

Ashburn Pediatrics – Feedback Form

1. What was the purpose of your visit to our office/clinic?

2. Did you have an appointment?

3. How did you find us?

4. What is your home zip code?

5. How long did you have to wait before you were seen by a doctor?

6. How satisfied were you with the way you were treated by the staff in the office? (Circle One)

Very Satisfied
Somewhat Satisfied
Undecided
Somewhat Dissatisfied
Very Dissatisfied

7. How satisfied were you with the way you were treated by the nurse? (Circle One)

Very Satisfied
Somewhat Satisfied
Undecided
Somewhat Dissatisfied
Very Dissatisfied

8. How satisfied were you with the way you were treated by the doctor?

- Very Satisfied
- Somewhat Satisfied
- Undecided
- Somewhat Dissatisfied
- Very Dissatisfied

9. The amount of time the doctor spent with you?

- Very Satisfied
- Somewhat Satisfied
- Undecided
- Somewhat Dissatisfied
- Very Dissatisfied

10. The amount of time you had to wait before being seen by a doctor?

- Very Satisfied
- Somewhat Satisfied
- Undecided
- Somewhat Dissatisfied
- Very Dissatisfied

11. If you had to wait, were you advised of the wait time and given the option to see another provider or reschedule?

12. How satisfied were you with the way your questions were answered?

- Very Satisfied
- Somewhat Satisfied
- Undecided
- Somewhat Dissatisfied
- Very Dissatisfied

13. How would you rate the courtesy you were shown by the staff at our office?

Excellent
Good
Fair
Poor
Don't Know

Please tell us how much you agree or disagree with the following statements:

14. The front staff was knowledgeable.

Strongly Disagree
Disagree
Undecided
Agree
Strongly Disagree

15. The front staff was friendly and courteous.

Strongly Disagree
Disagree
Undecided
Agree
Strongly Disagree

16. The nurse was knowledgeable.

Strongly Disagree
Disagree
Undecided
Agree
Strongly Disagree

17. The nurse was friendly and courteous.

Strongly Disagree
Disagree
Undecided
Agree
Strongly Disagree

18. The doctor was knowledgeable.

Strongly Disagree
Disagree
Undecided
Agree
Strongly Disagree

19. The doctor was friendly and courteous.

Strongly Disagree
Disagree
Undecided
Agree
Strongly Disagree

20. My questions were answered fully.

Strongly Disagree
Disagree
Undecided
Agree
Strongly Disagree

21. I was given complete attention by the doctor.

Strongly Disagree
Disagree
Undecided
Agree
Strongly Disagree

22. My visit to the office was a pleasant experience.

Strongly Disagree

Disagree

Undecided

Agree

Strongly Disagree

23. Overall what was your overall impression of our office?

Very Positive

Somewhat Positive

Undecided

Somewhat Negative

Very Negative

24. What, if anything, did you like most about your visit to our office?

25. What, if anything, did you like least about the office?

26. Please tell us what, if anything, we can do to make future visits to our office better for you.