



Mr Rafik Girgis, Consultant
Ophthalmologist and Spire
Hospital Bristol. Patient
satisfaction survey 2020.

Patient Satisfaction Survey – 2020

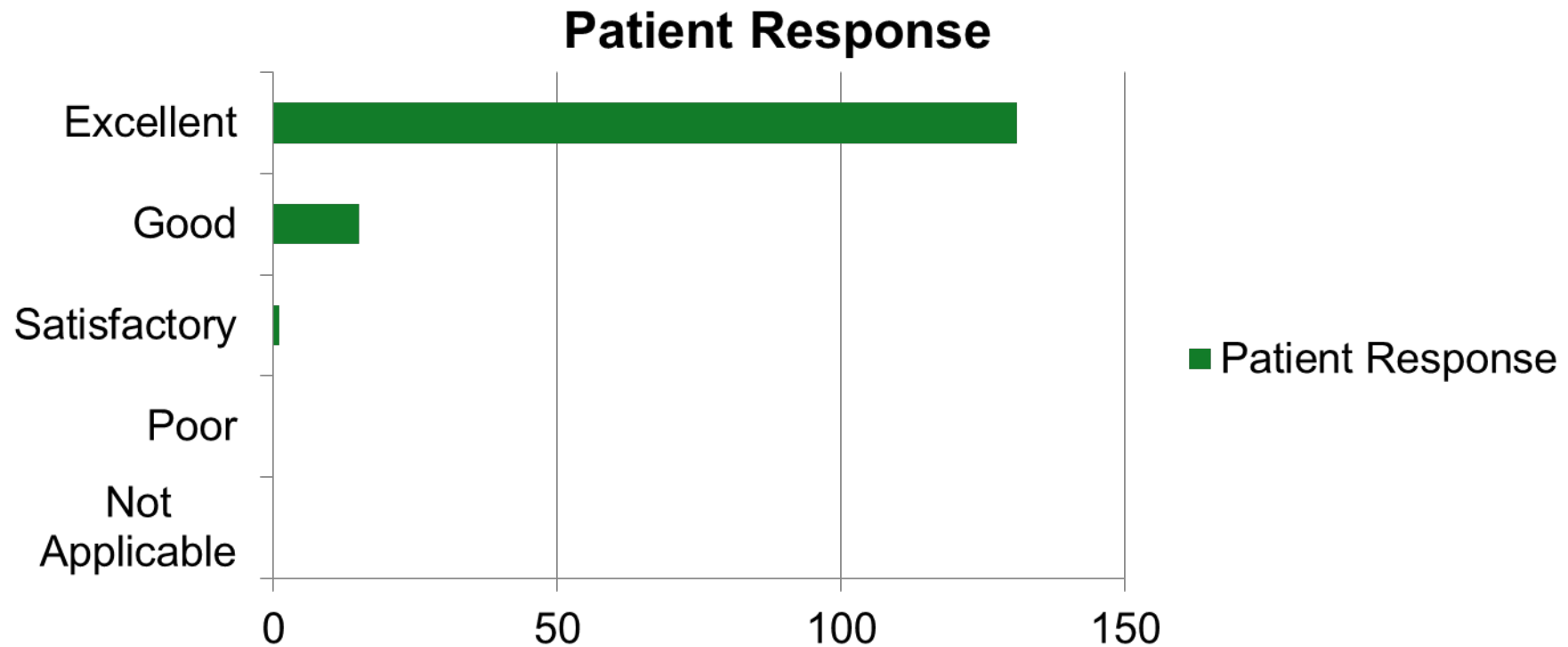
Mr. Rafik Girgis, Consultant Ophthalmologist
and Spire Hospital Bristol

aspire to provide the highest quality services to our patients at
all times and welcome patient feedback to enable us to
improve the services we offer.

We are pleased to publish the results of our 2020 patient
satisfaction survey questionnaire which was completed by 147
of our patients.

