

Cheektowaga Veterinary Hospital

Customer Satisfaction Survey

At Cheektowaga Veterinary Hospital, our goal is to provide our clients with the absolute best veterinary care for their pets, by offering a caring, clean, and modern environment. We care about our patients' needs, as well as our clients. Please help share your experience, and offer your feedback regarding your last visit at our hospital. By completing this survey, you will help be a part of staff meetings where clients' comments, and concerns will be discussed and acted upon. Thank you for your time and thoughts.

1. Why did you choose Cheektowaga Veterinary Hospital?

Services Provided	Quality/Reputation	Location/Sign	Internet/website	Referral from a friend	Yellow Pages	Other
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please explain:

2. How likely would you be to recommend us to a friend or associate?

Very Likely	Likely	Neutral	Unlikely	Very Unlikely
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please explain:

3. The team member I spoke to on the phone was:

Prompt in answering the phone	<input type="radio"/> Yes	<input type="radio"/> No	If No-please explain:
Friendly and attentive	<input type="radio"/> Yes	<input type="radio"/> No	If No-please explain:
Informative	<input type="radio"/> Yes	<input type="radio"/> No	If No-please explain:
I felt that my level of concern was appreciated.	<input type="radio"/> Yes	<input type="radio"/> No	If No-please explain:
My appointment was scheduled in a timely manner, considering the urgency of the situation.	<input type="radio"/> Yes	<input type="radio"/> No	If No-please explain:
My conversation was hurried.	<input type="radio"/> Yes	<input type="radio"/> No	If Yes-please explain:
I did not phone	<input type="radio"/> Yes	<input type="radio"/> No	

Who did you speak with on the phone?

4. The Receptionist(s):

- | | | | |
|------------------------------|---------------------------|--------------------------|-----------------------|
| Greeted me promptly | <input type="radio"/> Yes | <input type="radio"/> No | If No-please explain: |
| Seemed warm and cheerful | <input type="radio"/> Yes | <input type="radio"/> No | If No-please explain: |
| Gave me undivided attention | <input type="radio"/> Yes | <input type="radio"/> No | If No-please explain: |
| Seemed hospitable | <input type="radio"/> Yes | <input type="radio"/> No | If No-please explain: |
| Answered all of my questions | <input type="radio"/> Yes | <input type="radio"/> No | If No-please explain: |
- Who was your receptionist?

On a scale from 1-5, with 1 being poor, how would you rate our receptionist staff?

- 1 2 3 4 5

5. The Technician(s):

- | | | | |
|--|---------------------------|--------------------------|-----------------------|
| Greeted me warmly | <input type="radio"/> Yes | <input type="radio"/> No | If No-please explain: |
| Was gentle with my pet | <input type="radio"/> Yes | <input type="radio"/> No | If No-please explain: |
| Seemed proficient and knowledgeable | <input type="radio"/> Yes | <input type="radio"/> No | If No-please explain: |
| Had good technical skills | <input type="radio"/> Yes | <input type="radio"/> No | If No-please explain: |
| Gave me the information I needed | <input type="radio"/> Yes | <input type="radio"/> No | If No-please explain: |
| Did a good job of taking my pet's history. | <input type="radio"/> Yes | <input type="radio"/> No | If No-please explain: |
- Who was your technician?

On a scale from 1-5, with 1 being poor, how would you rate our Licensed Veterinary Technicians?

- 1 2 3 4 5

6. The Veterinarian(s):

- | | | | |
|----------------------------|---------------------------|--------------------------|-----------------------|
| Was professional in manner | <input type="radio"/> Yes | <input type="radio"/> No | If No-please explain: |
| Was polite and friendly | <input type="radio"/> Yes | <input type="radio"/> No | If No-please explain: |
| Listened to what I said | <input type="radio"/> Yes | <input type="radio"/> No | If No-please explain: |

Took an appropriate amount of time with me	<input type="radio"/> Yes	<input type="radio"/> No	If No-please explain:
Performed a thorough physical exam	<input type="radio"/> Yes	<input type="radio"/> No	If No-please explain:
Described the diagnose well	<input type="radio"/> Yes	<input type="radio"/> No	If No-please explain:
Gave clear advice about how to treat my pet	<input type="radio"/> Yes	<input type="radio"/> No	If No-please explain:
Answered all my questions	<input type="radio"/> Yes	<input type="radio"/> No	If No-please explain:
Which doctor did you see?	_____		

On a scale from 1-5, with 1 being poor, how would you rate our Veterinarians?

1 2 3 4 5

7. The Facility:

The parking lot/grounds were clean.	<input type="radio"/> Yes	<input type="radio"/> No	If No-please explain:
The waiting room was neat and clean.	<input type="radio"/> Yes	<input type="radio"/> No	If No-please explain:
The waiting/examination room had a pleasant odor.	<input type="radio"/> Yes	<input type="radio"/> No	If No-please explain:
The exam room was neat and clean.	<input type="radio"/> Yes	<input type="radio"/> No	If No-please explain:

8. Please consider your experience in general as you read the following statements, and then mark you answer. If the statement does not apply to you, please mark N/A.

The office hours are convenient.	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A
Was your wait time reasonable?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A
I was given an estimate.	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A
I understood the fees.	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A
Did you feel the fees were fair?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A

Generally speaking, does Cheektowaga Veterinary Hospital (check one):

Exceed your expectations Meet your expectations Not live up to your expectations

What Suggestions do you have for improving our service?

Is there anyone at our hospital who provided you with exceptionally good OR really poor service?

Thank you for your time.