



Mr Rafik Girgis, Consultant
Ophthalmologist and St Joseph's
Hospital. Patient satisfaction
survey 2022



Patient Satisfaction Survey – 2022

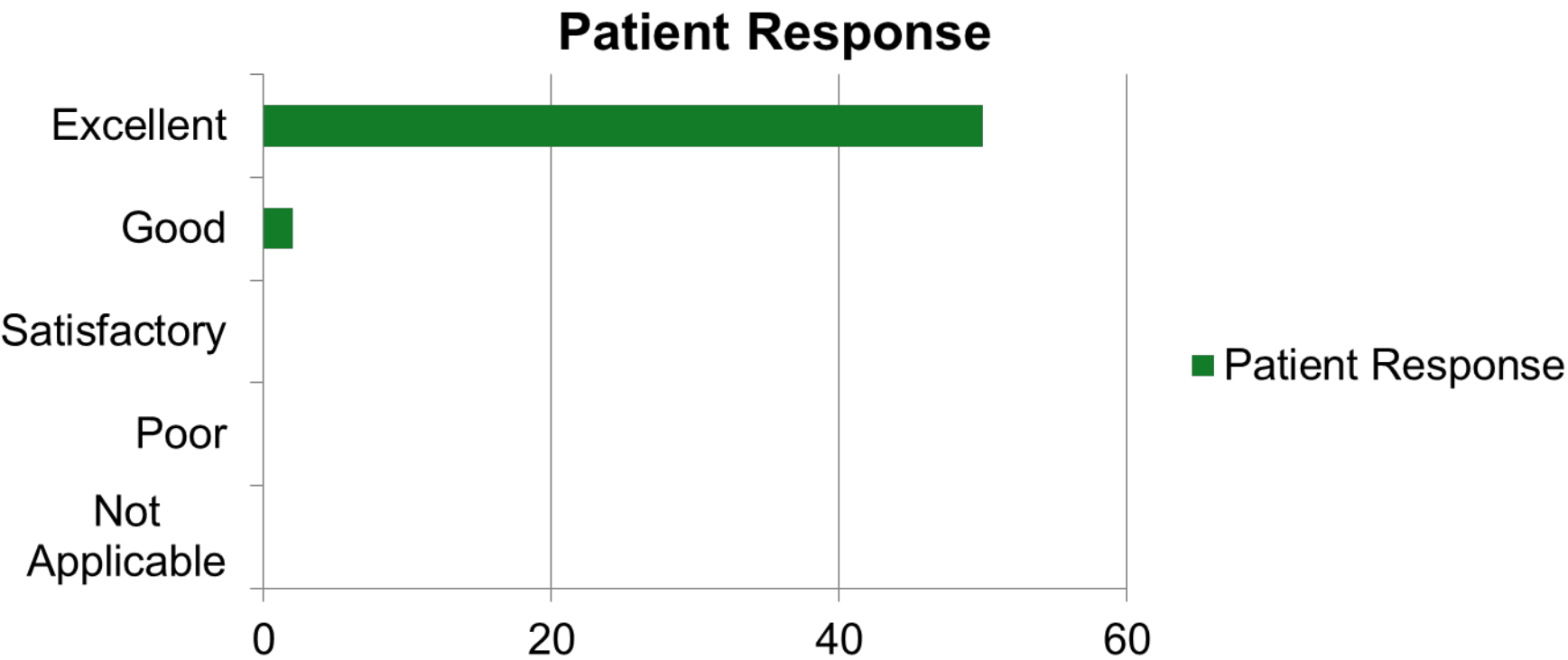
Mr. Rafik Girgis, Consultant Ophthalmologist
and St Joseph's Hospital

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 2022 patient
satisfaction survey questionnaire which was completed by 52
of our patients.

