

Patient Feedback

A QUESTIONNAIRE ABOUT THE QUALITY OF OUR SERVICE

Clarion Health invites every patient to complete a questionnaire to express their views on their experience whilst under the care of the clinic's staff. We are proud of our patient care and work hard to make your experience with us as pleasant as possible. We are always looking for ways to improve our service, and the aim of the questionnaire is to highlight any shortfalls in the quality of care received by patients. This enables the management to take corrective action where the clinic has failed to meet the standards it endeavours to achieve, and also provides indications as to how the patient experience can be improved.

Please complete every section of this form by ticking the appropriate column alongside each question. Questionnaires should be handed to any one of the clinics' staff or returned by post to Clarion Health UK Limited, 2 – 4 Henry Street, Bath, BA1 1JT.

Thank you in advance for your help and assistance.

	Excellent	Very Good	Good	Fair	Poor
REGISTRATION					
Prior to your 1st appointment, was the information you were given about:					
Your treatment programme					
The appointment process					
What to bring with you					
The payment process					
How would you rate each of the following?					
Telephone manner					
Greeting on arrival					
Promptness of appointment					
Helpfulness of staff					
Your overall impression of the registration process					
Organisation of the registration process					
THE CLINIC					
How would you rate each of the following?					
Directions					
Cleanliness					
Décor					

THE DOCTOR	Yes, completely	Good	No
Was the consultant helpful, polite and efficient?			
Was the proposed course of treatment clearly explained to you?			
Were you asked to give your consent to your proposed treatment?			
When you had important questions to ask, did you get answers you could understand?			
Were any side effects of the treatment clearly explained to you?			
THE NURSE			
Was the consultant helpful, polite and efficient?			
Was the proposed course of treatment clearly explained to you?			
Were you asked to give your consent to your proposed treatment?			
When you had important questions to ask, did you get answers you could understand?			
Were any side effects of the treatment clearly explained to you?			
THE PRACTITIONERS (please circle the appropriate consultant) COUNSELLOR ALLERGY CONSULTANT			
Was the practitioner helpful, polite and efficient?			
Was the proposed course of treatment clearly explained to you?			
Were you asked to give your consent to your proposed treatment?			
When you had important questions to ask, did you get answers you could understand?			
Were any side effects of the treatment clearly explained to you?			
	Yes, always	Yes, sometimes	No
GENERAL QUESTIONS			
Did you feel you were treated with respect and dignity whilst at the clinic?			
Did you have enough opportunity to speak with the practitioner?			
Please feel free to use the space below to add any comments or suggestions with regards to the service we provide. Thank you.			
Please include your name and address below only if you would like a reply to comments raised. Name: Tel: Address:			