

EAST CARE

PATIENT SATISFACTION QUESTIONNAIRE

Dear East Care Patient,

Please take a few minutes to tell us how you feel about your latest visit to East Care. This questionnaire is anonymous so please respond freely. The purpose is to help us improve our services so we would be grateful if you would complete this.

1. Tell us about yourself -

Age of patient attending today :

- | | | |
|----------------------------------|----------------------------------|----------------------------------|
| <input type="checkbox"/> 0-5 | <input type="checkbox"/> 6 – 17 | <input type="checkbox"/> 18 – 25 |
| <input type="checkbox"/> 26 – 35 | <input type="checkbox"/> 36 – 50 | <input type="checkbox"/> 51 – 65 |
| <input type="checkbox"/> Over 65 | | |

Gender of patient attending today: Male Female

Ethnicity:	NZ/European <input type="checkbox"/>	South African <input type="checkbox"/>
	European <input type="checkbox"/>	Pacific Islander <input type="checkbox"/>
	Maori <input type="checkbox"/>	Asian <input type="checkbox"/>
	Chinese <input type="checkbox"/>	Other

2. Did you attend the clinic today for –

Yourself Your child/ren As a support person

3. Was this your first visit to this facility?

Yes No

4. Are you enrolled with a Family Doctor or General Practitioner?

Yes No

5. If yes, is this Family Doctor or General Practitioner local?

Yes No Not applicable

6. What factors influenced your choice of this clinic? (up to three maximum)

- Referral by another patient
- Referral by friend or family member
- Close to home or work
- Your own GP's after hours phone message or notice
- Howick & Pakuranga Times / Eastern Courier
- Telephone directory
- Signs
- 24-hour operation
- Proximity of support services e.g x-ray, laboratory, pharmacy etc
- Radio Advertising
- Other (specify.....)

CUSTOMER FOCUSED SERVICES:

1. I feel that East Care respected my cultural and/or family needs:

Comment:

- strongly agree
- agree
- uncertain
- disagree
- strongly disagree
- not appropriate

2. I feel that East Care respected my right to privacy:

Comment:

- strongly agree
- agree
- uncertain
- disagree
- strongly disagree

3. I feel that East Care encouraged me to bring support (family/whanau/friends) with me:

Comment:

- strongly agree
- agree
- uncertain
- disagree
- strongly disagree
- not appropriate

4. I feel that East Care limits barriers to communication by having interpreters and/or interpreted material available when needed:

Comment:

- strongly agree
- agree
- uncertain
- disagree
- strongly disagree
- not appropriate

5. East Care's complaints process is clear and accessible:

Comment:

- strongly agree
- agree
- uncertain
- disagree
- strongly disagree

ACCESSIBILITY:

1. Did you know that East Care Accident & Medical Centre is open 24 hours?

Yes No

Comment:

2. I feel the clinic has clear signage and information that describes the scope of services provided:

Yes No

Comment:

3. I feel there is sufficient parking at East Care:

Yes No

Comment:

Please add any comments, e.g. Mobility access, lighting at night:

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CONSUMER ASSESSMENT, DIAGNOSIS, TREATMENT AND FOLLOW-UP:

1. The reception staff made me feel welcome

Comment:

- strongly agree
- agree
- uncertain
- disagree
- strongly disagree

2. I feel the nursing staff were pleasant and professional

Comment:

- strongly agree
- agree
- uncertain
- disagree
- strongly disagree

3. I feel I had adequate time with the doctor

Comment:

- strongly agree
- agree
- uncertain
- disagree
- strongly disagree

4. I feel the staff (doctor and nurse) listened to my concerns/fears/complaints attentively:

Comment:

- strongly agree
- agree
- uncertain
- disagree
- strongly disagree
- not appropriate

5. I feel that I was offered a chance to ask questions and be involved in my treatment and follow-up:

Comment:

- strongly agree
- agree
- uncertain
- disagree
- strongly disagree

6. I feel that consideration was given to my culture when choosing treatment and offering advice:

Comment:

- strongly agree
- agree
- uncertain
- disagree
- strongly disagree

7. I am happy with the way my phone calls to East Care were dealt with:

Comment:

- strongly agree
- agree
- uncertain
- disagree
- strongly disagree
- not appropriate

8. The waiting time in the surgery to be seen was reasonable
(NOTE: Emergencies are given medical priority)

Comment:

strongly agree
 agree
 uncertain
 disagree
 strongly disagree

9. I am happy with the way my consultation notes are forwarded to my GP or Primary Care Provider:

Comment:

strongly agree
 agree
 uncertain
 disagree
 strongly disagree

10. I am happy with the way East Care ensures continuity of care (e.g. regarding Notification of test results, referral back to GP for follow up, transfer to Hospital/specialists):

Comment:

strongly agree
 agree
 uncertain
 disagree
 strongly disagree
 not appropriate

FACILITIES/FEES:

1. The waiting room was clean and comfortable

Comment:

strongly agree
 agree
 uncertain
 disagree
 strongly disagree

2. On the basis that East Care has doctors available 24 hours/7 days, Do you think the fees are:

Reasonable
 Too high
 Too low

3. I feel East Care's facilities provide adequate privacy:

Comment:

strongly agree
 agree
 uncertain
 disagree
 strongly disagree

4. For this visit I rate my overall satisfaction as being:

- Comment:**
- very satisfied
 - satisfied
 - uncertain
 - unsatisfied
 - very unsatisfied

5. I would recommend East Care A & M to a friend

- Comment:**
- strongly agree
 - agree
 - uncertain
 - disagree
 - strongly disagree

6. I am satisfied with the associated services available at East Care (e.g. pharmacy Radiology, Diagnostic Laboratory, Specialist Centre, Physiotherapy and Hand Therapists):

- Comment:**
- strongly agree
 - agree
 - uncertain
 - disagree
 - strongly disagree

If you have any other comments or suggestions we would be please to receive them.

If English is your **second** language, and you wish to put any comments in your **first** language, please note below. We have access to Counties Manukau Interpretation Services for translation.

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THANK YOU FOR COMPLETING OUR QUESTIONNAIRE
 AND HELPING US IMPROVE OUR SERVICE