

Oregon Eye Physicians Patient Satisfaction Survey 2015

This was a prospective, unselected, consecutive questionnaire-based study of patients attending OEPS. Patients were invited to complete the questionnaire as they left the office after seeing the doctor.

PATIENT FEEDBACK SURVEY: EXAMPLE

Patient's *FIRST* name only..... Patient's *LAST INITIAL* only.....

*The results of this survey will be used to improve the level of our service to our patients
We may publish your review identified only by your first name and last initial*

How would you rate this professional's bedside manner?

- Excellent
- Good
- Satisfactory
- Unsatisfactory
- Awful

Would you recommend this professional?

- Highly recommend
- Probably
- Maybe
- Probably not
- Never!

How would rate the office staff?

- Excellent
- Good
- Satisfactory
- Unsatisfactory
- Awful

How easy was it to get the appointment you wanted?

- Excellent
- Good
- Satisfactory
- Unsatisfactory
- Awful

How long was the wait time in the office before you were seen?

- Right away
- Less than 30 minutes
- 30-60 minutes
- 1-2 hours
- More than 2 hours

What did you think about your visit?

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.....
.....
.....

PATIENT FEEDBACK SURVEY: DR FRANCIS

How would you rate this professional's bedside manner?



Excellent 94% (34/36), Excellent or good: 100%

Would you recommend this professional?



Highly recommend 97% (35/36),

Highly recommend or probably recommend 100%

How would rate the office staff?



Excellent 89% (32/36), Excellent or good 100%

How easy was it to get the appointment you wanted?



Excellent 89% (32/36), Excellent or good 100%

How long was the wait time in the office before you were seen?



Right away 56% (20/36)



Less than 30 minutes 44% (16/36)

Longer waits 0% (0/36)

Comments:

Terry M.: "very pleased"

Linda M.: "great staff and doctor"

Marie L.: "great as always. He is so friendly, personable and professional"

Linda P.: "very nice and friendly - went out of their way to help"

Marilyn: "Very pleased"


Carol M.: everyone is very professional and helpful. Good experience"

Jamilyn S.: "... highly educated doctor who is willing to help... I love this place..."

Katie H.: "my eyes feel so much better!"

PATIENT FEEDBACK SURVEY: DR WILCOX

How would you rate this professional's bedside manner?

 Excellent 100% (8/8)

Would you recommend this professional?

 Highly recommend 88% (7/8)

How would rate the office staff?

 Excellent 75% (6/8)

How easy was it to get the appointment you wanted?

 Excellent 75% (6/8)

How long was the wait time in the office before you were seen?

 Right away 75% (6/8)

 Less than 30 minutes 25% (2/8)

Comments:

Ryan H.: "Very efficient and accurate"

Betsy: "Very knowledgible and friendly staff"