



Mr Girgis, Consultant Ophthalmologist
and Nuffield Health Bristol Hospital.
Patient Satisfaction Survey.
January to December 2018

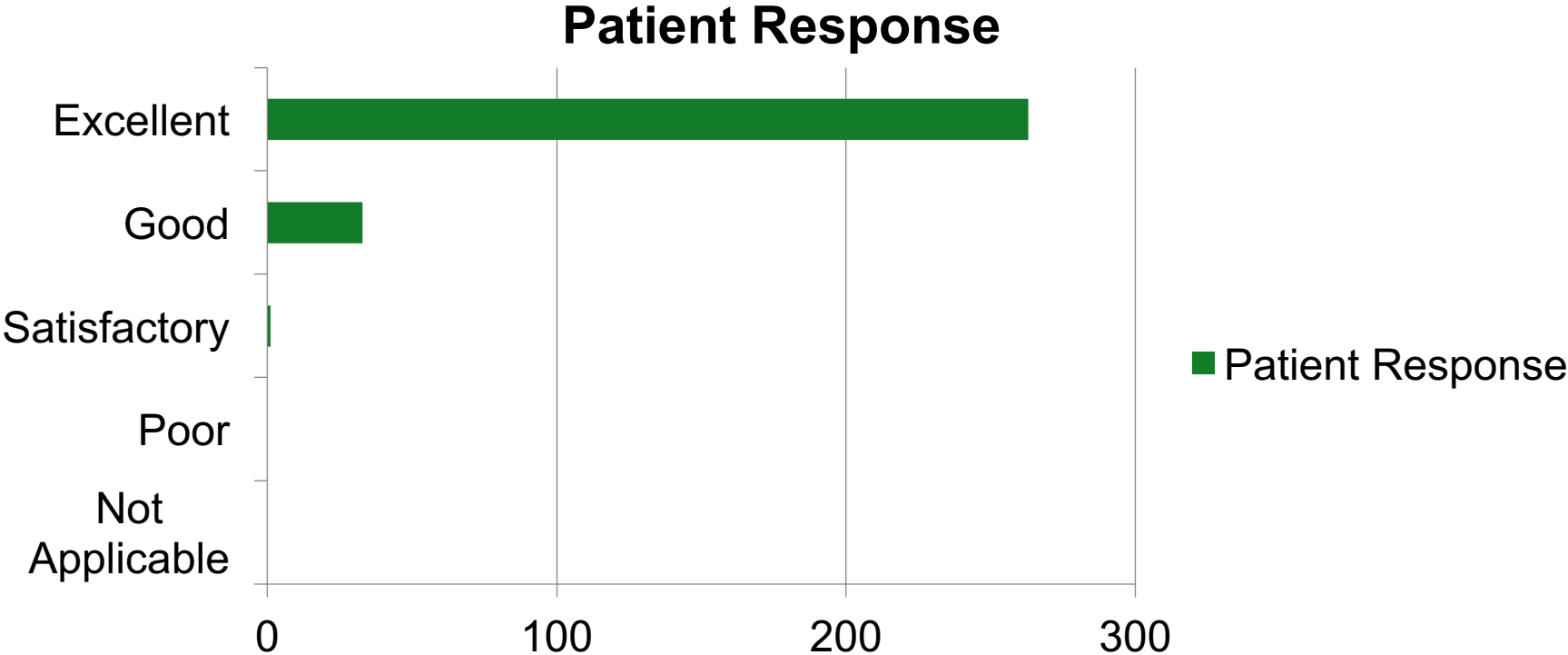
Patient Satisfaction Survey 2018

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 2018 patient satisfaction survey questionnaire which was completed by 297 of our patients.

