

Karidis Patient Satisfaction Survey

Thank you for participating in our survey. Your feedback is important to us.

Patient feedback is hugely important to us at Karidis, helping the business progress in the right way & making sure we are doing all we can to make your experience as enjoyable as possible.

In light of this, we have a few questions we'd love you to answer & if there is anything you feel we have left out or anything more you'd like to add, then please email us: london@karidis.co.uk

As a thank you for completing and returning your answers to us, we would like to offer you a £25 voucher on your next visit to Karidis *t&c's apply

Karidis Patient Satisfaction Survey

INFORMATION/ CONSULTATION

no:00000001

1. How did you rate your initial contact with the staff when first making an appointment?

- poor
- satisfactory
- good
- excellent

2. Did you receive sufficient information/ advice before the initial consultation?

- yes
- no

3. How would you rate our information brochure/ website?

- poor
- satisfactory
- good
- excellent

4. How would you rate your discussion/ consultation with regards to your planned treatment?

- poor
- satisfactory
- good
- excellent

5. Were you given enough time to ask questions?

yes

no

if not, why?

6. Were the risks & side effects of your procedure clearly discussed?

yes

no

7. How well would you rate the explanation?

poor

satisfactory

good

excellent

8. Were you made aware of the potential risks and side effects related to anaesthetic?

yes

no

9. How well did you feel Mr Karidis understood your concerns / goals?

poor

satisfactory

good

excellent

10. Overall how would you rate the consultation in helping you to decide on your treatment or procedure?

poor

satisfactory

good

excellent

11. Were you offered a chaperone to join you within your consultation?

yes

no

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YOUR ANAESTHETIST / ANAESTHESIA

12. Did you meet the anaesthetist before your operation?

yes

no

13. If answered YES to Q12- did you have the anaesthetic explained to you?

yes

no

14. If answered YES to Q12- Did you have enough time with the anaesthetist to ask questions?

yes

no

15. If answered YES to Q12- Did the anaesthetist reassure you & give you confidence in her/ him?

yes

no

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ABOUT YOUR ANAESTHETIC

16. How did you feel when you awoke following your procedure?

- poor
- satisfactory
- good
- excellent

17. Did you experience pain during or immediately after the procedure? If yes, please describe the level of pain.

- minimal
- bearable
- unbearable

18. While in the recovery room, how would you rate the nursing care provided?

- poor
- satisfactory
- good
- excellent

19. Did you suffer from either nausea or vomiting after your procedure?

- yes
- no

If YES, did the medication help this?

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ABOUT THE HOSPITAL

20. How helpful were the staff on admission?

- poor
- good
- satisfactory
- excellent

21. How would you rate the standard of hospital nursing care provided during your stay?

- poor
- good
- satisfactory
- excellent

22. Please rate the standard of your room

- poor
- satisfactory
- good
- excellent

23. If you had meal(s) in the hospital, please rate:

- poor
- satisfactory
- good
- excellent

24. Were you offered adequate pain relief after your procedure, while in hospital?

- yes
- no

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POST OPERATIVE CARE

25. Did you receive sufficient post-operative instructions/ medication on your discharge from hospital?

yes

no

26. Were you provided with contact numbers to call if you suffered any problems post-operatively?

yes

no

27. If you used this service, was the response quick and satisfactory?

yes

no

28. How would you rate the arrangements made for you to attend your first appointment with Mr Karidis' practice nurse after discharge?

Poor

Satisfactory

Good

Excellent

29. How would you rate the nursing care from Mr Karidis' Practice Nurse that you received at your post-operative consultations?

- Poor
- Satisfactory
- Good
- Excellent

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GENERAL

30. How would you rate the results of your treatment / procedure?

- Poor
- satisfactory
- good
- excellent

31. Has your treatment met with your expectations?

- yes
- no

if No, why?

32. Would you be happy to recommend Mr Karidis to others?

- No
- Possibly
- Definitely

33. Would you like to receive further information on our non-surgical treatments- Botox, Dermal Filler, Hydrafacial, Laser Hair Removal, Radio Frequency Firming, Body Sculpting Laser and IPL?

- yes
- no