

PATIENT SATISFACTION SURVEY
 Created for Newton Family Physicians, PA
 Winter, 2011

We are interested in receiving your feedback about the care you received when you were here. Please take a few moments to complete the survey and return it to us. Your opinion is important to us and it will help us to better take care of you. ***Please circle or highlight your responses.***

Was it easy to make an appointment?	YES	NO	If NO, why?			
Were you able to see the provider you wanted today?	YES	NO	If NO, why?			
Did you call for an appointment?	YES	NO				
Did you schedule using the Patient Portal?	YES	NO				
How long was your wait in the waiting room?	5 MIN	10 MIN	15 MIN	20 MIN	30 MIN	
Were you a work-in or walk-in?	WORK-IN	WALK-IN				
Which doctor did you see today?	Dr. Forshey	Dr. Peltzer	Dr. Story	Dr. Sherfey	Dr. Lopina	Dr. Patel
Which nurse practitioner did you see today?	Tonya Manus,NP	Kari Puett,NP				
How was your overall care at our office?	EXCELLENT	GOOD	AVERAGE	BELOW AVERAGE		
How caring is your doctor/nurse practitioner?	EXCELLENT	GOOD	AVERAGE	BELOW AVERAGE		
How caring is the nursing staff?	EXCELLENT	GOOD	AVERAGE	BELOW AVERAGE		
How caring is the telephone nursing staff?	EXCELLENT	GOOD	AVERAGE	BELOW AVERAGE		
How caring is the front desk staff?	EXCELLENT	GOOD	AVERAGE	BELOW AVERAGE		
How caring is the insurance / billing staff?	EXCELLENT	GOOD	AVERAGE	BELOW AVERAGE		
Was it easy for you to understand your provider's instructions about your medicine or care?	YES	NO	If NO, why?			
Was our office clean?	YES	NO	If NO, why?			
Would you recommend your provider to family and friends?	YES	NO	If NO, why?			

Would you mind telling us your age? _____ Are you Male or Female? _____ How often have you seen the doctor this year? _____

Thank you for taking the time to help us improve our service to you. Please feel free to tell us any ways that we can "DO BETTER".

Optional: Your name _____ Would you like to receive a call from the Practice Administrator about this? _____

If so, your contact phone #: _____