SurveyNinja

Patient satisfaction survey

13 questions. About 3 min to answer.

Booking and waiting

1. Was this your first visit to [Clinic]? Required

Choose one answer.

- ○ Yes
- ○ No

2. How easy was it to book your appointment? Required

Choose one answer.

- ○ Very difficult
- ○ Difficult
- ○ Neither easy nor difficult
- ○ Easy
- ○ Very easy
- ○ I came without an appointment

3. How long did you wait before you were seen? Required

Choose one answer.

- ○ Less than 10 minutes
- ○ 10–20 minutes
- ○ 20–40 minutes
- ○ 40–60 minutes
- ○ More than an hour

The staff and the doctor

4. How would you rate the courtesy of the reception staff? Required

1 2 3 4 5

5. Did the doctor listen carefully to you? Required

Choose one answer.

- ○ Yes, completely
- ○ Mostly
- ○ Only partly
- ○ No

6. Did the doctor explain things in a way you could understand? Required

Choose one answer.

- ○ Yes, completely
- ○ Mostly
- ○ Only partly
- ○ No

The clinic and the visit

7. How would you rate the cleanliness of the waiting area and rooms? Required

1 2 3 4 5

8. Overall, how satisfied are you with your visit? Required

Choose one answer.

- ○ Very dissatisfied
- ○ Dissatisfied
- ○ Neutral
- ○ Satisfied
- ○ Very satisfied

Recommendation and what to fix

9. How likely are you to recommend [Clinic] to friends or family? Required

0 – Not at all likely, 10 – Extremely likely

0 1 2 3 4 5 6 7 8 9 10

0–6: What went wrong during your visit?

7–8: What would have made it a 10?

9–10: What did you like most about your visit?

10. What should we improve first? Required

Choose one answer.

- ○ Booking an appointment
- ○ Waiting time
- ○ Friendliness of the staff
- ○ Explanations from the doctor
- ○ Cleanliness and comfort
- ○ Prices and payment
- ○ Nothing in particular
- ○ Other: _____

11. Is there anything else you'd like to tell us?

Optional contact

12. May we contact you about your feedback? Required

Choose one answer.

- ○ Yes
- ○ No

13. Your phone number Required

Phone number: _____

Run it online for free

Copy this template to SurveyNinja, send the link and the answers go into a ready report with charts.

surveyninja.io/templates/patient-satisfaction-survey

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