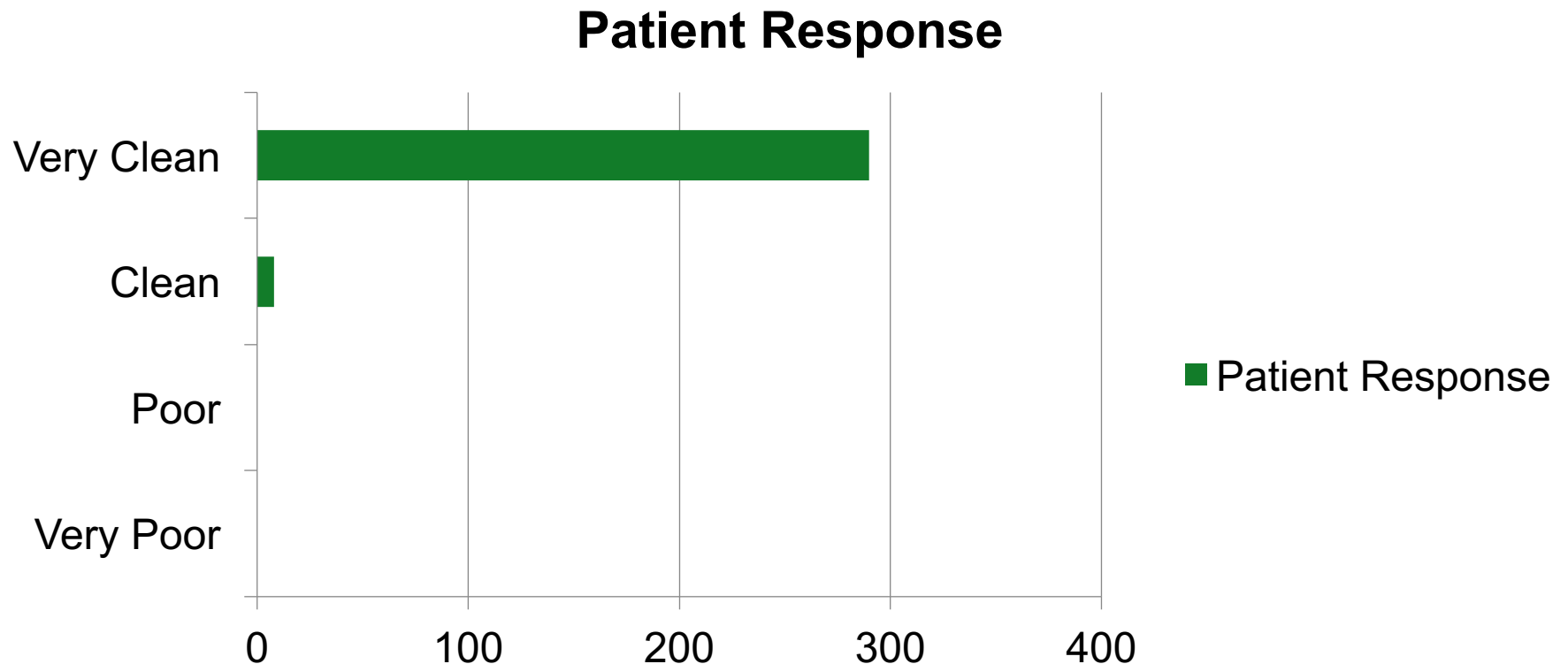
Pre-Operative Care

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



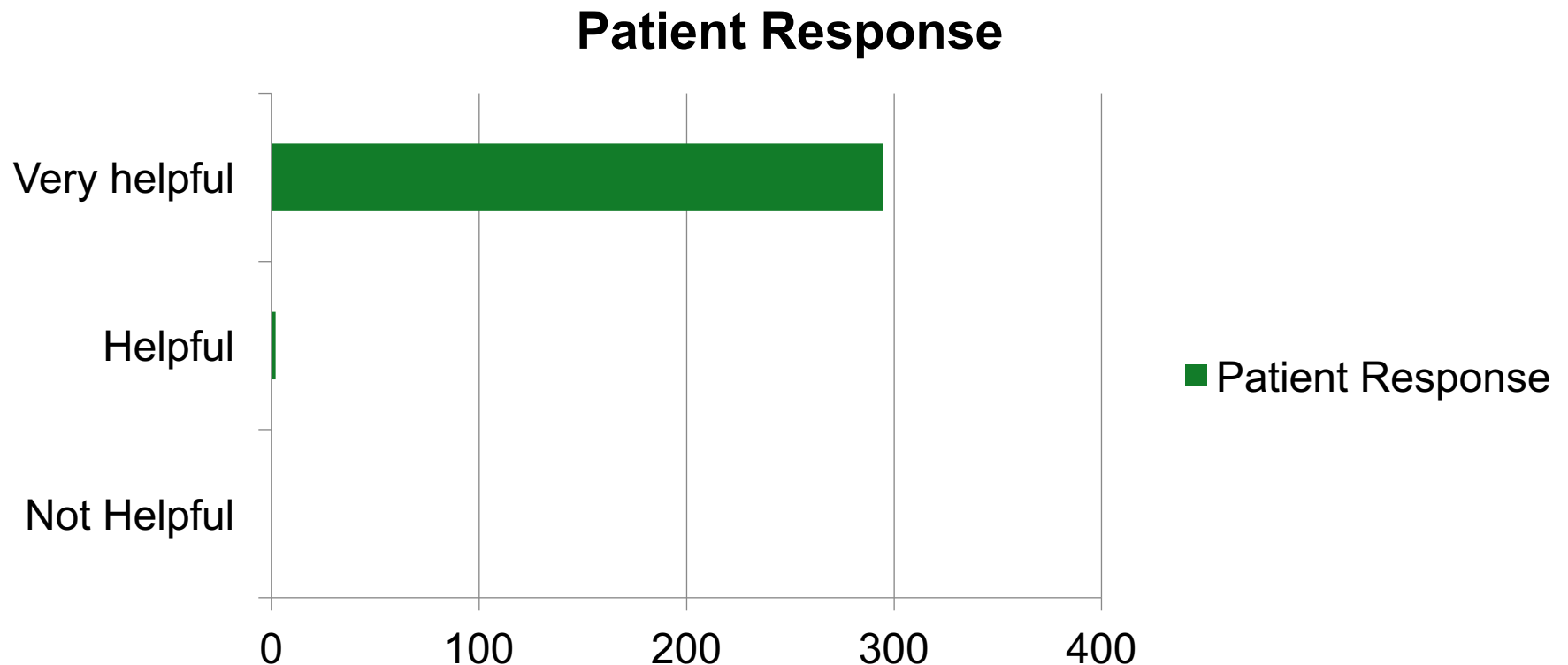
Pre-Operative Care

How did you find the Hospital?



