



Mr Girgis, Consultant Ophthalmologist  
and Nuffield Health Bristol Hospital.  
Patient Satisfaction Survey.  
February to December 2015

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## Patient Satisfaction Survey 2015

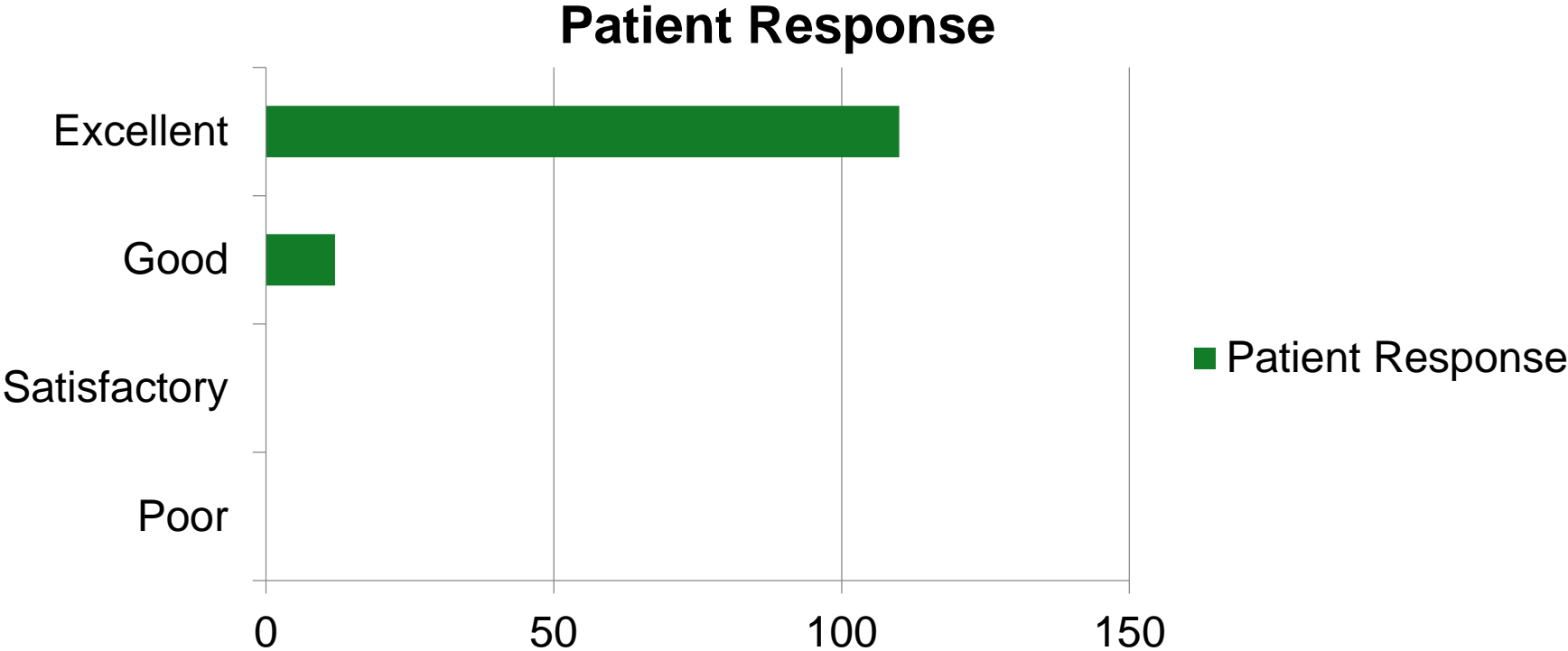
Mr Rafik Girgis, Consultant Ophthalmologist and Nuffield Health Bristol Hospital aspire to provide the highest quality services to our patients at all times and welcome patient feedback to enable us to improve the services we offer.

We are pleased to publish the results of our 2015 patient satisfaction survey questionnaire which was completed by 122 of our patients.