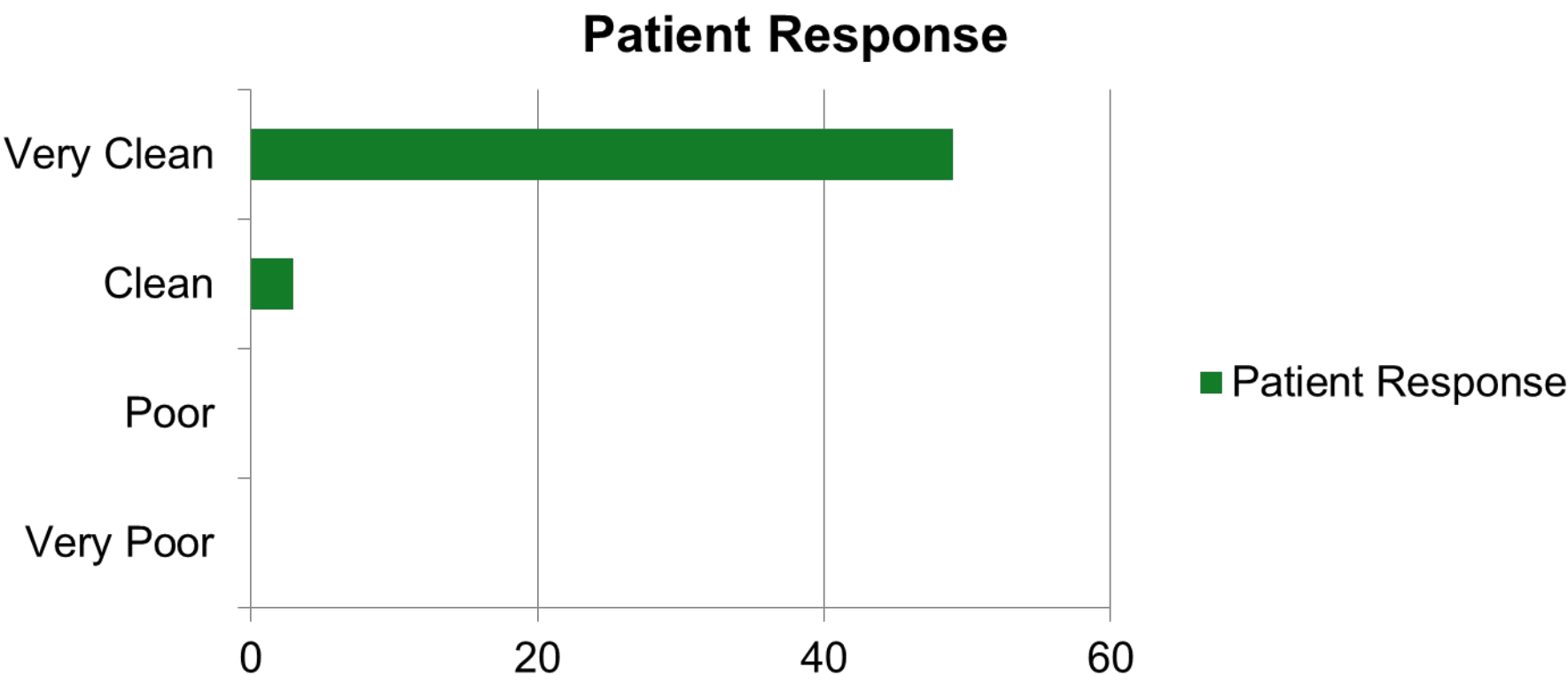
Pre-Operative Care

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



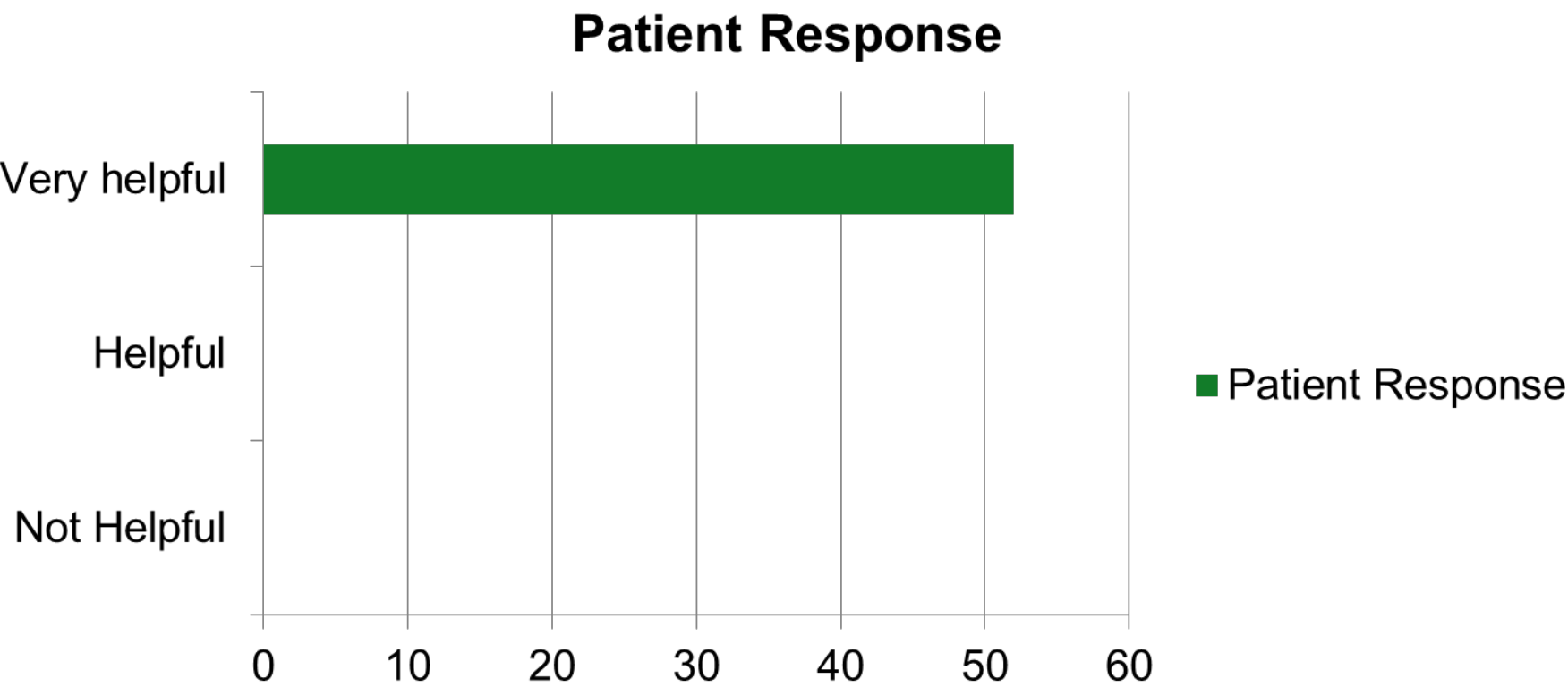
Pre-Operative Care

How did you find the Hospital?



