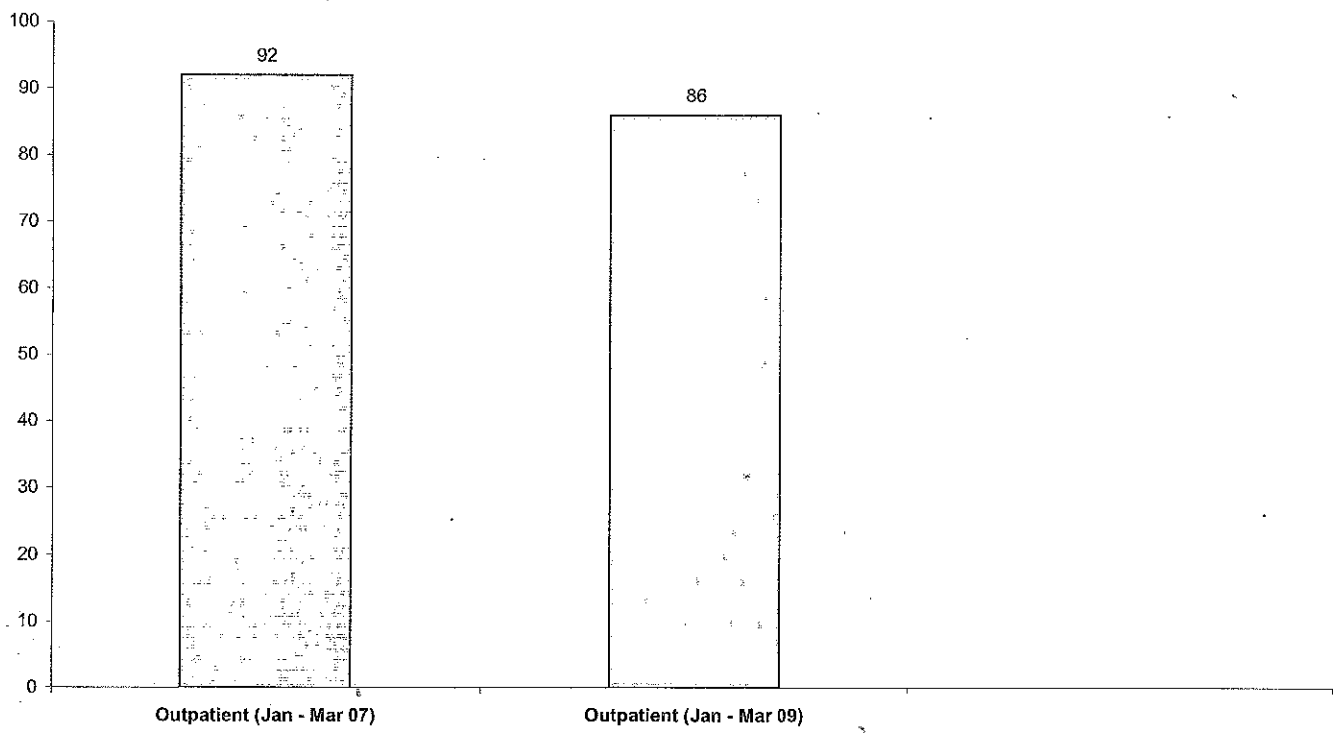


Outpatient Satisfaction Survey Results

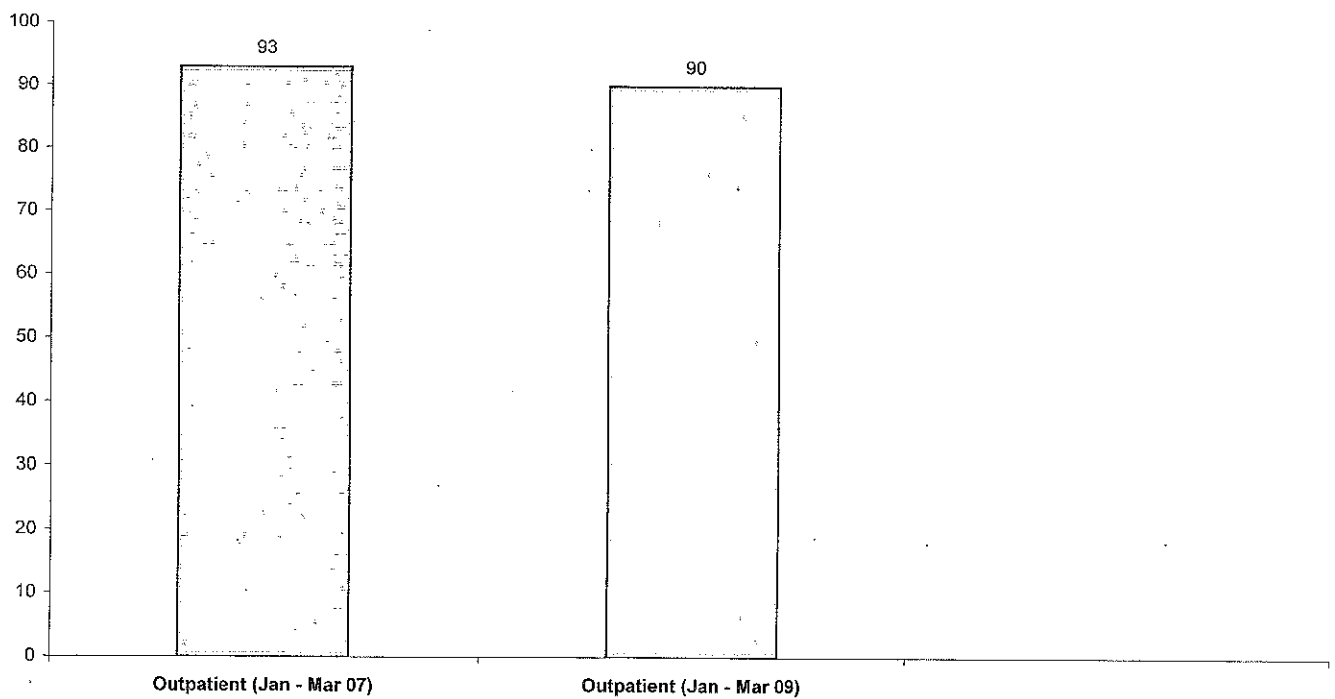
Jan - Mar 2009



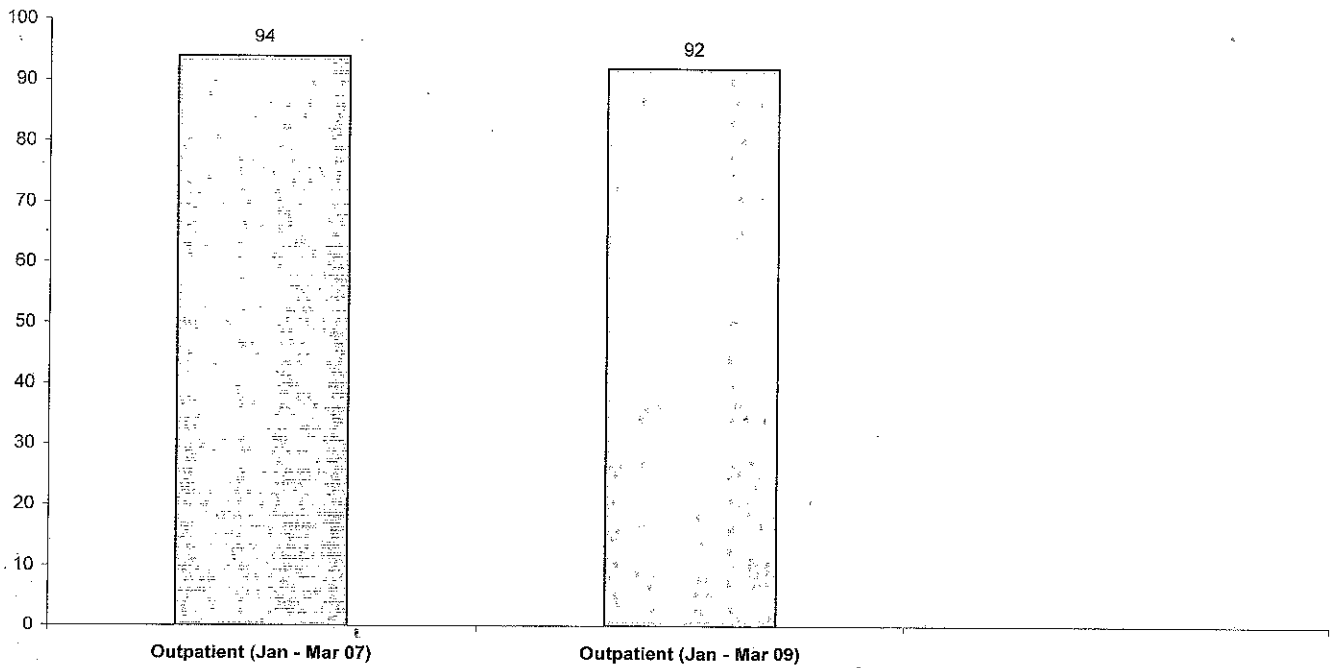
How well did your appointment time suit you



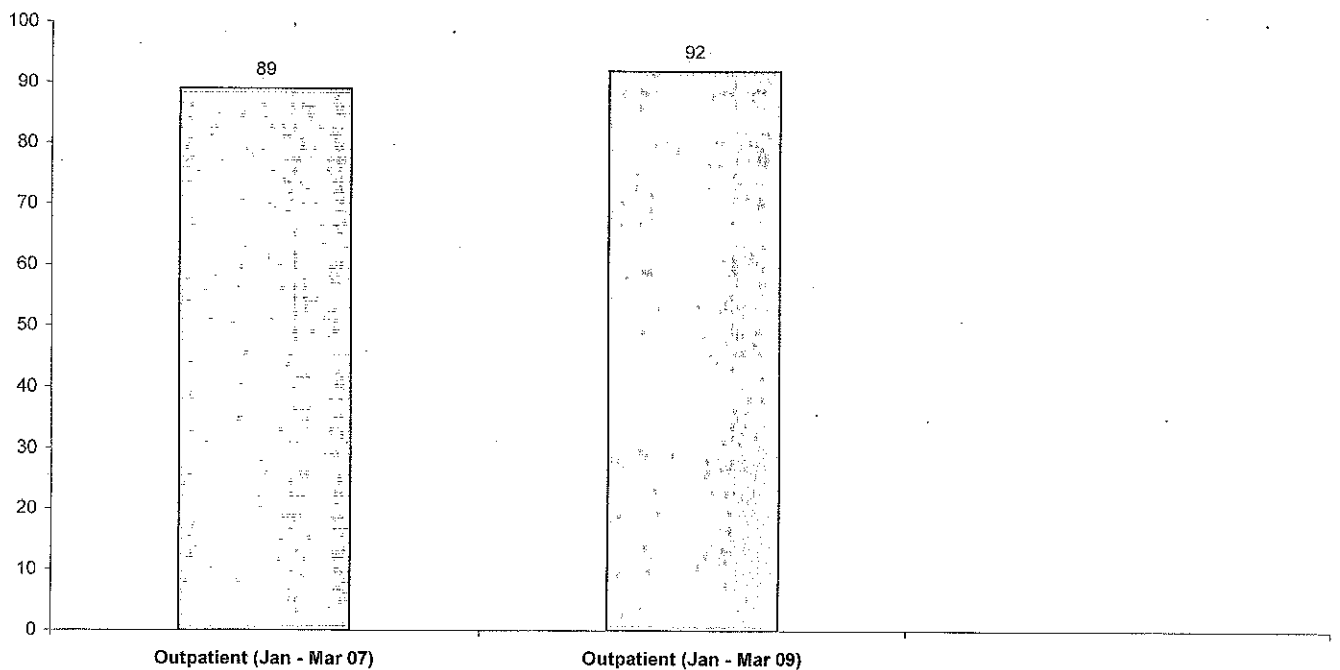
Please rate our staff on their efforts to make an appointment time that suited you