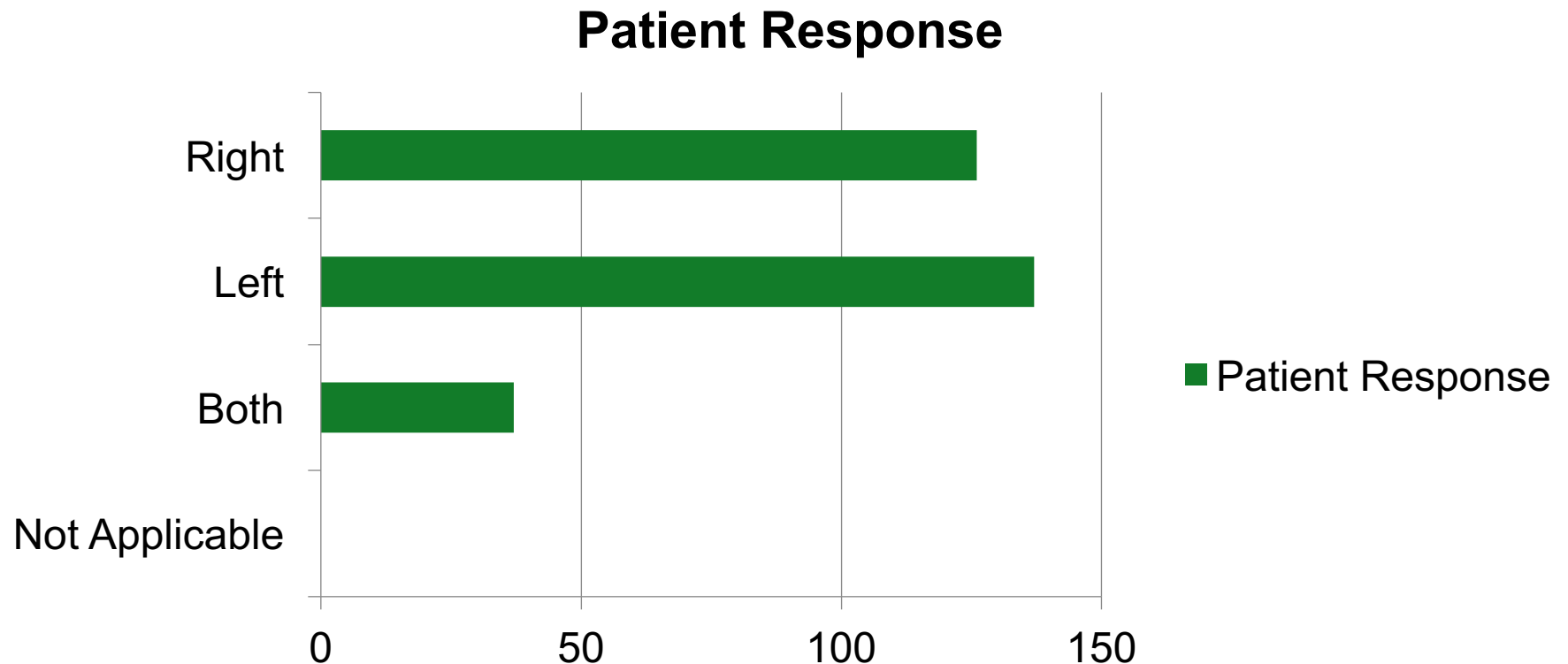
Pre-Operative Care

How helpful were the staff?