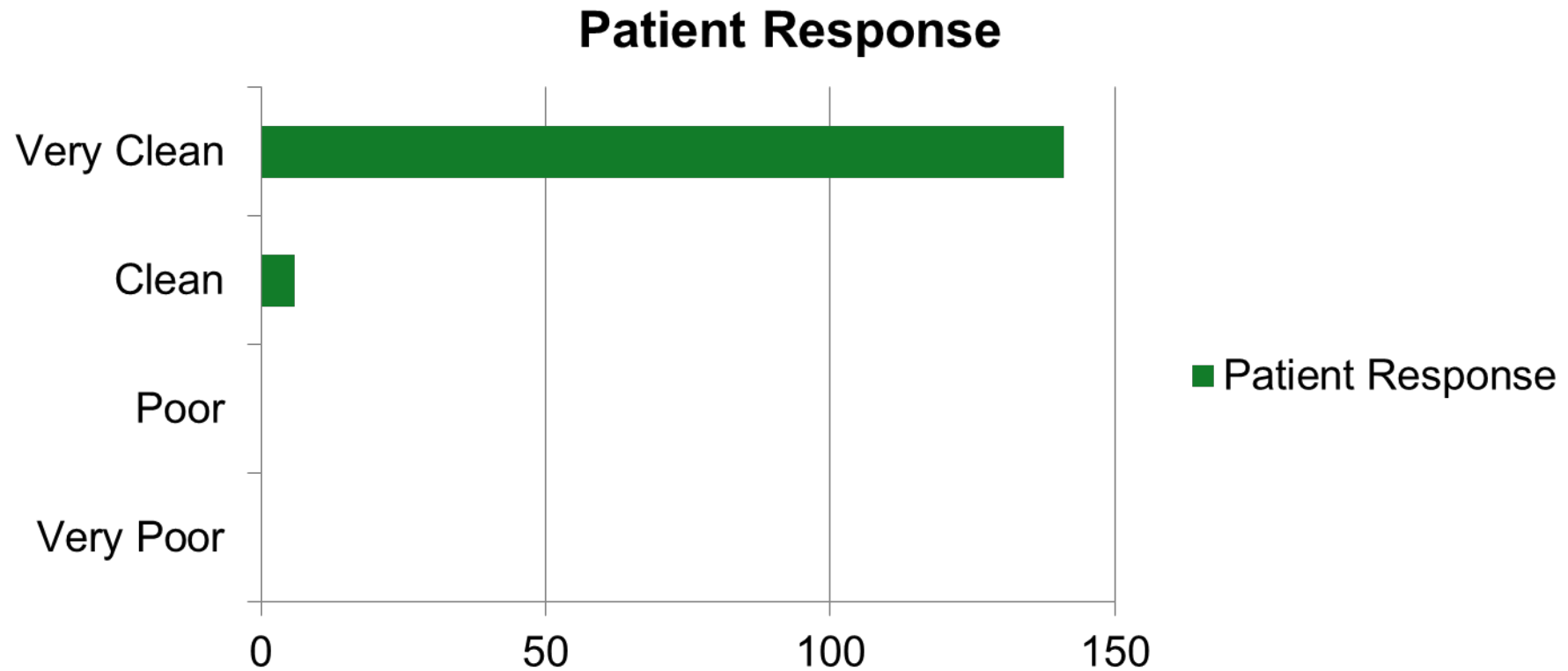
Pre-Operative Care

Did you find the information given about your cataract surgery,
prior to the operation, to be;



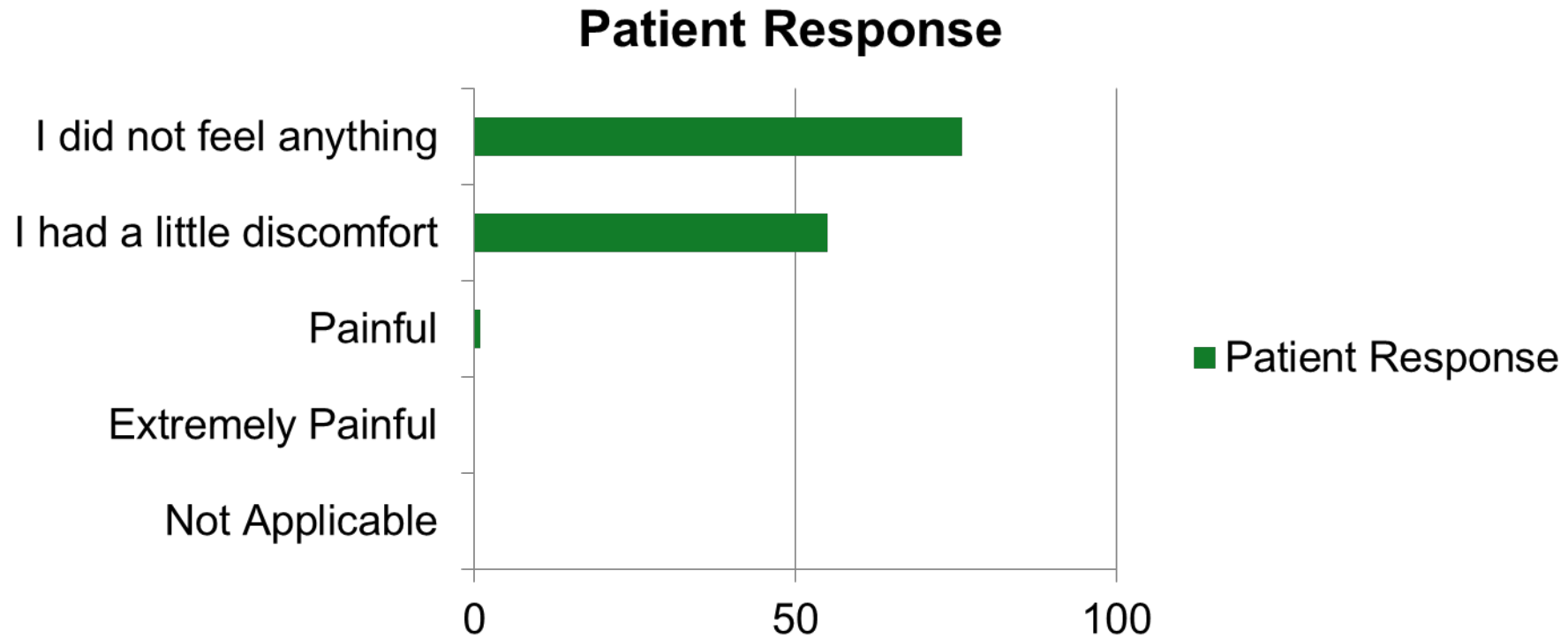
Pre-Operative Care

How did you find the Hospital?