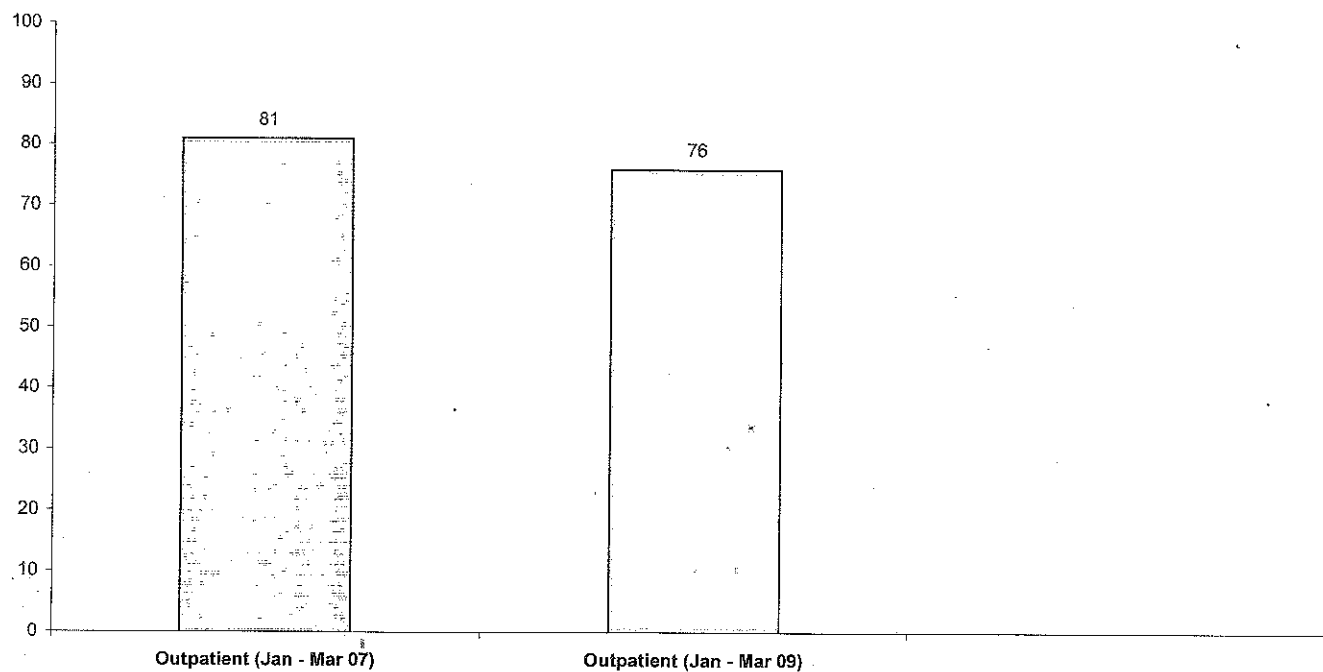
Please rate our staff on providing clear information to
prepare you for your appointment



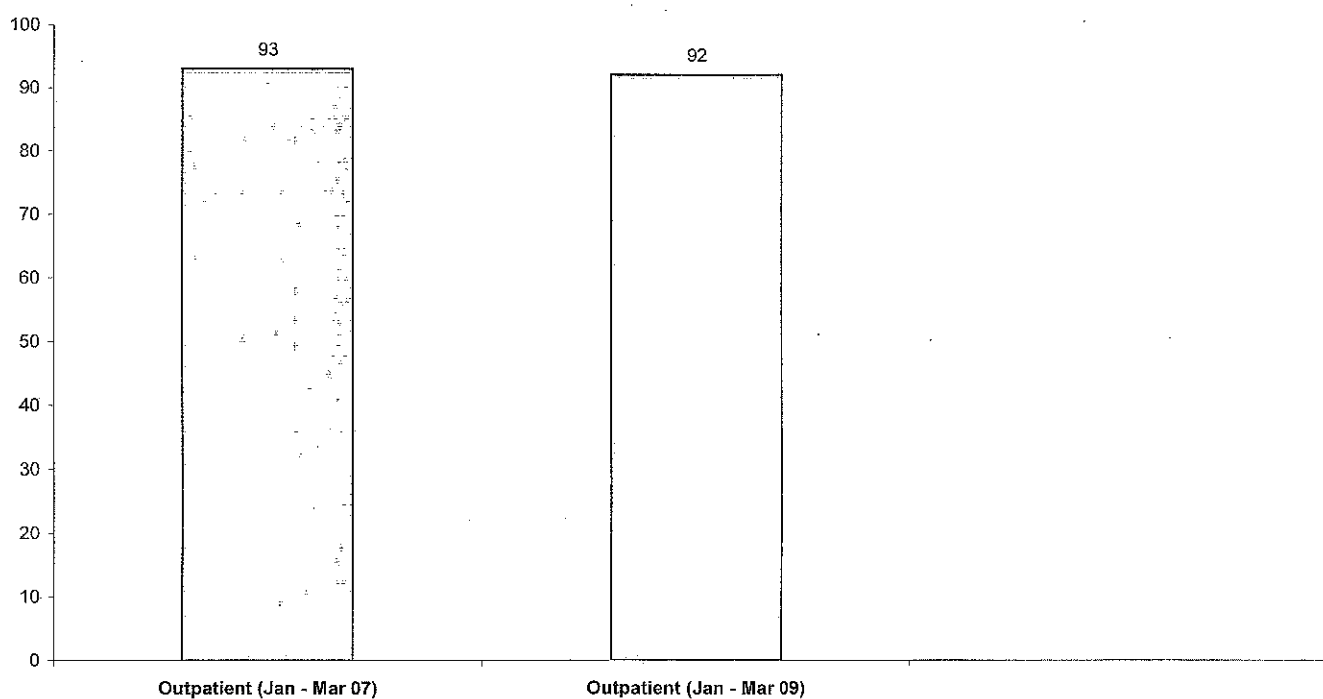
Please rate our staff on making you feel welcome
when you arrived at the clinic



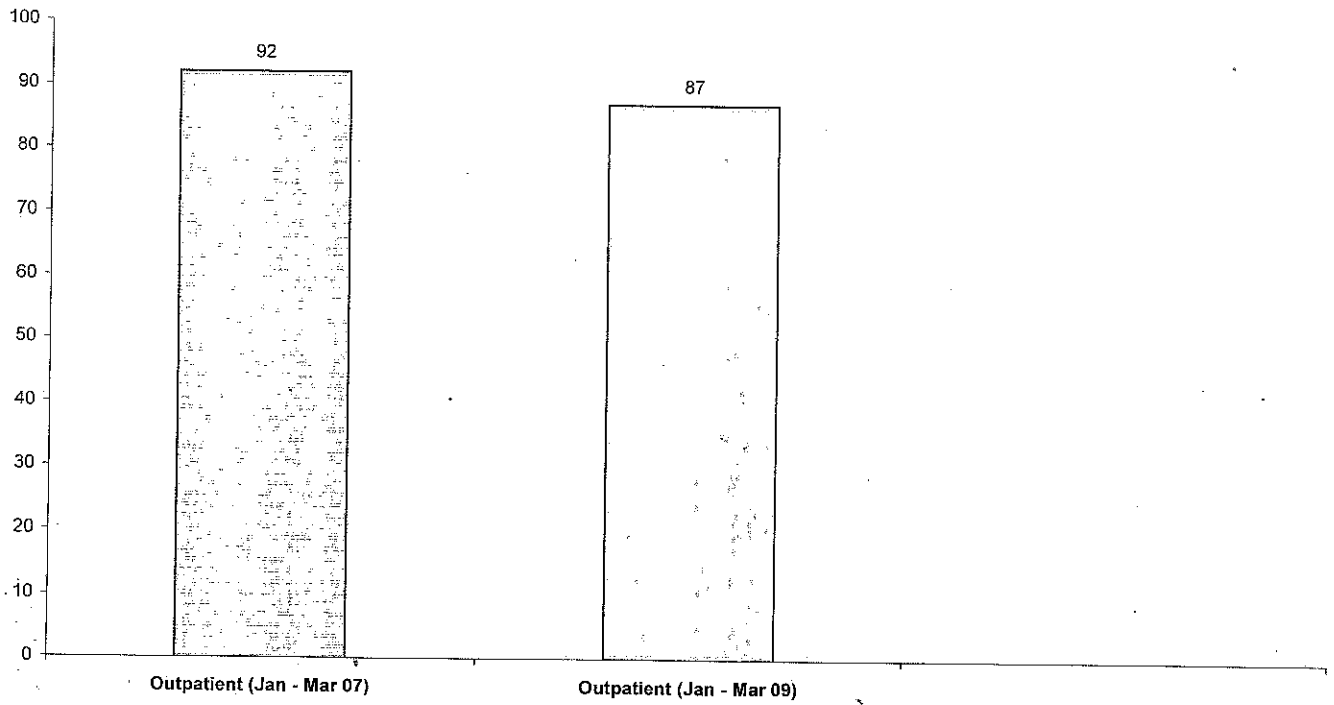
Please rate our staff on telling you how long
you would wait when you arrived



