

# Findings of feedback survey January 2019

## To Our Patients

We thank you for participating in our recent feedback survey we recently conducted in order to collect feedback from our patients. We have now completed our analysis of the feedback and would like to share some of the significant findings with you.

Overall, we found that most of our patients are happy with the level of healthcare they receive and the service they receive from our administration staff.

We are very pleased to report that most patients rated the following aspects of our practice as 'very good' or 'excellent':

- The Doctor at my last visit treated me with respect
- The Doctor had enough time to talk about the things that were important to me
- The Doctor explained the purpose of tests and treatment
- The Doctor helped me understand my medical condition
- Being able to discuss personal issues that were sensitive
- Our administration staff were professional in dealing with you
- Our administration staff were courteous and polite

The feedback also indicated areas that we can improve, including:

- The time you had to wait after you arrived at the Clinic
- Being able to see the Doctor of your choice
- Letting you know about any delays while you are waiting

As a result of the feedback collected from our patients, we are working on improving the services and care we provide.

Thank you again for your valuable contribution.

We look forward to continuing to provide you with quality healthcare.

Doctors and Staff members at Cavendish Road Clinic