

Mr Peter Black Anglesea Clinic Orthopaedics Customer Survey

As your surgeon, I want to thank you for giving me the opportunity to treat you. Please help me to care for you better by taking a couple of minutes to tell me about treatment care so far. I appreciate your business and want to make sure I meet your expectations.

Please indicate your opinions about each of the following statements

	Very Strongly agree	Strongly agree	Agree	Disagree	Strongly Disagree	Very Strongly disagree
Clinics are conveniently located?						
Clinic Hours are convenient?						
Yes No Comments						
Are you aware of our:						
Web Site : www.aco.org.nz						
e-mail address : reception@aco.org.nz						
Would you recommend my clinic to your family or friends?						
Yes No Comments						
Were you happy with waiting times for :						
An appointment time.						
Waiting time in Clinic.						
Appointment for a theatre date.						
Waiting time in Hospital.						
		Very Excellent	Good	Good	Fair	Poor
How satisfied were you with the interaction of the staff that treated you?						
How satisfied are you with the literature we provide regarding your condition / surgery						
How satisfied are you with the level of patient support that is provided ? : Pre surgery /Post surgery						
Were the answers regarding your condition provided in a way that you could understand?						
Overall, how satisfied were you with the treatment and care you received?						
Were you happy with the care you received at Southern Cross Hospital?						
Were you happy with your rehabilitation provision?						