Please rate our staff on treating you with dignity and respect

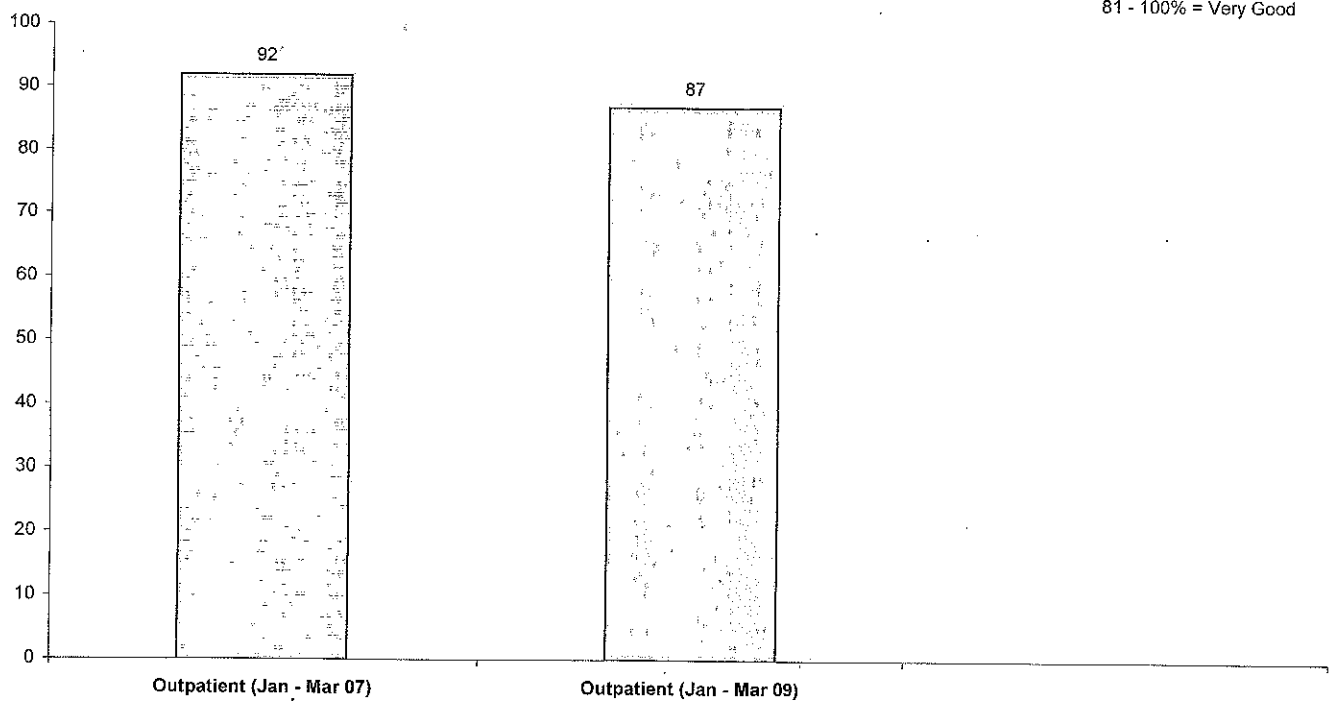


Please rate our staff on listening to you



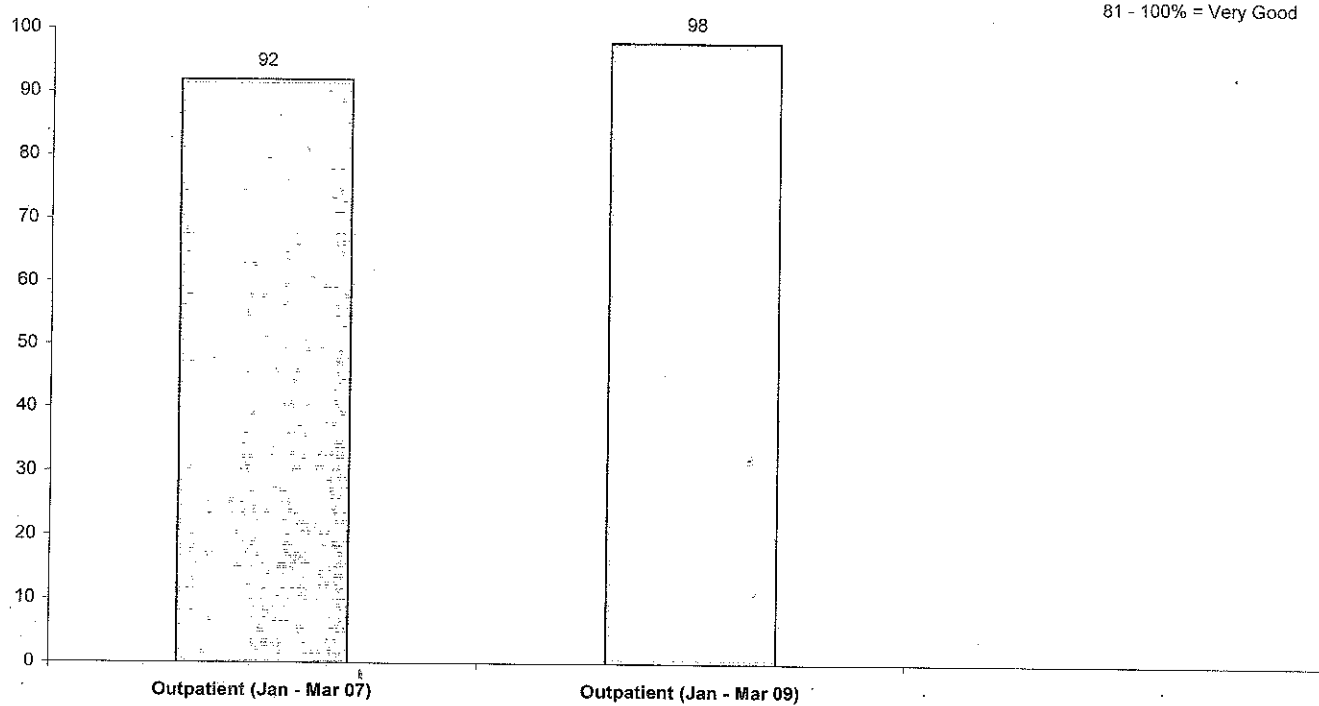
Please rate our staff on meeting any needs specific to your culture

0 - 20% = Very Poor
21 - 40% = Poor
41 - 60% = Average
61 - 80% = Good
81 - 100% = Very Good



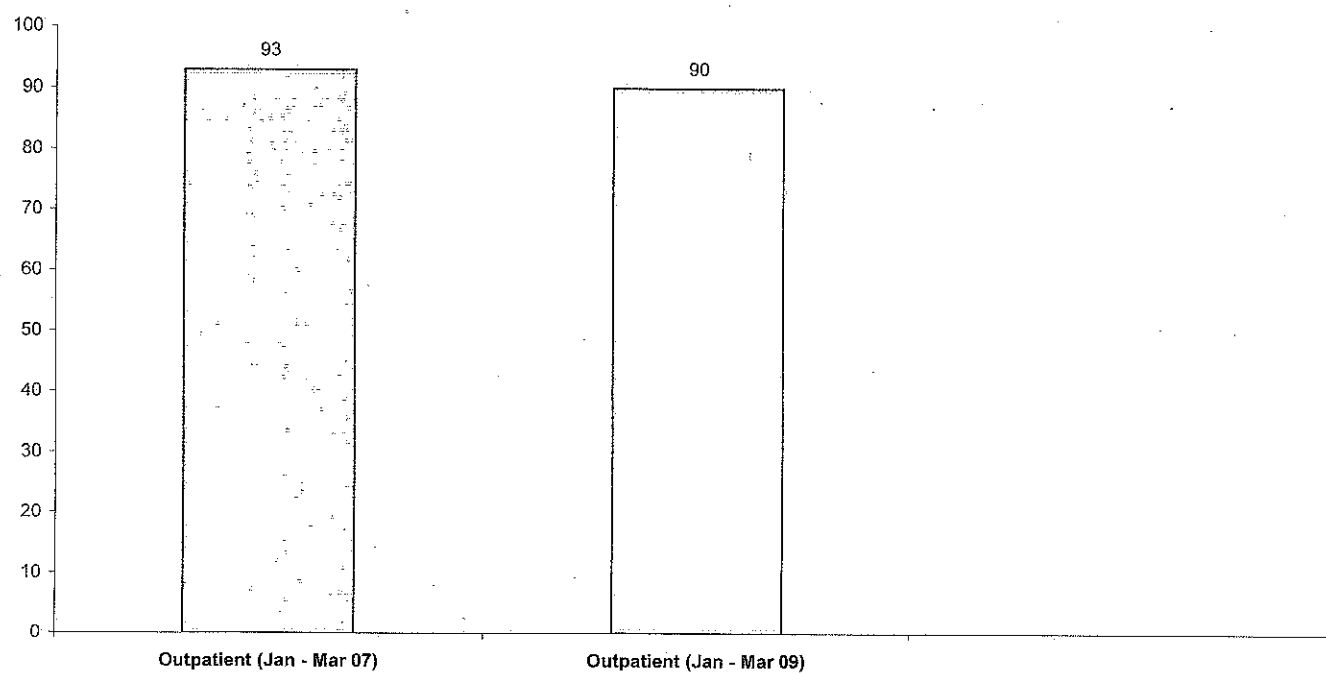
Please rate our staff on explaining what was wrong with you

0 - 20% = Very Poor
21 - 40% = Poor
41 - 60% = Average
61 - 80% = Good
81 - 100% = Very Good



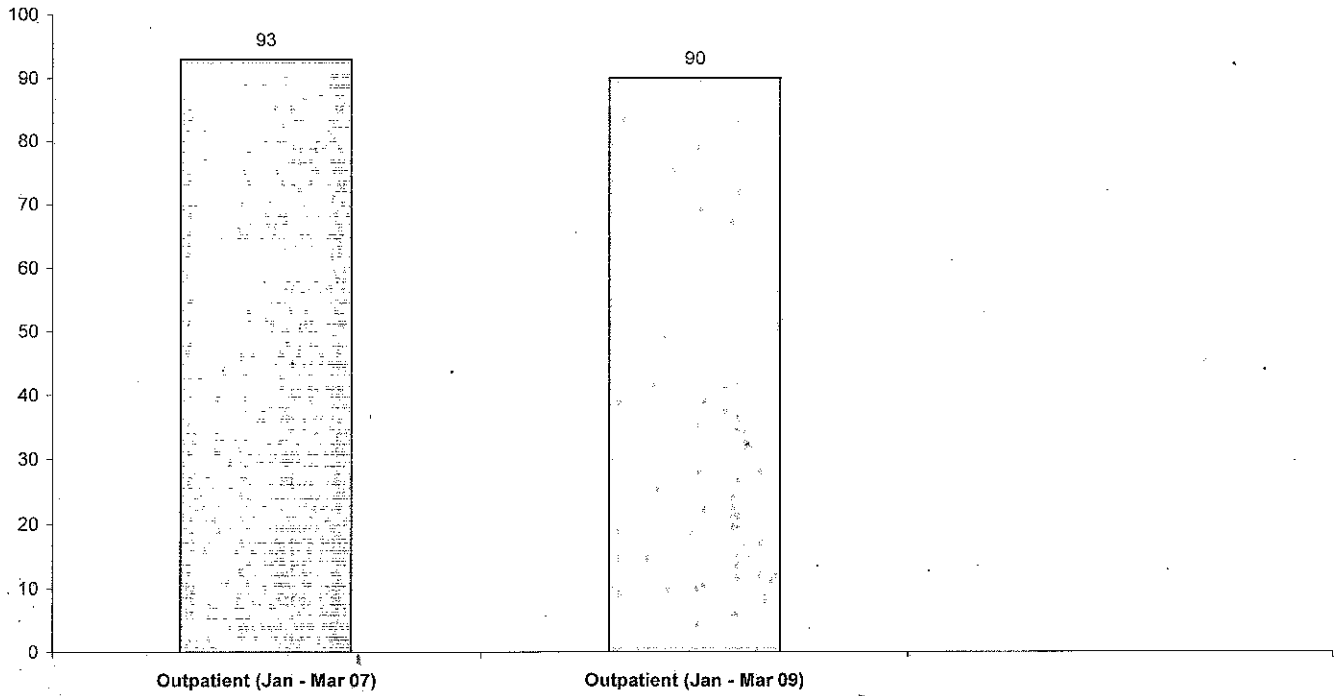
Please rate our staff on informing you about different treatment options

0 - 20% = Very Poor
21 - 40% = Poor
41 - 60% = Average
61 - 80% = Good
81 - 100% = Very Good



