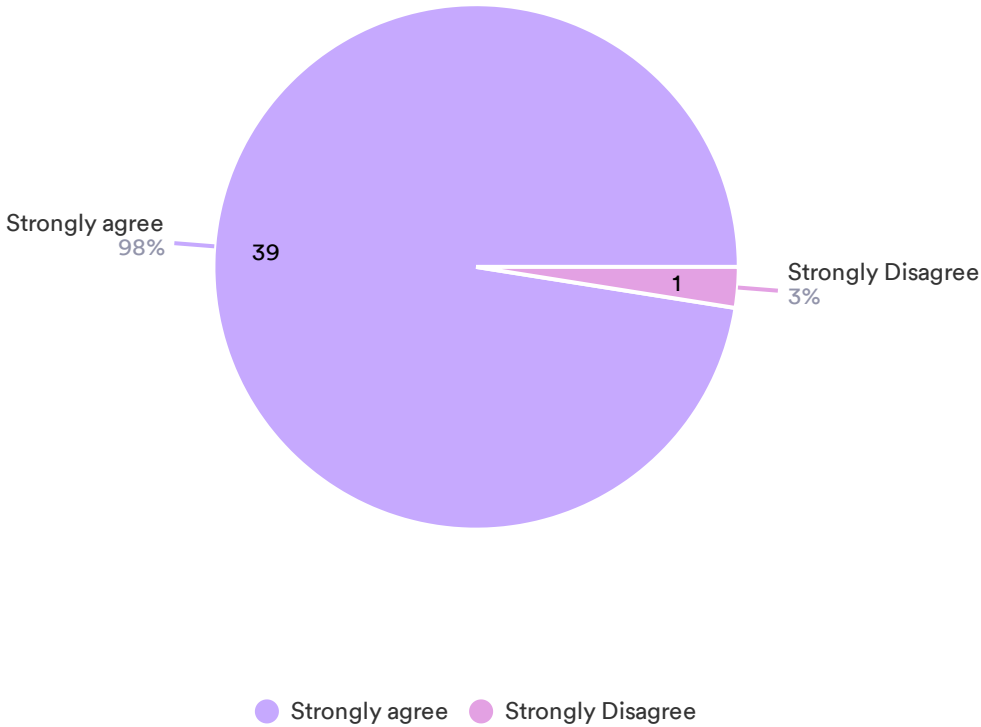


Patient satisfaction survey

Hans Place Practice Nov 22

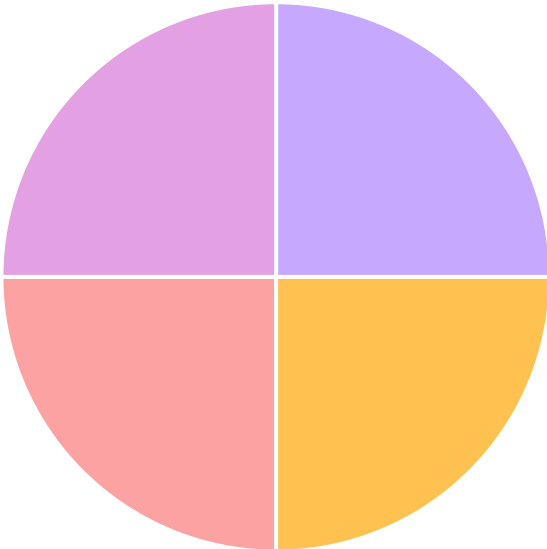
The staff are courteous and helpful.

