

108 HARLEY STREET QUESTIONNAIRE



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MEDICAL
CHAMBERS
108 HARLEY STREET
LONDON W1G 7ET

aims to provide a high standard of service and patient care.

In order to assist with our on-going programme of quality control, we welcome feedback from our patients.

| | Excellent | Good | Unsatisfactory | Very Poor |
|--|-----------------------|-----------------------|-----------------------|-----------------------|
| <u>CONSULTANT</u> | | | | |
| Availability | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Manner / Level of information provided | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Level of care | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <u>NURSING</u> | | | | |
| Availability | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Manner / Level of information on results and other queries | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Level of care | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <u>ADMINISTRATION - RECEPTIONIST</u> | | | | |
| Telephone enquiries and appointment Efficiency/Manner | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Follow-up Appointment Efficiency/Manner | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Surgery Booking - Efficiency/Manner | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Payment Desk - Efficiency/Manner | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <u>FACILITIES</u> | | | | |
| Waiting room | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Changing facilities | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Overall appearance of building | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Treatment room facilities | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

PLEASE ADD ANY FURTHER COMMENTS / CONCERNS:

NAME:

DATE: