

# MUDDY CREEK PEDIATRICS

## Patient Satisfaction Survey

### YOUR APPOINTMENT:

1. Ease of making appointments by phone	1.18
2. Appointment available within a reasonable amount of time	1.40
3. Getting care for illness/injury as soon as you wanted it	1.25
4. Getting after-hours care when you needed it	1.32
5. Waiting time in the reception room	1.39
6. Waiting time in the exam room to see your provider	1.71
7. Ease of getting a referral when you needed one	1.32

### SURVEY RESULTS

### OUR STAFF:

1. The courtesy of the person who took your call	1.18
2. The friendliness and courtesy of the receptionist	1.16
3. The caring concern of our nurses/medical assistants	1.23
4. The helpfulness of the people who assisted you with	1.23

### OUR COMMUNICATION WITH YOU:

1. Your phone calls answered promptly	1.23
2. Getting advice or help when needed during office hours	1.22
3. Your test results reported in a reasonable amount of time	1.31
4. Our ability to return calls in a timely manner	1.29
5. Your ability to obtain prescription refills by phone	1.32

### YOUR VISIT WITH THE PROVIDER: (Doctor or Nurse Practitioner)

1. Willingness to listen carefully to you	1.18
2. Taking time to answer your questions	1.16
3. Explaining things in a way you could understand	1.15
4. Instructions regarding medication/follow-up care	1.16
5. Advice given to you on ways to stay healthy	1.19

### OUR FACILITY:

1. Hours of operation convenient for you	1.34
2. Overall comfort	1.20
3. Adequate parking	1.30
4. Signage and directions easy to follow	1.26

### YOUR OVERALL SATISFACTION WITH:

1. Our practice	1.17
2. The quality of your medical care	1.17
3. Overall rating of care from your provider or nurse	1.15
4. Are our community resources appropriate for your needs?	1.22

**WOULD YOU RECOMMEND THE PROVIDER TO OTHERS?** YES = 98% NO = 0% No response = 2%

### Preferred Expansion of hours:

WELL VISITS OR CHECK UPS		MEDICATION FOLLOW UP PRE OP APPTS		SAME DAY SICK APPTS	
	Morning – 7:00 to 8:00 am		Morning – 7:00 to 8:00 am		Morning – 7:00 to 8:00 am
	Evening – 5:00 to 6:00 pm		Evening – 5:00 to 6:00 pm		Evening – 5:00 to 6:00 pm
	Saturday – 7:00 to 8:00 am		Saturday – 7:00 to 8:00 am		Saturday – 7:00 to 8:00 am

	Saturday – 1:00 to 2:00 pm		Saturday – 1:00 to 2:00 pm		Saturday – 1:00 to 2:00 pm
	Which day of the week is preferred for your selection?		Which day of the week is preferred for your selection?		Which day of the week is preferred for your selection?