

Organisation Feedback

This survey is aimed at managers and staff of organisations that provide a wide range of patient care. The purpose of this survey is to gather information about the use of patient satisfaction survey's by contributing organisations. The questions are designed to understand what impact the patient's feedback has on improvements in service provision.

1 In your opinion, how have patient satisfaction ratings changed at your organisation in the past year?

- | | |
|--|--|
| <input type="checkbox"/> Improved considerably | <input type="checkbox"/> Improved somewhat |
| <input type="checkbox"/> Has remained about the same | <input type="checkbox"/> Has declined somewhat |
| <input type="checkbox"/> Has declined considerably | <input type="checkbox"/> Don't know |

2 In your opinion, how important is patient satisfaction at your organisation?

- | | |
|--|---|
| <input type="checkbox"/> It is high priority | <input type="checkbox"/> It is mid-level priority |
| <input type="checkbox"/> It is low priority | <input type="checkbox"/> Don't know |

3 Does your organisation have staff dedicated to patient-satisfaction matters?

- | | |
|-------------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| <input type="checkbox"/> Don't know | |

4 How often does your organisation track patient satisfaction?

- | | |
|-----------------------------------|--|
| <input type="checkbox"/> Daily | <input type="checkbox"/> Weekly |
| <input type="checkbox"/> Monthly | <input type="checkbox"/> Quarterly |
| <input type="checkbox"/> Annually | <input type="checkbox"/> Don't monitor |

5 How is patient satisfaction tracked?

- | | |
|--|---|
| <input type="checkbox"/> Questionnaires sent through post | <input type="checkbox"/> By telephone calls |
| <input type="checkbox"/> Suggestion boxes in waiting areas | <input type="checkbox"/> Externally managed |
| <input type="checkbox"/> Other | |

6 Has your organisation created new ways to improve patient satisfaction within the past year?

Yes

No

7 What sector of the health care industry do you think needs the most improvement in patient satisfaction?

Outpatient providers

Nursing Homes

Private Health Insurers

NHS Direct

General practitioners

Hospitals

Others

8 What is the most compelling reason for your organisation to improve customer satisfaction?

Concern regarding reputation

Concern over losing contracts

Concern over increased privatisation

Concern over increased competition

Other

9 In your opinion, has patient satisfaction been shown to have a direct effect on your organisation's funding?

Yes

No

Don't know