

Bi-Annual Patient Satisfaction Surveys November 2023 through April 2024

Nov. 2023 – 109 total surveys

BEST 5 QUESTIONS	% Excellent
Ease of making your appointment	81%
Quality of your medical care	80%
Amount of time provider spent with you	78%
Care and concern of our nurses/medical assistants	78%
Things explained in a way you could understand	78%

WORST 5 QUESTIONS	% Poor
Parking	1%
Overall comfort	1%
Courtesy of the person who took your call	1%
Waiting time in the reception area	1%
Appointment available within a reasonable amount of time	1%

Dec. 2023 – 67 total surveys

BEST 5 QUESTIONS	% Excellent
Friendliness of the receptionist upon your arrival	76%
Quality of your medical care	73%
Courtesy of the person who took your call	73%
Your test results were reported in a reasonable amount of time	72%
Our practice	72%

WORST 5 QUESTIONS	% Poor
Your test results were reported in a reasonable amount of time	5%
Care and concern of our nurses/medical assistants	3%
Appointment available within a reasonable amount of time	3%
Waiting time in the reception area	3%
Courtesy of the person who took your call	3%

Jan. 2024 - 108 total surveys

BEST 5 QUESTIONS	% Excellent
Things explained in a way you could understand	77%
Courtesy of the person who took your call	75%
Instructions given regarding medication/follow-up care	74%
Amount of time provider spent with you	73%
Time taken to listen and answer your questions	73%

WORST 5 QUESTIONS	% Poor
Parking	3%
Waiting time in the reception area	2%
Easy to follow signage and directions	1%
Waiting time in the exam room	1%
Overall comfort	1%

Feb. 2024 – 104 total surveys

BEST 5 QUESTIONS	% Excellent
Care and concern of our nurses/medical assistants	80%
Friendliness of the receptionist upon your arrival	79%
Courtesy of the person who took your call	79%
Amount of time provider spent with you	78%
Things explained in a way you could understand	78%

WORST 5 QUESTIONS	% Poor
Knew important information about your medical history	4%
Appointment available within a reasonable amount of time	3%
Waiting time in the reception area	3%
Your test results were reported in a reasonable amount of time	3%
Relevance of our educational materials	2%

Mar. 2024 – 68 total surveys

BEST 5 QUESTIONS	% Excellent
Quality of your medical care	77%
Amount of time provider spent with you	75%
Things explained in a way you could understand	75%
Instructions given regarding medication/follow-up care	74%
Care and concern of our nurses/medical assistants	72%

WORST 5 QUESTIONS	% Poor
Relevance of our educational materials	6%
Instructions given regarding medication/follow-up care	5%
Time taken to listen and answer your questions	5%
Ease of making your appointment	4%
Parking	3%

Apr. 2024 – 73 total surveys

BEST 5 QUESTIONS	% Excellent
Our practice	85%
Amount of time provider spent with you	83%
Instructions given regarding medication/follow-up care	83%
Things explained in a way you could understand	83%
Time taken to listen and answer your questions	81%

WORST 5 QUESTIONS	% Poor
Parking	3%
Your phone calls were answered promptly	3%
Courtesy of the person who took your call	3%
Care and concern of our nurses/medical assistants	3%
Appointment available within a reasonable amount of time	3%

529 total surveys for November 2023 through April 2024