



Mr Girgis, Consultant Ophthalmologist
and Nuffield Health Bristol Hospital.
Patient Satisfaction Survey.
January to December 2016

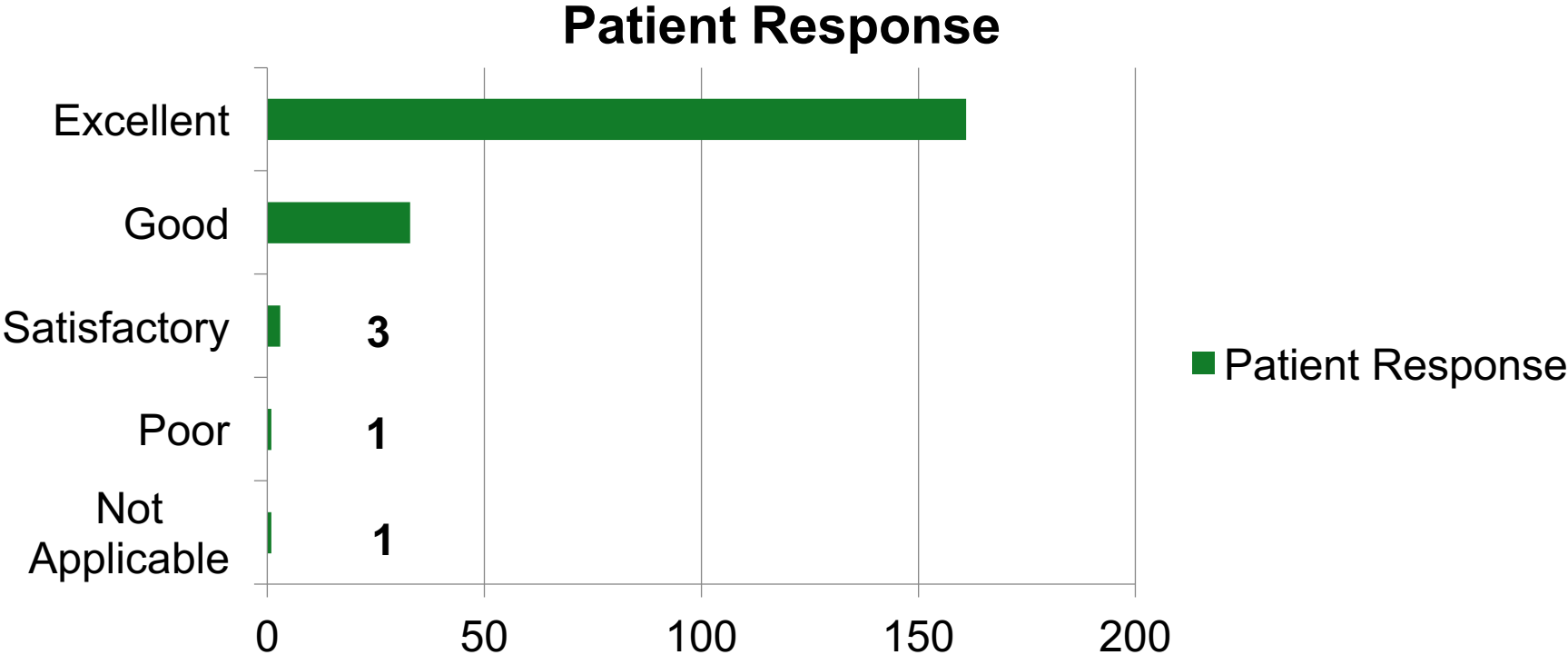
Patient Satisfaction Survey 2016

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 2016 patient satisfaction survey questionnaire which was completed by 199 of our patients.

