Patient experience survey: How are we doing?

*We thank you in advance for completing this questionnaire. Our practice values your opinion and is dedicated to delivering quality care to all of our patients. Your answers help us improve the care we deliver to you and your loved ones.*

**Background:**

1. If someone other than the patient is completing this survey, please check here. 🞏
2. Was this your first visit to our practice? 🞏 Yes 🞏 No
3. How would you rate your appointment scheduling experience?

🞏 Very Poor 🞏 Poor 🞏 Fair 🞏 Good 🞏 Very Good

**Moving through your visit:**

1. How would you rate the courtesy of the front desk staff?

🞏 Very Poor 🞏 Poor 🞏 Fair 🞏 Good 🞏 Very Good

1. How would you rate your wait time before seeing the provider?

🞏 Very Poor 🞏 Poor 🞏 Fair 🞏 Good 🞏 Very Good

1. How would you rate the cleanliness of our practice?

🞏 Very Poor 🞏 Poor 🞏 Fair 🞏 Good 🞏 Very Good

1. How would you rate our concern for your privacy?

🞏 Very Poor 🞏 Poor 🞏 Fair 🞏 Good 🞏 Very Good

**Your care team:**

1. How would you rate the friendliness and courtesy of the nurse/assistant?

🞏 Very Poor 🞏 Poor 🞏 Fair 🞏 Good 🞏 Very Good

1. How would you rate the friendliness and courtesy of the care provider?

🞏 Very Poor 🞏 Poor 🞏 Fair 🞏 Good 🞏 Very Good

1. How would you rate the amount of time the care provider spent with you?

🞏 Very Poor 🞏 Poor 🞏 Fair 🞏 Good 🞏 Very Good

1. How would you rate your level of confidence in your care provider?

🞏 Very Poor 🞏 Poor 🞏 Fair 🞏 Good 🞏 Very Good

1. What is the likelihood of you recommending your care provider to others?

🞏 Very Poor 🞏 Poor 🞏 Fair 🞏 Good 🞏 Very Good

**Overall:**

1. How would you rate the teamwork among staff as they cared for you?

🞏 Very Poor 🞏 Poor 🞏 Fair 🞏 Good 🞏 Very Good

1. How would you rate the professionalism of the practice staff?

🞏 Very Poor 🞏 Poor 🞏 Fair 🞏 Good 🞏 Very Good

1. What is the likelihood that you would recommend our practice to others?

🞏 Very Poor 🞏 Poor 🞏 Fair 🞏 Good 🞏 Very Good

Additional comments (use the back of this paper if necessary): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Source: *AMA. Practice transformation series: building a patient experience program. 2017.*