



Mr Rafik Girgis, Consultant
Ophthalmologist and Spire
Hospital Bristol. Patient
satisfaction survey 2018.

Patient Satisfaction Survey – 2018

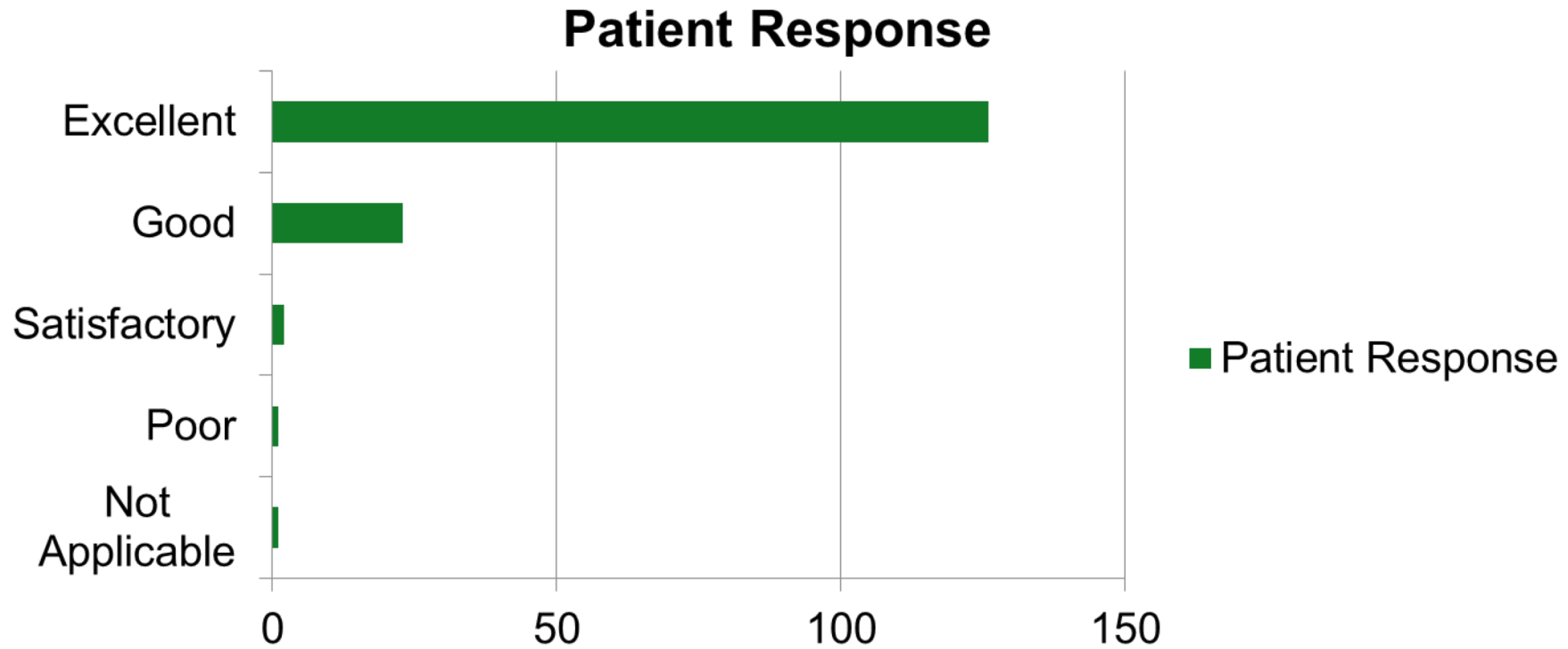
Mr. Rafik Girgis, Consultant Ophthalmologist
and Spire Hospital Bristol

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 2018 patient
satisfaction survey questionnaire which was completed by 153
of our patients.

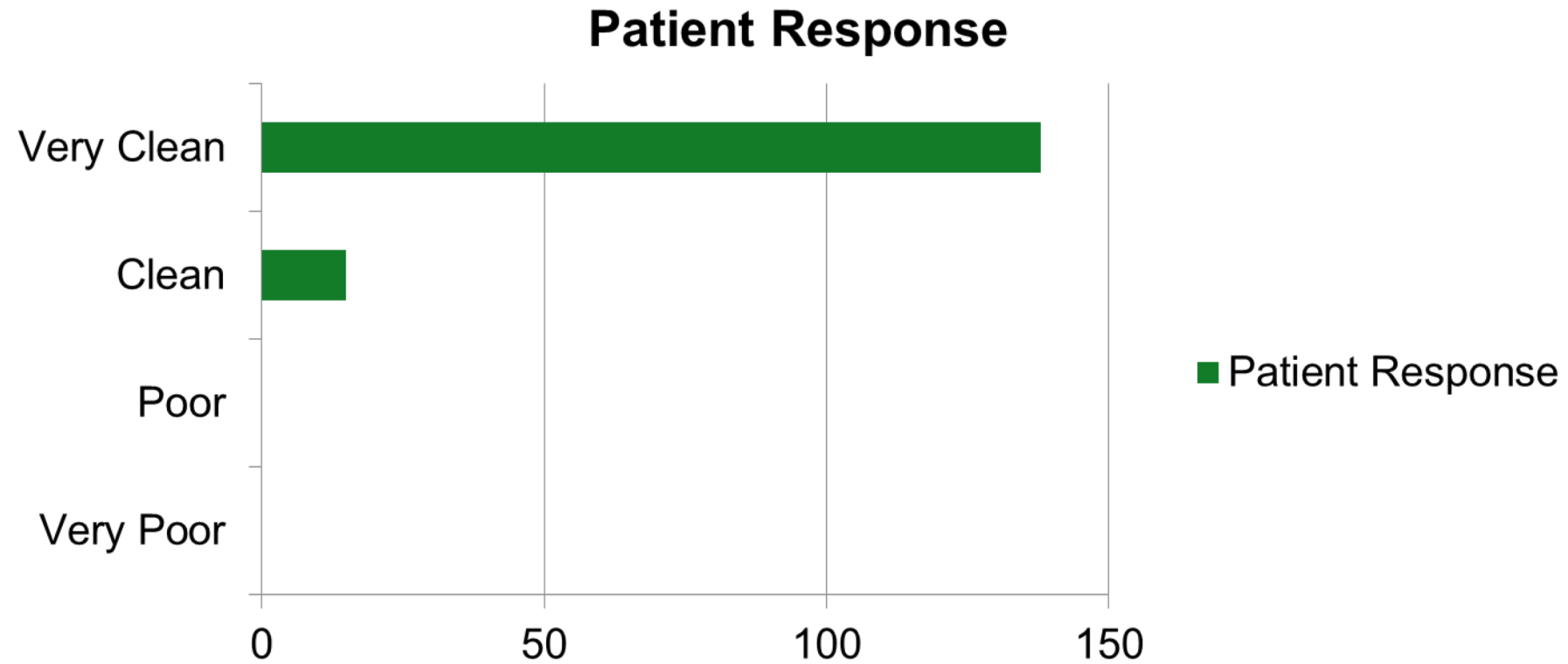
Pre-Operative Care

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