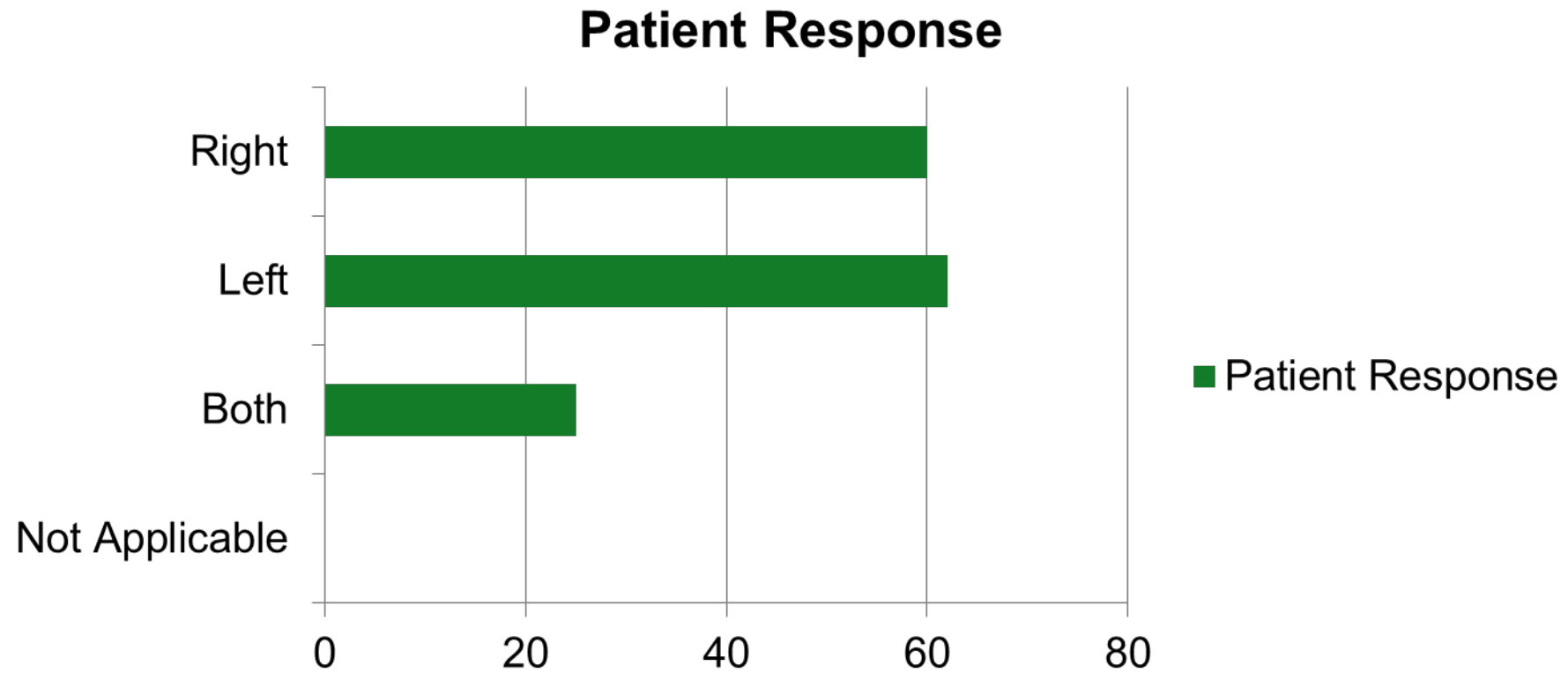
Pre-Operative Care

How helpful were the staff?



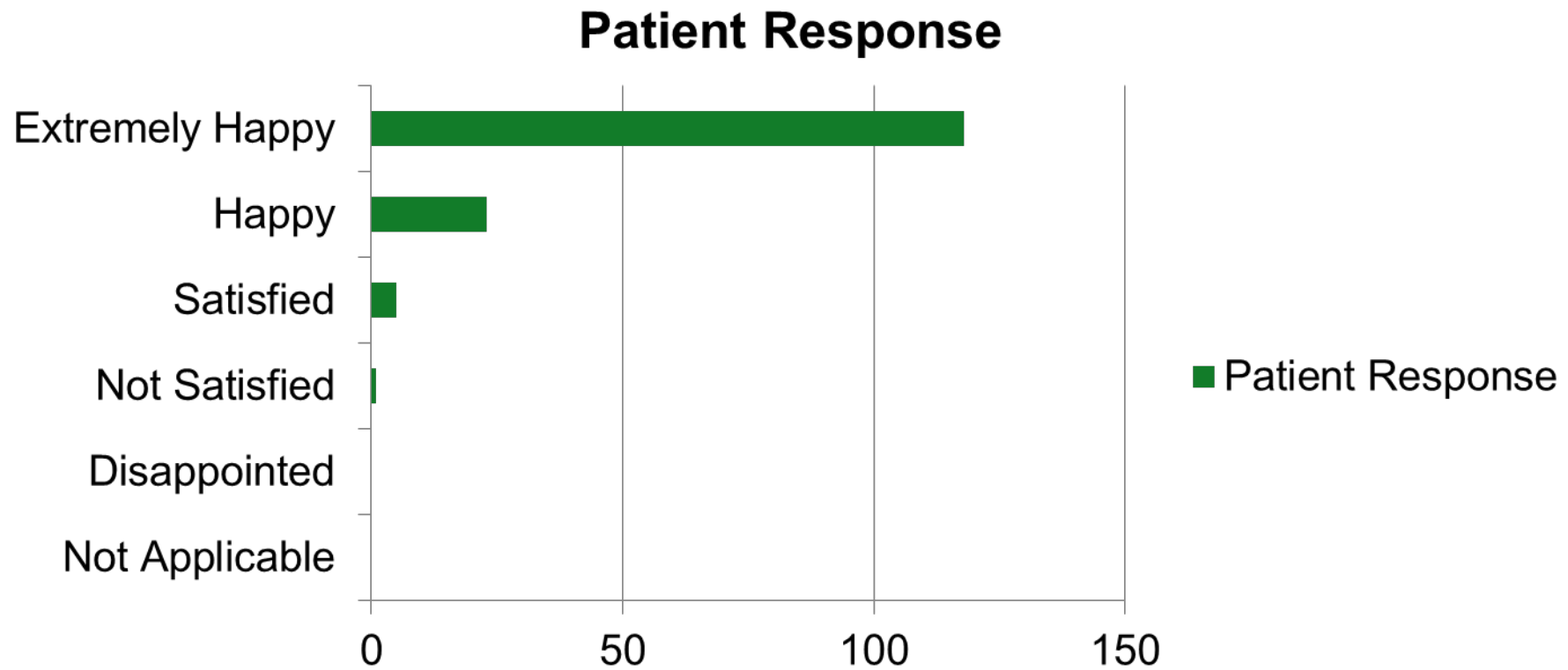
Operative Care

Which eye was operated on?



