

Healthhub Travel Clinic
Survey 1/1/15 -17/2/15.

Healthhub Travel.

28 Patients responded to questionnaire.

Aged between 19-73

7 Patients from Queen Square, 23 from other
surgeries.

Heard about clinic from -

2 from Internet

2 from friends

22 from own surgery

Ease of booking appointment

28 /28

Very good.

How clear was information
about the clinic?

28/28

Very good.

Instruction on finding clinic.

21/28 very good

4/28 ok

3/28 n/a

Information on how to alter/cancel appointments

21/28 -Very Good

4/28 -ok

3/28 - n/a

INITIAL CONTACT WITH HEALTHUB.

Telephone Reception - 25 excellent.3 very
good

Clinic Reception – 26 Excellent 2 very
good

Initial contact with healthhub (cont)

Standard of care - 26 Excellent 2 very
good

Quality of care 26 Excellent 2 very good.

Initial contact with healthhub (cont)

Attitude of staff – 27 excellent 1 very good
Expertise of staff 27 excellent 1 very good
Premises 23 excellent 4 very good 1 good

Initial contact with healthhub

OVERALL SERVICE

26 EXCELLENT

2 VERY GOOD

About your visit today.
Reception/waiting area.

Comfortable 26-Excellent
Cleanliness 26 – Excellent
Other – Very good

About the reception staff.

Warmth of greeting
Clarity of information
28/28 – Excellent.

Nurses Room.

Sufficiently Private 28/28

Comfortable 28/28

Cleanliness 28/28

EXCELLENT.

About the nurse.

Warmth of greeting
Listening to my concerns and
questions 28/28 – excellent.

About the nurses.

Explanations and answers to questions.

Vaccination Advice

Amount of time for visit 28/28 Excellent.

About the nurses.

Respect shown to me.

Clear explanations of any follow up
required 28/28 – Excellent.

OVERALL EXPERIENCE.

Overall satisfaction with this clinic.

28/28 – Excellent service


Would you be happy to use this service
again? 28/28 Happy to use service

testamonials

- * Friendly service that was first class

testimonials

- * Service was excellent
- * Not sure how to improve
- * Friendly service which was first class

- 
- *
* Very friendly and helpful
 - * Keep up the good work

testimonials

- * Very impressed ,fast efficient service..... wont ever go to the Docs again!!
- * Very satisfied
- * Typical of very good practice at Queen Square.

testimonials

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Excellent – Much valued advice (as always)

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OVERALL EXPERIENCE

Would you recommend us to a friend

28 /28 would recommend us to a
friend!!!!