



Mr Rafik Girgis, Consultant Ophthalmologist
and Nuffield Health Bristol Hospital.
Patient Satisfaction Survey.
January to December 2019

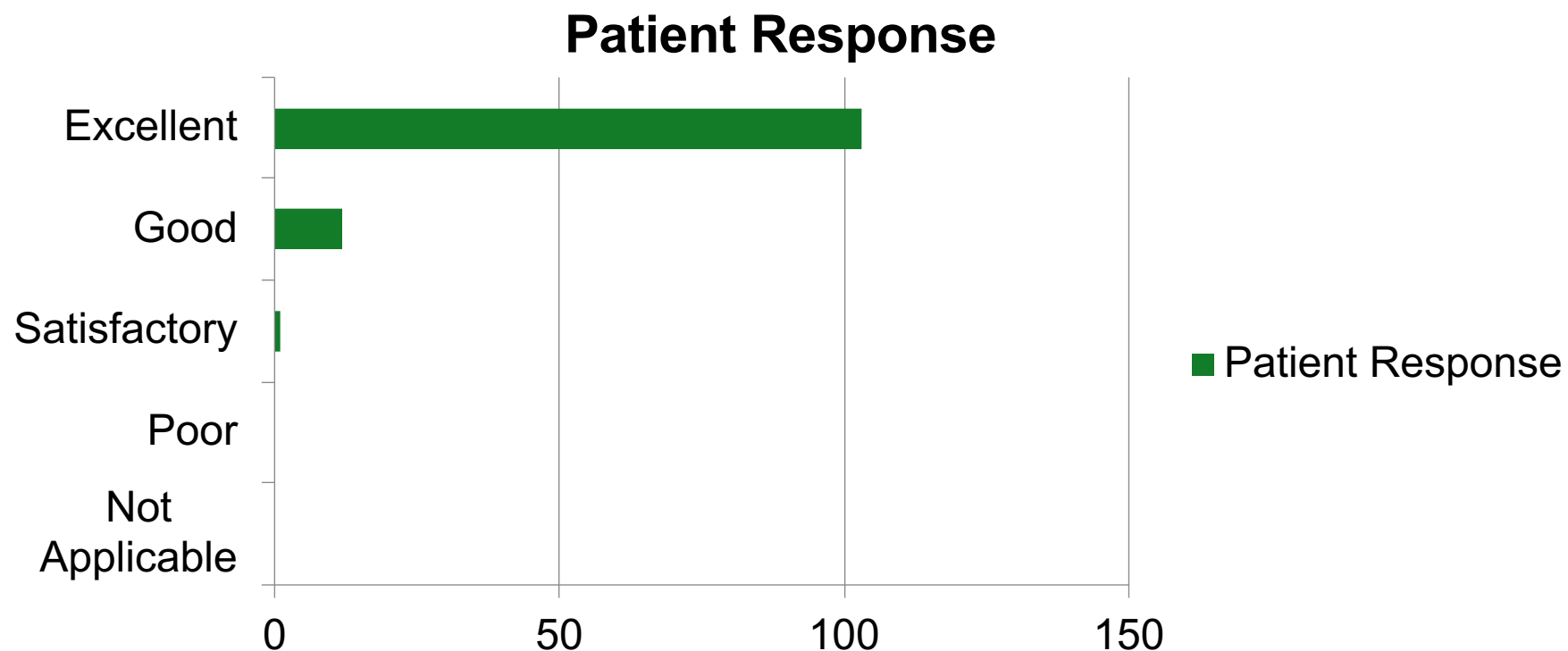
Patient Satisfaction Survey 2019

Mr Rafik Girgis, Consultant Ophthalmologist and Nuffield Health Bristol Hospital 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 2019 patient satisfaction survey questionnaire which was completed by 116 of our patients.