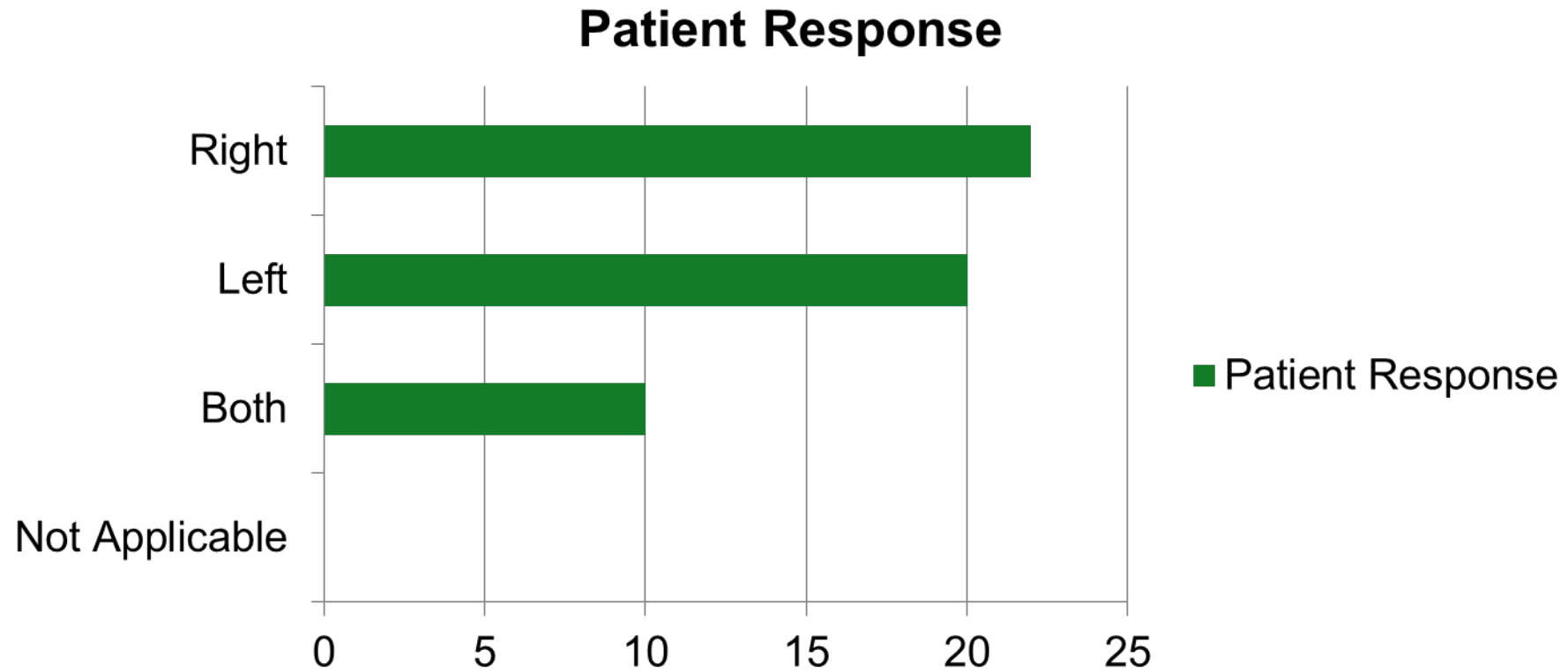
Pre-Operative Care

How helpful were the staff?