# Pre-Operative Care

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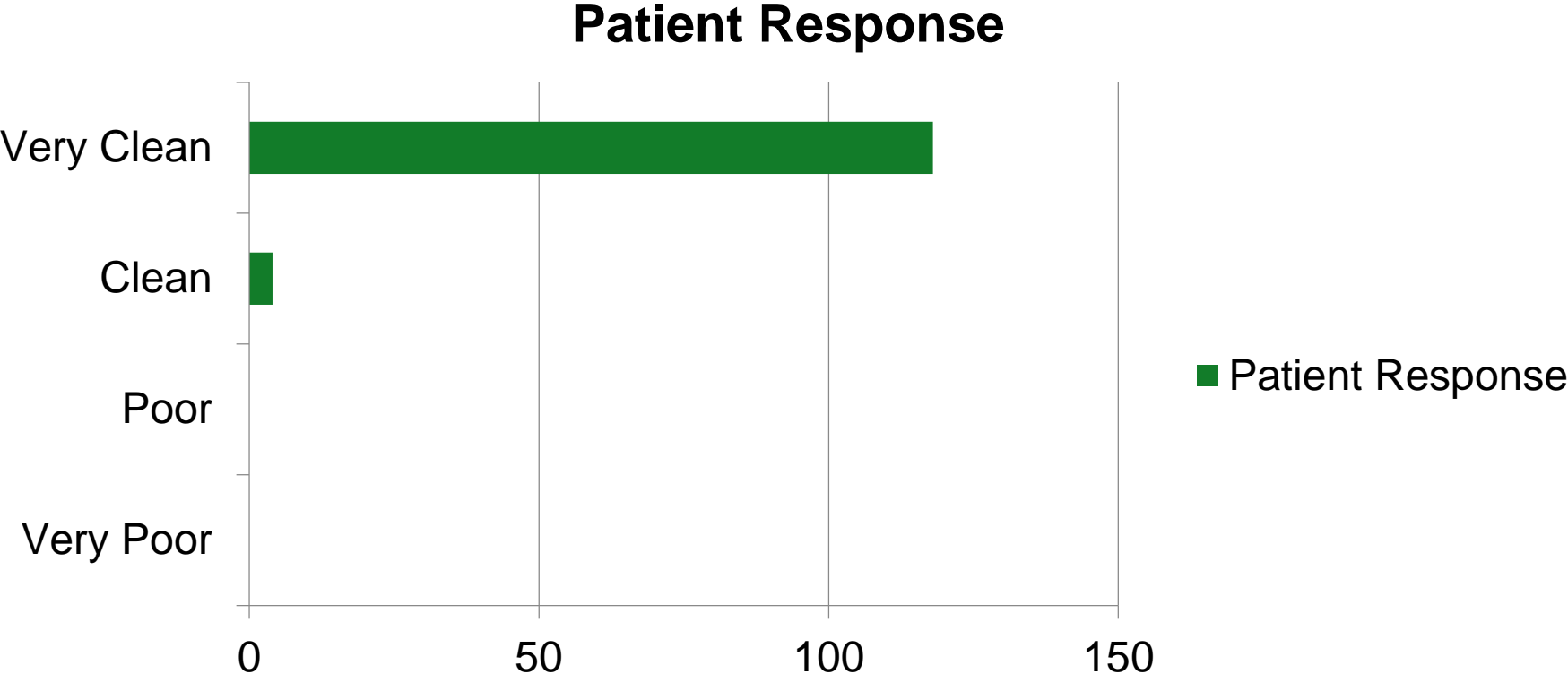
Did you find the information given about your cataract surgery prior to the operation to be;



