

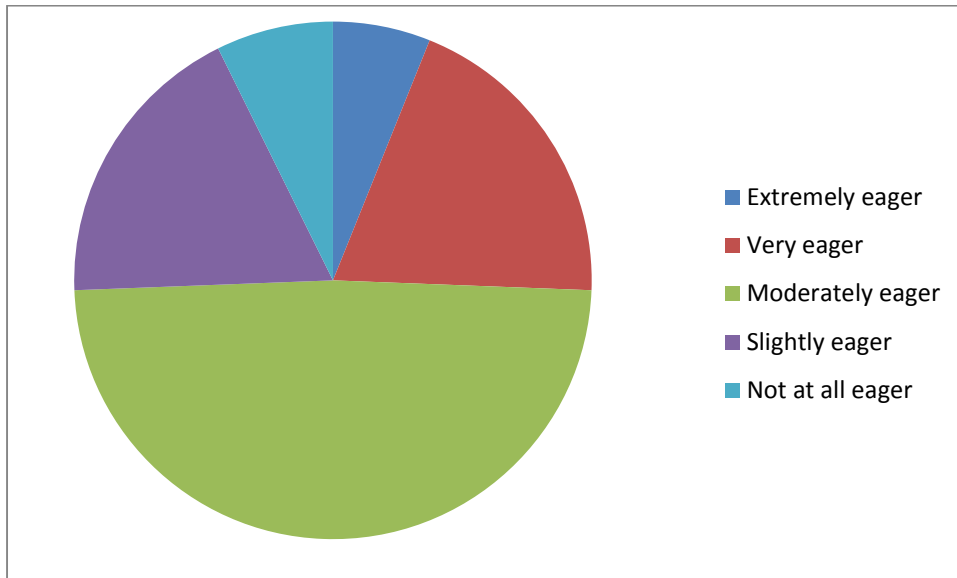
Lockwood Surgery

Patient Survey October 2015 - Customer Service

Q1

How eager to help you were the reception team at the practice?

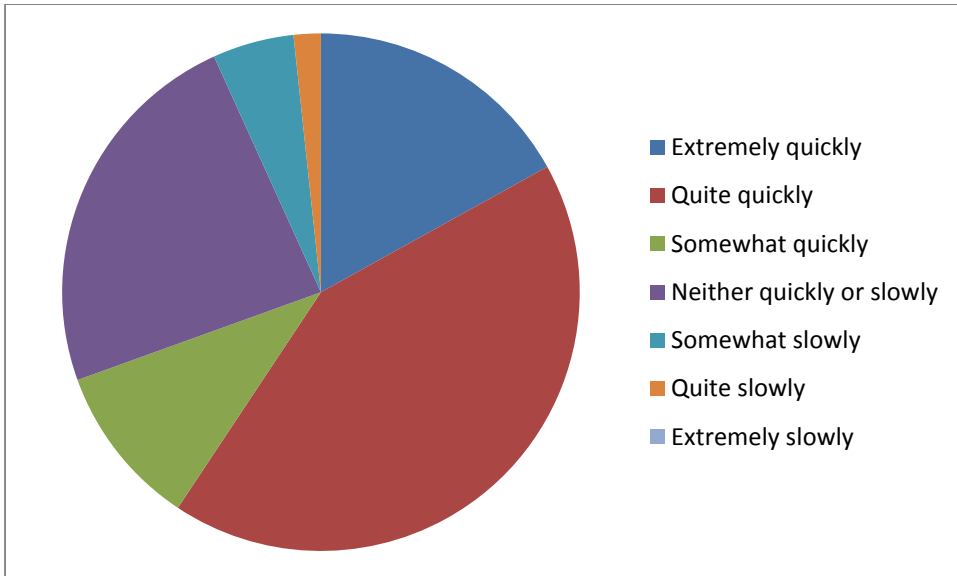
Extremely eager	5
Very eager	16
Moderately eager	40
Slightly eager	15
Not at all eager	6



Q2

Would you say that our reception team solved your problem or answered your question quickly, slowly or neither?

