtesy of staff |  |  |  |  |  |
| Explanation of procedures |  |  |  |  |  |
| Time and attention given |  |  |  |  |  |
| Cleanliness |  |  |  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Website** | **Excellent** | **Good** | **Fair** | **Unsatisfactory** | **Poor** |
| How would you rate the website? |  |  |  |  |  |
| How user friendly is it? |  |  |  |  |  |

|  |  |
| --- | --- |
| **About You** | |
| Male |  |
| Female |  |
| Age Under 18 |  |
| Age 19-34 |  |
| Age 35-54 |  |
| Age 55-74 |  |
| Age 75+ |  |

|  |  |
| --- | --- |
| **If you have visited before, are we:** | |
| Getting better |  |
| Getting worse |  |
| Staying the same |  |

|  |  |
| --- | --- |
| **Would you recommend us?** | |
| Yes |  |
| No |  |
| Maybe |  |

|  |
| --- |
| **Comments** |

|  |
| --- |
|  |

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**GDPR & Privacy Statement.**

Your privacy is our priority. We understand that the information you have given in this document is provided in the Strictest Confidence and assure you it is protected under the Data Protection Act.

In keeping with GDPR legislation, we are committed to respecting both your trust and privacy. Our online Privacy policyat www.mskdoctors.com explains in detail. We will store your details securely and treat them responsibly. We will also never pass your data to third parties without your knowledge.