

Survey Year:

Family Planning Site:

Survey Question:	5	4	3	2	1	N/A
Time between making appointment and being seen						
Convenience of clinic hours						
Convenience of clinic location						
Time in waiting room						
Time in exam room						
Courtesy of front desk staff						
Registration process clearly explained						
Answers your questions (front desk staff)						
Courtesy of provider						
Listens to you (provider)						
Takes enough time with you (provider)						
Clearly explains what you want to know (provider)						
Clearly explains medication (provider)						
Courtesy of nursing staff						
Clearly explains what you want to know (nursing)						
What you pay						
Explanation of charges						
Cleanliness of clinic						
Ease of finding where to go						
Comfort while waiting						
Keeping your personal information private						
Would you recommend our clinic to family/friends?	Yes:		No:			
<b>Survey Comments:</b>						
<p><b>How did you hear about our clinic?</b></p> <p>Friend: _____</p> <p>Relative: _____</p> <p>Partner: _____</p> <p>Online: _____</p> <p>Referral (Specify): _____</p> <p>_____</p> <p>Other (Specify): _____</p> <p>_____</p>						
<p><b>What did you like best about our clinic?</b></p> <p>_____</p>						
<p><b>What did you like least about our clinic?</b></p> <p>_____</p>						
<p><b>What could we have done to make your visit better today?</b></p> <p>_____</p>						