

Patient Surveys 2017

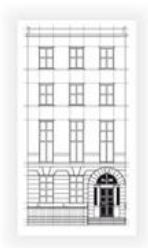
At 108 Harley Street we actively encourage feedback to enable us to monitor the level of service that we provide to our patients. All patients that have undergone surgery are sent a questionnaire and also in two full months of the year we give a questionnaire to all patients that visit the clinic. To encourage responses a stamped addressed envelope is supplied.

The areas are included within the survey are:

- Consultant Surgeon (Availability, manner and level of care)
- Nursing
- X-Ray Department
- Administration
- Surgery Booking Procedure
- Accounts Department
- 108 Facilities
- Insurance company Performance

The grading structure is as below:

1. Excellent Standard
2. Good Standard
3. Average Standard
4. Unsatisfactory Standard
5. Poor



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108 HARLEY STREET
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April 2017
Total Visit and Operation Questionnaire Analysis

The analysis of responses for the questionnaires issued in April is as follows: The results of the November 2016 survey are in brackets

	Excellent %	Good %	Average %	Unsatisfactory %	Poor %	N/A
Consultant	78 (94)	12(6)	10			
Nursing	62 (94)	33 (2)	5(4)			
X-Ray	100 (90)	(10)				
Staff Admin	67 (84)	24(13)	8(3)			
Surgery Booking	85 (90)	4 (10)	7		4	
Accounts	47(76)	35 (24)	12	6		
Facilities	52 (70)	34 (21)	10 (8)	4 (1)		
Insurance Company	63 (60)	31 (20)	6 (20)			



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