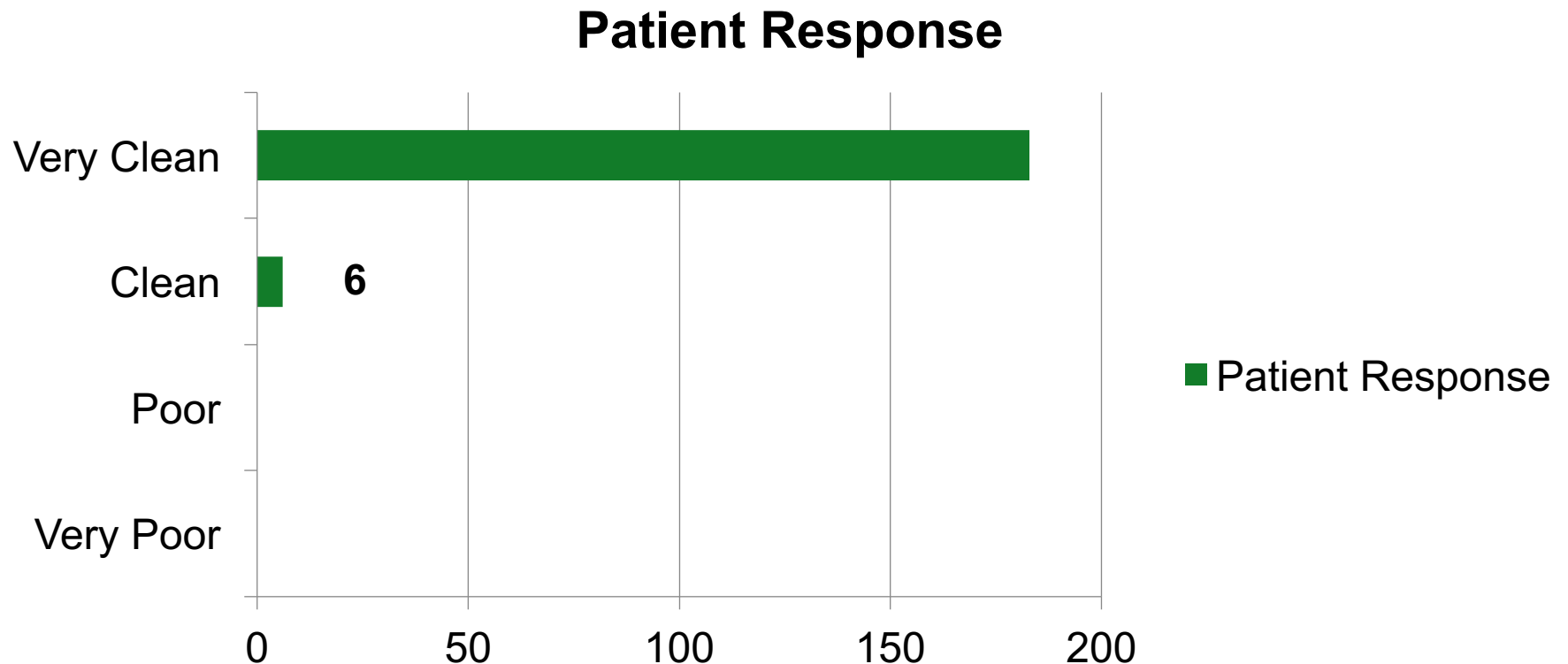
Pre-Operative Care

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