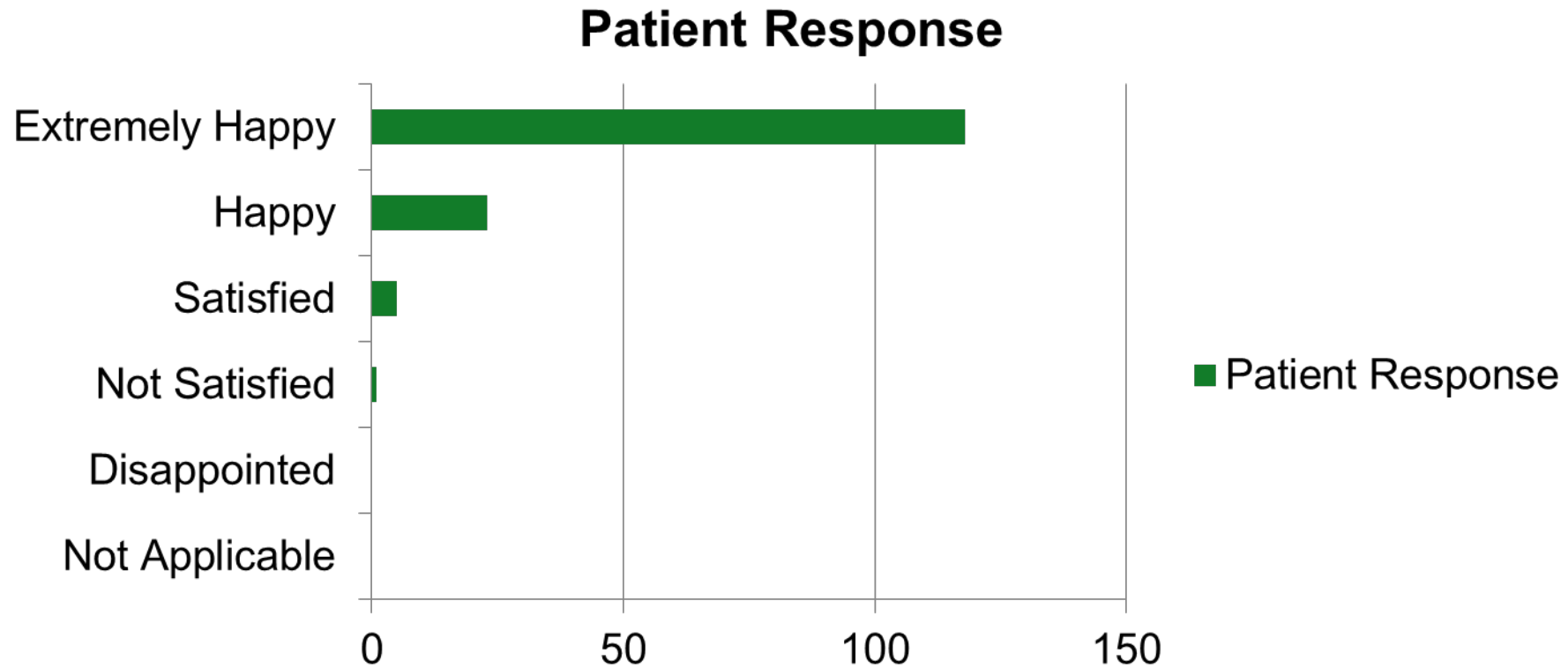
Operative Care

Was your operation painful?