# Pre-Operative Care

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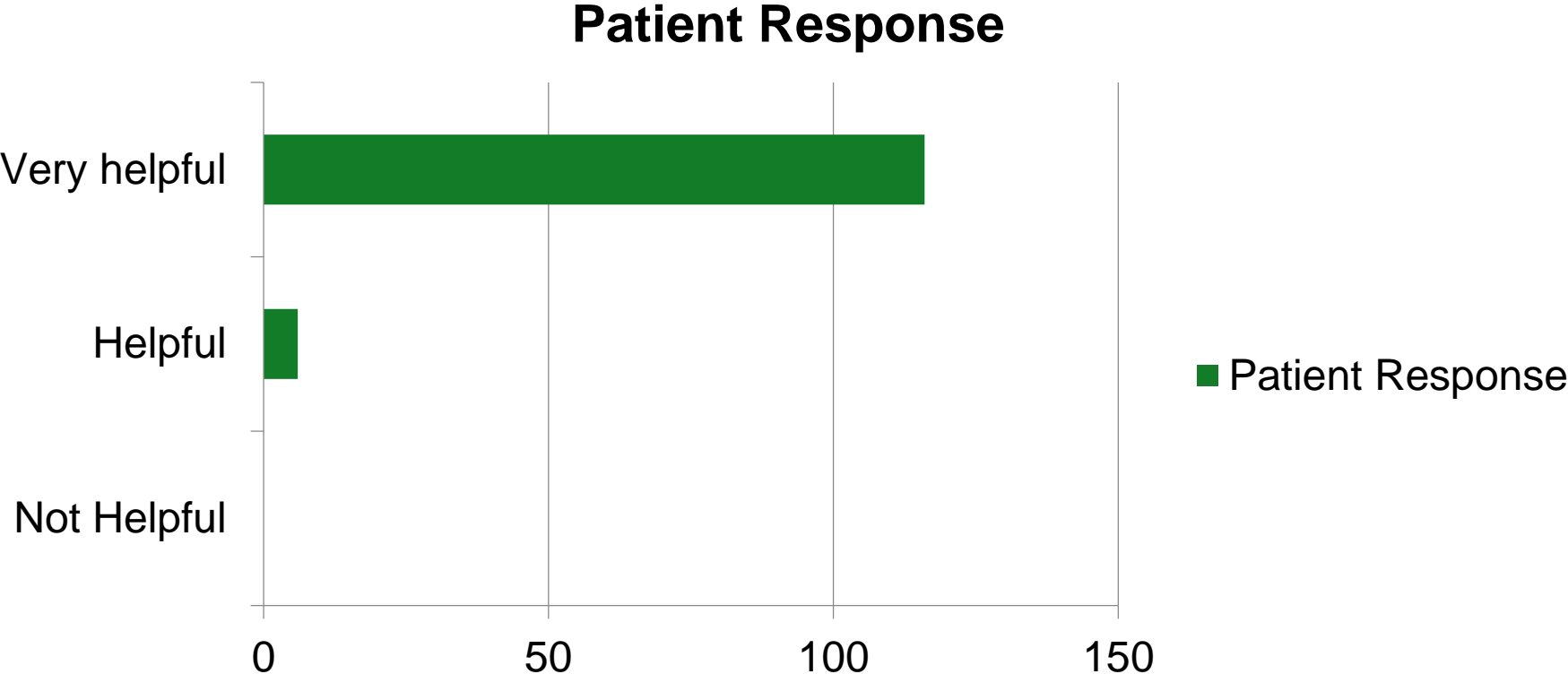
How did you find the Hospital?



