

Feedback

We are always trying to improve our services and welcome your comments.

Please tell us what you think of us by completing this form.

You can either hand it to our reception or post it to us.

Please tick the boxes which most closely match your opinion.

Surgery Facilities	Poor	Below Average	Average	Better than Average	Excellent	No comment
1. Do we have adequate access? Is it easy to park nearby?						
2. Do we keep the premises in good decorative order?						
3. Do we have a comfortable and spacious waiting area?						
4. Do we have a clean and tidy waiting area?						
5. Do we have a clean and tidy consulting room?						
6. Do you have adequate privacy during consulting or raising concerns you may have?						
Availability	Poor	Below Average	Average	Better than Average	Excellent	No comment
1. Are we easy to contact by telephone?						
2. Are we able to make an appointment time convenient to you?						
3. Are we able to provide an appointment to see the vet of your choice?						
4. Can you speak to the vet directly?						
5. If they are unavailable do your messages get answered promptly?						
6. Is there enough time in the consultation to cover all questions and worries?						
Information	Poor	Below Average	Average	Better than Average	Excellent	No comment
1. Is the verbal information clear on treatment and post op care?						
2. Is general information on looking after pets available at the surgery?						
3. Are the waiting room displays relevant/tidy/interesting?						
4. Would meetings on pet care be of any interest?						
5. Are the staff easily identifiable?						
6. Would you like a newsletter occasionally?						
7. If there are delays or changes to appointments are you given adequate warning?						
8. If there are delays are the reasons explained?						
9. If you call the surgery about your pet, is information available as to progress and reassurance as to what is happening?						

Interaction with Staff	Poor	Below Average	Average	Better than Average	Excellent	No comment
1. Is there a friendly greeting and a helpful caring approach by the reception and nursing staff?						
2. Are the reception and nursing staff competent and able to provide the basic information you require?						
3. Do you get a courteous and friendly service from the vets?						
5. Are all the staff well presented?						
Quality of the Interaction	Poor	Below Average	Average	Better than Average	Excellent	No comment
1. Do the staff deal promptly with your requests?						
2. Was your appointment time accurate or did you have to wait a long time?						
3. Is the advice consistent and information provided by staff of good quality?						
Importance of different services offered	Poor	Below Average	Average	Better than Average	Excellent	No comment
1. Is the emergency service important to you? If used, does it work well?						
2. If required, are estimates of costs accurate?						
3. Do you get an itemised bill so you can see how costs were incurred?						
4. Is the credit card facility important?						
5. Is the ability to pay over the telephone important/useful?						
6. If used, was the admission process for leaving your pet with us easy?						
7. Is the facility to purchase pet food from the surgery useful?						
8. Is the home visiting service useful?						
Overall	Yes		No		No Opinion	
1. Do you feel we provide value for money?						
2. Do you feel there are areas which need improving?						
3. Other Comments:						
Please return this form to reception or post to us: Hatchmoor Veterinary Practice, 7 Devon Units, Hatchmoor Industrial Estate, Torrington, Devon EX38 7HP or email: vets@hatchmoorvets.co.uk						
Thank you for your time.						