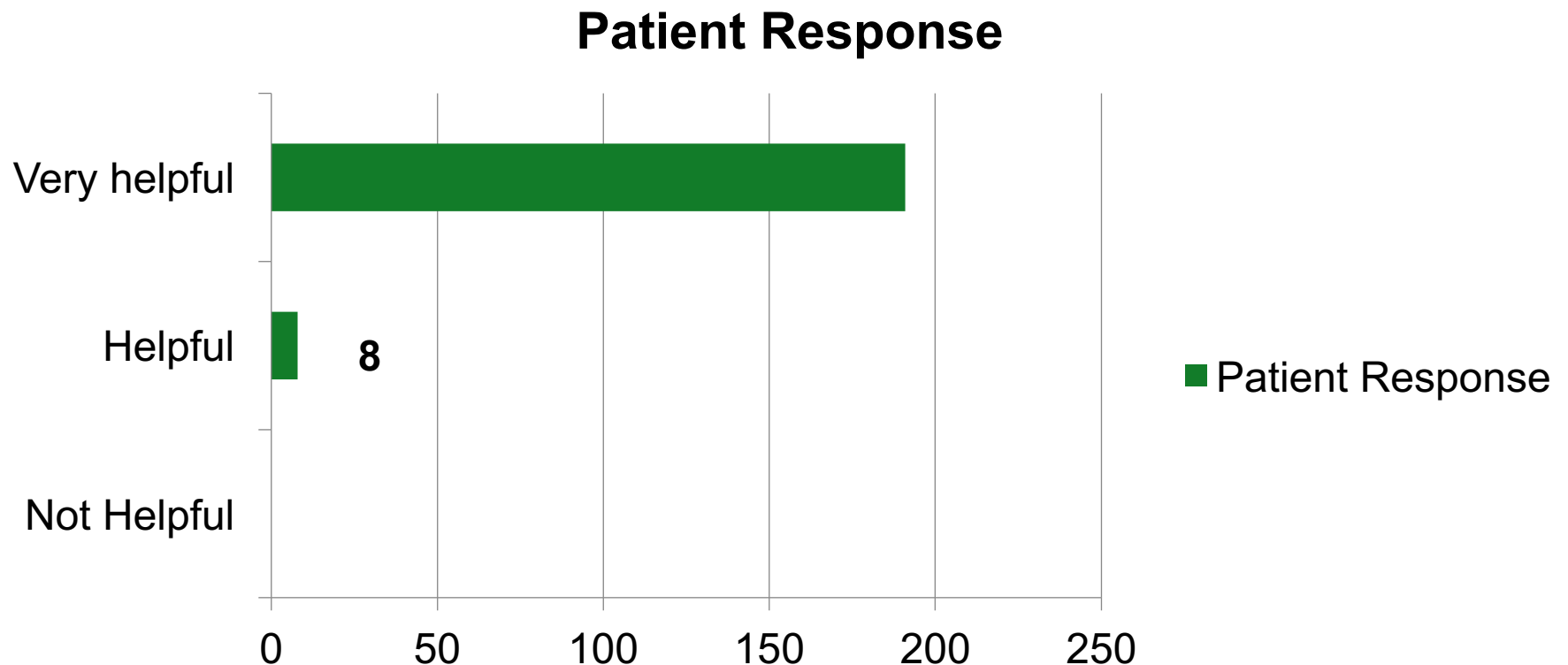
Pre-Operative Care

How did you find the Hospital?