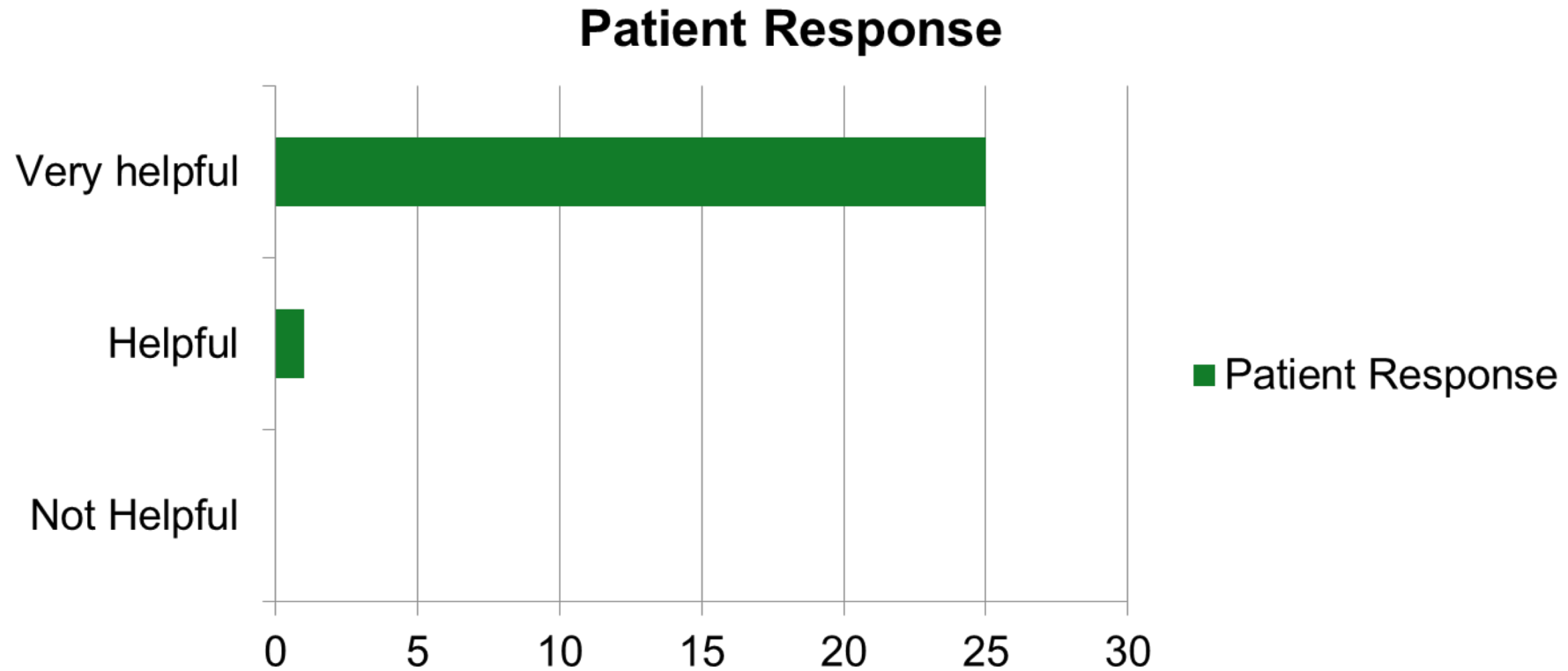
Pre-Operative Care

How did you find the Hospital?



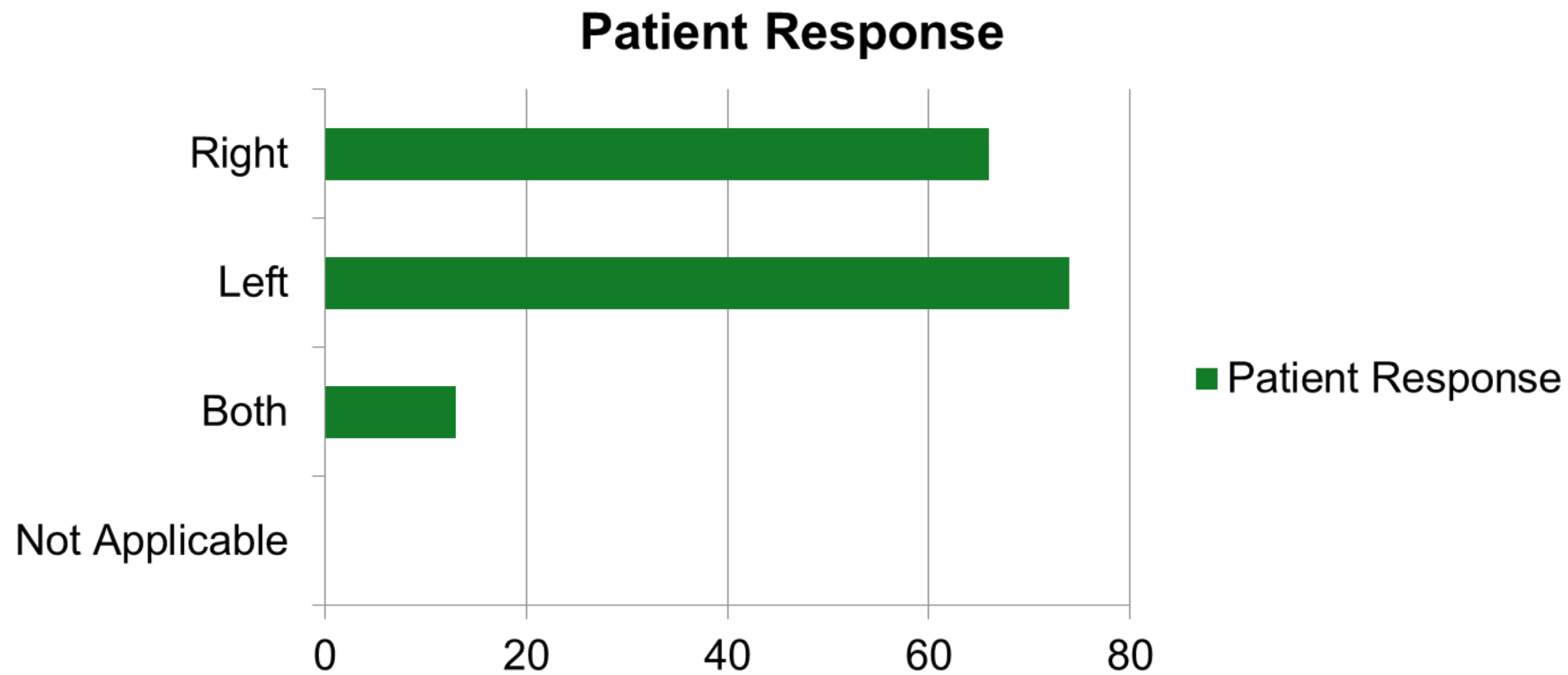
Pre-Operative Care

How helpful were the staff?



