



THE CARDIFF HIP CLINIC

Marcellino Maheson
MBChB FRCS(Eng) FRCS(Ed) FRCS(Orth)

PATIENT SATISFACTION SURVEY

Mr Maheson and his team aim to provide care and service of the absolute highest standard to each and every patient. We would welcome your feedback so that we are able to monitor and improve our service. We would therefore be most grateful if you could take a few minutes to complete this short questionnaire regarding your experience under Mr Maheson's care. Please circle your response to each question or write N/A if you are unable to answer or comment on a particular question.

Name RICHARD FISHWICK *please omit name if you wish to remain anonymous

1. How would you rate the overall care you received under Mr Maheson?
 Excellent Very good Satisfactory Poor Very poor

2. Would you recommend Mr Maheson to your family and friends?
 Highly Would recommend Neither recommend or oppose Would oppose Strongly oppose

3. How did you find out about Mr Maheson and The Cardiff Hip Clinic?
Previous patient Word of mouth Search on internet Via Spire Hospital
Other please specify WORK COLLEAGE HAD FRIEND WAS A PREVIOUS PATIENT

4. How would you rate the process of booking your appointment with Mr Maheson?
 Excellent Very good Satisfactory Poor Very poor

5. How would you rate the extent in which you were involved in decisions regarding your treatment?
 Excellent Very good Satisfactory Poor Very poor

6. How would you rate how clear the explanation was of your proposed treatment/procedure and benefits of the treatment or procedure?
 Excellent Very good Satisfactory Poor Very poor

7. When being examined and treated, how would you rate your privacy and dignity being respected?
 Excellent Very good Satisfactory Poor Very poor

8. How would you rate the service provided by Mr Maheson's private practice office team?
 Excellent Very good Satisfactory Poor Very poor

* ONE COMMENT I WOULD MAKE IS THAT THE LADIES ON THE RECEPTION DESK COULD BE MORE WELCOMING + MORE ATTENTIVE WHEN YOU FIRST ARRIVE + NOT HAVE THE PATIENT WAIT TO FINISH THEIR DISCUSSION. ALSO WHEN

Thank you very much for taking the time to complete this form, please add any specific comments and feedback on the reverse of this form. A separate sheet is attached if you would like to write a testimonial which can be as short as as long as you wish. The results of all surveys collected will be collated and displayed on Mr Maheson's website for the information of all previous, current and future patients.

YOU LEAVE AFTER YOUR APPOINTMENT A SMILE, "THANK YOU" AND "GOODBYE" WOULD BE APPRECIATED. FIRST IMPRESSIONS COUNT, AS THEY ARE SUPPORTING THE EXCELLENT WORK MR MAHESON AND HIS TEAM DO!