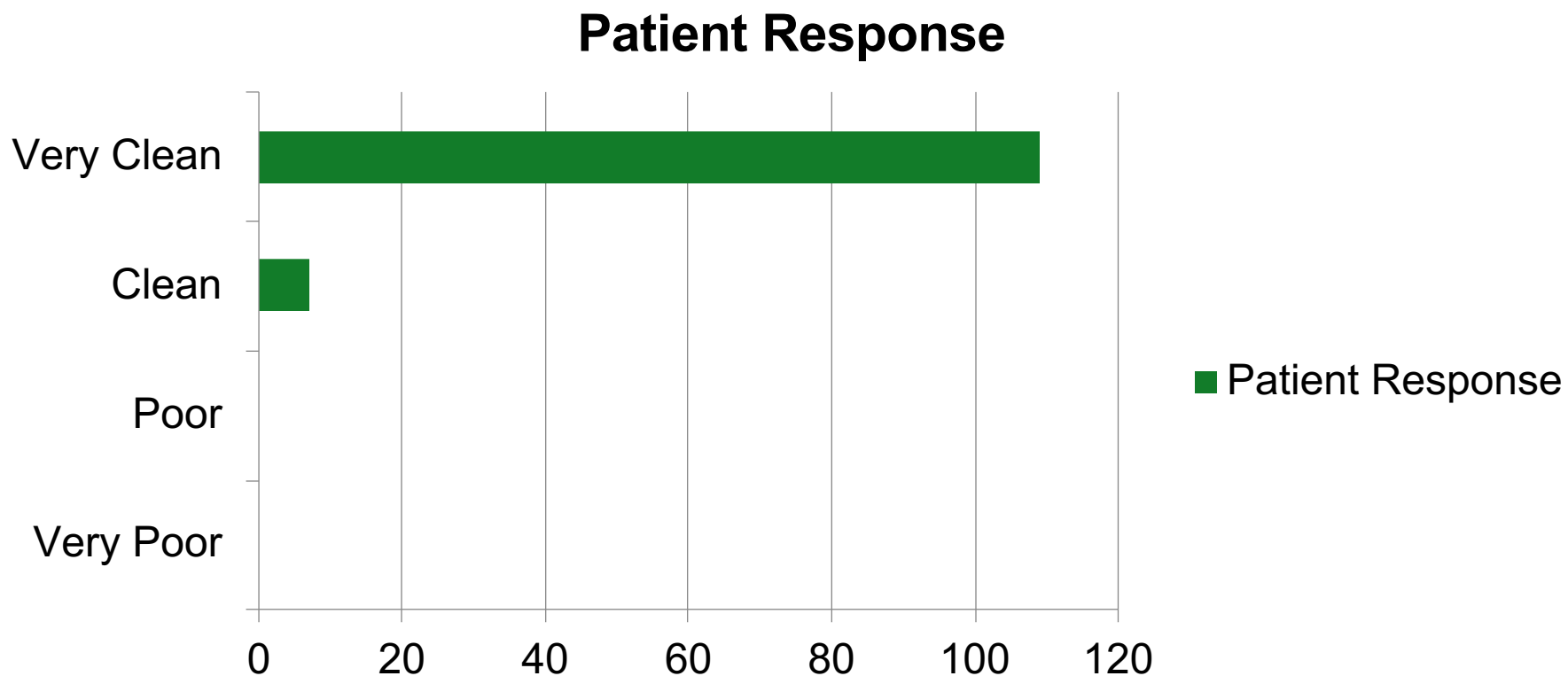
Pre-Operative Care

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



