Customer Satisfaction Survey

1. Would you recommend our Out-Patient Department to friends and family if they needed similar care or treatment?
   Yes      No

2. Did you find the information leaflet you received prior to your appointment useful?
   Very useful   Slightly useful   Not useful   Did not receive a leaflet

   Comments:

3. Was there any more information you would have liked before coming to the hospital?

4. How easily did you find the department?
   Very easily   Easily   Difficult   Very difficult

5. How would you rate the courtesy of the staff members during your time in the Outpatients Department?
   Excellent   Very Good   Good   Fair   Poor

6. Were you satisfied with the time you had to wait to be seen once you had arrived for your appointment?
   Very Satisfied   Satisfied   Adequate   Dissatisfied   Very Dissatisfied

7. How would you rate the professionalism of the Echocardiographer during your appointment?
   Excellent   Very Good   Good   Fair   Poor

8. Overall, do you feel you have been treated with respect and dignity throughout the procedure?
9. Were you told how and when then results of your appointment would be made available to you?

   Yes   No

10. How would you rate the patient facilities (tea/coffee/water/toilets etc.) during your visit?

   Excellent   Very Good   Good   Fair   Poor

Please use the space below of any further details which could help to improve our service.
Thank you for taking the time to complete this survey; your feedback is extremely important to allow us to continually improve our service.