40 Responses- 1 Empty



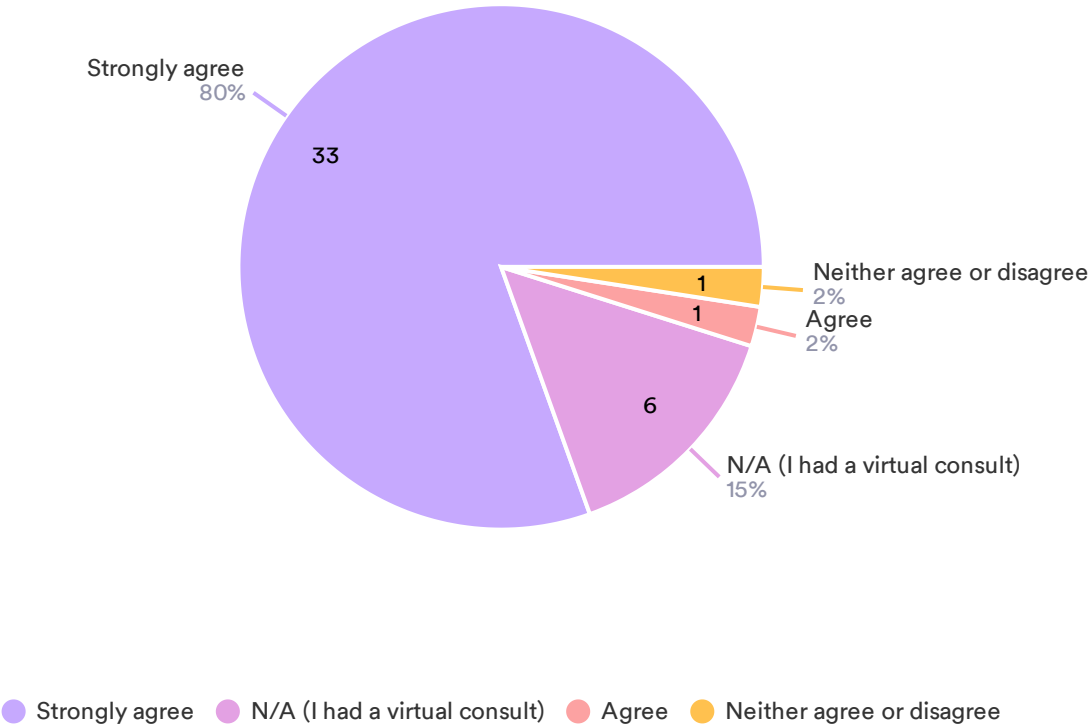
I received clear information from the staff. 2

0 Response- 41 Empty



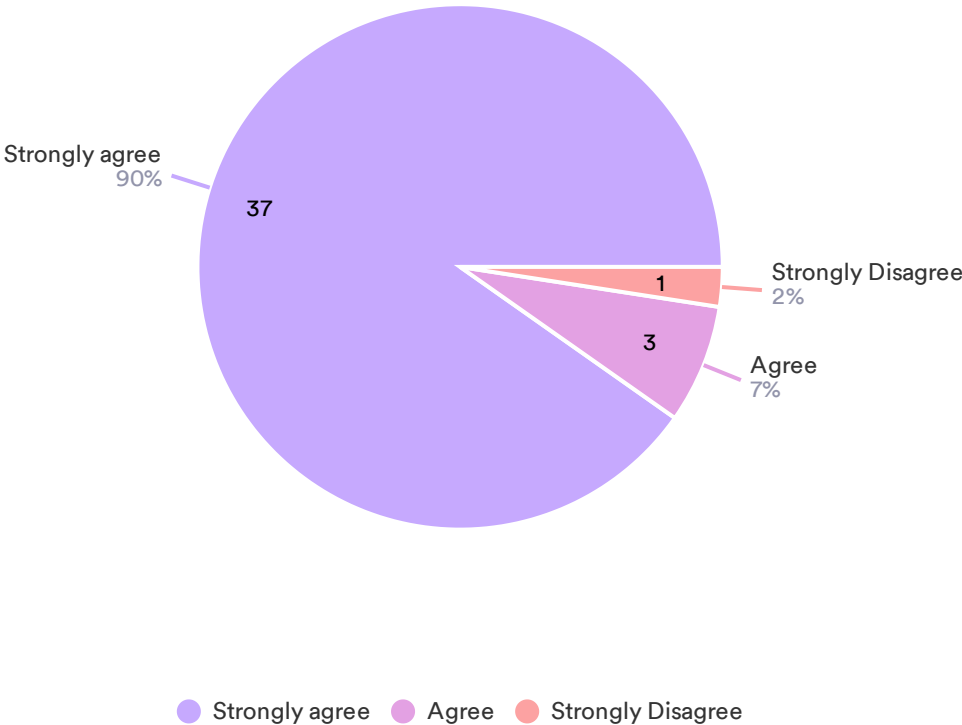
The waiting area was clean and comfortable.