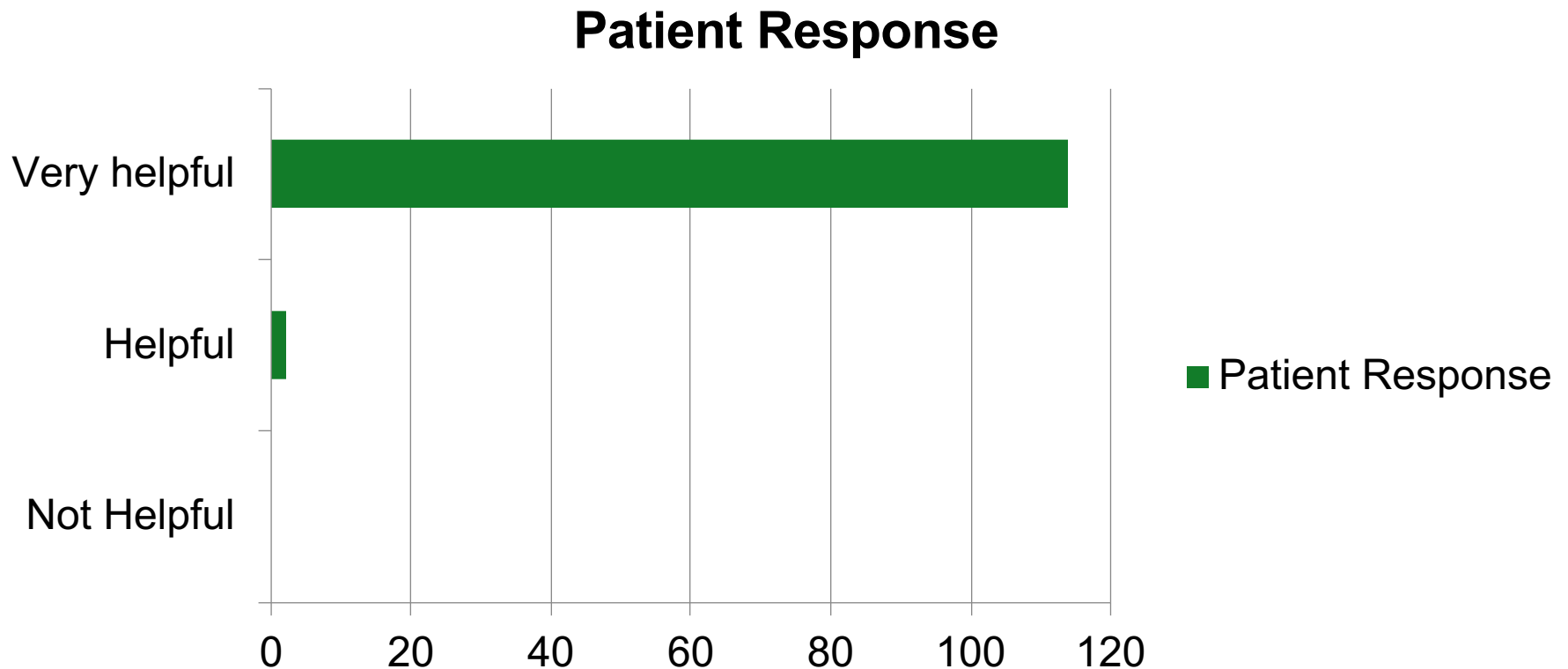
Pre-Operative Care

How did you find the Hospital?