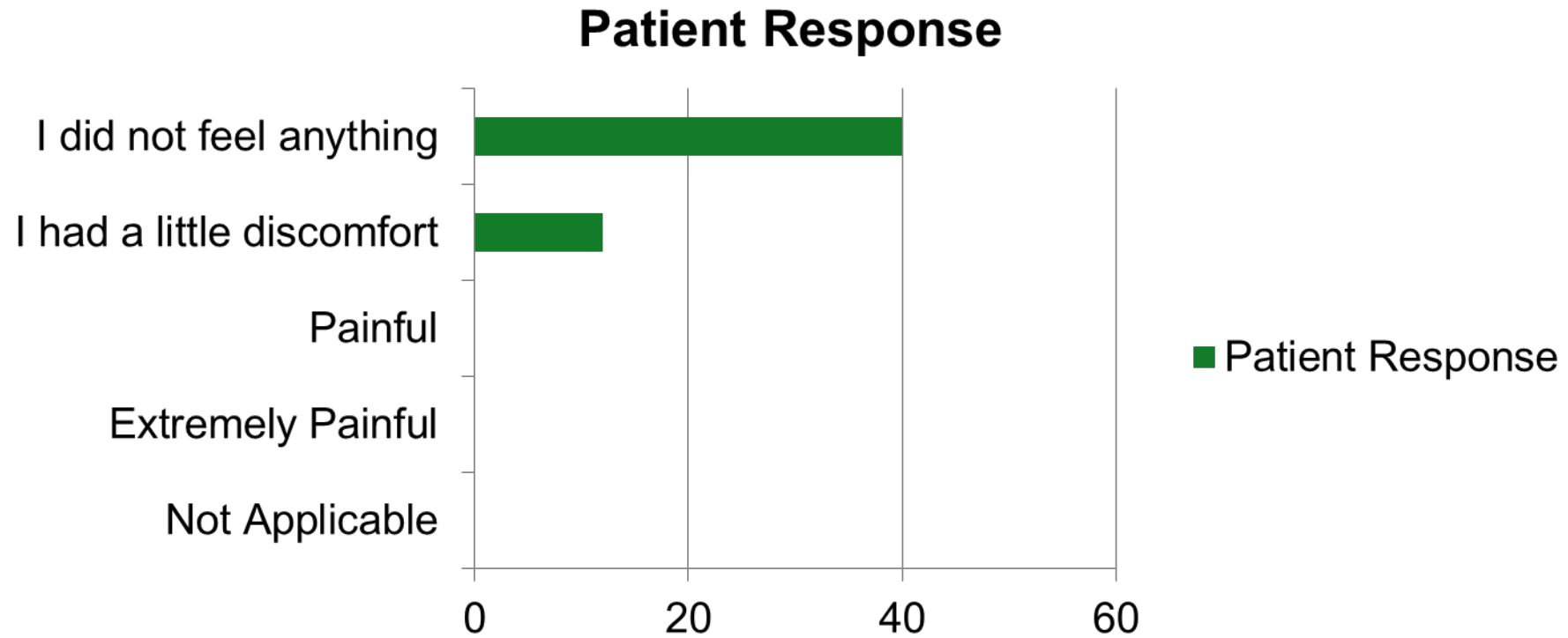
Operative Care

Which eye was operated on?