# Pre-Operative Care

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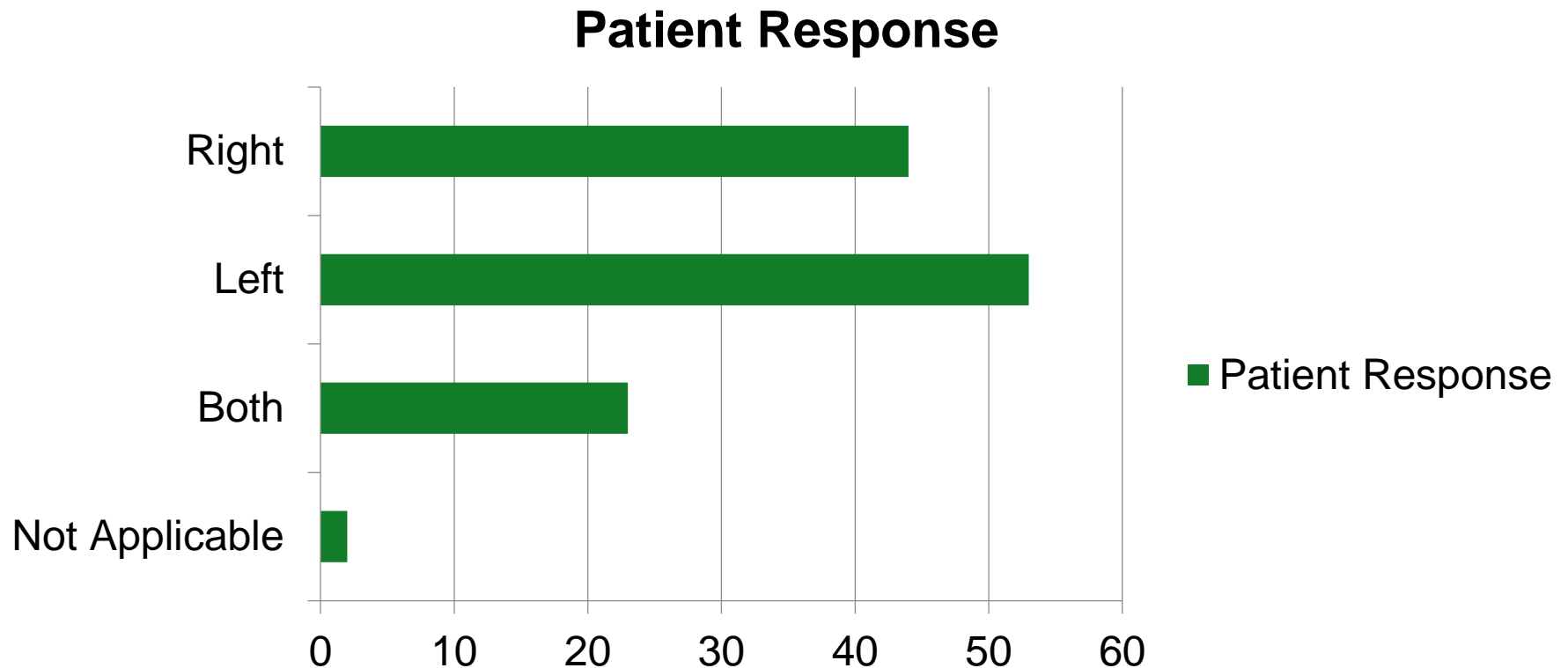
How helpful were the staff?



# Operative Care

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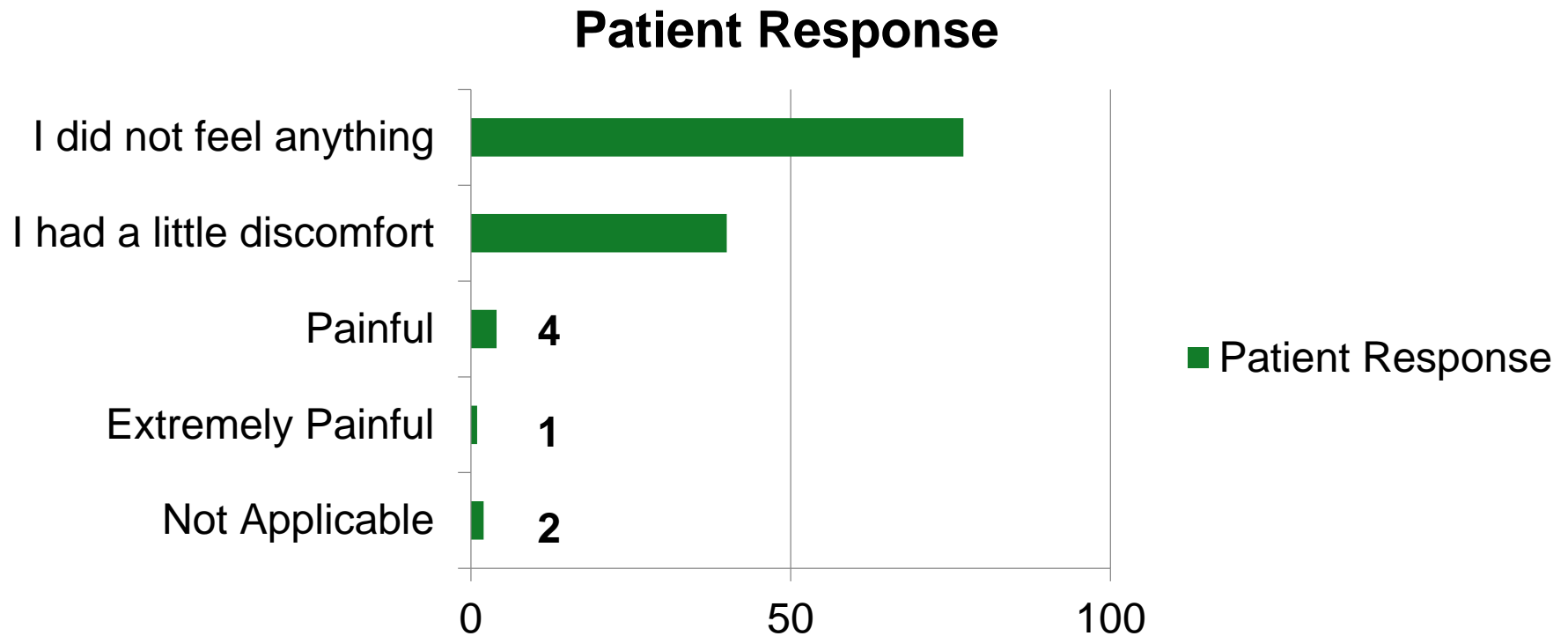
Which eye was operated on?