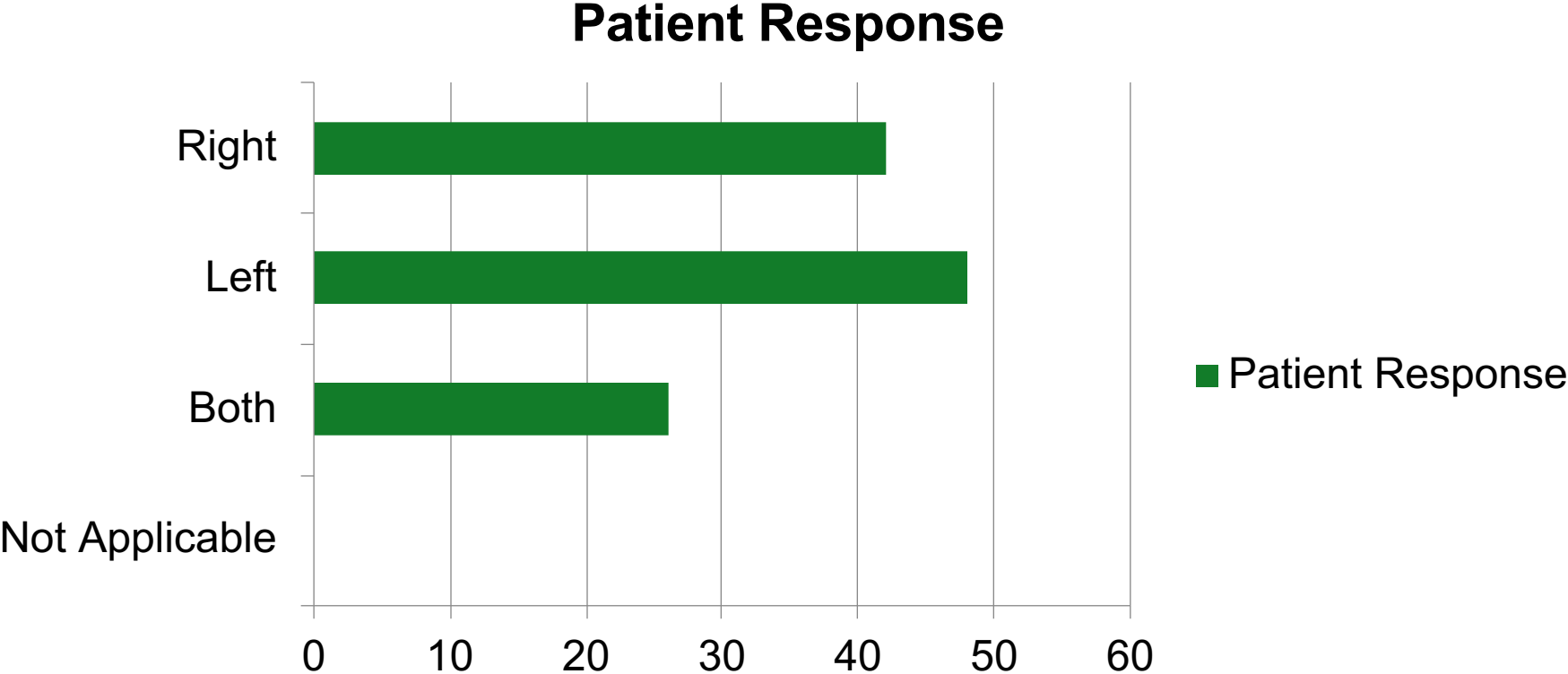
Pre-Operative Care

How helpful were the staff?



