

A QUESTIONNAIRE ABOUT THE QUALITY OF OUR SERVICE



During your visit to our clinic we hope you found the facilities to your liking and the standard of service to be of the highest level.

We depend upon your comments to ensure we maintain these high standards and therefore would be grateful for a few moments of your time to record your thoughts.

Please rate our services by filling in the appropriate boxes in the table set out below:

DEMOGRAPHIC INFORMATION (Please tick appropriate answer/boxes)

		Tick here		Tick here
Gender	Male		Female	
Age	0-20		20-40	
	40-70		70+	
How did you hear about us:	GP		Location	
	Advert		Personal recommendation	
	Previous visit		Website	
	Insurance Co.		Consultant	

PROFESSIONAL SERVICES

	Excellent	Good	Satisfactory	Poor
Ease of contacting Spineworks?				
Efficiency & helpfulness of person dealing with your booking?				
Choice of time/day of appointment?				
Information given to you prior to your appointment?				
If you left messages did we deal with them promptly?				

**PROFESSIONAL SERVICES cont.**

	Excellent	Good	Satisfactory	Poor
Reception on arrival to clinic?				
Initial impression of Spineworks?				
Efficiency & helpfulness of staff?				
Information & advice given by staff?				
If you had financial or other administrative queries did we deal with them efficiently and to your satisfaction?				
Overall quality of appointment & treatment received?				

HOSPITAL FACILITIES

	Excellent	Good	Satisfactory	Poor
Imaging (x ray/MRI/CT)				
Pharmacy				
Physiotherapy services				
Nursing services				
If you left messages did we deal with them promptly?				

CONSULTATION

	Excellent	Good	Satisfactory	Poor
The welcome from your consultant				
The way your course of treatment was explained				
The way the expected outcome was explained				
The way your questions were answered				
Information given of proposed procedures				
Post operative care and information if applicable				
The overall impression of your consultant				



GENERAL QUESTIONS

	Yes Always	Yes Sometimes	No	N/A
Did you feel you were treated with respect & dignity?				
Did you want to be more involved with decisions made?				
If your family wished to discuss your treatment with the consultant did they have enough opportunity to do so?				
If you had any scheduled tests, x rays or scans were they performed on time?				
Did you feel that staff communicated with each other effectively about your condition?				

COMMENTS

Please add any favourable comments or suggestions that you wish to make about the service you received, or how you think would improve our service to you.

Please hand your completed questionnaire to a member of staff.

Thank you for your time it is very much appreciated.



Our intention at Spineworks is that you will receive the highest levels of service and care.

If you are not happy with the treatment you receive then please do speak to a member of the Spineworks staff straight away. If there is a problem we will do our best to put things right whilst you are with us.

If a member of staff you speak to is unable to deal with the problem, they will immediately refer the matter to our Practice Manager, Deborah Quaile.

OUR PROMISE TO YOU

- We will listen to your every complaint
- We will be open, honest and thorough in any treatment
- We will deal with everyone fairly and objectively
- We will respond promptly
- We will seek to resolve any issues amicably
- We will use the experience to improve our standards and services

If you would like to make a comment or formal complaint after you have left the Spineworks offices then please do so in writing to Mrs Deborah Quaile, Practice Manager, Spineworks, BMI The Hampshire Clinic, Basing Rd, Old Basing, Basingstoke RG24 7AL.

Once our Practice Manager has received the complaint a thorough investigation will be undertaken. We aim to provide a response within 20 working days of receiving a written complaint.

