YOUR FEEDBACK

Emergency Services

Length of wait time to be assessed by a nurse < 15 mins 15–30 mins > 30 mins

Rating scale: 1 - Strongly Disagree 3 - Agree 5 - Strongly Agree n/a - Not applicable

It was easy to find the department and access services	1	2	3	4	5	n/a
The receptionist was considerate and respectful	1	2	3	4	5	n/a
The nursing staff were considerate and respectful	1	2	3	4	5	n/a
The physician was considerate and respectful	1	2	3	4	5	n/a
I was informed about tests, preparations and procedures	1	2	3	4	5	n/a
The waiting room was clean and tidy	1	2	3	4	5	n/a
The exam room was clean and tidy	1	2	3	4	5	n/a
I was served in my preferred language	1	2	3	4	5	n/a
The staff discussed health and safety concerns with me	1	2	3	4	5	n/a
My privacy was respected	1	2	3	4	5	n/a
I would recommend this service to family and friends	1	2	3	4	5	n/a
I would recommend this hospital to family and friends	1	2	3	4	5	n/a

I really like…. _____

_____

You could improve…. _____

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Thank you for taking the time to give us your feedback. Your comments and suggestions help us to provide our patients with high standard of care.

April 2011