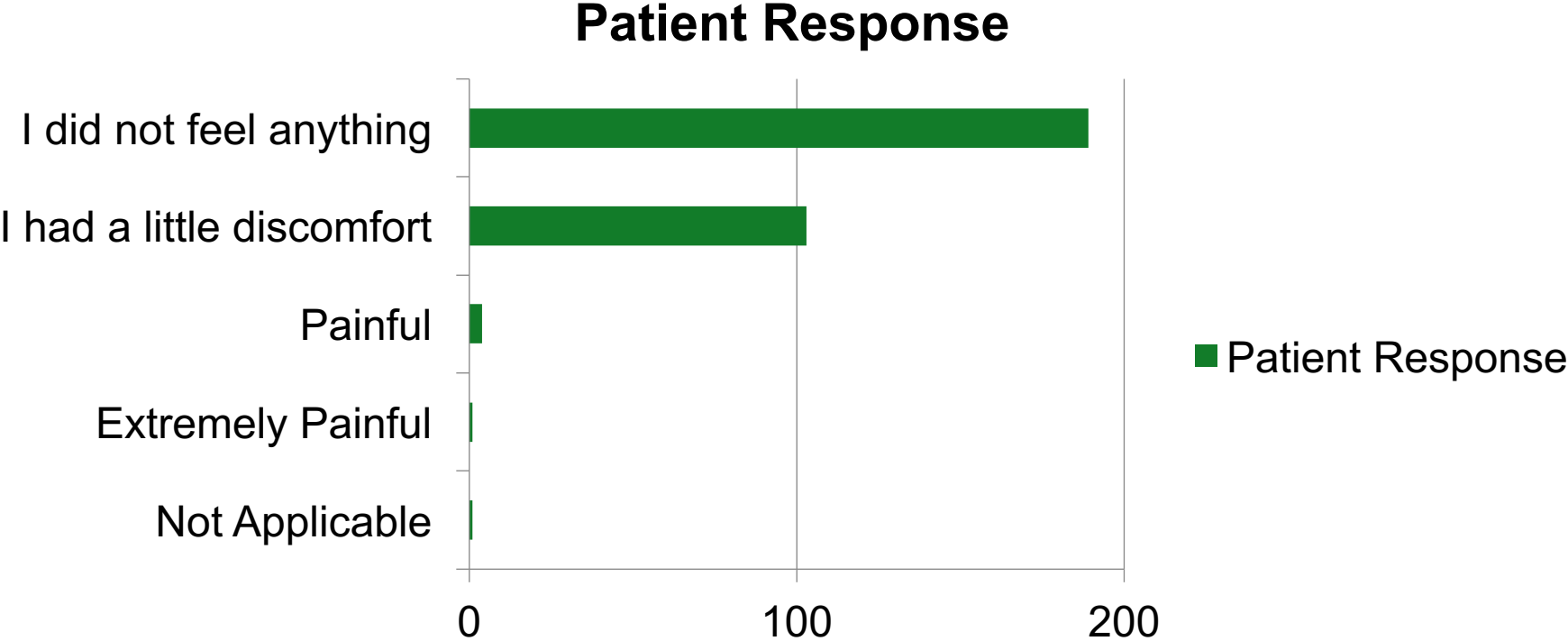
Operative Care

Which eye was operated on?