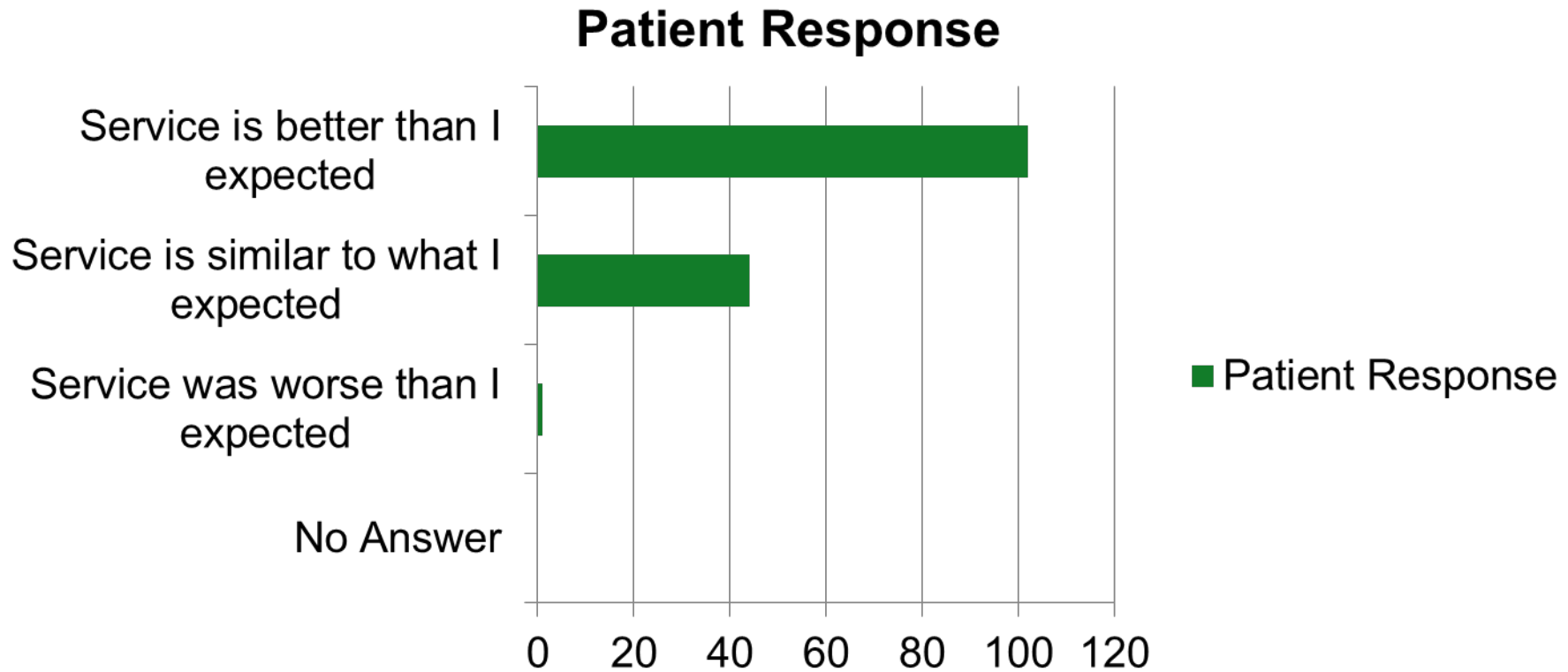
Post-Operative Care

How do you feel about your vision following your cataract surgery?