41 Responses



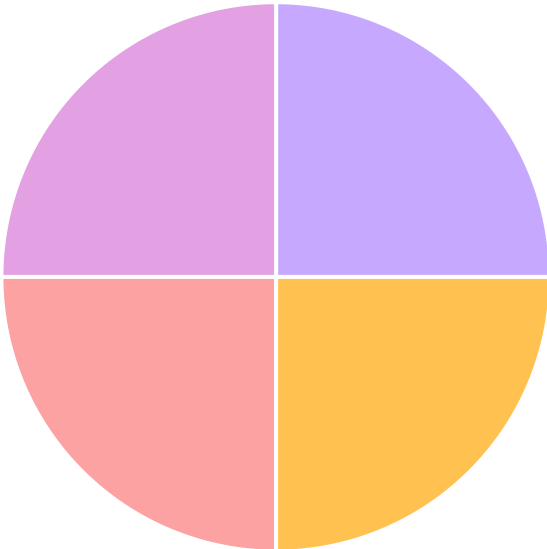
I received clear information from the staff.

41 Responses



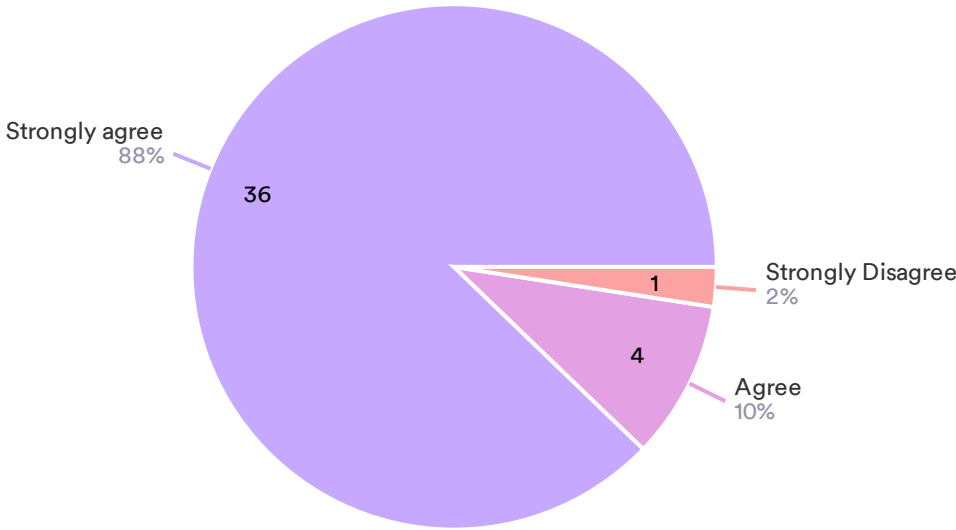
I received clear information from the staff. 1

0 Response- 41 Empty



We were able to answer all of your questions.