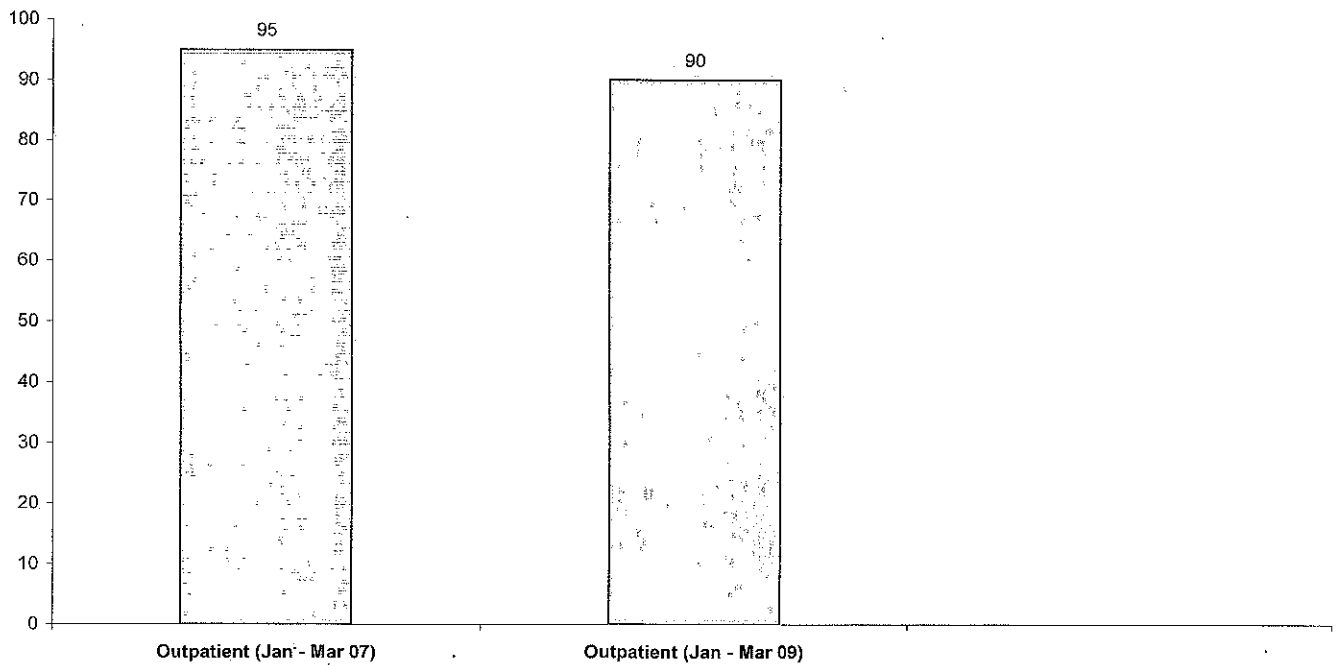
Please rate our staff on asking your permission to treat you

0 - 20% = Very Poor
 21 - 40% = Poor
 41 - 60% = Average
 61 - 80% = Good
 81 - 100% = Very Good



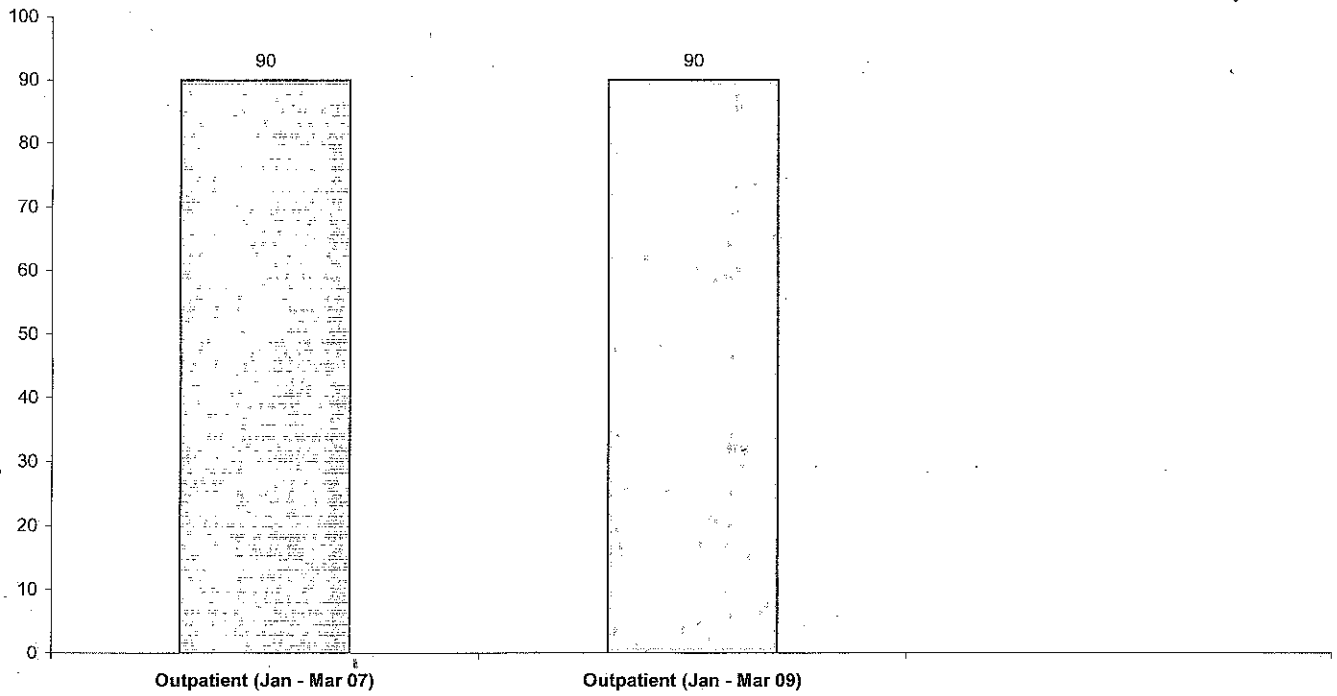
Please rate our staff on organising your care with other health care providers

0 - 20% = Very Poor
 21 - 40% = Poor
 41 - 60% = Average
 61 - 80% = Good
 81 - 100% = Very Good



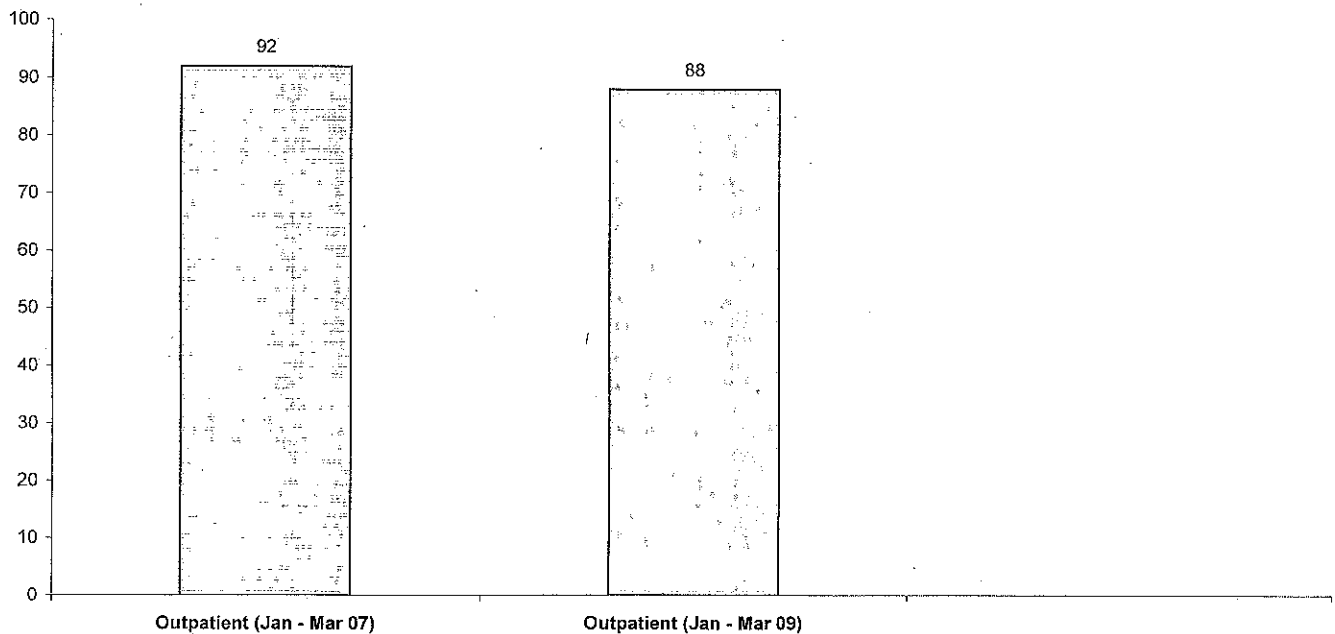
Please rate how clean our facilities were

0 - 20% = Very Poor
 21 - 40% = Poor
 41 - 60% = Average
 61 - 80% = Good
 81 - 100% = Very Good

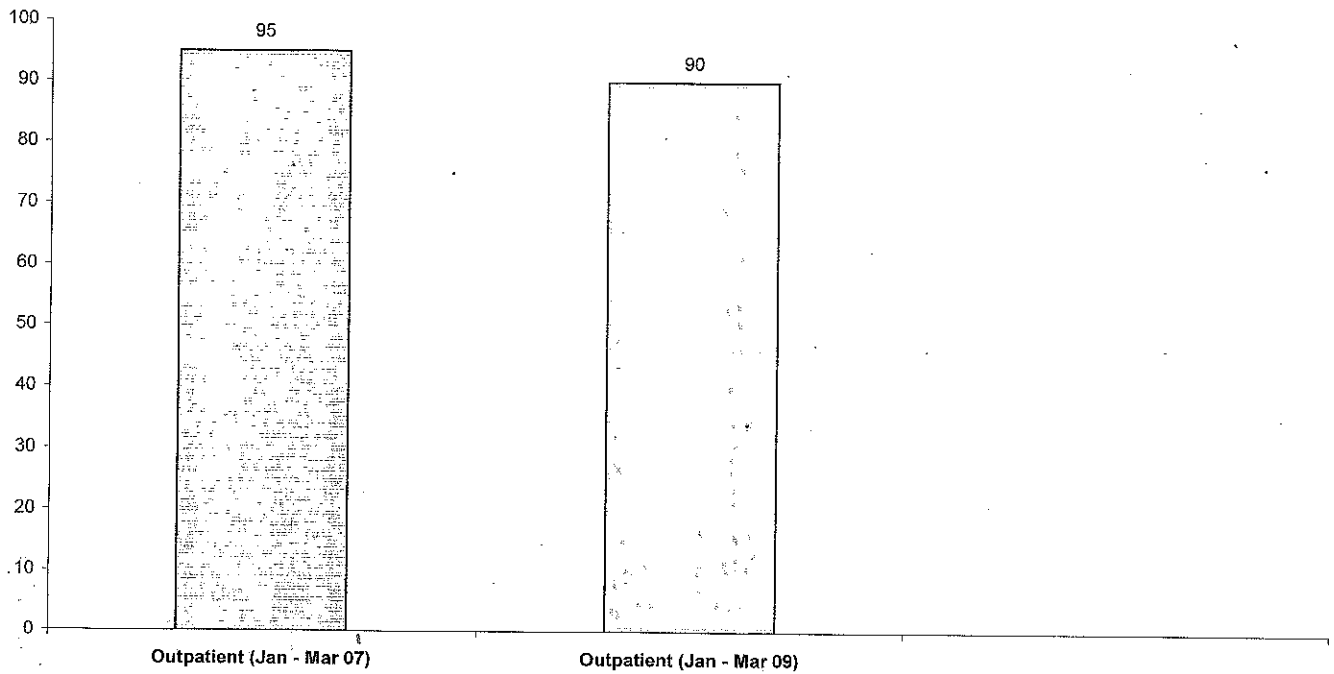


Please rate the information we gave you on how to manage your condition after your visit