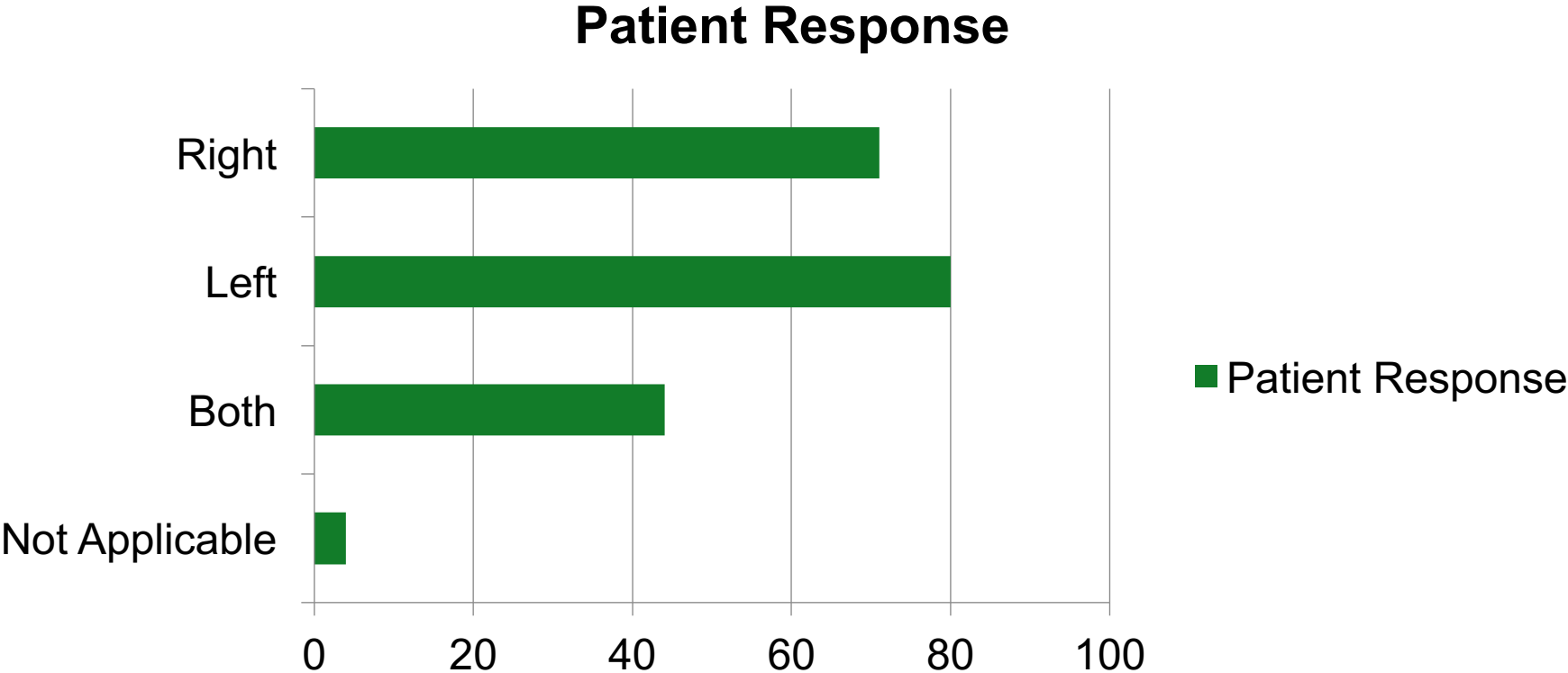
Pre-Operative Care

How helpful were the staff?



