

Patient Satisfaction Survey

We at Petoskey Family Foot Care are committed to not only meeting, but exceeding your expectations. The purpose of this survey is to find out how well we are doing, and to give you, our patient, the opportunity to offer constructive and valuable feedback. The results are strictly confidential and the information will be used to help us know how we can make improvements, and to tell our staff “well done” when so warranted.

Please be open and honest with your feedback.

Scale key: P=Poor F=Fair G=Good VG=Very Good E=Excellent

	P	F	G	VG	E
1. The ability to get through, by phone, to the person you want to reach	<input type="radio"/>				
2. The ability to schedule an appointment at a convenient time without a long wait	<input type="radio"/>				
3. Convenience of the office location	<input type="radio"/>				
4. Availability of parking and access to the building	<input type="radio"/>				
5. Waiting time in the reception room (how long before we took you to a treatment room)	<input type="radio"/>				
6. The friendliness, concern and courtesy shown to you by the front desk personnel	<input type="radio"/>				
7. The friendliness, concern and courtesy shown to you by the clinical staff	<input type="radio"/>				
8. The friendliness, concern and courtesy shown to you by your physician	<input type="radio"/>				
9. The amount of time the physician spent with you	<input type="radio"/>				
10. The thoroughness of the examination and treatment	<input type="radio"/>				
11. Explanation of your condition and treatment options	<input type="radio"/>				
12. Efficiency of the check-out process	<input type="radio"/>				
13. The helpfulness of our insurance and business staff	<input type="radio"/>				
14. The accuracy and clarity of billing statements	<input type="radio"/>				
15. The comfort and cleanliness of our facility <input type="checkbox"/>	<input type="radio"/>				
16. How satisfied are you with the overall quality of care and services we provided?	<input type="radio"/>				
17. Would you recommend us to family members and friends?	<input type="radio"/>				

Thank you for helping us improve our services!

Please feel free to make additional comments or suggestions in the space provided below:
