

SEASIDE WELLNESS Date 4/03/2017-4/7/2017

AREA OF FOCUS	VERY SATISFIED	SATISFIED	NOT SATISFIED OR DISSATISFIED	DISSATISFIED	Not Applicable
ACCESS TO THE CLINIC					
Ease of making your appointment by telephone	67%	7%	5%	6%	5%
Ability to get an appointment as quickly as you wanted it	60%	31%	9%	0%	0%
Ability to be seen on the day and time that works best for you	62%	32%	2%	4%	0%
The time that you spent in the waiting room and exam room before seeing your doctor	43%	40%	7%	9%	0%
OUR STAFF					
The friendliness of the front desk staff	73%	2%	10%	5%	0%
The caring and concern of the nurses/medical assistants	77%	20%	2%	1%	0%
COMMUNICATION					
The speed with which your telephone calls are answered	49%	35%	5%	10%	1%
Your ability to get help or advice during office hours by telephone	48%	32%	6%	10%	4%
The way your doctor listened to your concerns and showed understanding of your health condition	74%	19%	3%	4%	0%
Your doctor's explanation of things in a way you could understand	77%	19%	3%	1%	0%
Ease of understanding instructions regarding your medication and follow-up care	74%	21%	0%	5%	0%
The availability of your health information, such as test results	69%	11%	6%	4%	0%
CARE COORDINATION					
Your doctor's communication with other providers involved in your care	62%	27%	0%	6%	5%
Your doctor's efforts to involve you in planning your own care	63%	27%	6%	4%	0%
Your doctor's use of a patient centered approach to your care	62%	41%	0%	0%	0%
The quality and ease of use of the self-management tools given to you by the practice	84%	15%	0%	1%	0%
OVERALL SATISFACTION					
How satisfied are you with our practice overall	81%	15%	0%	4%	0%
How likely are you to recommend our practice to your friends and family	69%	22%	5%	4%	0%
Respondent vulnerability information					
			%		
Age over 75			33%		
Primary language not English			0%		
Does not have health insurance			6%		