## PATIENT EXPERIENCE SURVEY RESULTS



**Thank you for taking the time to participate in our patient satisfaction survey. We truly value your feedback.**

**Your responses are vital in helping us provide the highest quality and most effective care possible.**

**Here are a few of your responses:**

**Quote #1:** ***Close to the house. Staff is friendly. Long term staff, accept walk-ins & never wait too long.***

**Quote #2:** ***Everyone nice & not judgemental they help out, It's not open on weekends.***

**Quote #3:** ***Effective care from the Doctors and the staff. Suggestion to less wait time in the exam room.***



**84% said that our providers give you good advice and treatment.**

**80% rated Prompt return on calls.**

**82% liked the ability to get in to be seen as needed.**

**We did learn that we have some room to improve. Of the patients who responded, 15% indicated they would like to see improvements in the amount of time spent in waiting room.**

**As a result we will be setting our goals to reduce waiting room time and work on finding ways to make improvements.**

TCP
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**Thank you again for filling out our Patient Experience Survey!**

**Don't forget to add your comments and suggestions to our Suggestion Box….**