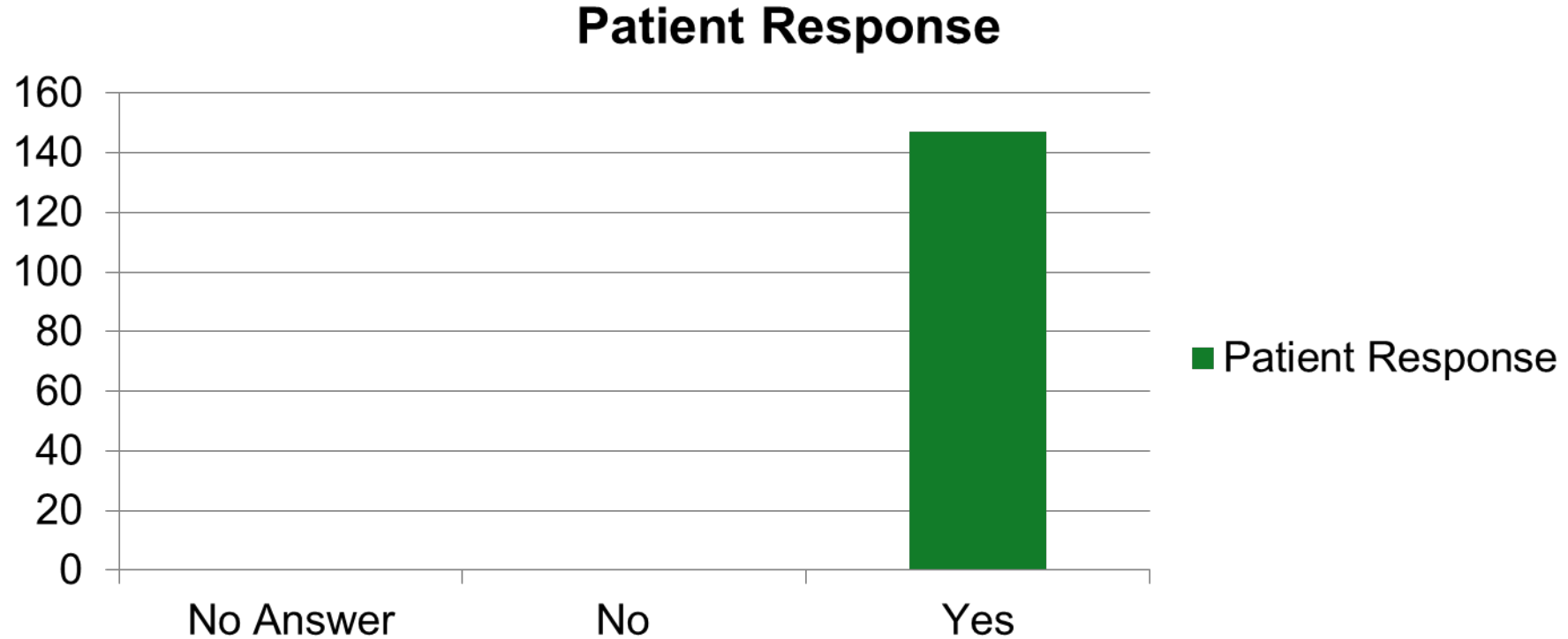
Post-Operative Care

How do you feel about the overall service you received?



Overall Experience

Would you recommend Spire Hospital Bristol and Mr. Rafik Girgis, Ophthalmic Surgeon to your friends and family?



Overall Experience – Patient Comments

In your opinion is there something we could do to improve the service and your experience?

- ❖ I was extremely happy with the service and support I received from Mr Girgis and his team. I would thoroughly recommend the procedure. Thank you.
- ❖ Not at the moment due to the pandemic.
- ❖ Surgery was excellent.
- ❖ Nothing!!!
- ❖ The service was perfect in every way. I was put at ease and am thrilled with the outcome.
- ❖ Amazing care, thank you. Very friendly team and Mr Girgis gave fantastic care.
- ❖ Nope. Really good service.
- ❖ Mister 'Magic' lived up to his reputation.
- ❖ No the Hospital is second to none and Mr Girgis is a miracle worker.

Overall Experience – Patient Comments

In your opinion is there something we could do to improve the service and your experience?

- ❖ No. Very happy with things as they are.
- ❖ Very satisfied with the service.
- ❖ No. It was excellent.
- ❖ Nothing comes to mind. Very happy.
- ❖ Everything is perfect.
- ❖ No. It is a well run Hospital.
- ❖ No. The whole system worked really well. Pleased all round. A big thank you.
- ❖ No. It all seemed to work very smoothly.
- ❖ Very polite and helpful professional staff.

Overall Experience – Patient Comments

In your opinion is there something we could do to improve the service and your experience?

- ❖ No. Attention to detail and patient care are excellent, as are the COVID-19 precautions.
- ❖ All was perfect. Could not fault Mr Girgis or his team.
- ❖ Nothing. Mr Girgis and his team have been amazing.
- ❖ Amazing care. Thank you.
- ❖ No. Very helpful and courteous.
- ❖ No. It is extremely good.
- ❖ Excellent. Cannot be improved upon.
- ❖ Was fine. Everyone is so helpful. Doctor is great.
- ❖ The whole experience has been first class in all aspects.