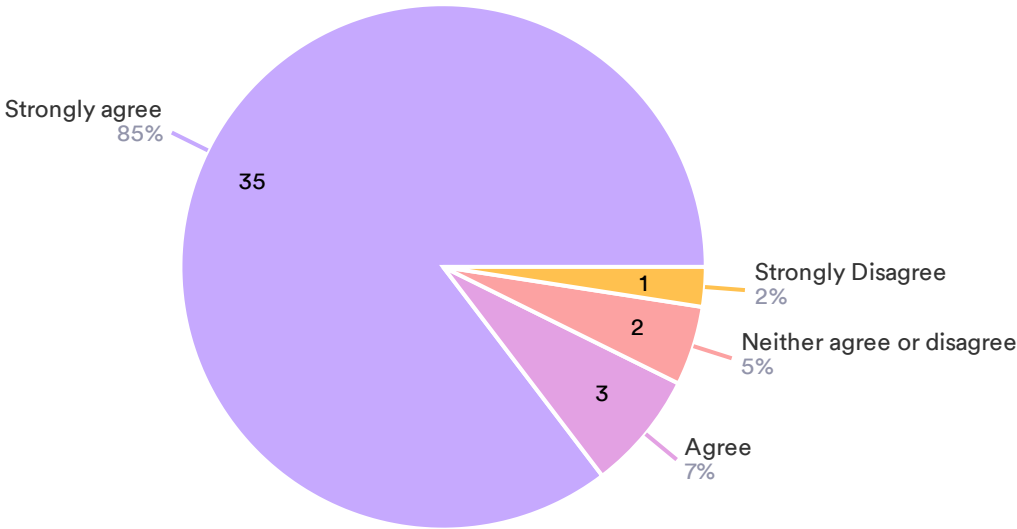
41 Responses



● Strongly agree ● Agree ● Strongly Disagree

The treatment process was clearly explained.

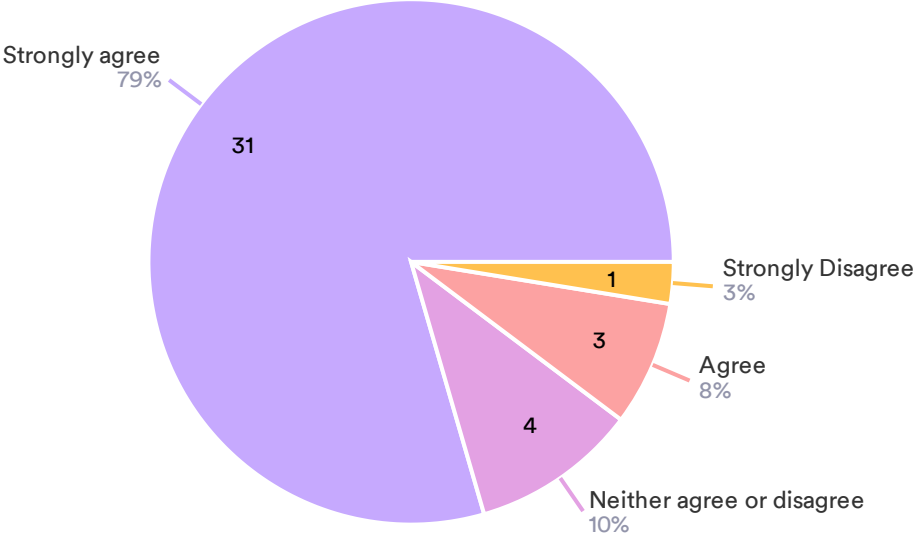
41 Responses



● Strongly agree ● Agree ● Neither agree or disagree ● Strongly Disagree

The price on the treatment quote was transparent and easy to understand.

