

We value your feedback

Thank you with entrusting us with your care and we value your time filling in this questionnaire.

We hope your experience has been positive and we would like to share details of it with others wanting to find out more about the procedure. Centre for Sight are always seeking to continually improve our patients experience so your feedback and suggestions will be gratefully received.

Name: _____ Occupation: _____

Email address (required): _____

Treatment received: _____ Surgeon: _____

Cost of treatment: _____ One eye / Both eyes (please delete as appropriate)

Please circle below what best describes your experience at Centre for Sight.

We value your opinion. If you have reason to provide us with a score **less than 'very good'**, please can you let us know how we could do better and do not hesitate to be specific.

Customer Service	very poor	poor	average	good	very good
Surgeon	very poor	poor	average	good	very good
Technology	very poor	poor	average	good	very good
Value of Service	very poor	poor	average	good	very good

why / how can we improve?

This is the 'new' me, and how do I feel? unhappy the same happy good ecstatic!

My result as good as I thought it would be? no not sure yes better than expected

The results have given me, more confidence better life freedom nothing other
if **other** please specify _____

Why did I want treatment? health no more vision aids better vision younger eyes other
if **other** please specify _____

Overall, how many stars would you give your experience at Centre for Sight? ☆ ☆ ☆ ☆ ☆

Please feel free to write anything you like about your treatment at the Centre for Sight/any noticeable improvements already?

Please
turn over

We at Centre for Sight strive to ensure patients get the best possible care at all levels.
Please circle what best describes your experience at Centre for Sight

The friendliness and expertise of my Patient Co-ordinators throughout my experience

very poor poor average good very good

The explanations I recieved regarding the billing procedures

very poor poor average good very good

The Clinical team's explanation about procedures, tests and/or treatments

very poor poor average good very good

The professionalism of the Clinical team

very poor poor average good very good

My doctor's full explanation of all procedures for my treatment

very poor poor average good very good

My doctor's knowledge showed in the way he/she answered my questions

very poor poor average good very good

The overall service value

very poor poor average good very good

The overall quality of care I received

very poor poor average good very good

Would I recommend this hospital to others?

yes undecided no

If you have scored us **less than 'very good'**, please can you let us know how we could do better and do not hesitate to be specific.

How can we improve?

What made you decide on Centre for Sight for you eye care?

- Are you able to help at our seminars in sharing your surgery experience with other people?** Many patients have found an independent perspective very reassuring when making their decision and would welcome your input.

I consent to Centre for Sight forwarding my comments along with my name and email address (for the purpose of verification only) to www.laservisionforum.co.uk and other independent review sites.

I consent to this information being posted on Centre for Sight website, being displayed in Centre for Sight premises or in any of Centre for Sight's marketing material.

Signed: _____ date: _____