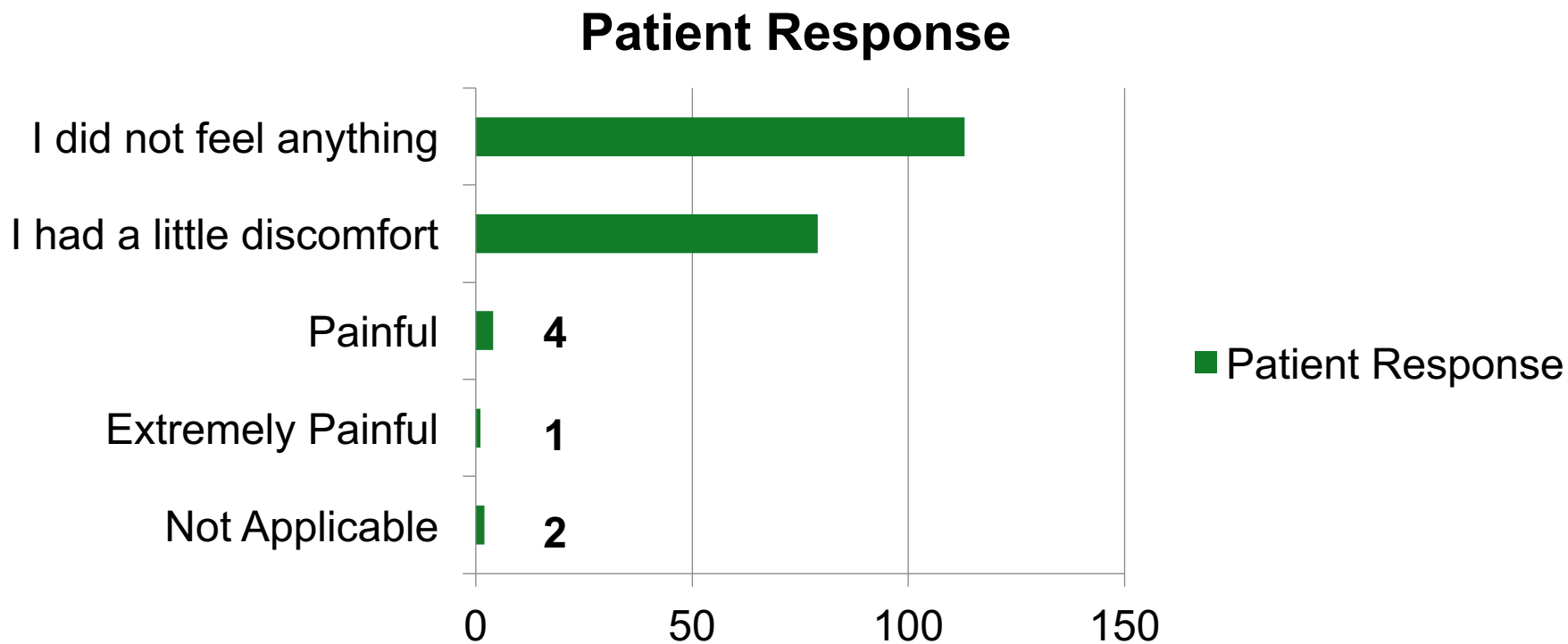
Operative Care

Which eye was operated on?



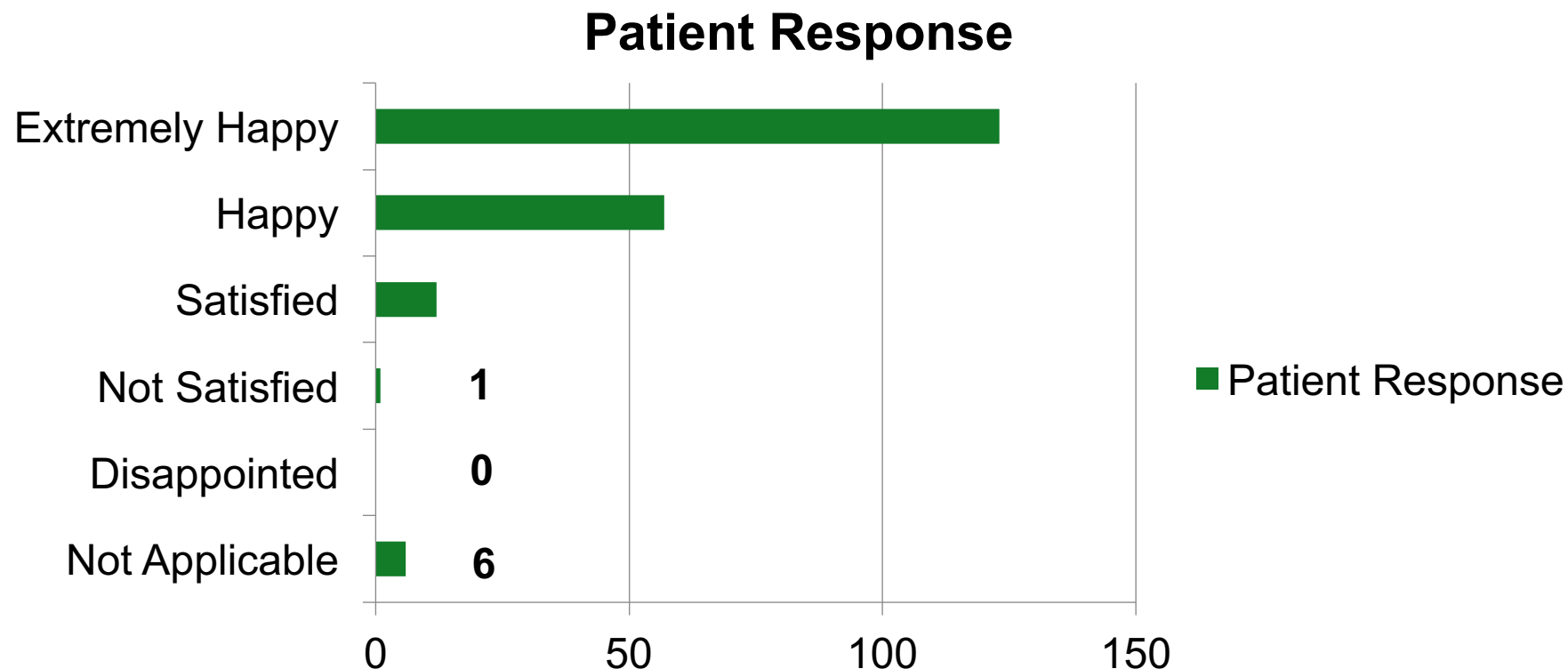
Operative Care

Was your operation painful?