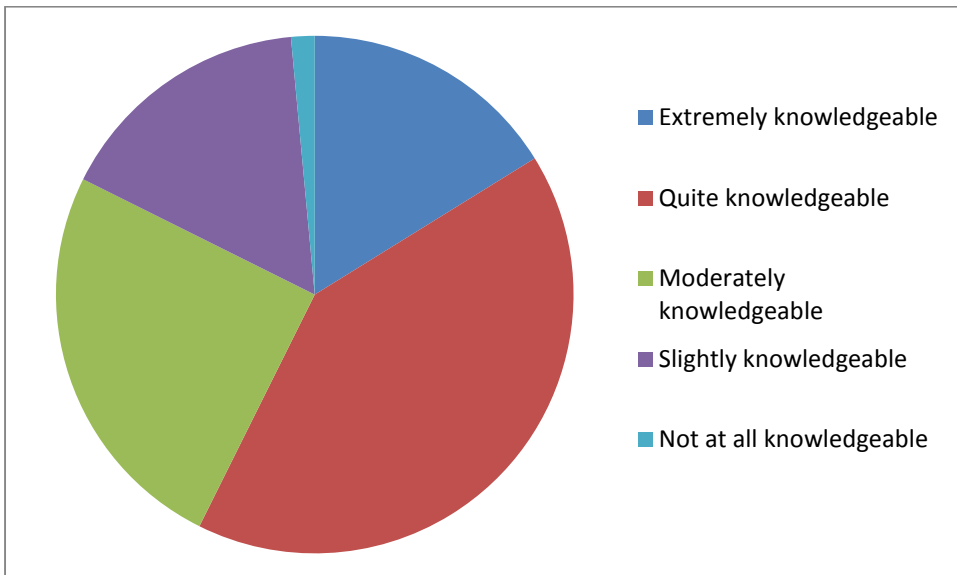
Extremely quickly	10
Quite quickly	25
Somewhat quickly	6
Neither quickly or slowly	14
Somewhat slowly	3
Quite slowly	1
Extremely slowly	0



Q3

How knowledgeable did our reception team seem to you?

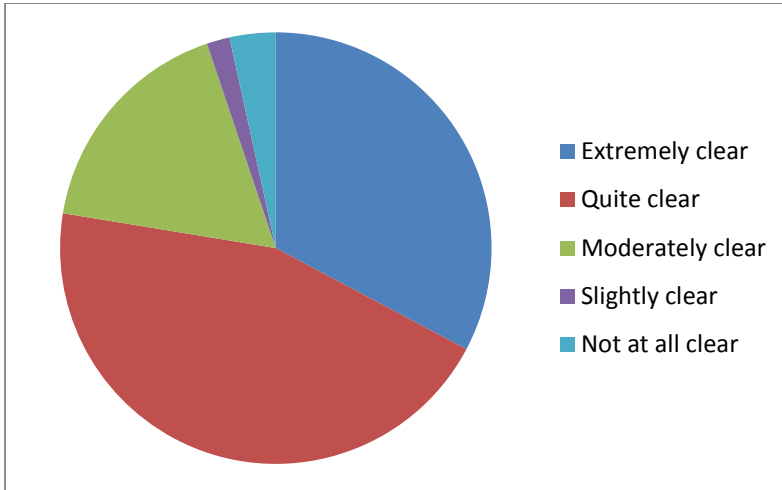
Extremely knowledgeable	11
Quite knowledgeable	28
Moderately knowledgeable	17
Slightly knowledgeable	11
Not at all knowledgeable	1



Q4

How clear was the information that our reception team provided to you?