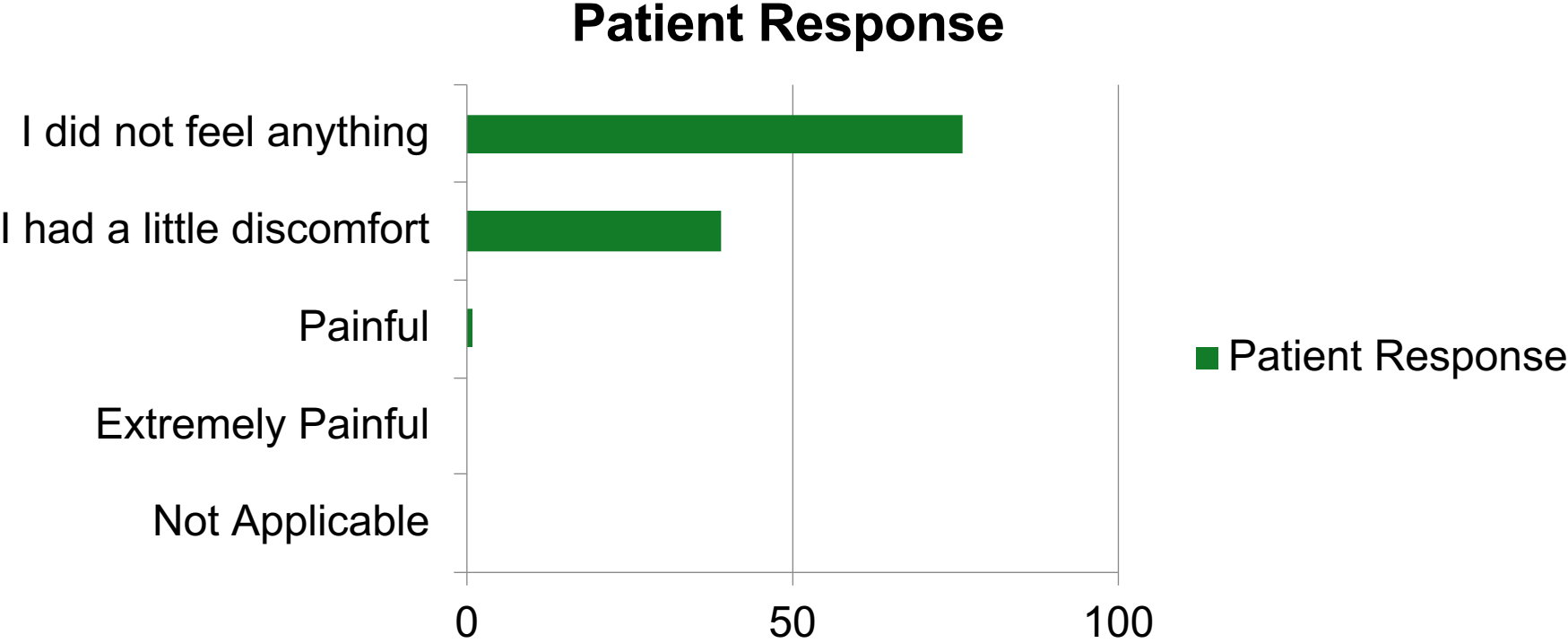
Operative Care

Which eye was operated on?



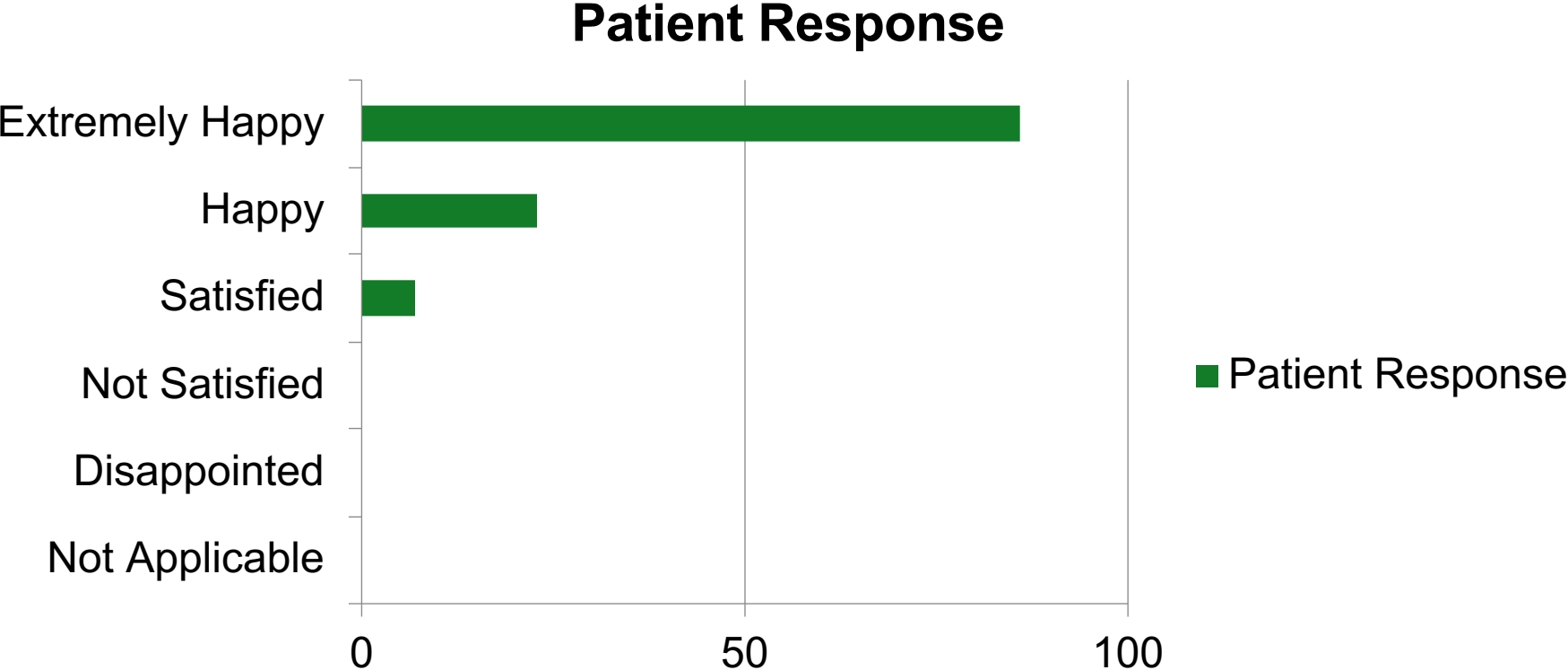
Operative Care

Was your operation painful?