Post-Operative Care

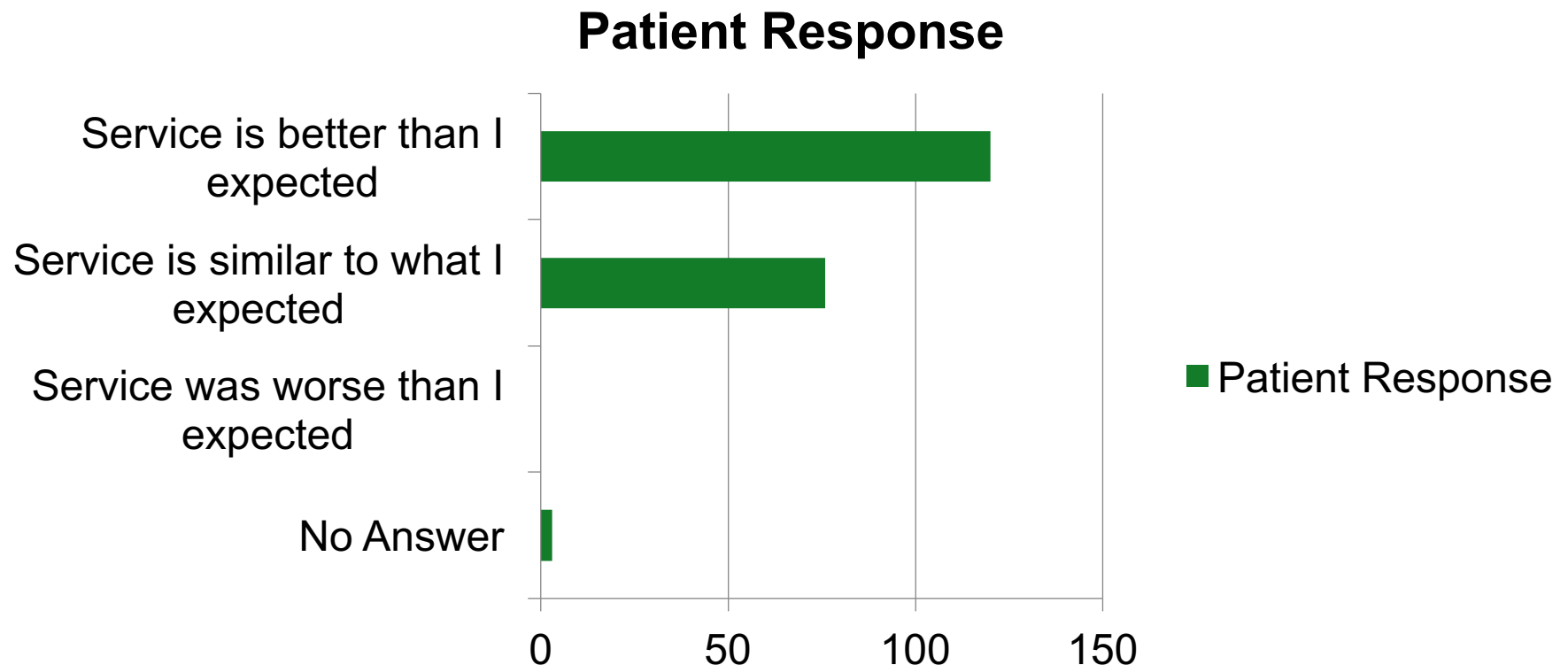
How do you feel about your vision following your cataract surgery?