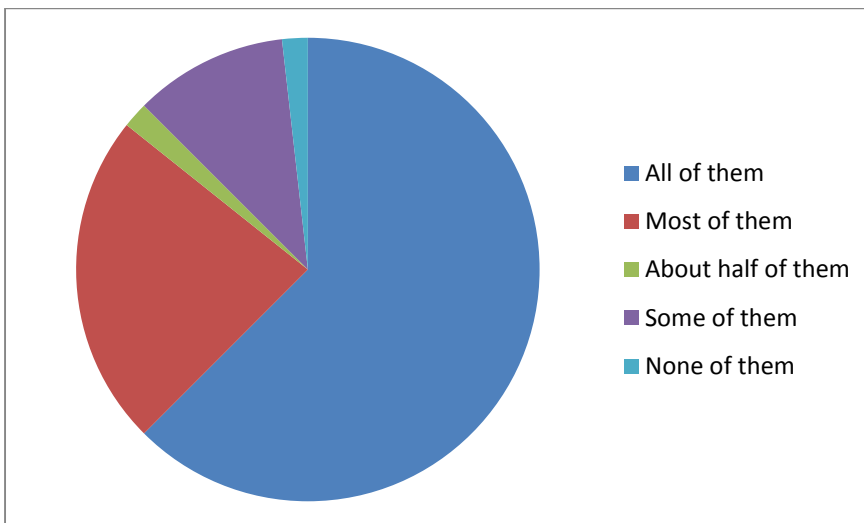
Extremely clear	19
Quite clear	26
Moderately clear	10
Slightly clear	1
Not at all clear	2



Q5

How many of your questions/problems did the reception team

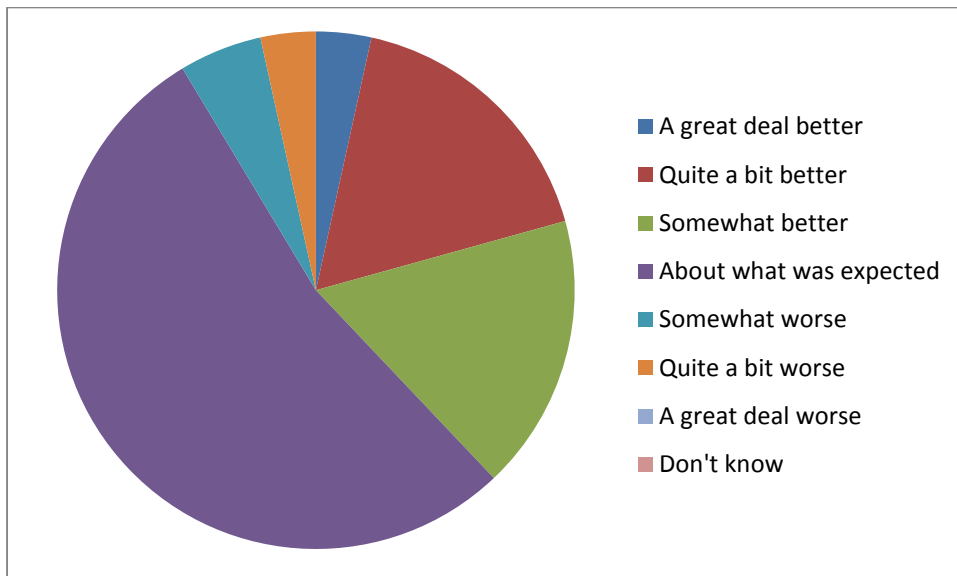
All of them	35
Most of them	13
About half of them	1
Some of them	6
None of them	1



Q6

Was your experience with customer service with our reception team better than you expected it to be, worse than you expected it to be, or about what you expected it to be?

A great deal better	2
Quite a bit better	10
Somewhat better	10
About what was expected	31
Somewhat worse	3
Quite a bit worse	2
A great deal worse	0
Don't know	0



Q7

Overall, are you satisfied with the customer service you received, dissatisfied with our customer service or neither satisfied nor dissatisfied?

Extremely satisfied	13
Quite satisfied	20
Somewhat satisfied	12
Neither satisfied nor dissatisfied	8
Somewhat dissatisfied	2
Quite dissatisfied	2
Extremely dissatisfied	0

