

## Mr Savva Elective Clinic Patient Satisfaction Audit

Were you informed by the receptionist on your arrival which clinician you would be seeing and the current waiting time?

YES	NO
43.75%	56.25%

Approximately how long did it take for you to be seen?

0-20 MINS	20-40 MINS	40-60 MINS	1HR PLUS
71.88%	25%	3.13%	0%

Did the clinician clearly identify themselves at the start of your consultation?

YES	NO
100%	0%

QUESTION	VERY SATISFIED	SATISFIED	ADEQUATE	UNSATISFIED	VERY UNSATISFIED	NOT COMPLETED
Did you feel the clinician listened to you?	84.38%	15.63%	0%	0%	0%	0%
Did the clinician clearly explain the treatment/advice in a way that you could understand?	87.50%	12.50%	0%	0%	0%	0%
Did you feel you were involved and fully informed in decisions regarding my treatment?	71.88%	18.75%	0%	0%	0%	9.38%
Did you feel you were treated with dignity during your consultation?	87.50%	3.12%	0%	0%	0%	9.38%
Did you feel you had confidence in the clinician treating you?	78.12%	12.50%	0%	0%	0%	9.38%
Did you feel your personal information was treated confidentially?	81.20%	9.38%	0%	0%	0%	9.38%
Did you feel you were seen in a clean and safe environment?	84.37%	6.25%	0%	0%	0%	9.38%
Would you recommend the service to your family and friends?	84.37%	6.25%	0%	0%	0%	9.38%