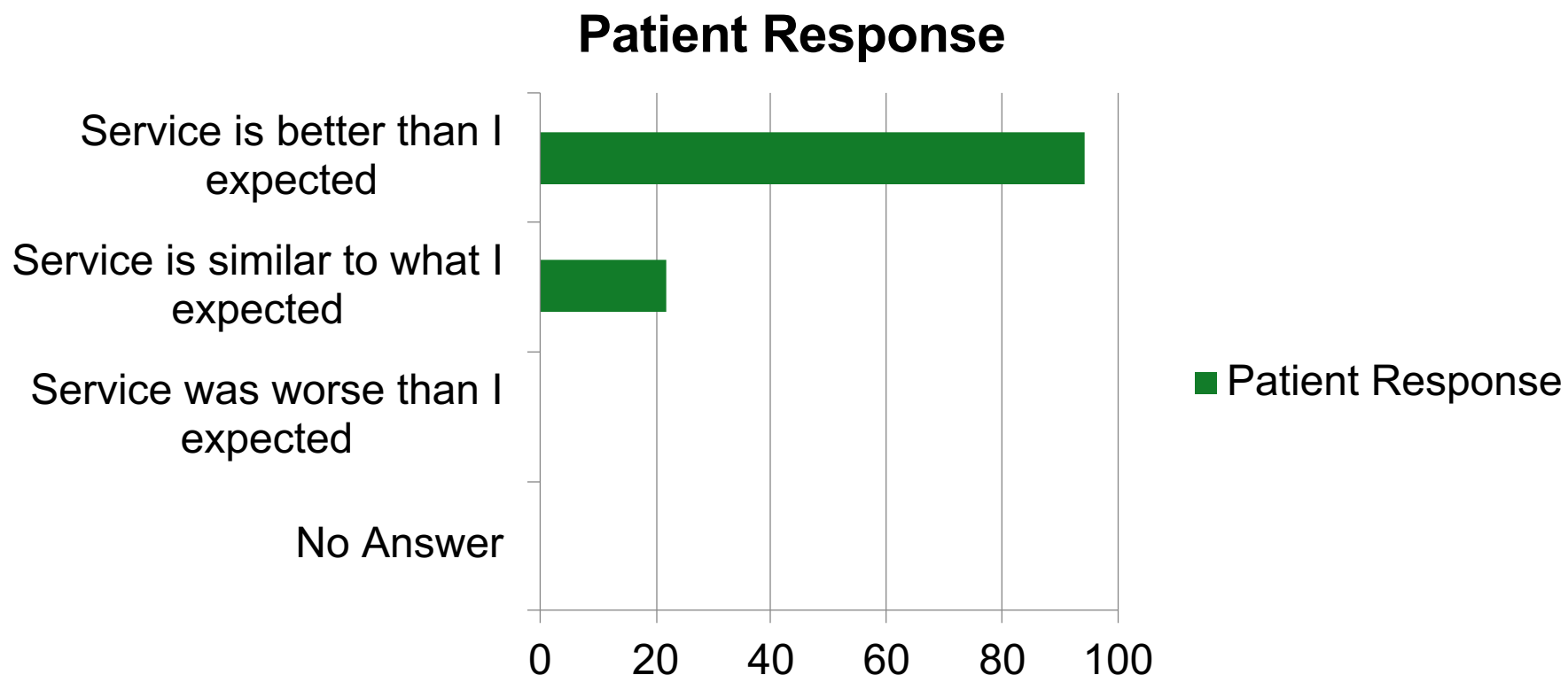
Post-Operative Care

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