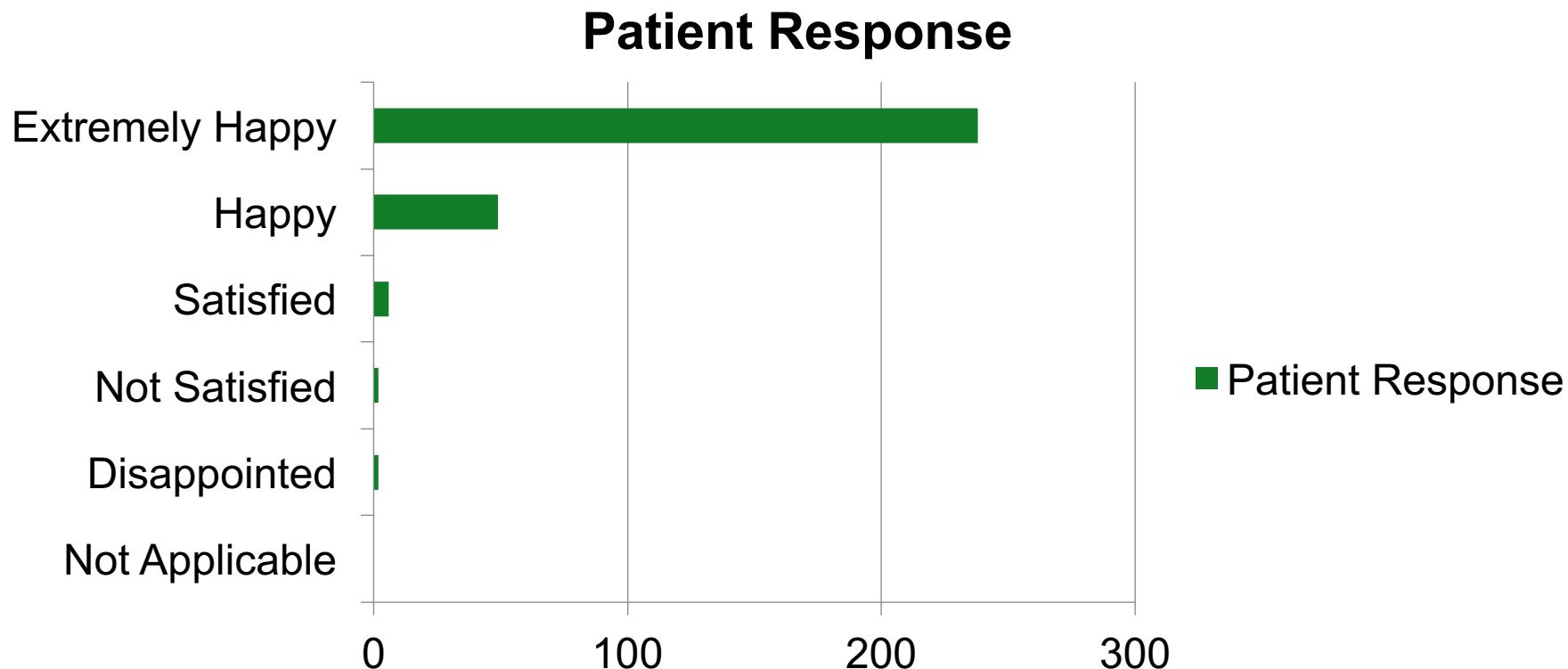
Operative Care

Was your operation painful?



Post-Operative Care