0 - 20% = Very Poor
 21 - 40% = Poor
 41 - 60% = Average
 61 - 80% = Good
 81 - 100% = Very Good

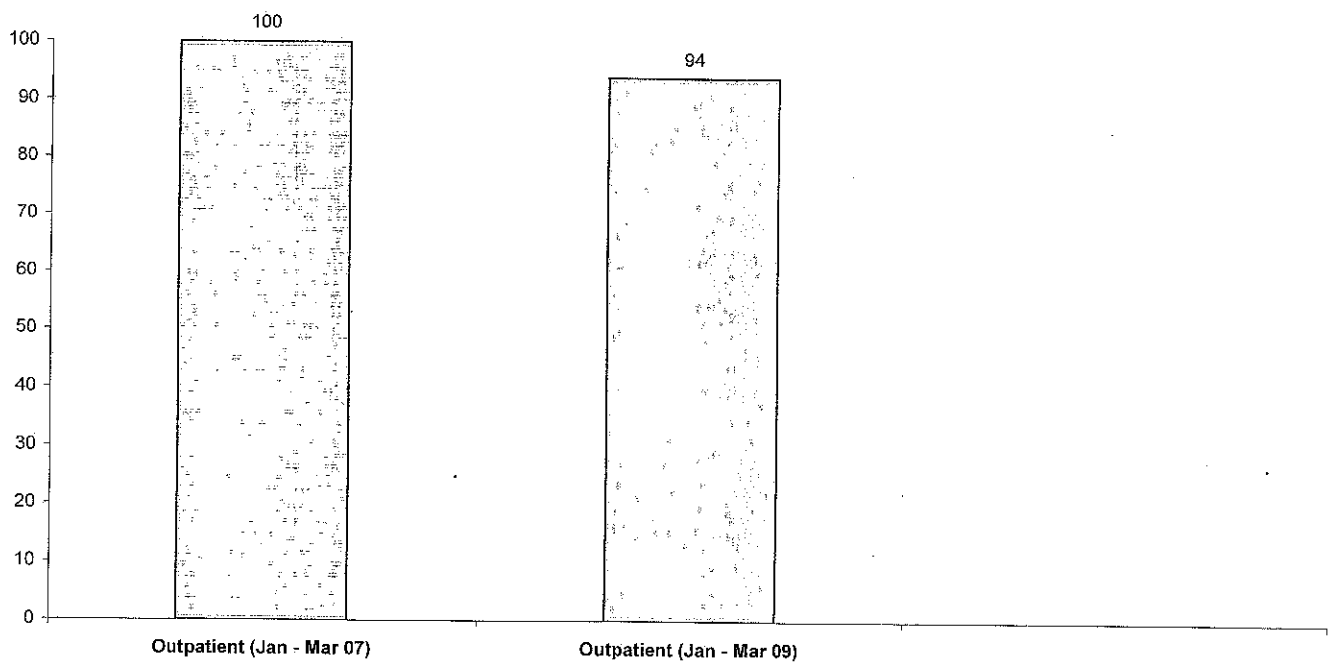


Please rate how satisfied you are with how we treated you



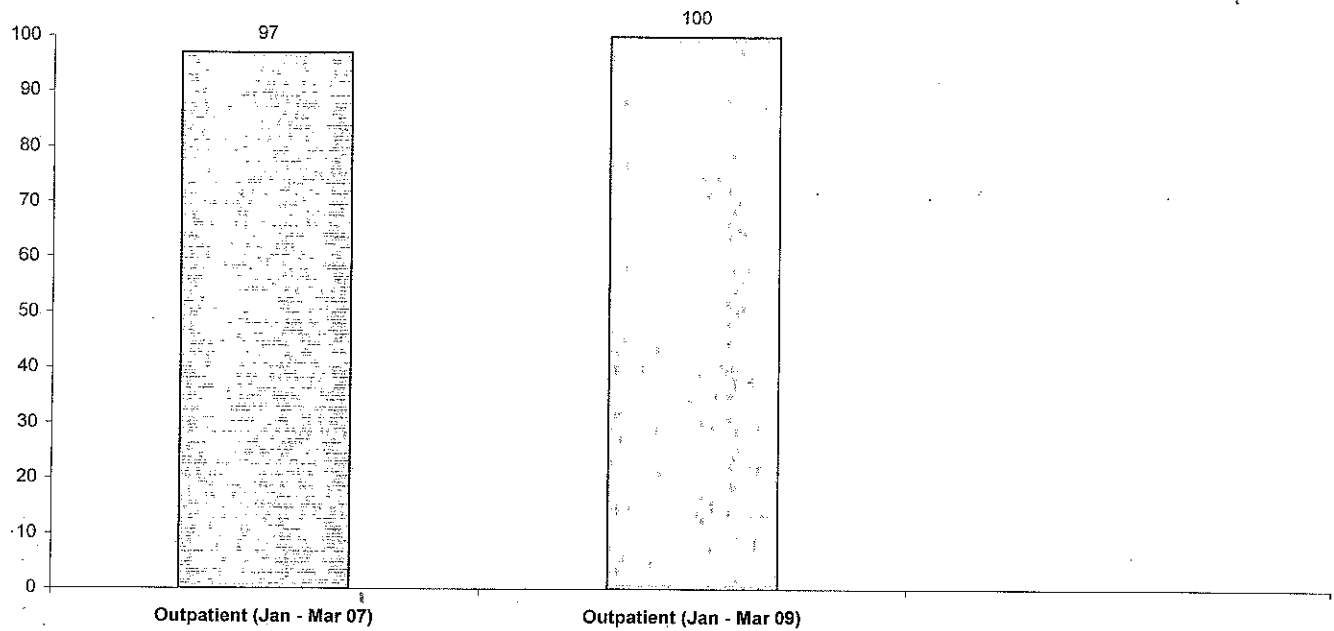
Please rate the notice (amount of time) we gave you of your appointment

0 - 20% = Very Poor
21 - 40% = Poor
41 - 60% = Average
61 - 80% = Good
81 - 100% = Very Good



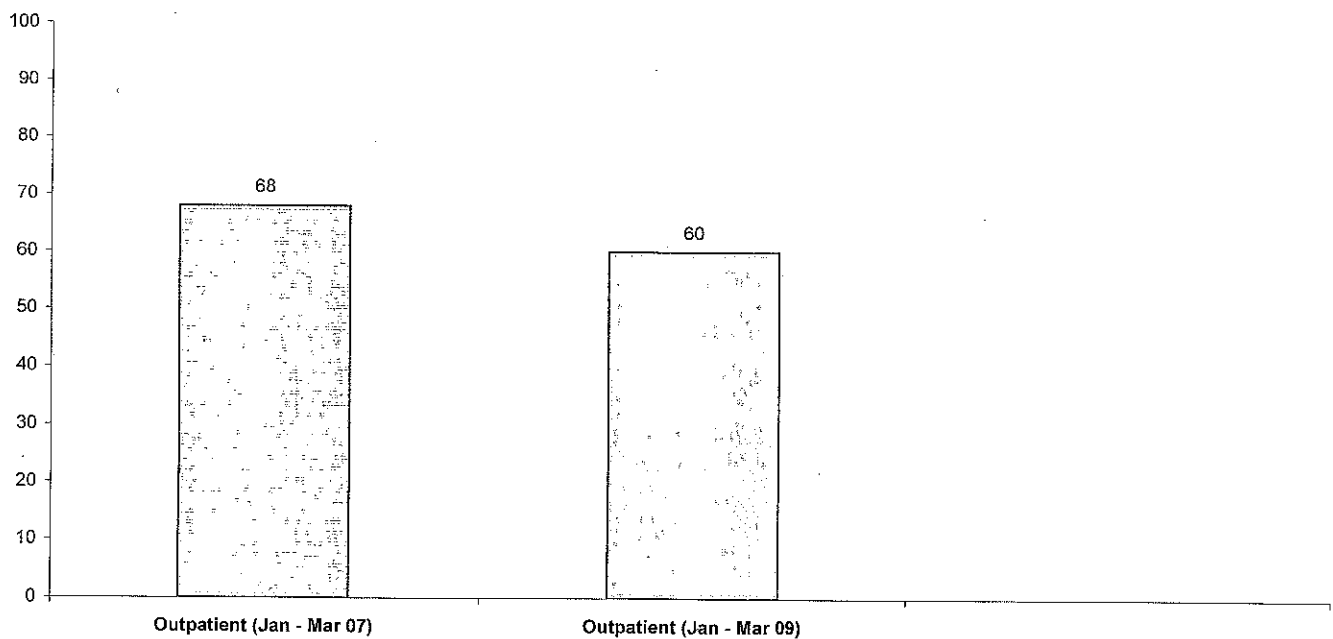
Please rate how easy to understand the information regarding the time and place of your appointment was

0 - 20% = Very Poor
 21 - 40% = Poor
 41 - 60% = Average
 61 - 80% = Good
 81 - 100% = Very Good



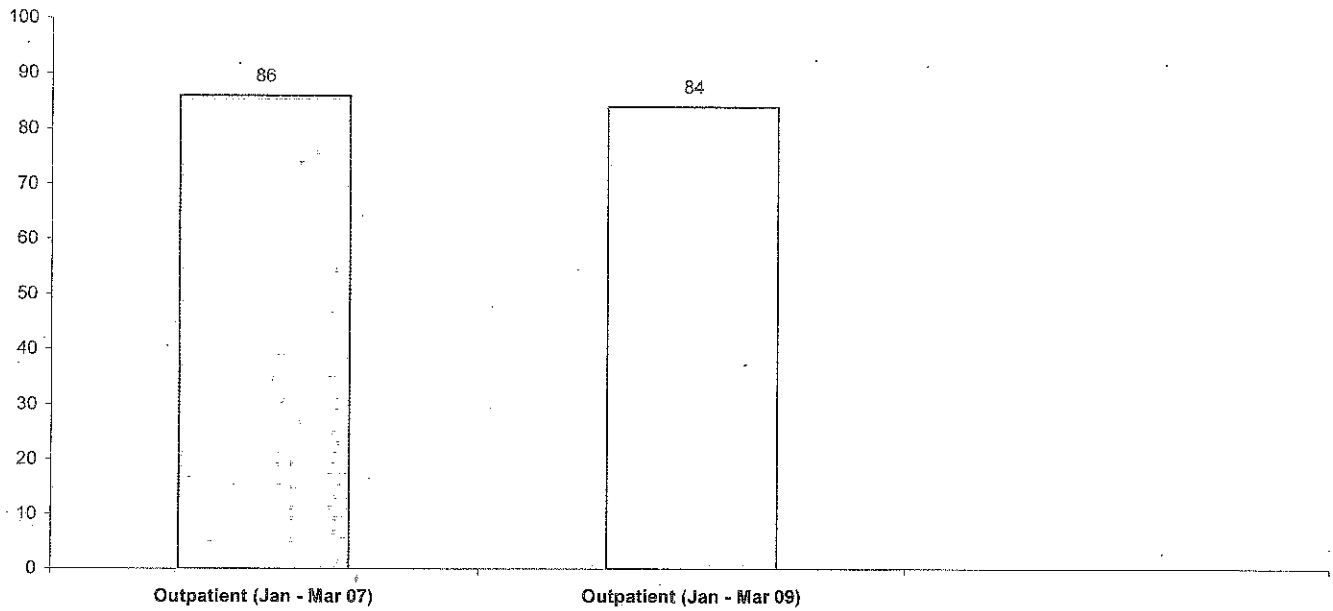
Please rate how easy it was to find a car park