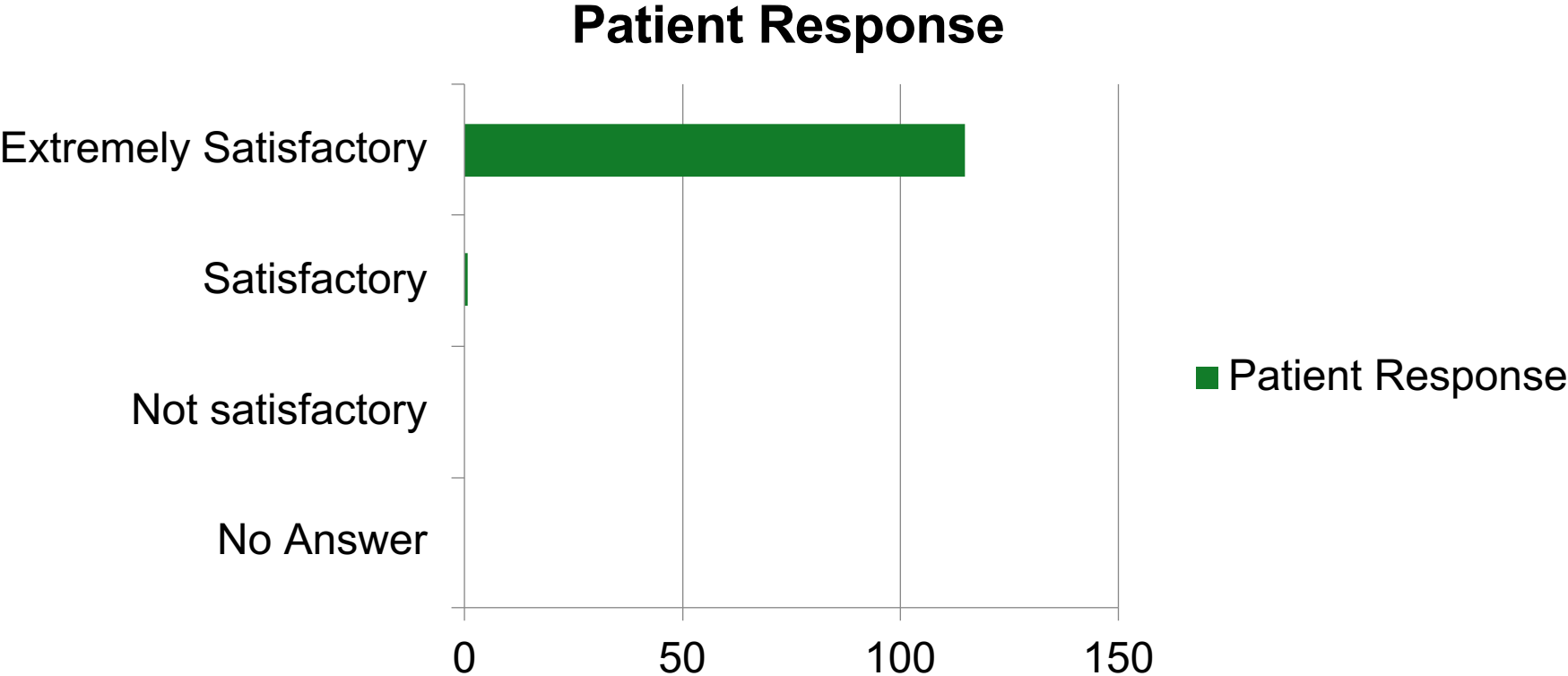
Post-Operative Care

How do you feel about the overall service you received?