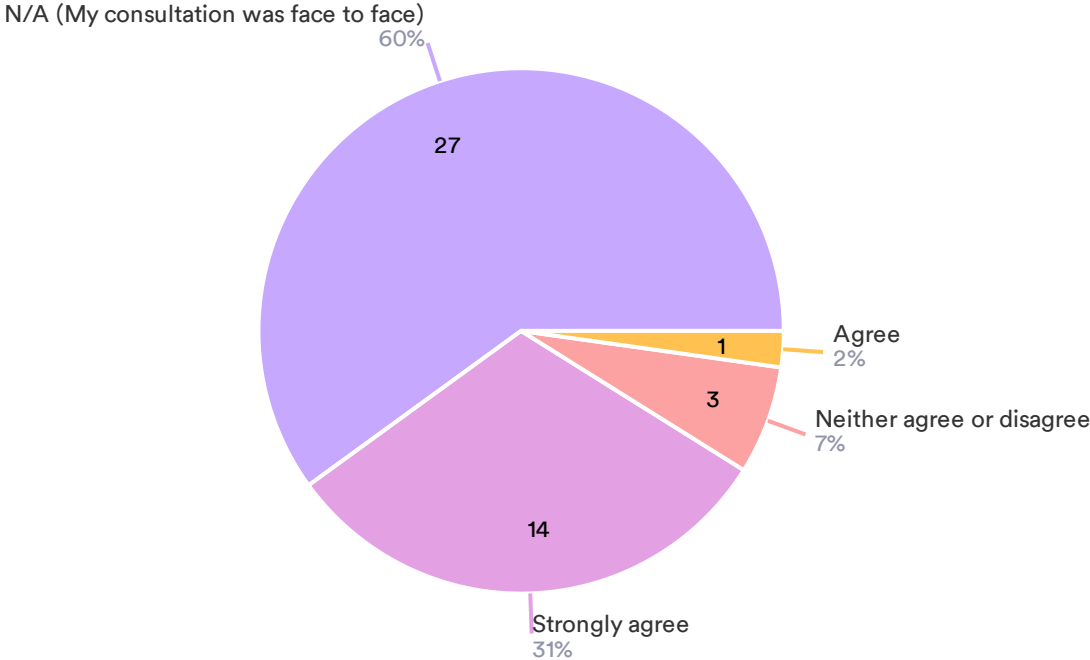
39 Responses- 2 Empty



● Strongly agree ● Neither agree or disagree ● Agree ● Strongly Disagree

Virtual appointments are helpful.