0 - 20% = Very Poor
 21 - 40% = Poor
 41 - 60% = Average
 61 - 80% = Good
 81 - 100% = Very Good



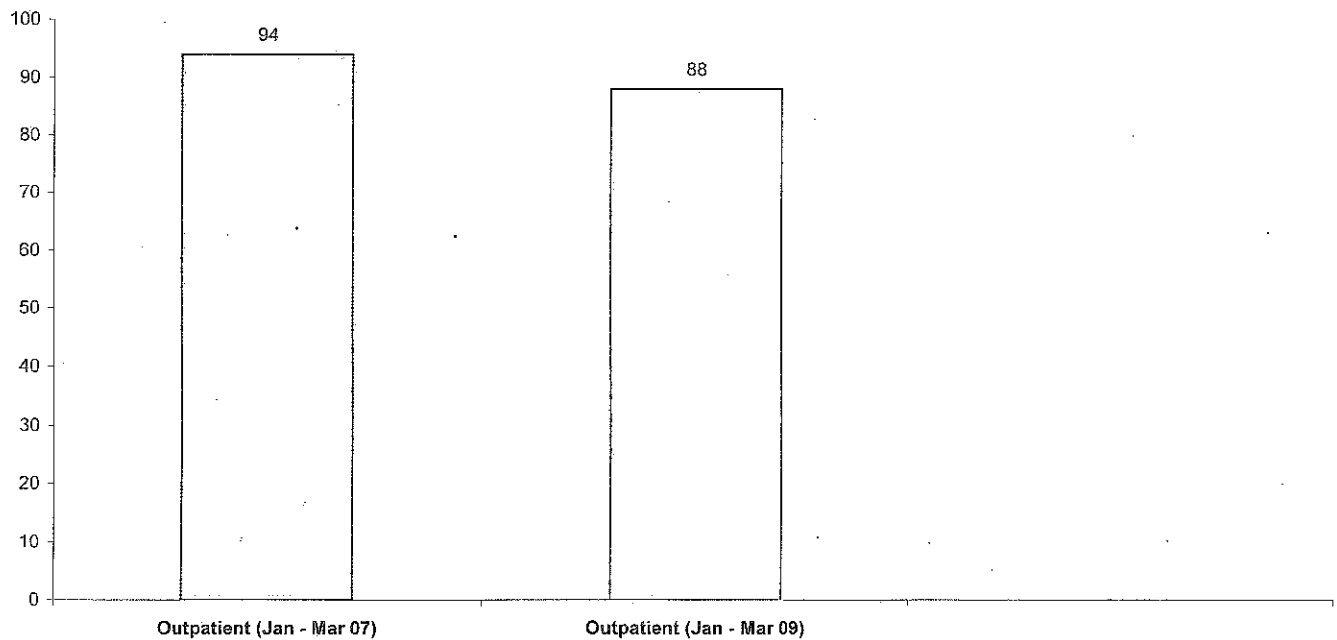
Please rate how useful signs showing you the way around the hospital were

0 - 20% = Very Poor
21 - 40% = Poor
41 - 60% = Average
61 - 80% = Good
81 - 100% = Very Good



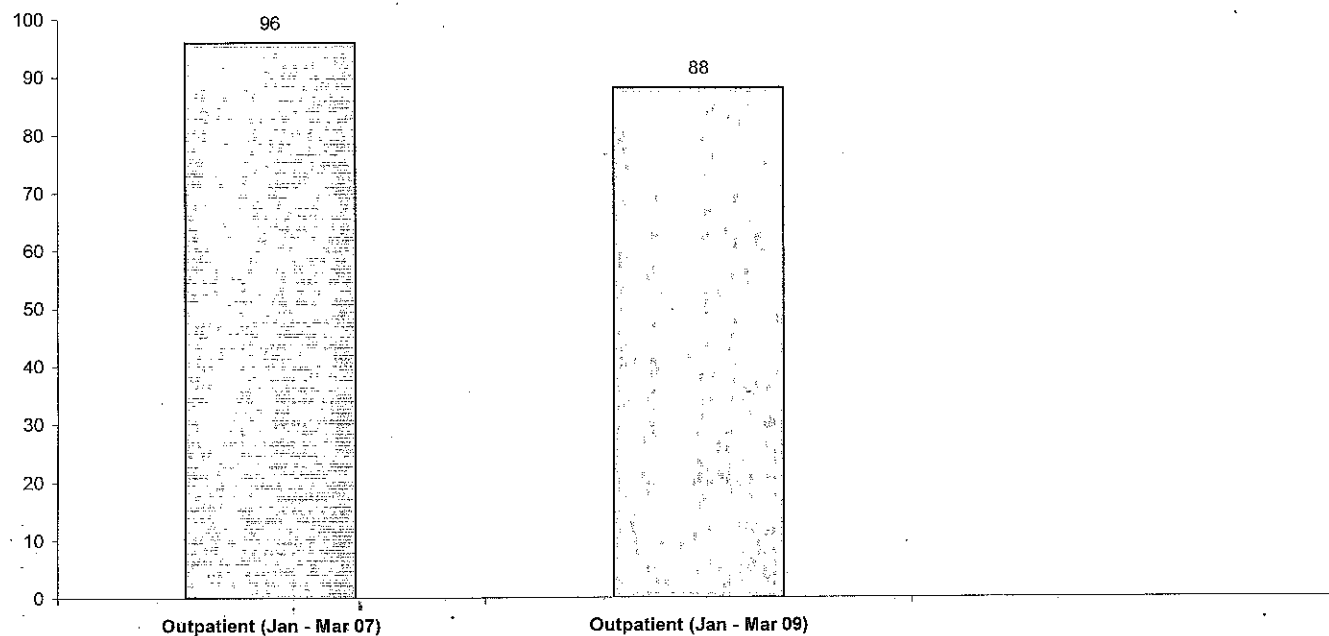
Please rate how well was your privacy respected

0 - 20% = Very Poor
21 - 40% = Poor
41 - 60% = Average
61 - 80% = Good
81 - 100% = Very Good



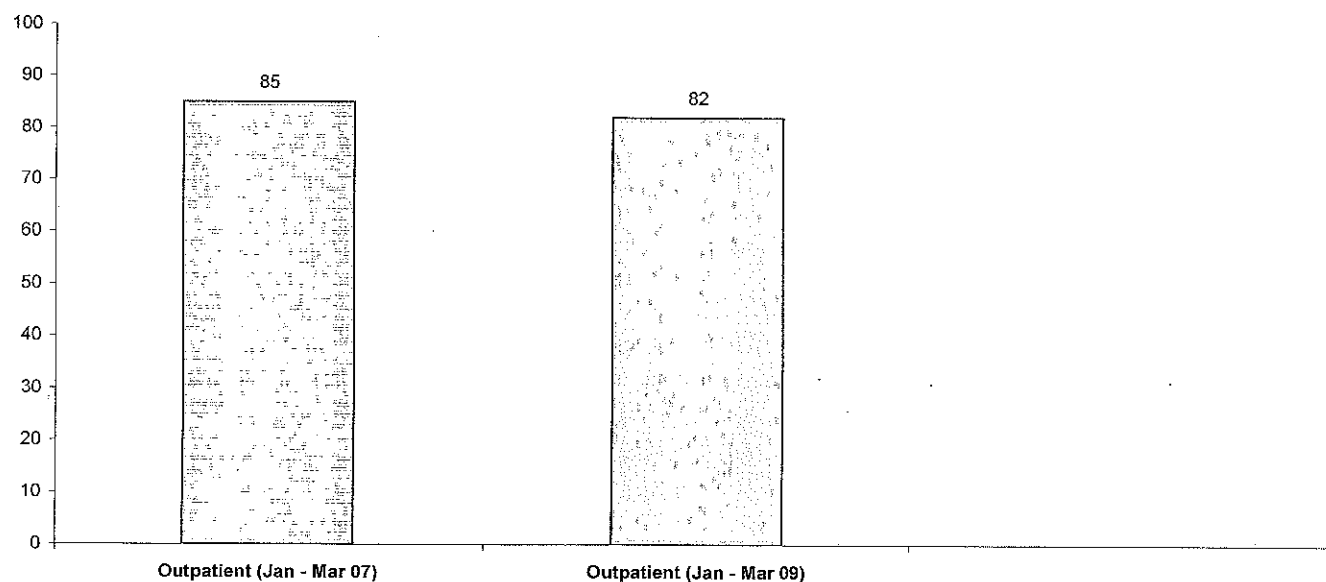
Please rate how well your cultural needs were met

0 - 20% = Very Poor
 21 - 40% = Poor
 41 - 60% = Average
 61 - 80% = Good
 81 - 100% = Very Good



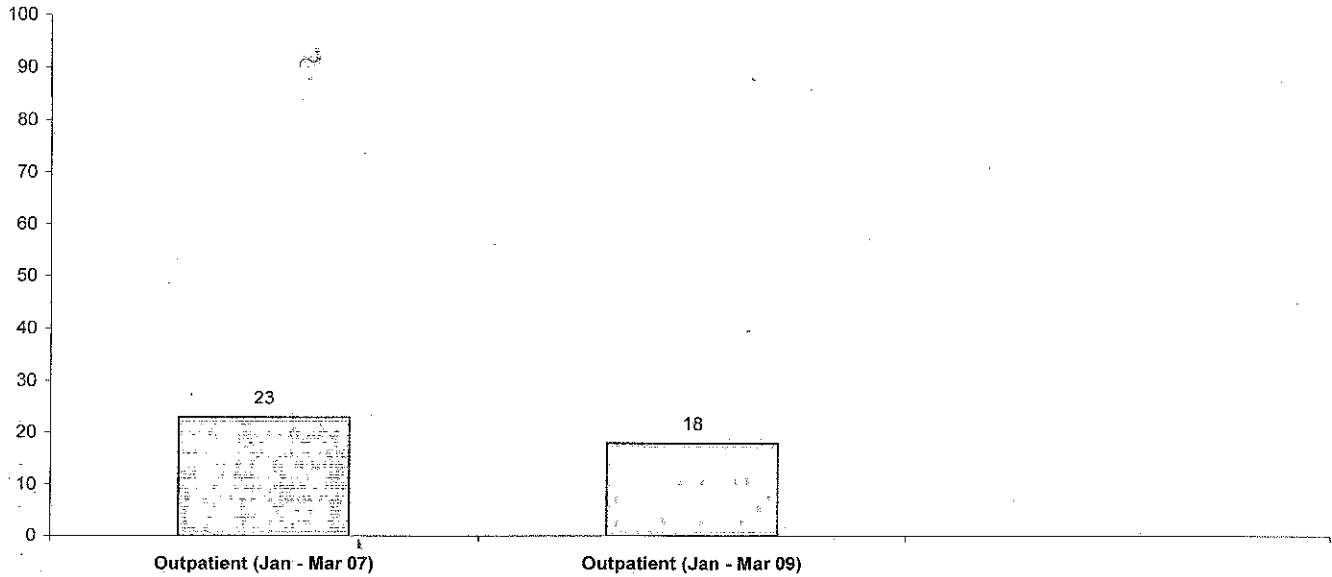
Please rate how welcoming was the person at reception when you first reported to the clinic