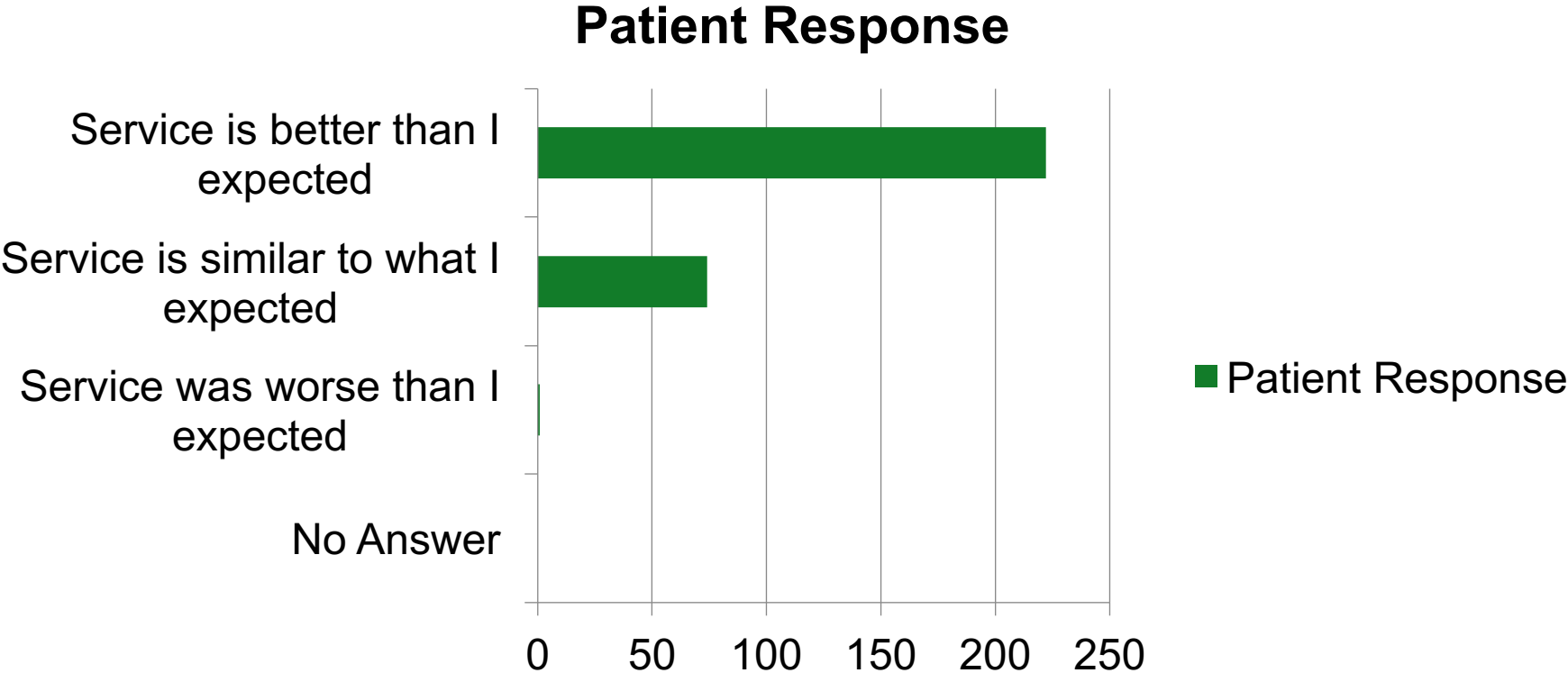
How do you feel about your vision following your cataract surgery?