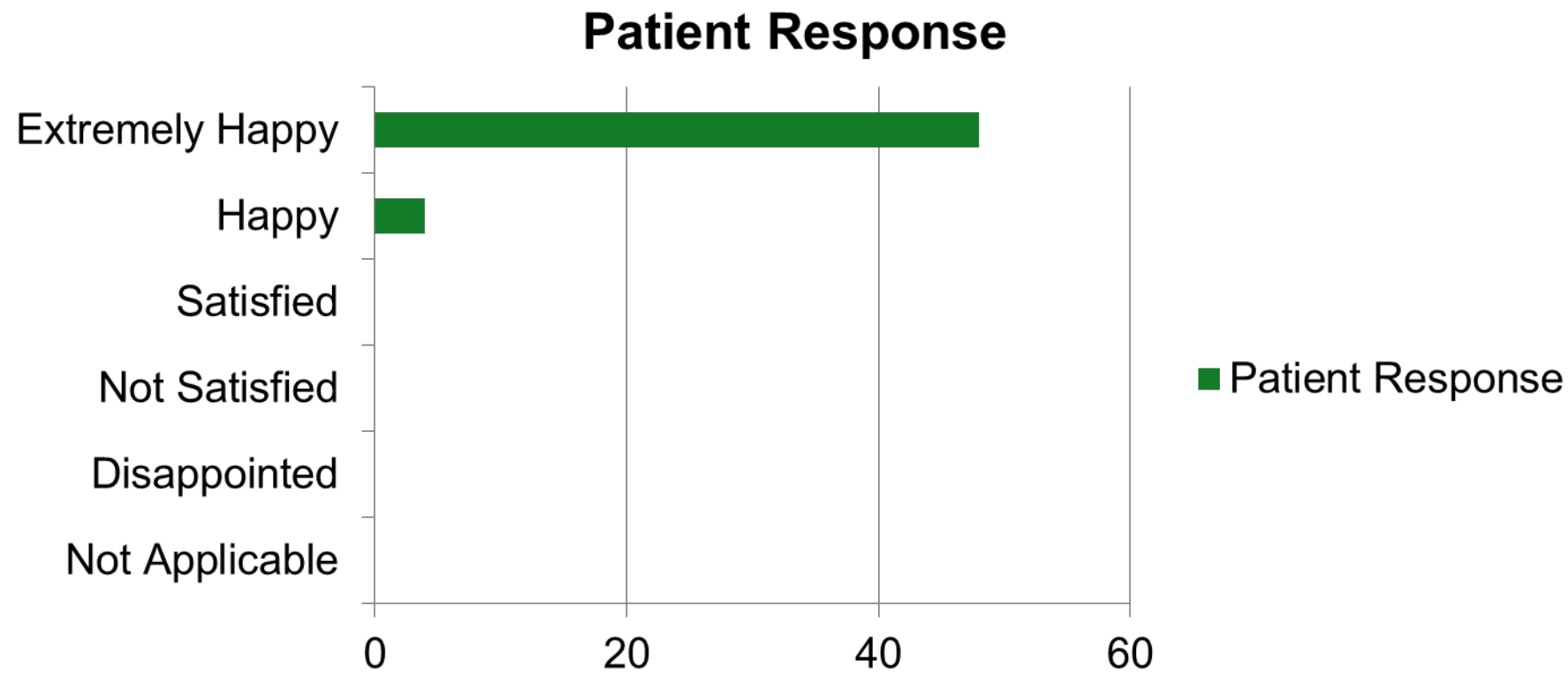
Operative Care

Was your operation painful?