0 - 20% = Very Poor
 21 - 40% = Poor
 41 - 60% = Average
 61 - 80% = Good
 81 - 100% = Very Good



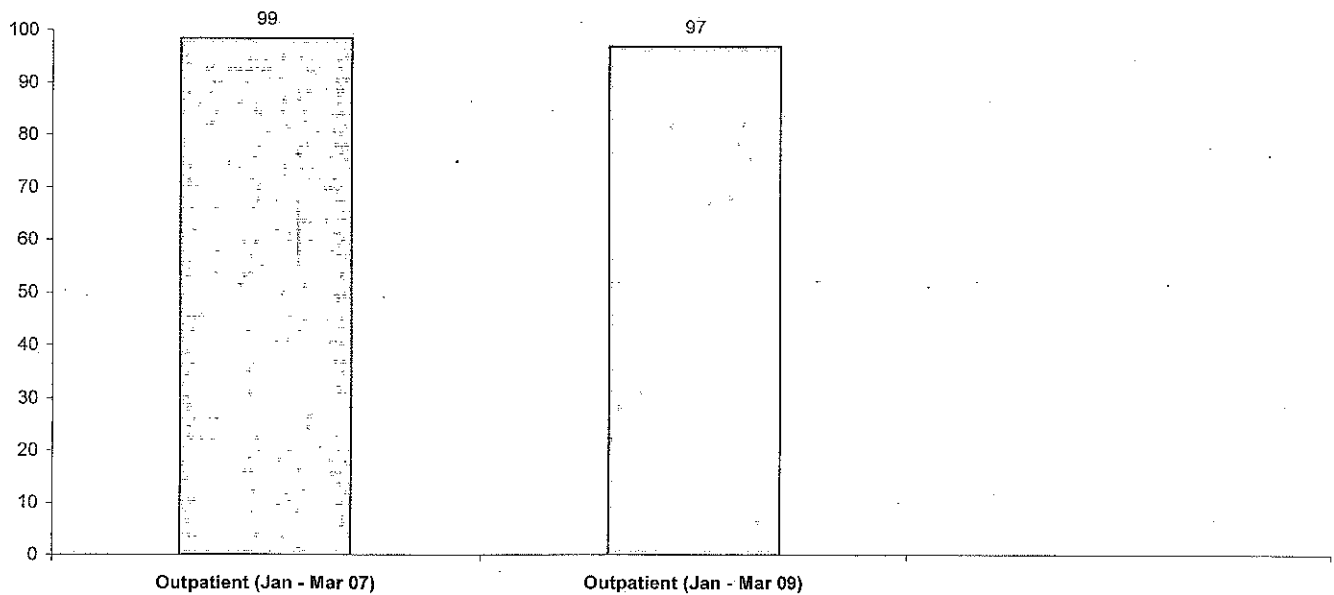
Please rate how well it was explained to you
how to make a complaint

0 - 20% = Very Poor
21 - 40% = Poor
41 - 60% = Average
61 - 80% = Good
81 - 100% = Very Good



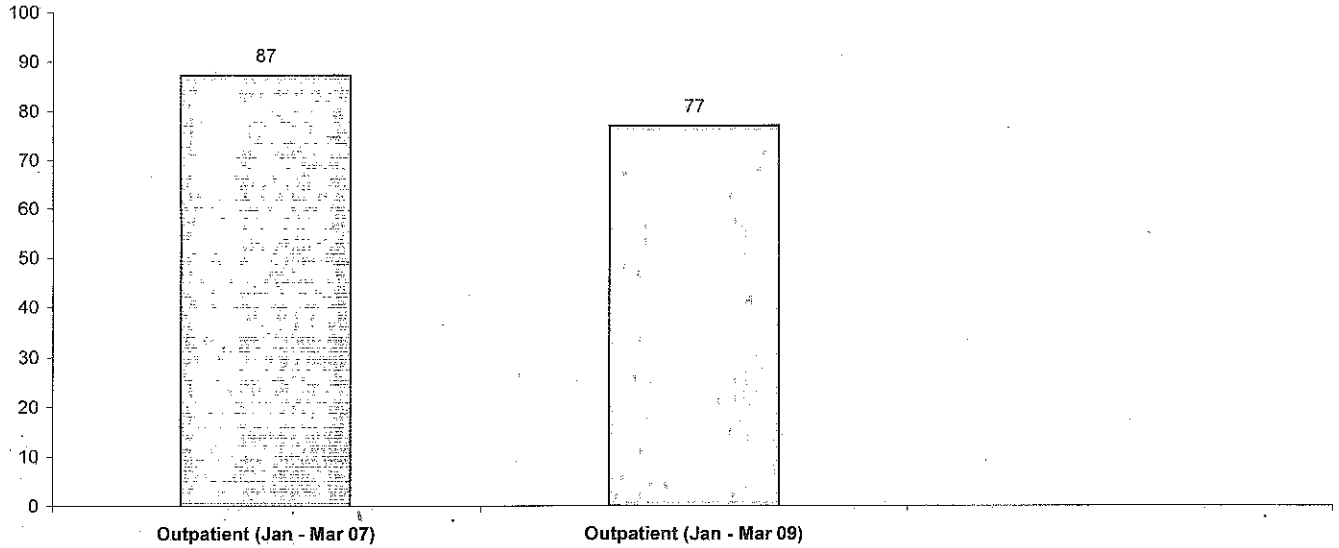
Please rate how well clinic staff clearly identified
themselves to you

0 - 20% = Very Poor
21 - 40% = Poor
41 - 60% = Average
61 - 80% = Good
81 - 100% = Very Good



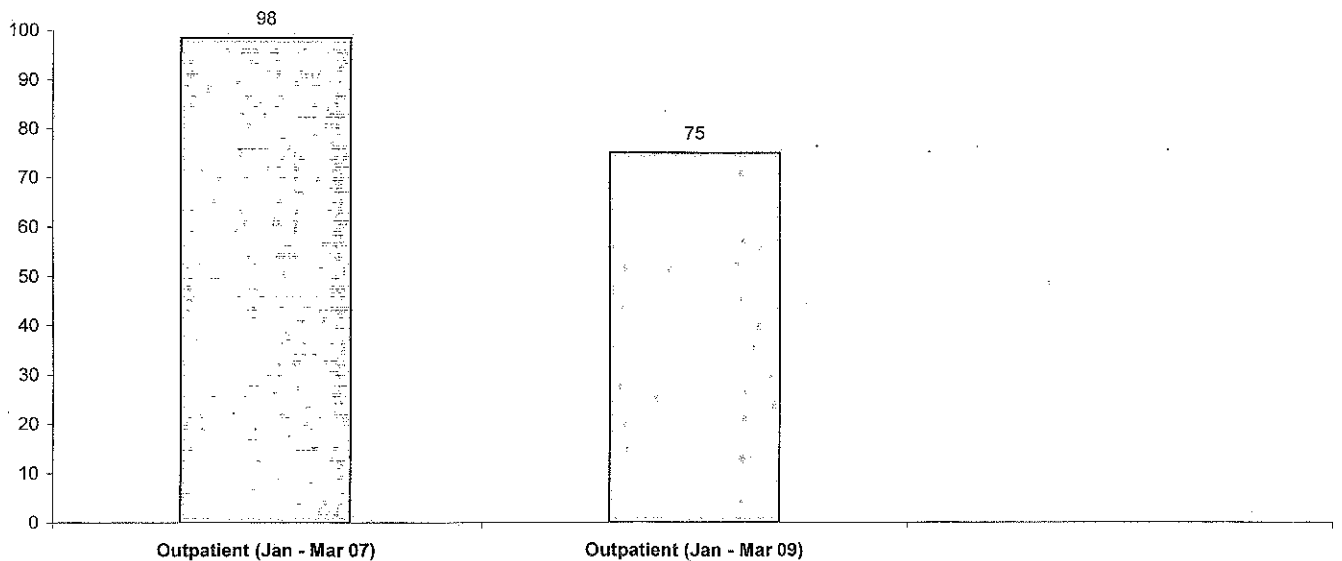
Please rate how well staff explained the reasons for collecting personal information from you

0 - 20% = Very Poor
21 - 40% = Poor
41 - 60% = Average
61 - 80% = Good
81 - 100% = Very Good



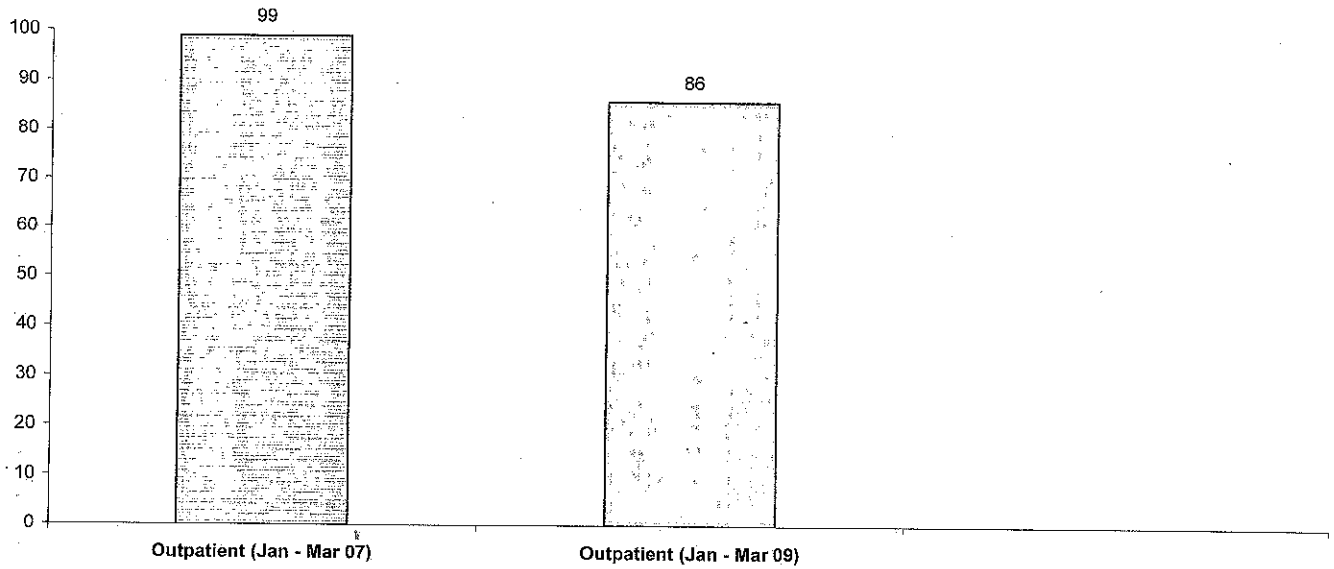
Please rate how well staff told you when things were going to happen