Some patients had poor vision after surgery due to underlying conditions such as Age Related Macular Degeneration

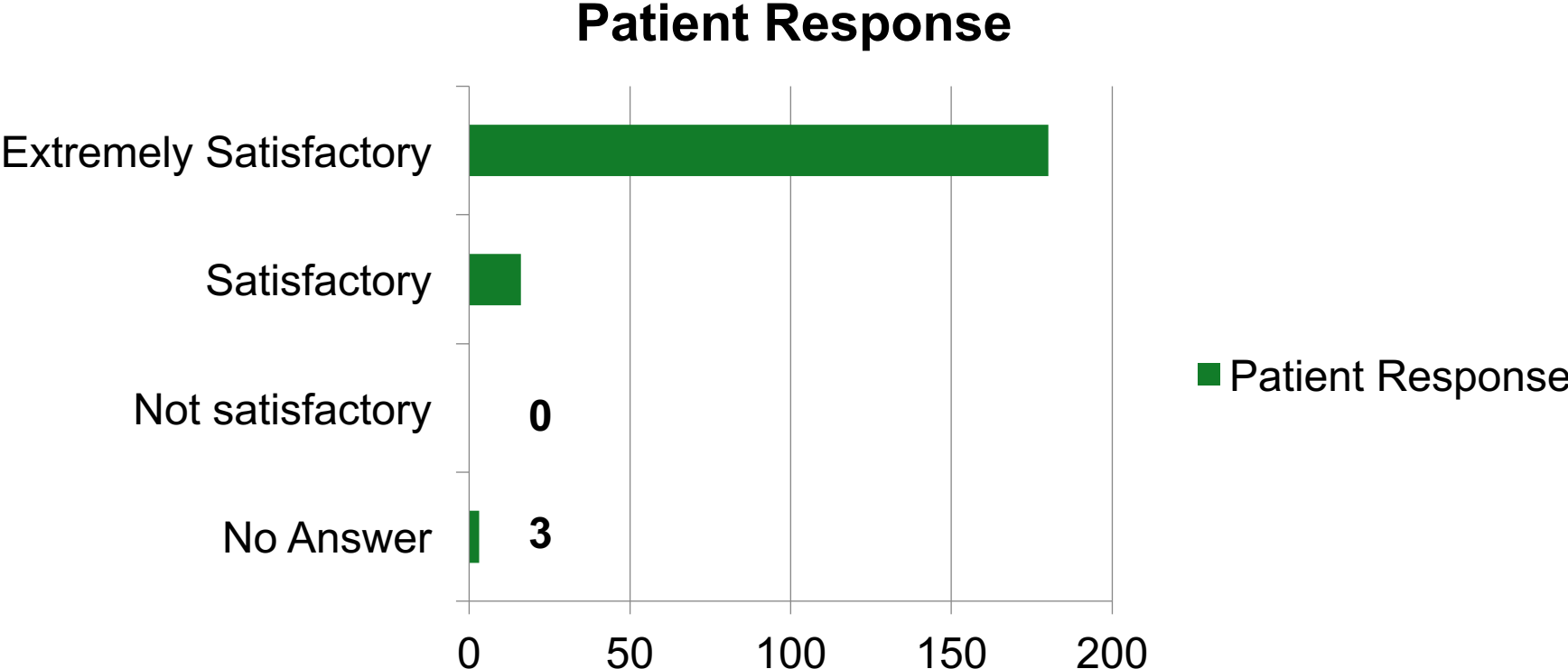
Post-Operative Care

How do you feel about the overall service you received?