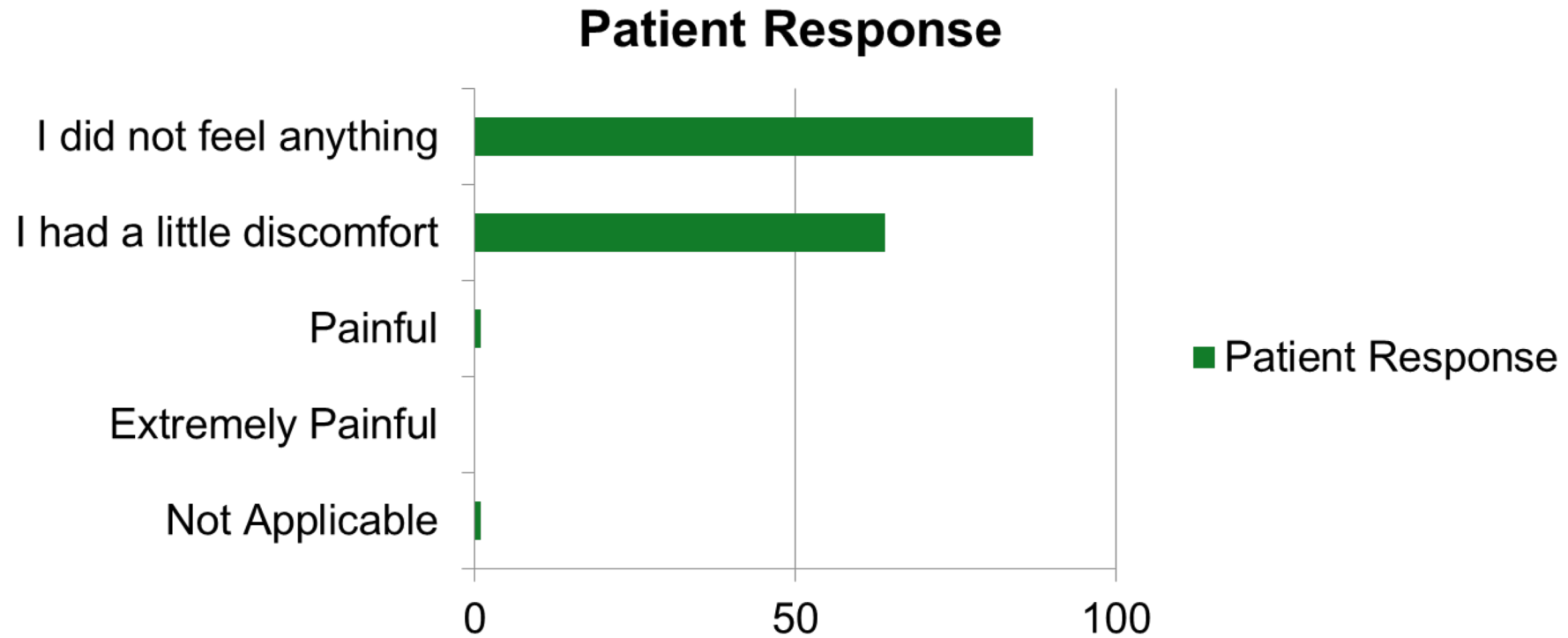
Operative Care

Which eye was operated on?



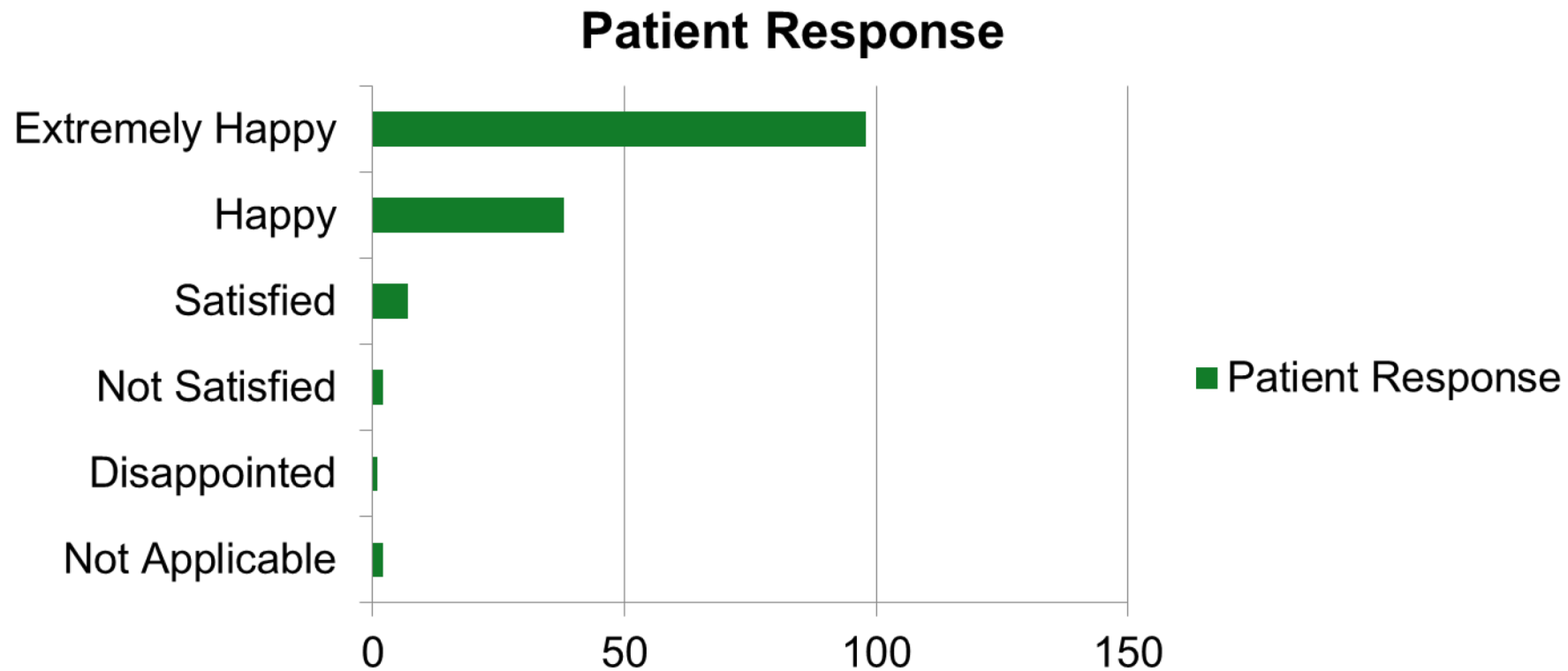
Operative Care

Was your operation painful?