# Operative Care

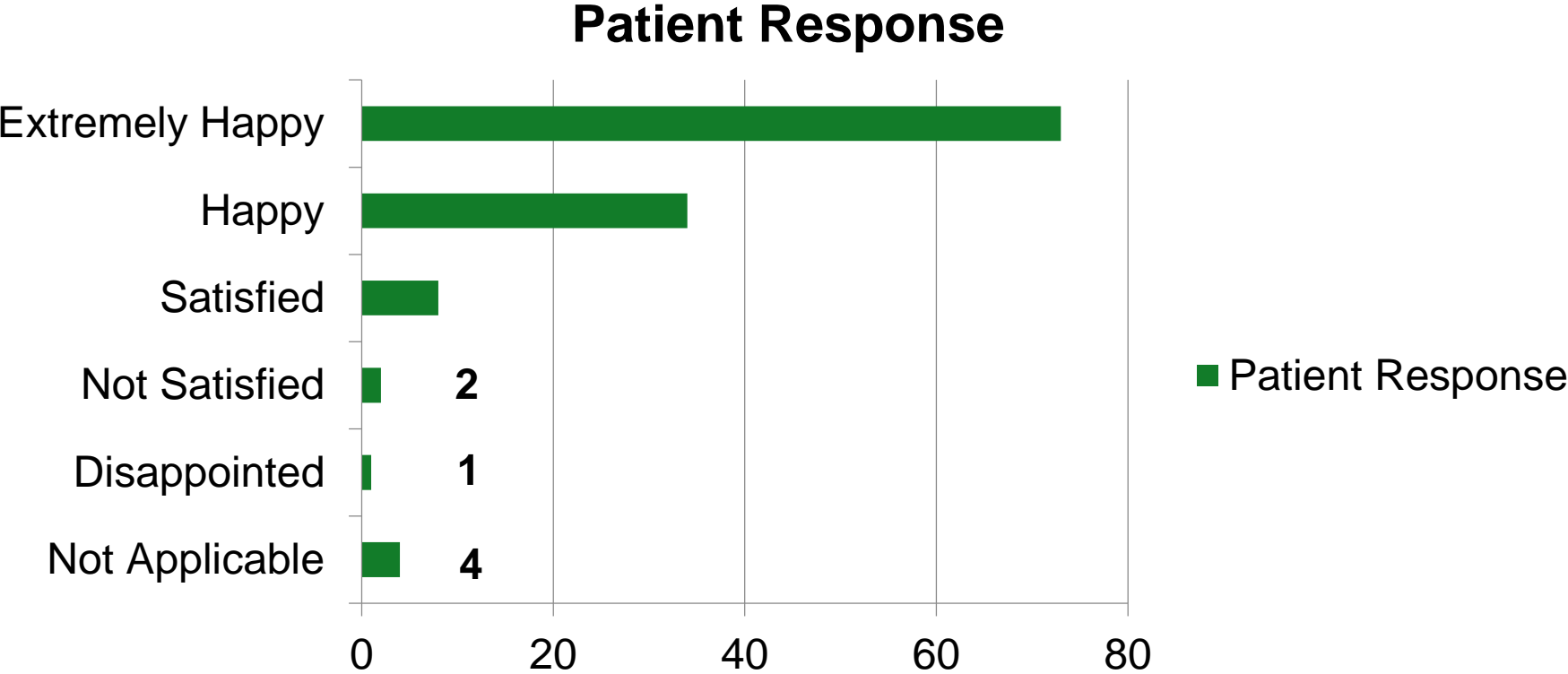
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Was your operation painful?