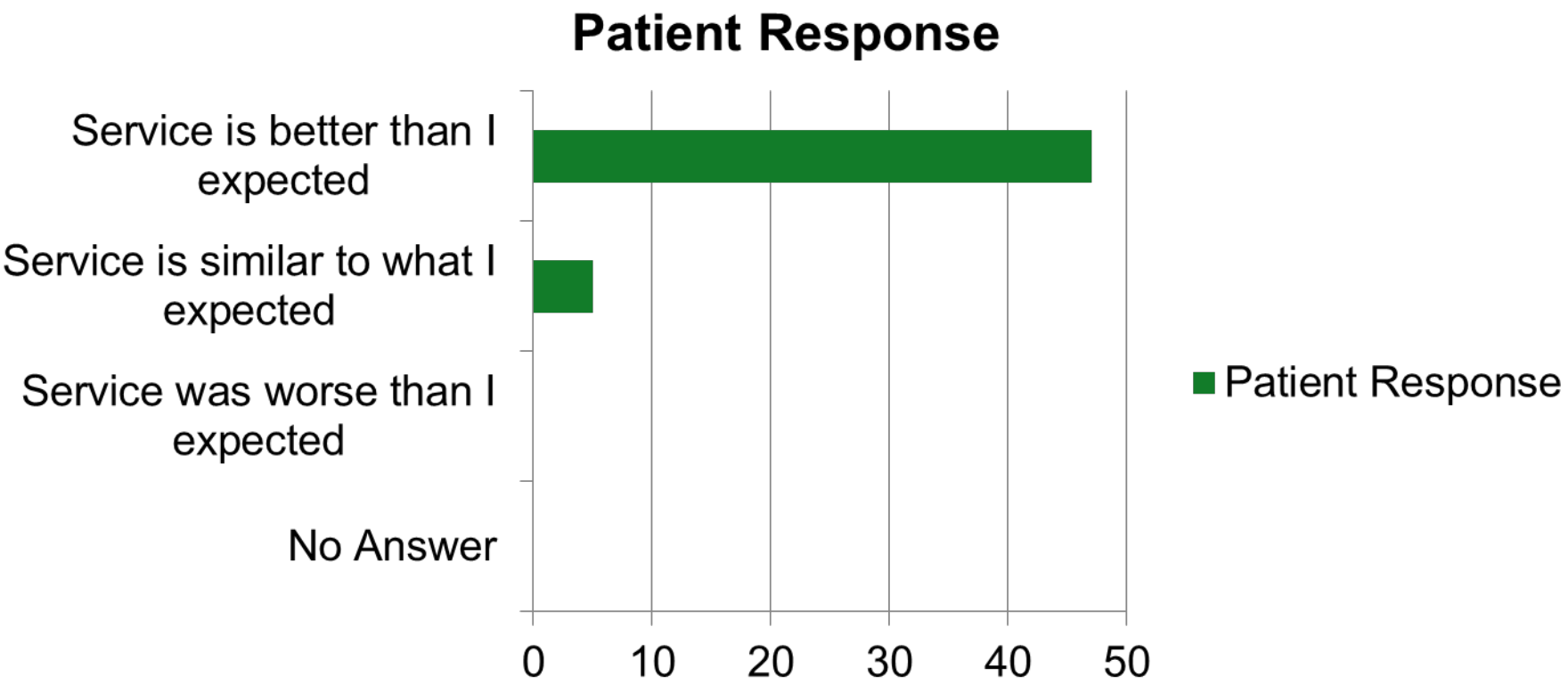
Post-Operative Care

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



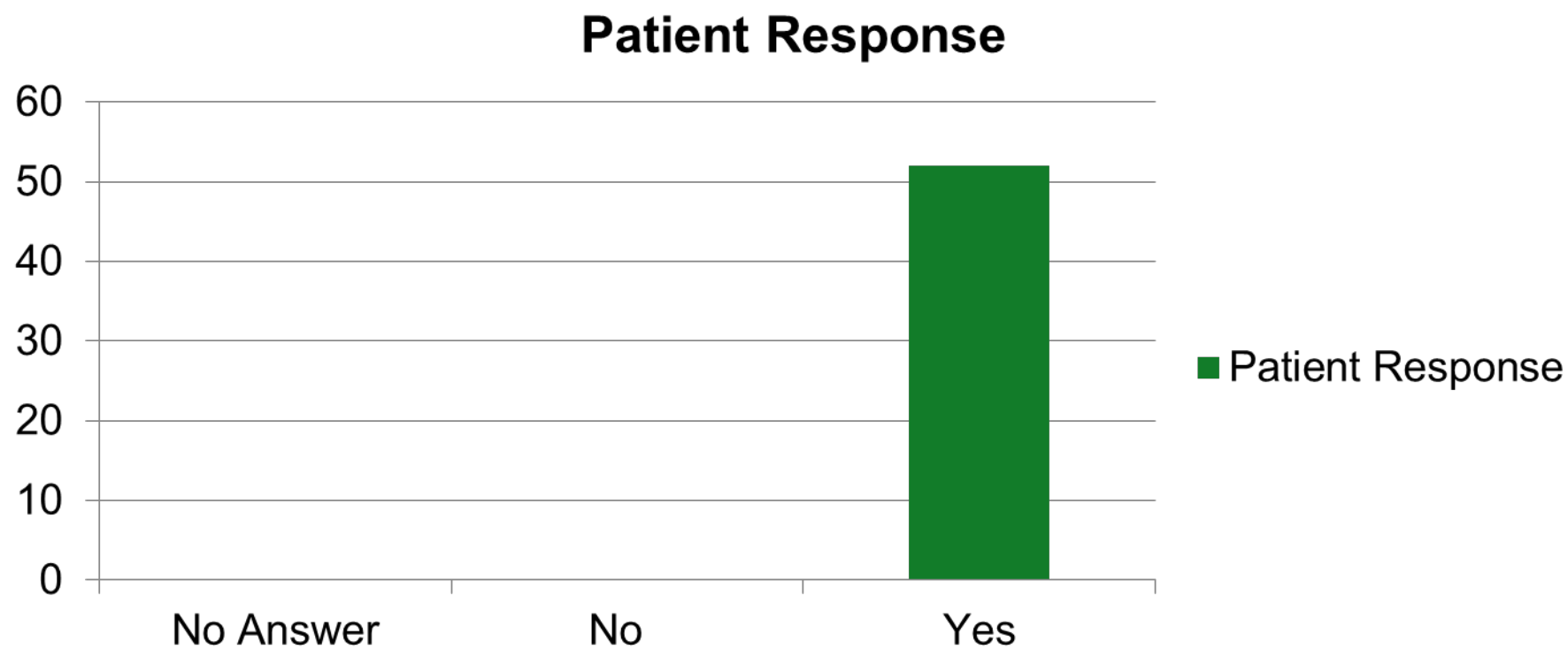
Post-Operative Care

How do you feel about the overall service you received?



Overall Experience

Would you recommend St Joseph’s 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?

- ❖ Keep doing what you are doing – Staff are very pleasant with no signs of stress so the leadership and compassion is clearly evident.
- ❖ Very good – Excellent.
- ❖ Nothing – keep up the good work.
- ❖ The whole experience was very good.
- ❖ Mr Girgis and his team are very friendly, informed and professional.
- ❖ No – all very good.
- ❖ All the staff were extremely friendly and helpful.
- ❖ I am very pleased with the service I received at St Joseph's