

PATIENT QUESTIONNAIRE FORM

108 Harley Street 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.

Consultant					Excellent	Good	Unsatisfactory	Very Poor
Was your appointment date and time at your request?								
How would you rate the level of care provided by your consultant?								
Was the information provided by your consultant helpful?								
Nursing								
Were your results and queries explained to you in a friendly and professional manner?								
How would you rate the care provided by your nurse?								
Were the nurses helpful and easy to approach?								
Administra	tion – I	Receptionist						
Was the member of staff booking your appointment professional and helpful?								
Was the receptionist in the waiting area friendly and informative?								
Was your follow-up appointment booked in a timely and efficient manner?								
Were you well-informed about your surgery booking?								
Was the member of staff at payment desk helpful and approachable?								
Accounts D	epartn	nent						
Was the member of staff courteous and efficient?								
Were you happy with the speed of your insurance claim?								
Typing Department					_	_	_	_
Were you satisfied with the quality of your clinic letter?								
Were you satisfied with the timeline of receiving your clinic letter?								
		ould you rate the following in terms n (space), lighting and comfort?	s of clea	anliness,				
Overall appearance of building								
Waiting room								
Changing facilities								
Treatment room facilities								
Please add	any fu	rther comments:						
Name: Date:								
Account pa Nature of a		Aedical insurer □ Self paying □C ment:	ompan	y 🔲 Embassy 🔲 Other_				
Recommen	ded by	: NHS GP 🔲 Private GP 🗌 Compan	y Docto	or 🗌 Consultant 🔲 Frie	nd 🔲 Existing	Patient 🗖		
Other								
Official refe	erral: N	HS GP 🔲 Private GP 🔲 Company D	octor	Consultant 🗌 Friend	Other			
	Skin					💲 Giln	nore's Groin & Hernia	
	🔊 Sports Injury 🦎 Vascular				4	🖇 Women's Health		
		Rectal	$\langle \hat{t} \rangle$	X-Ray & Imaging	-	Day	Surgery	

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