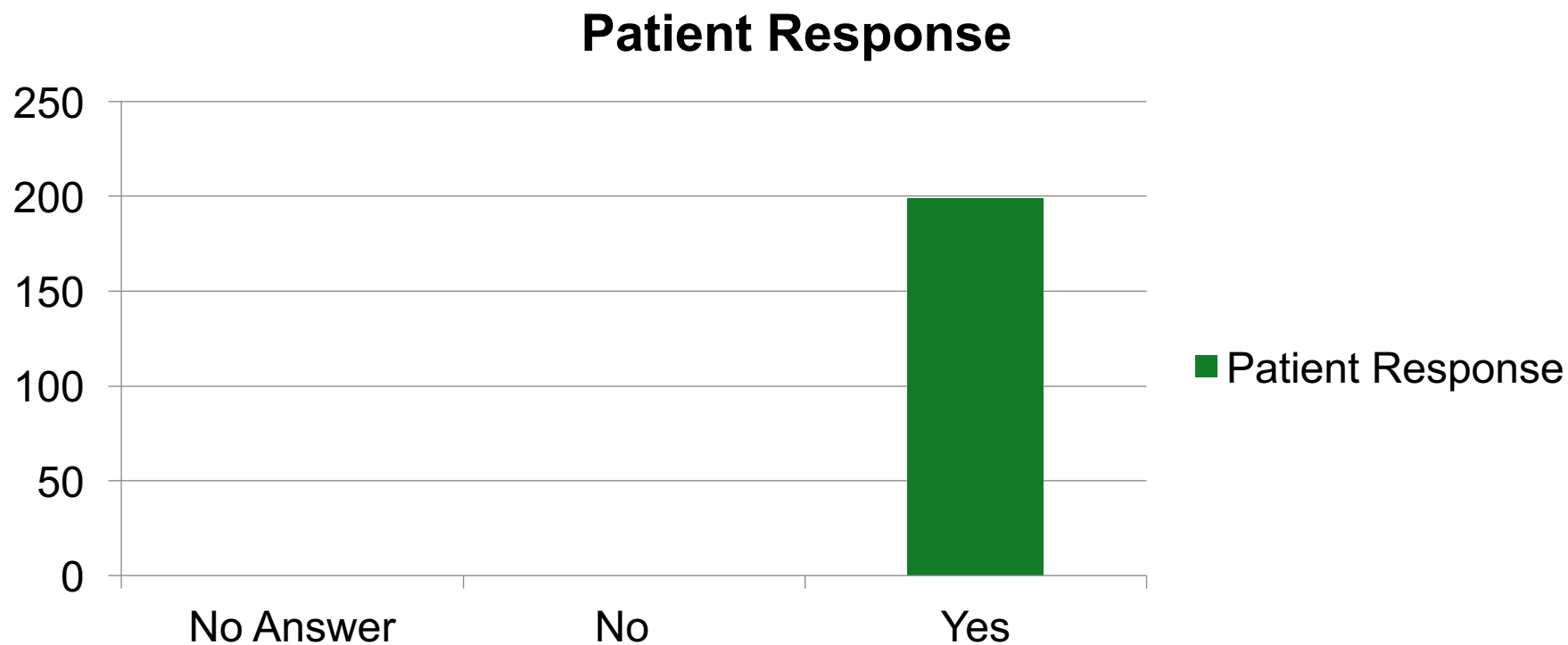
Overall Experience

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?

- ❖ No – Hardly seems possible.
- ❖ You seem to have it just right – Very happy.
- ❖ Mr Girgis has made something that could have been a very stressful experience into a very good one for me.
- ❖ Mr Girgis was excellent – Very good at explaining things – Excellent Doctor and all round good communicator.
- ❖ No – None that I can think of.
- ❖ No – Nothing that we can think of (me and the Wife).
- ❖ Experience on the day of operation was excellent – Wonderful nursing staff.
- ❖ No – Everything is fine as it is.

Overall Experience – Patient Comments

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

- ❖ The service was 100% and Mr Girgis is fantastic. I am so pleased with the outcome.
- ❖ Nothing – All was great – Brilliant!
- ❖ No – Excellent care that exceeded expectations.
- ❖ No – Excellent service.
- ❖ Service was excellent.
- ❖ No problems at all.
- ❖ Very happy – Thank you.
- ❖ Nothing – excellent treatment and care. Thank you to all.
- ❖ No – All round excellent.

Overall Experience – Patient Comments

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

- ❖ No – I was amazed at the improvement in my vision. The clarity and definition is fantastic.
- ❖ No. The service is excellent. Keep up the good work.
- ❖ Total satisfaction in every respect.
- ❖ No, not a thing.
- ❖ No. extremely happy with the service received. All the staff were friendly and helpful.
- ❖ Everything was first class. Thank you.
- ❖ No. I do not think that is even possible.



MR RAFIK GIRGIS

CONSULTANT EYE SURGEON