0 - 20% = Very Poor
21 - 40% = Poor
41 - 60% = Average
61 - 80% = Good
81 - 100% = Very Good



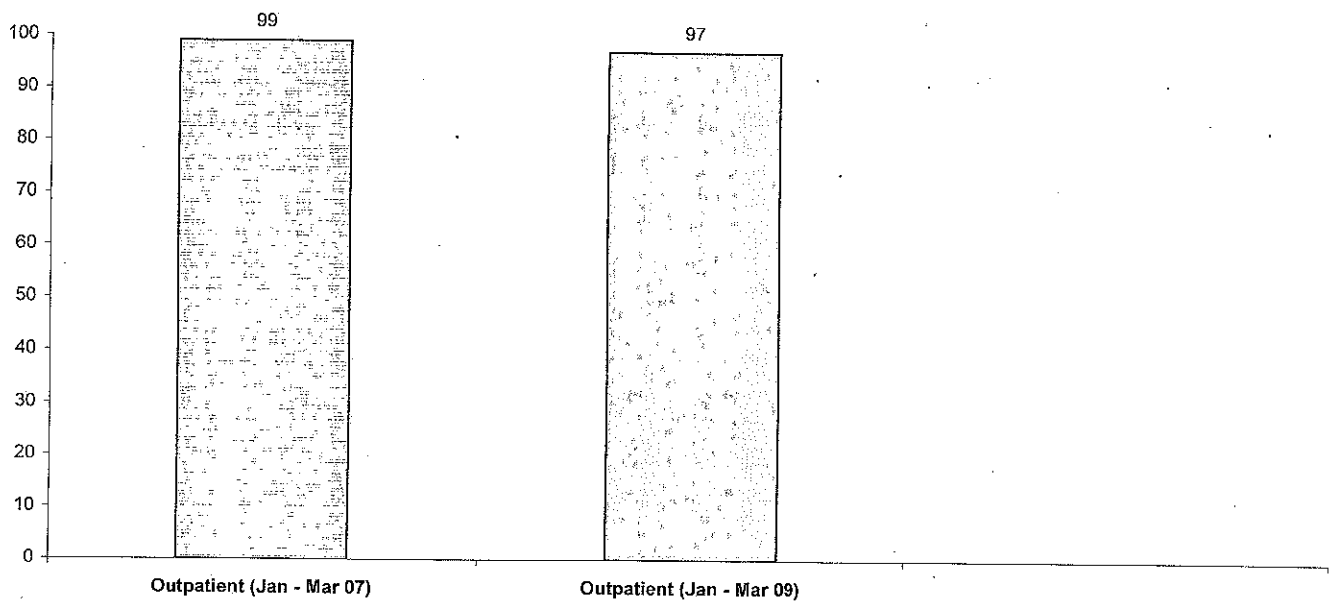
**Please rate how well staff explained
to you why they were doing things**

0 - 20% = Very Poor
21 - 40% = Poor
41 - 60% = Average
61 - 80% = Good
81 - 100% = Very Good



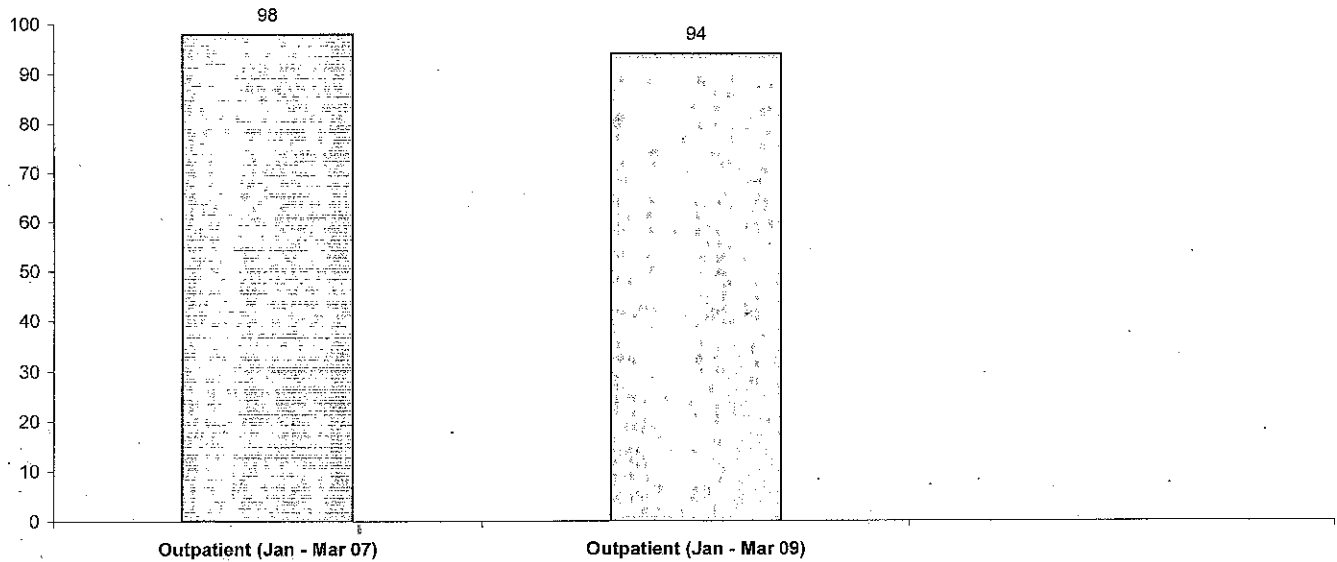
Please rate how well staff answered any questions you may have had

0 - 20% = Very Poor
21 - 40% = Poor
41 - 60% = Average
61 - 80% = Good
81 - 100% = Very Good



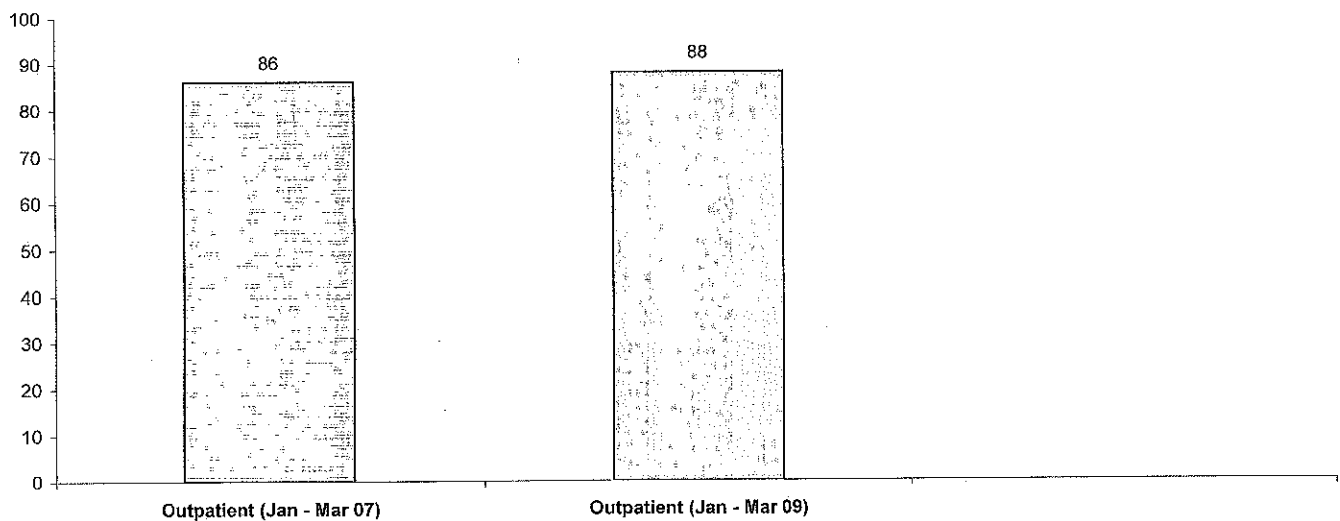
Please rate how well staff spoke to you in a way
that you could understand

0 - 20% = Very Poor
21 - 40% = Poor
41 - 60% = Average
61 - 80% = Good
81 - 100% = Very Good



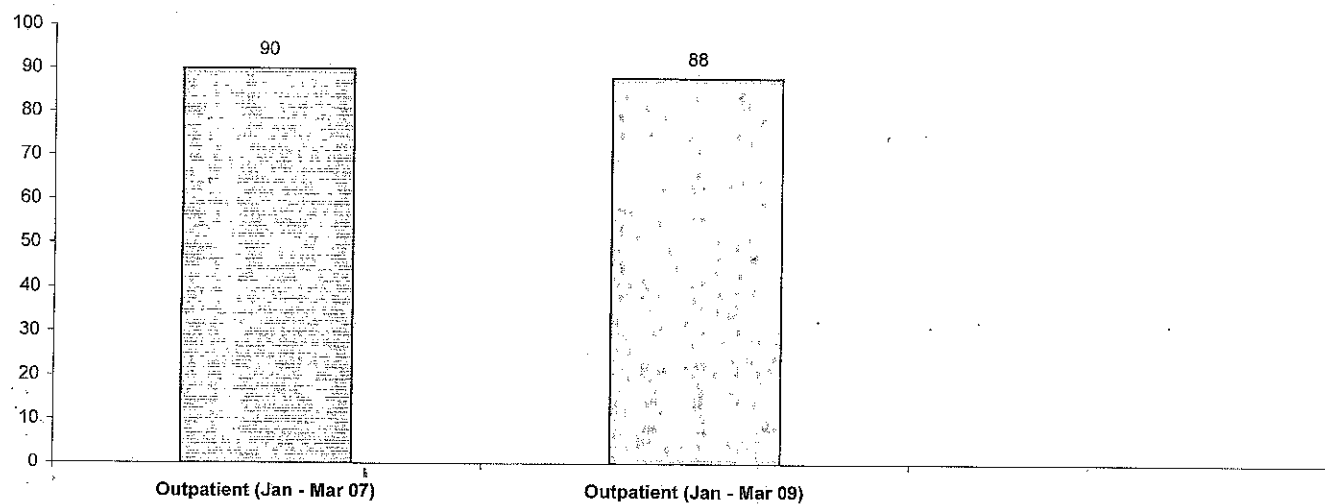
Please rate how easy was it for you to find someone on the staff
to talk to about your concerns

0 - 20% = Very Poor
21 - 40% = Poor
41 - 60% = Average
61 - 80% = Good
81 - 100% = Very Good



Please rate how you and your family were involved in decisions made about your care

0 - 20% = Very Poor
21 - 40% = Poor
41 - 60% = Average
61 - 80% = Good
81 - 100% = Very Good



Please rate how well your visit was planned and co-ordinated by the staff

0 - 20% = Very Poor
21 - 40% = Poor
41 - 60% = Average
61 - 80% = Good
81 - 100% = Very Good

