Patient Satisfaction Questionnaire

Name: Molly Weasel Date: August 10, 2023

Thank you for taking the time to complete this questionnaire. Your feedback is vital as we strive to provide the best possible care. Please indicate your level of satisfaction with the following aspects of your recent visit by checking the appropriate number:

1 = Very Dissatisfied, 2 = Dissatisfied, 3 = Neutral, 4 = Satisfied, 5 = Very Satisfied

Quality of Care:

Overall satisfaction with the medical treatment received:

☐	1	☐	2	☐	3	☑	4	☐	5

Satisfaction with the effectiveness of the treatment:

☐	1	☐	2	☐	3	☑	4	☐	5

Satisfaction with the explanation of your medical condition and treatment plan:

☐	1	☐	2	☐	3	☐	4	☐	5

Communication with Medical Staff:

Satisfaction with the way the medical staff communicated with you:

☐	1	☐	2	☐	3	☑	4	☐	5

Satisfaction with the time the medical staff spent with you:

☐	1	☐	2	☐	3	☑	4	☐	5

Satisfaction with the respect and empathy shown by the medical staff:

☐ 1	☐ 2	☐ 3	☑ 4	☐ 5

Facilities:

Satisfaction with the cleanliness and comfort of the facility:

☐ 1	☐ 2	☐ 3	☐ 4	☑ 5

Satisfaction with the accessibility and convenience of the facility:

☐ 1	☐ 2	☐ 3	☐ 4	☑ 5

Waiting Times:

Satisfaction with the waiting time for your appointment:

☐ 1	☐ 2	☑ 3	☐ 4	☐ 5

Satisfaction with the waiting time in the reception area:

☐ 1	☐ 2	☑ 3	☐ 4	☐ 5

Overall Experience:

Overall satisfaction with your experience at our healthcare facility:

☐ 1	☐ 2	☐ 3	☑ 4	☐ 5

Optional: Comments or Suggestions

Please share any additional comments, concerns, or suggestions that might help us improve our services:

I've been consistently impressed with the care I receive at this facility. The staff is compassionate and attentive, always making me feel at ease. However, I did notice that the waiting times have been slightly longer during my last couple of visits. Perhaps implementing an appointment reminder system or refining the scheduling process might help reduce the wait. Overall, I'm grateful for the exceptional care and just wanted to share this observation to contribute to continuous improvement. Thank you!"

Thank you for your feedback! Your responses will help us to improve our services continually.