# Post-Operative Care

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

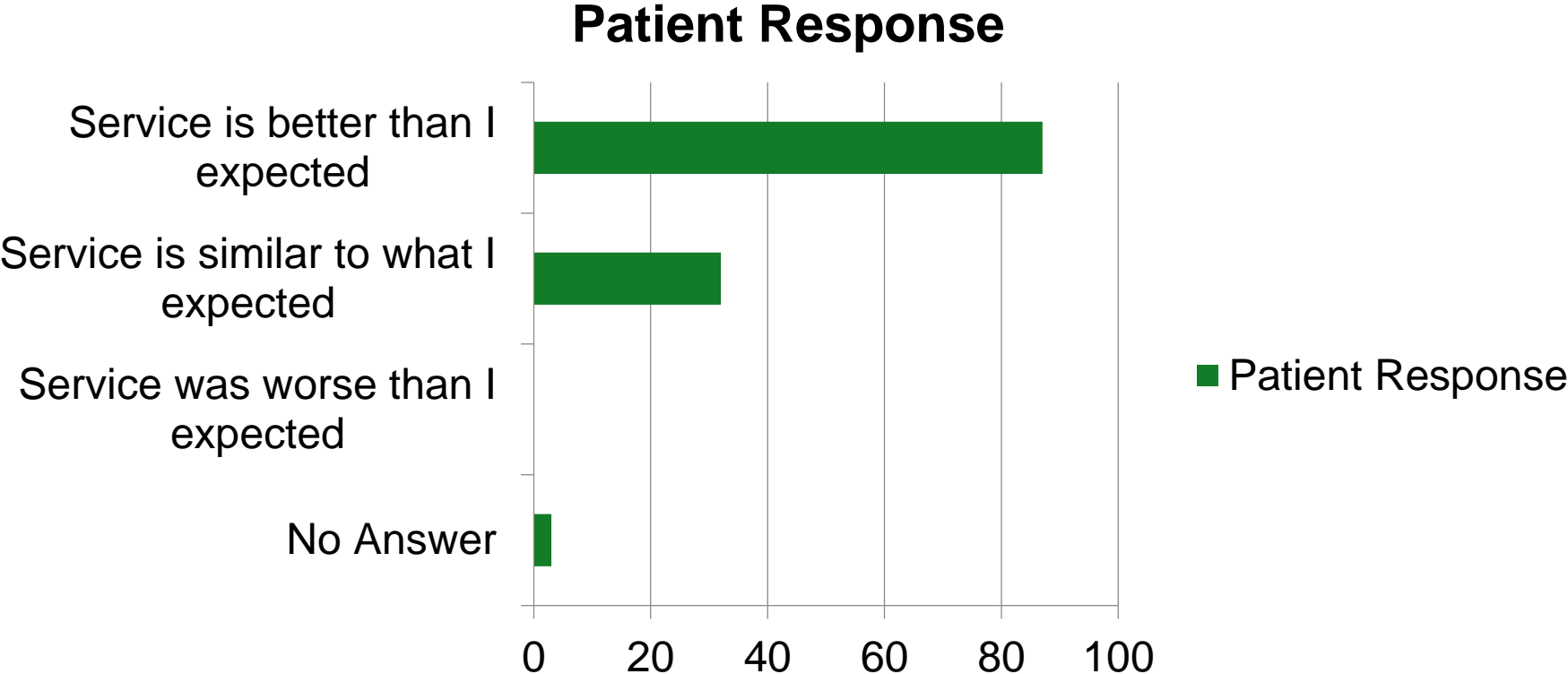


Some patients had poor vision after surgery due to underlying conditions such as Age Related Macular Degeneration



