

***Yearly Customer Satisfaction Survey
Report***

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The Scope

Patient satisfaction surveys can help measure patients' perceptions of practice's services and functions. These survey is an invaluable resource for improving communication between Phoenix Medical and patients, asking patients for advice and engaging them in their care.

The survey consists of 12 close and 1 open questions.

There were 187 patients examined. Each patient answered every question.

Scores were awarded using a key response:

P = poor

F = fair

G = good

VG = very good

E = excellent

The questionnaire/ survey includes the following questions:

Close questions – results

1. Ease of scheduling appointment?

P - 0; F - 0; G - 0; VG - 4; E - 183; N/A – 0

2. Have you been treated with dignity and respect?

P - 0; F - 0; G - 0; VG - 4; E - 183; N/A – 0

3. Would you recommend our clinic to friends and family?

P - 0; F - 0; G - 0; VG - 6; E - 180; N/A – 1

4. Timeliness of your appointment?

P - 0; F - 1; G - 2; VG - 23; E - 161; N/A - 0

5. Was the clinic/ treatment room clean?

P - 0; F - 0; G - 1; VG - 6; E - 180; N/A - 0

6. Courtesy shown by reception staff?

P - 0; F - 0; G - 1; VG - 1; E - 185; N/A - 0

7. Friendliness and concern of your care provider?

P - 0; F - 0; G - 0; VG - 4; E - 183; N/A - 0

8. Opportunity to discuss your concern with the doctor?

P - 0; F - 0; G - 0; VG - 2; E - 185; N/A - 0

9. Was your condition/ treatment explained in detail?

P - 0; F - 0; G - 2; VG - 8; E - 177; N/A - 0

10. Were you able to understand explanation/ instructions?

P - 0; F - 0; G - 0; VG - 7; E - 180; N/A - 0

11. Were you able to understand the financial information?

P - 0; F - 0; G - 0; VG - 8; E - 176; N/A - 3

12. Were your test results reported in a reasonable amount of time?

P - 0; F - 0; G - 0; VG - 4; E - 172; N/A - 11

Customer satisfaction survey results overall

Key response	Number of responses
P (poor)	0
F (fair)	1
G (good)	6
VG (very good)	76
E (excellent)	2.145



Chart1. Customer satisfaction survey results overall.

Customer satisfaction survey results by the Doctor

Four questions of the survey related to the doctors in particular included:

- Friendliness and concern of your care provider (quest.7)
- Opportunity to discuss your concerns with the doctor (quest.8)
- Was your condition/treatment explained in detail (quest.9)
- Were you able to understand explanation/instructions (quest.10)
- Were your test results reported in reasonable amount of time (quest.12)

	Number of responses				
	P (poor)	F (fair)	G (good)	VG (very good)	E (excellent)
D Michal Samerger	0	0	0	6	140

Dr Artur Wisniewski	0	0	2	11	136
Dr Justyna Abramowicz	0	0	0	0	149
Dr Anna Lotz	0	0	0	3	144
Dr Ewa Zawisza	0	0	0	3	145
Dr Pawel Ira	0	0	0	0	148

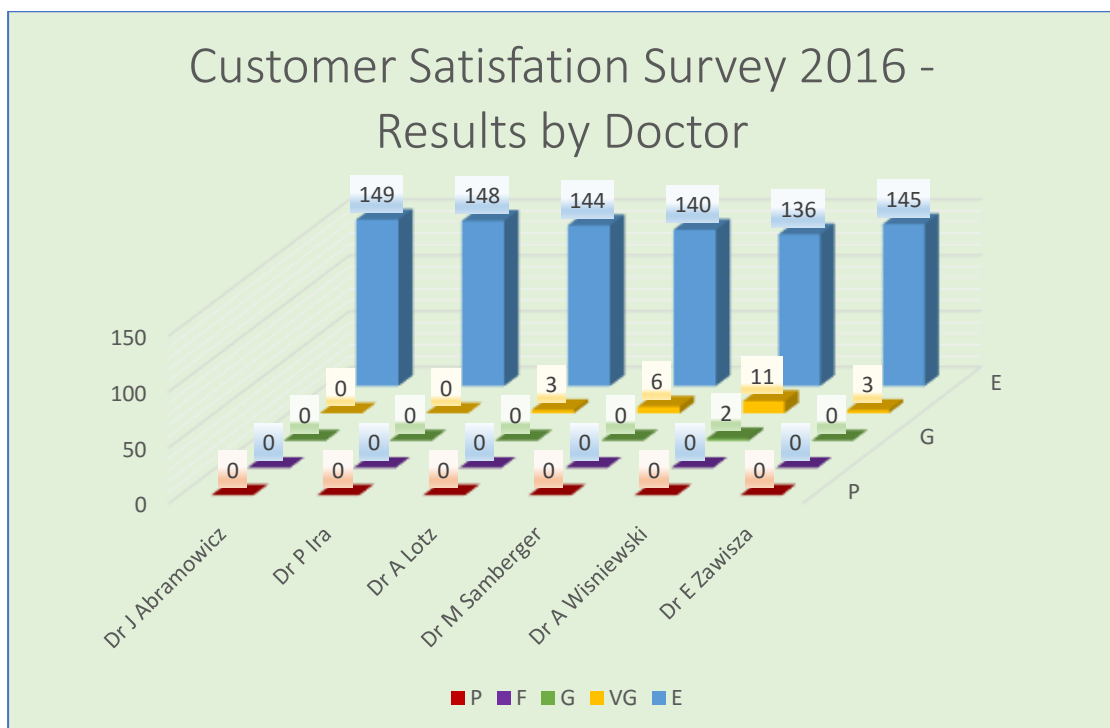


Chart 2. Customer satisfaction survey results - by the Doctor.

Survey Results Summary:

Compering the overall results with the surveys of last year (2015) and a year before (2014) there is an excellent improvement in all areas researched; no score of 'Poor' or 'Fair' received and the greatest number of patients scored the service at Phoenix Medical as 'Excellent'.

In the open question, all highly positive observations; no comments negative.