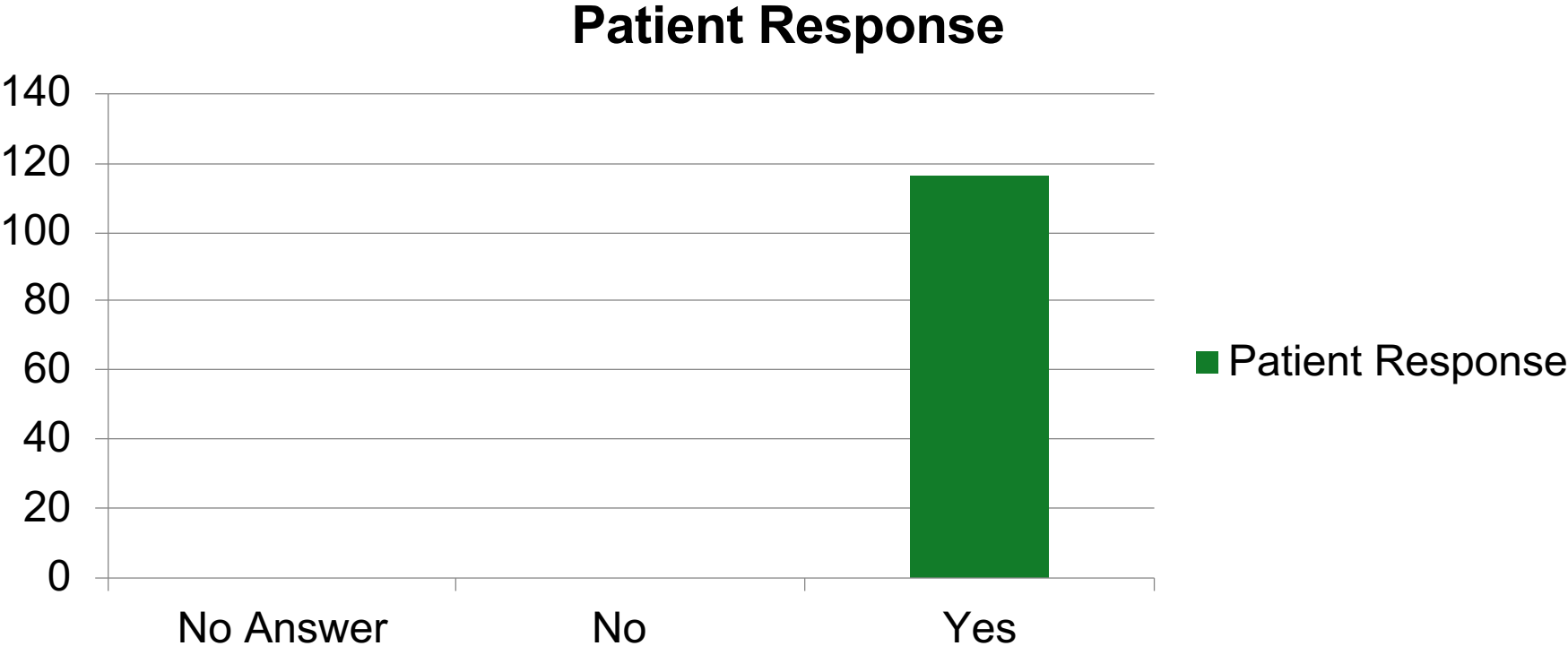
Overall Experience

How would you rate your overall experience at Nuffield Health Bristol Hospital?



Overall Experience

Would you recommend Nuffield Health Bristol Hospital 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?

- ❖ Nothing. All is good.
- ❖ Nothing at all.
- ❖ No. Everything could not have been better.
- ❖ Excellent experience
- ❖ No. Excellent!.
- ❖ No. Amazing Doctor and team - Thank you.
- ❖ Complete satisfaction, so no.
- ❖ No suggestions – All was excellent.
- ❖ No. From start to finish, everything went smoothly.

Overall Experience – Patient Comments

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

- ❖ I would consider the treatment 100% at this time.
- ❖ Service was extremely satisfactory.
- ❖ Highly satisfied with the current service.
- ❖ No. Mr Girgis and his team with very supportive and professional.
- ❖ My whole experience has been excellent and I am delighted with the results. All staff have been so kind and professional.
- ❖ No improvement necessary.
- ❖ The whole experience was excellent.
- ❖ Whole team was professional and excellent. Thank you very much.
- ❖ Everything was perfect – Very friendly staff.

Overall Experience – Patient Comments

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

- ❖ Difficult to improve excellent service.
- ❖ Everything was great.
- ❖ Everything was very good – Thank you.
- ❖ Very good patient care. All very good service.
- ❖ Everyone I spoke to was highly professional and friendly. I am very happy with the outcome. Thank you.
- ❖ Everything was excellent. Wonderful staff.
- ❖ Thank you to Mr Girgis and his team for restoring my vision.



MR RAFIK GIRGIS

CONSULTANT EYE SURGEON