# Post-Operative Care

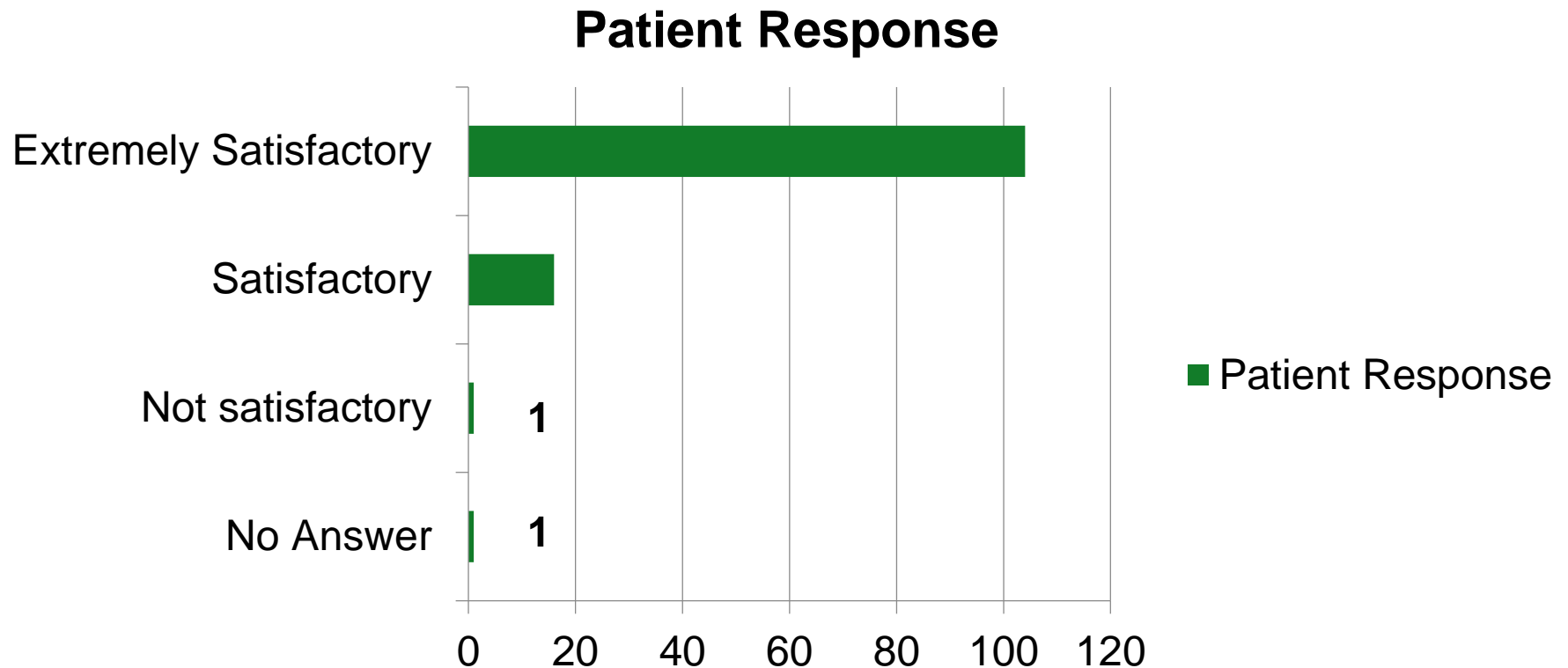
How do you feel about the overall service you received?



