

A Survey for Brentwood Medical Centre

Dear Patient of Brentwood Medical Centre:

As part of their effort to monitor and improve the quality of their services, Brentwood Medical Centre has hired On Time Statistics to survey a sample of patients regarding their **most recent Centre visit**. It will take only about 5 minutes to complete this survey. On Time Statistics will provide a summary of the responses to Brentwood Medical Centre. Your responses will be completely confidential. Please help Brentwood Medical Centre by completing the survey. **Please mail the completed survey using the enclosed postage-paid envelope.**

Questions about this survey may be directed to Mr. Edward Stephens, On Time Statistics (Telephone 555-7828) or Mr. James Steward, Brentwood Medical Centre (Telephone 538-2000).

1. Were you greeted by the receptionist when you entered the Centre?
_____Yes _____No _____Don't remember
2. Did you meet with a nurse promptly at your appointment time?
_____Yes _____No _____No appointment _____Don't remember
If no, how many minutes past your appointment time did you first meet with a nurse? _____
3. Did you meet with a doctor?
_____Yes _____No _____Don't remember
If no or don't remember, please skip to Question 8.
4. Who was the **first** doctor you met with on your **most recent visit** to Brentwood Medical Centre?
_____Dr. Alberts _____Dr. Casey _____Dr. Jones _____Dr. Sayah
_____Dr. Wesson _____Don't remember
5. How good a job did that doctor do in explaining your medical condition to you?
_____Excellent _____Very good _____Good _____Fair _____Poor
_____Don't remember
6. How good a job did that doctor do in explaining the treatment plan to you?
_____Excellent _____Very good _____Good _____Fair _____Poor
_____Don't remember
7. Did that doctor give you the opportunity to ask questions?
_____Yes _____No _____Don't remember
8. Please rate the quality of service that you received from nurses on your **most recent visit**.
_____Excellent _____Very good _____Good _____Fair _____Poor
_____Don't remember
9. How comfortable and friendly were the facilities in Brentwood Medical Centre?
_____Excellent _____Very good _____Good _____Fair _____Poor
_____Don't remember
10. Considering all aspects of your **most recent visit**, how would you rate the services you received?
_____Excellent _____Very good _____Good _____Fair _____Poor

Thank you for helping Brentwood Medical Centre to improve their services.