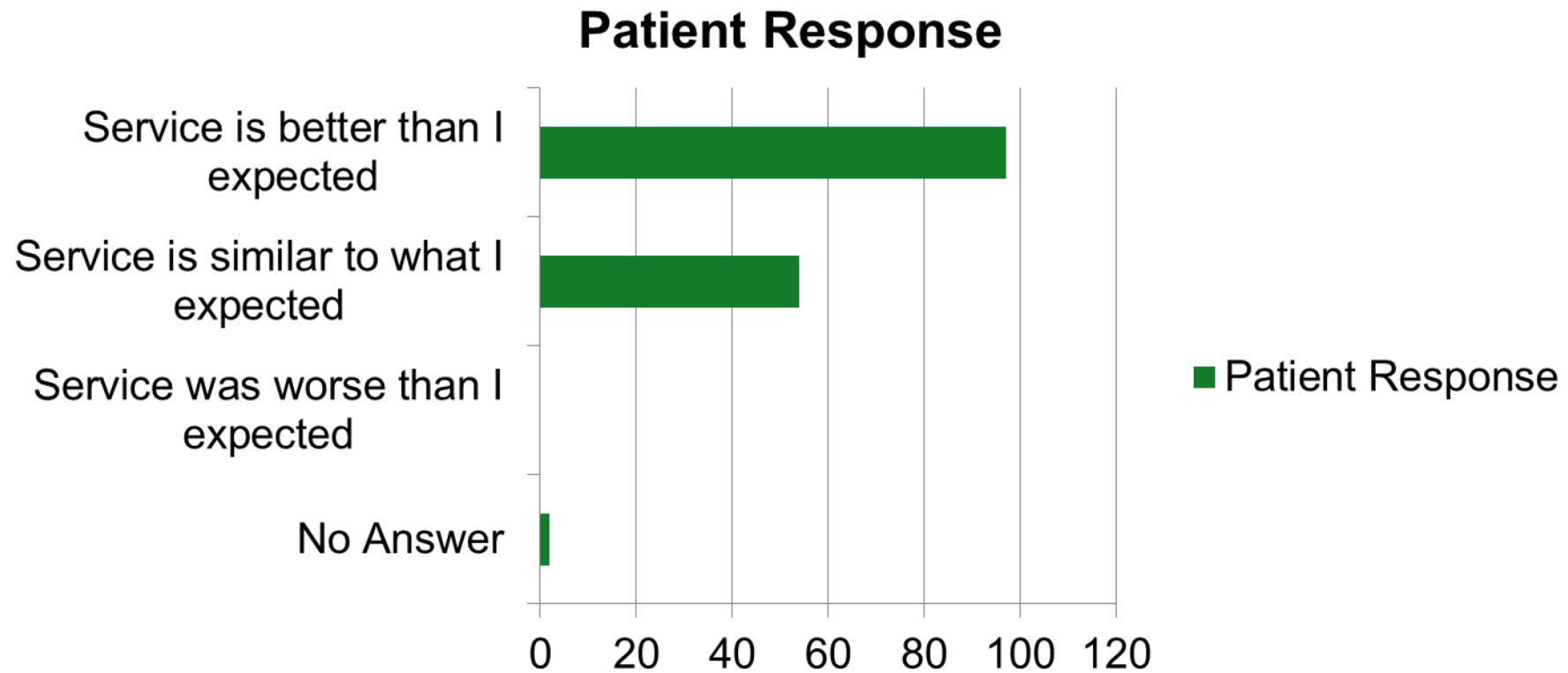
Post-Operative Care

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



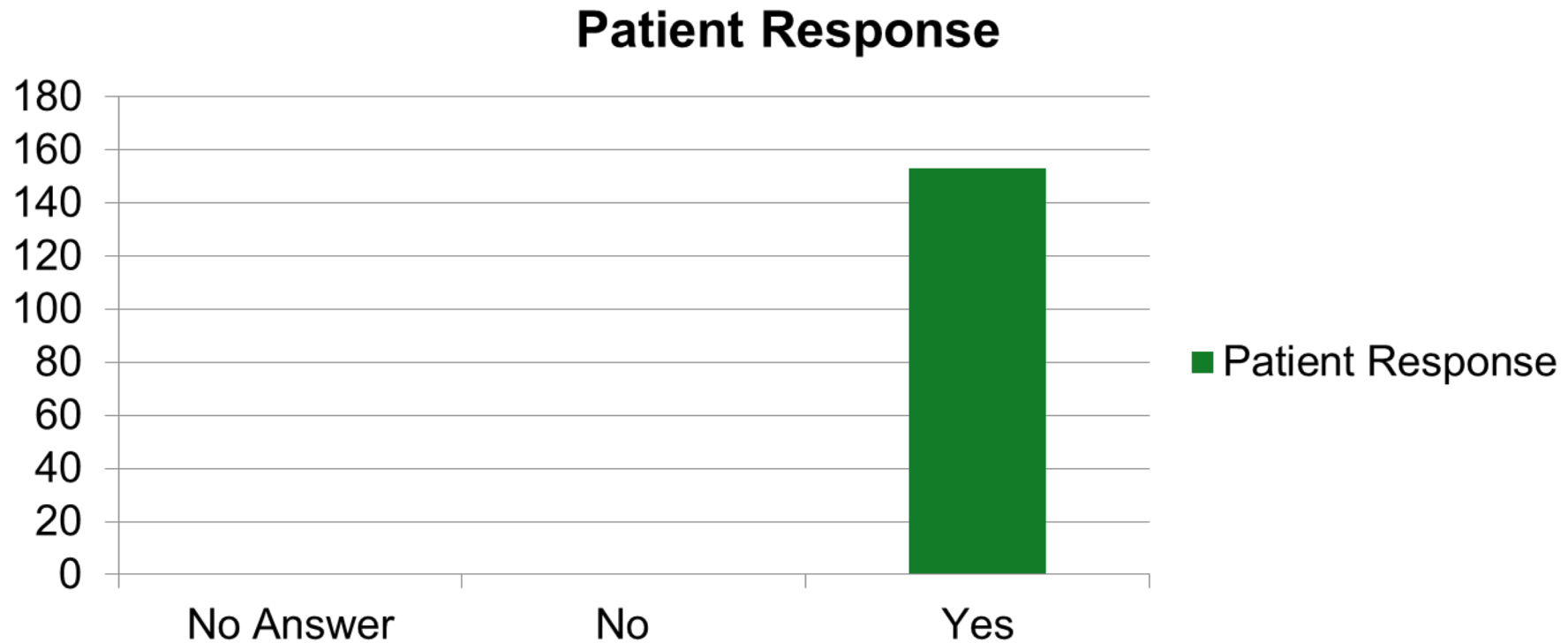
Post-Operative Care

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?

- ❖ It was a top notch experience – Thank you!
- ❖ I cannot think of anything – Good job.
- ❖ No, it was excellent for both operations. All the staff were very friendly and helpful, particularly from surgeon and anaesthetist.
- ❖ Excellent care and service. Very kind and professional staff. Thank you.
- ❖ I was very satisfied with all the service and treatment I received. Thank you.
- ❖ Everything is absolutely perfect, from the consultant, Dr Girgis, to the medical staff.
- ❖ At this present time, it would be hard to improve a great service.
- ❖ Not as far as I am concerned, service is second to none.
- ❖ No – everyone I met was friendly, helpful and wanted to please.

Overall Experience – Patient Comments

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

- ❖ Excellent in every way
- ❖ Everything was excellent and I am very grateful for the care and expertise received.
- ❖ No - excellent outcome – very pleased.
- ❖ Not really, excellent service.
- ❖ Excellent care throughout, thank you.
- ❖ Nothing – excellent professional care, thank you.
- ❖ No – excellent care and attention.
- ❖ Everything was perfect.
- ❖ All services were excellent.