# Overall Experience

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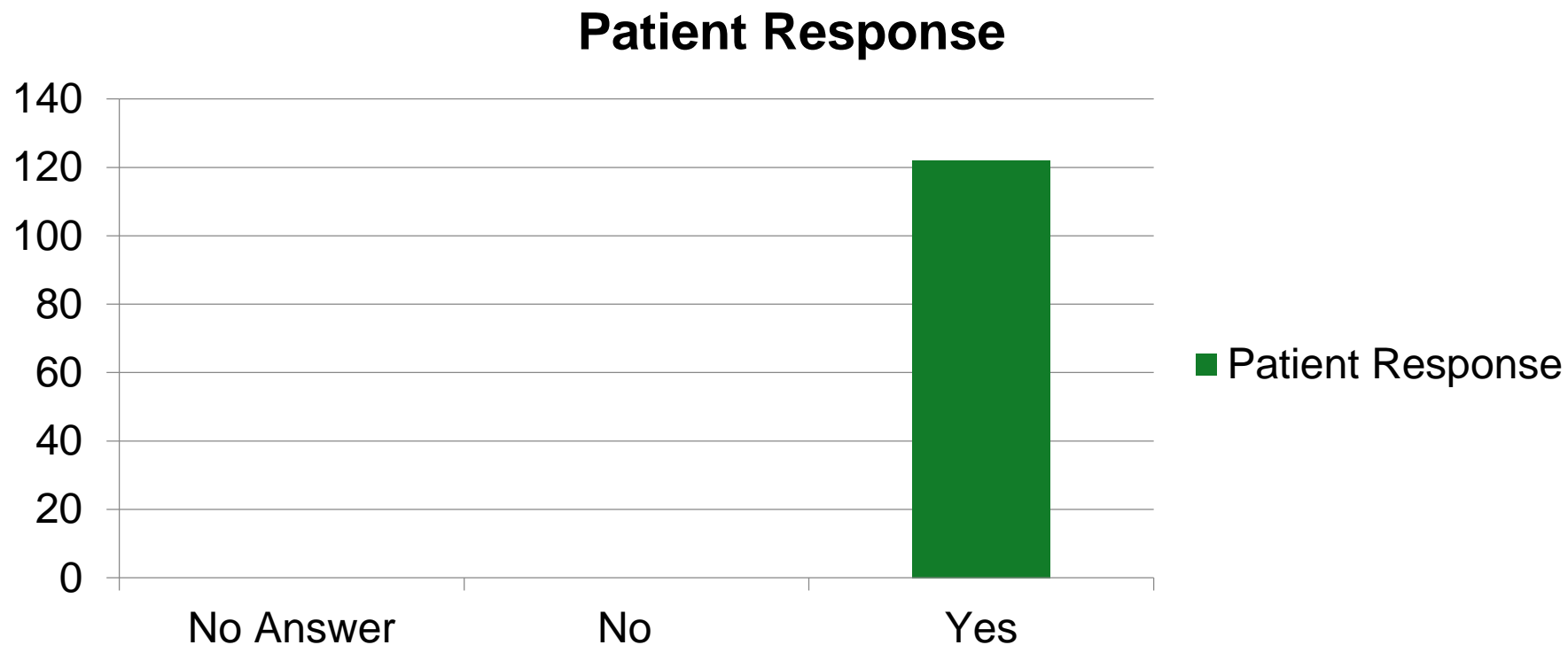
How would you rate your overall experience at Nuffield Health Bristol Hospital?



# Overall Experience

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Would you recommend Nuffield Health Bristol Hospital and Mr Rafik Girgis, Ophthalmic Surgeon to your friends and family?



# Overall Experience – Patient Comments

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

- ❖ No - Excellent care and service
- ❖ No – I am totally satisfied
- ❖ I am absolutely delighted with the effects of the surgery – Clear Vision!!
- ❖ No – Beyond Praise
- ❖ No – Very pleased
- ❖ No – The service was very, very good – Thanks to all staff xx
- ❖ No – Very satisfied with the service provided
- ❖ No – everything was perfect
- ❖ Nothing at all – PERFECT

# Overall Experience – Patient Comments

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

- ❖ No – I had excellent service at all times
- ❖ No – Keep Mr Girgis and his team – I owe them an awful lot
- ❖ No – The service was excellent
- ❖ Very good
- ❖ Very happy – Thank you
- ❖ Excellent care and service at all times
- ❖ Nothing at all. Mr Girgis is amazing, also ALL the staff
- ❖ Just perfect!
- ❖ No – Everything was excellent



MR RAFIK GIRGIS

CONSULTANT EYE SURGEON

