

Patient Satisfaction

5 questions · 4 min. to complete

NOTES FOR PARTICIPANTS

Your feedback helps us further improve the care in our practice or clinic. This survey is anonymous – no conclusions about your identity can be drawn. It takes only about 4 minutes.

1 How satisfied were you with the following aspects?

Please rate your most recent visit with us.

Please tick one box per row.

	Very poor	Poor	Average	Good	Very good
Medical care	☐	☐	☐	☐	☐
Nursing care	☐	☐	☐	☐	☐
Waiting time	☐	☐	☐	☐	☐
Cleanliness and hygiene	☐	☐	☐	☐	☐
Explanation and information	☐	☐	☐	☐	☐
Friendliness of the staff	☐	☐	☐	☐	☐

2 Overall, how satisfied are you with your treatment with us? REQUIRED

☐☐☐☐☐

1 2 3 4 5

Very dissatisfied

Very satisfied

3 How likely are you to recommend our practice or clinic to others? REQUIRED

☐☐☐☐☐☐☐☐☐☐☐

0 1 2 3 4 5 6 7 8 9 10

0 – not at all likely

10 – extremely likely

4 Did you feel that your concerns were taken seriously?

- ☐ Yes, completely
- ☐ Mostly yes
- ☐ Partly
- ☐ Rather not
- ☐ Not at all

5 From your perspective, what should we improve first?

In your own words, please.

Prefer to analyse it digitally?

On paper, every sheet has to be typed up afterwards. The same template runs in DataLion as an online survey, and the analysis builds itself as responses come in — filters by department included, PowerPoint export too.

<https://datalion.com/en/templates/patient-satisfaction/>

A free template from DataLion. The same questionnaire is available as a ready-made online survey with automatic analysis:
<https://datalion.com/en/templates/patient-satisfaction/>