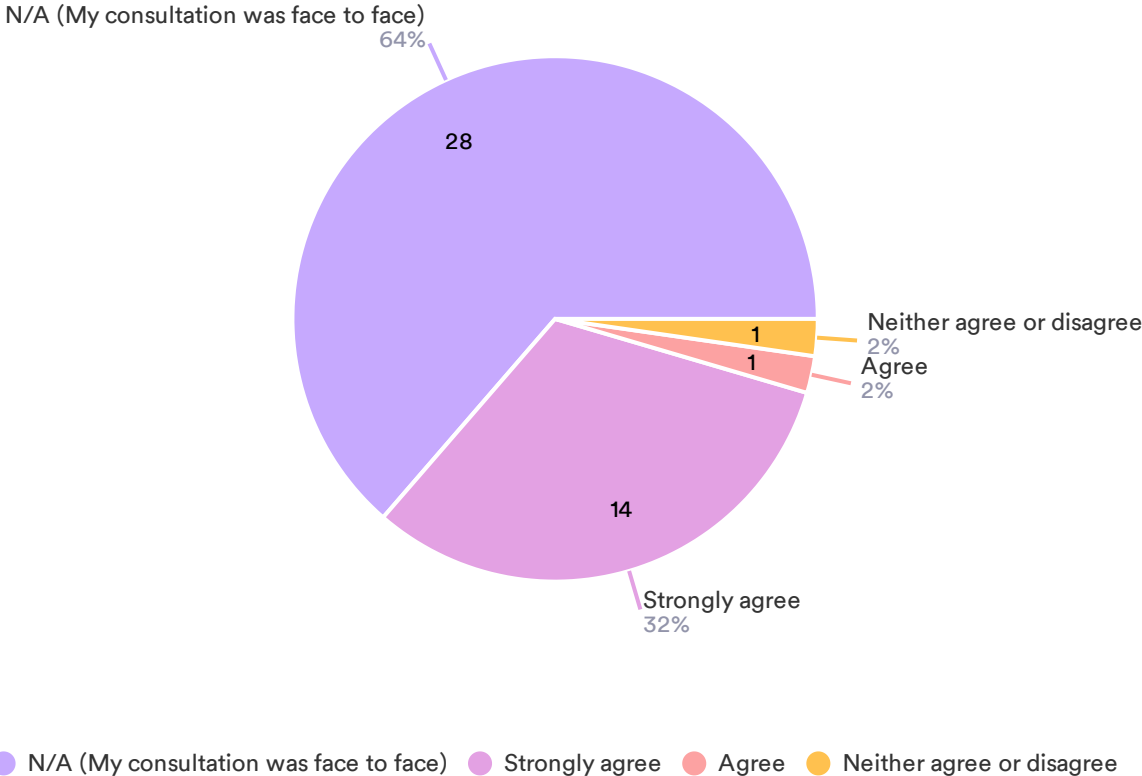
45 Responses- 1 Empty



● N/A (My consultation was face to face) ● Strongly agree ● Neither agree or disagree ● Agree

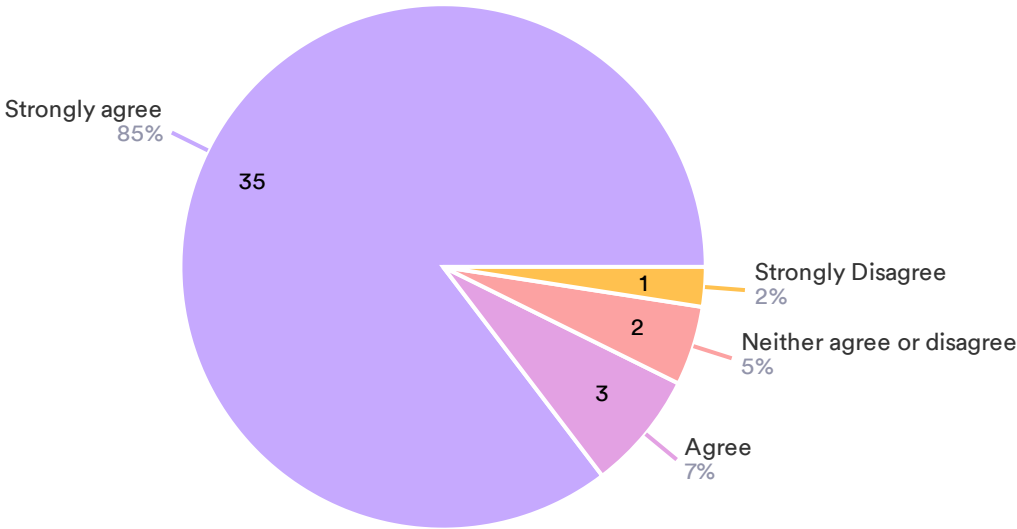
The online clinic was easy to use.

44 Responses- 1 Empty



I would refer a family member or friend to Hans Place clinic.

41 Responses



● Strongly agree ● Agree ● Neither agree or disagree ● Strongly Disagree

Please leave any additional comments here:

20 Responses- 21 Empty

Data	Responses
Very professional lovely staff and dr comins was great! Very excited!	3
Shazia is so lovely and helpful	1
Dr Comins was frank and helpful, and his staff (is it Shazia?) were absolutely fantastic. He couldn't help me with what I needed, and he was honest about that, and made some recommendations.	1
Lovely staff - Sofia and Shazia couldn't be kinder or more reassuring. Super professional and slick set up. Dr Commins is brilliant - very pleased with my results. Very sweet anaesthetist who was great at keeping me calm and comfortable	1
Really lovely experience in a very calm, inviting , warm environment- felt very reassured the minute I entered. Really clear notes and follow up.	1
Sharia and the other team on the phone went above and beyond.	1
From start to finish I felt completely at ease. I will be back!	1
Absolutely dissatisfied no email reminders no calls for appointments booked 2 months ago the 7 calls an hour before your appointment gave me no confidence in the clinics protocol	1
I was walking away from the appointment with big smile on my face. Thank you Dr Comins.	1

Thank You!

Patient satisfaction survey