

CMSAC Client Satisfaction Survey

1. Can you see a doctor whenever you come to the clinic?

Always Sometimes Never Don't know

2. Can you make appointments to see a doctor of your choice?

Always Sometimes Never Don't know

3. Are you aware that you can have longer appointments?

Always Sometimes Never Don't know

4. If you need to, can you talk to clinic staff without going to the clinic?

Always Sometimes Never Don't know

5. Does the doctor tell you if there might be problems with the medicine?

Always Sometimes Never Don't know

6. Does the doctor explain how the medicine will make you feel better?

Always Sometimes Never Don't know

7. When the doctor refers you to a specialist, have you been told that there might be extra costs?

Always Sometimes Never Don't know

8. Does clinic staff explain other ways to get better?

Always Sometimes Never Don't know

9. Does clinic staff discuss ways you might avoid getting sick in the future?

Always Sometimes Never Don't know

10. How long have you been coming to the AMS?
Less than 1 year __ 1-5 years ____ 5+ years__

11. Do you feel that AMS doctors and staff treat you with respect?

Always Sometimes Never Don't know

12. Are your conversations with the doctor in the consultation room private enough?

Always Sometimes Never Don't know

13. If you had a complaint about our practice, would you feel that the AMS would deal with it satisfactorily?

Always Sometimes Never Don't know

14. If the doctor wants another person to listen to your story, are you consulted first to make sure you consent?

Always Sometimes Never Don't know

15. Do the people who work at the AMS know how to deal well with the public?

Always Sometimes Never Don't know

16. Are you at ease in our consultation rooms?

Always Sometimes Never Don't know

17. Are there enough chairs in our waiting room?

Always Sometimes Never Don't know

18. If you are very sick or upset, are you taken to a quiet place in the clinic?

Always Sometimes Never Don't know

19. Do you find it easy to contact the practice by phone?

Always Sometimes Never Don't know

20. How could this health service improve?

a. _____

b. _____

c. _____

21. Are you Male? ____ Female? ____

22. Age: 16-30__ 31-50__ 51+__

23. Are you Indigenous? ____

If not Indigenous, please specify _____

Thank you very much for your feedback: please know that we will do our best to improve the service to better meet your needs.