

Patient Feedback Form

We value your opinion about your experience with us.

The feedback you provide will help us to review and continually improve our services.

Please tick your answer below:

Name (optional): _____ **Date:** / /
Clinic attended – please circle: (EPPING/SAN/NORWEST)

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The overall atmosphere of the clinic was clean, tidy and comfortable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The wait time for my appointment was acceptable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was provided with clear information on the nature of services and the associated fees.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Customer Call Centre was able to answer my enquiries and my requests were handled with my satisfaction.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The receptionist who assisted me was friendly and understanding.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The technologist/sonographer who conducted my test was friendly and professional.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The procedure and instructions were clear and well-explained by the technologist/sonographer.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My privacy and dignity were respected during the test/examination.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My cardiologist clearly explained the reasoning behind the tests they ordered.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My cardiologist used words that were easy to understand.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have confidence in the ability and competence of my cardiologist.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, I had a pleasant experience and would be happy to return to the clinic.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other comments regarding our practice, doctors and staff:

Thank you very much for your feedback.