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

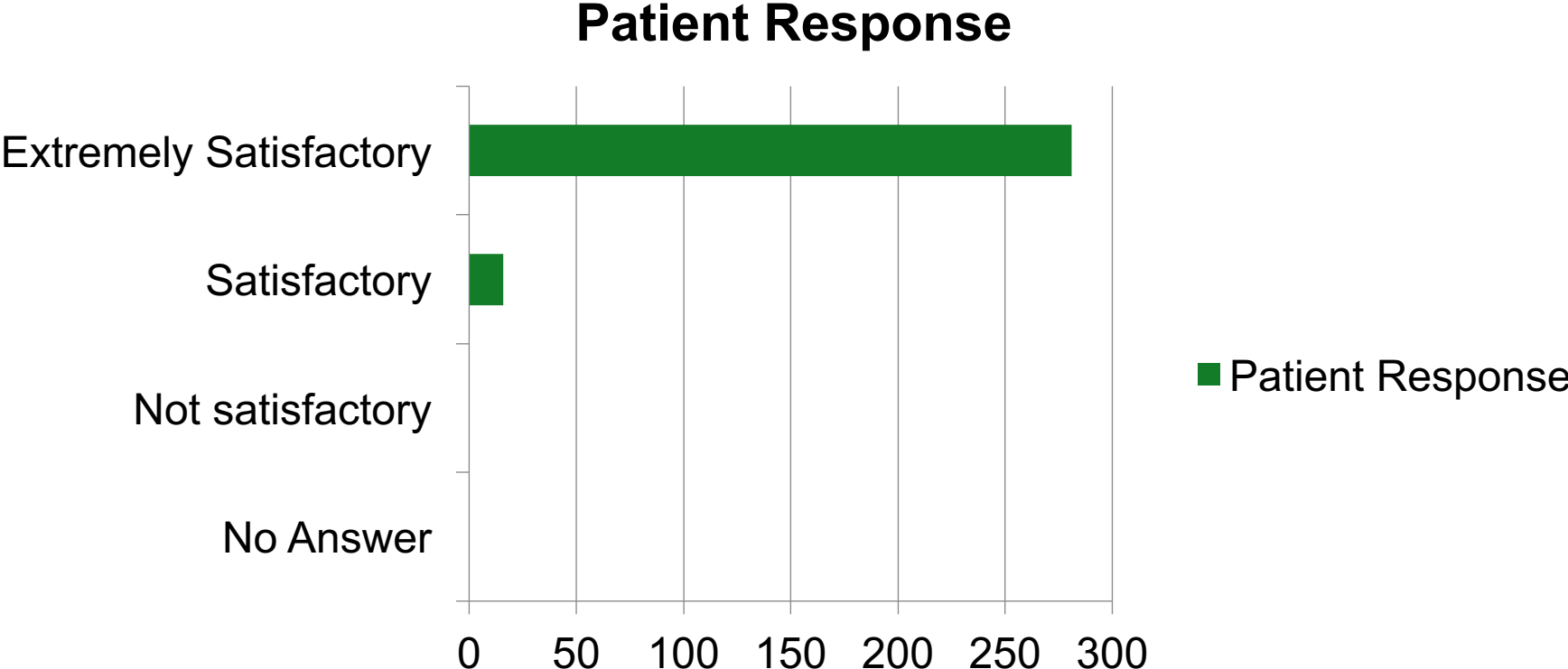
Post-Operative Care

How do you feel about the overall service you received?



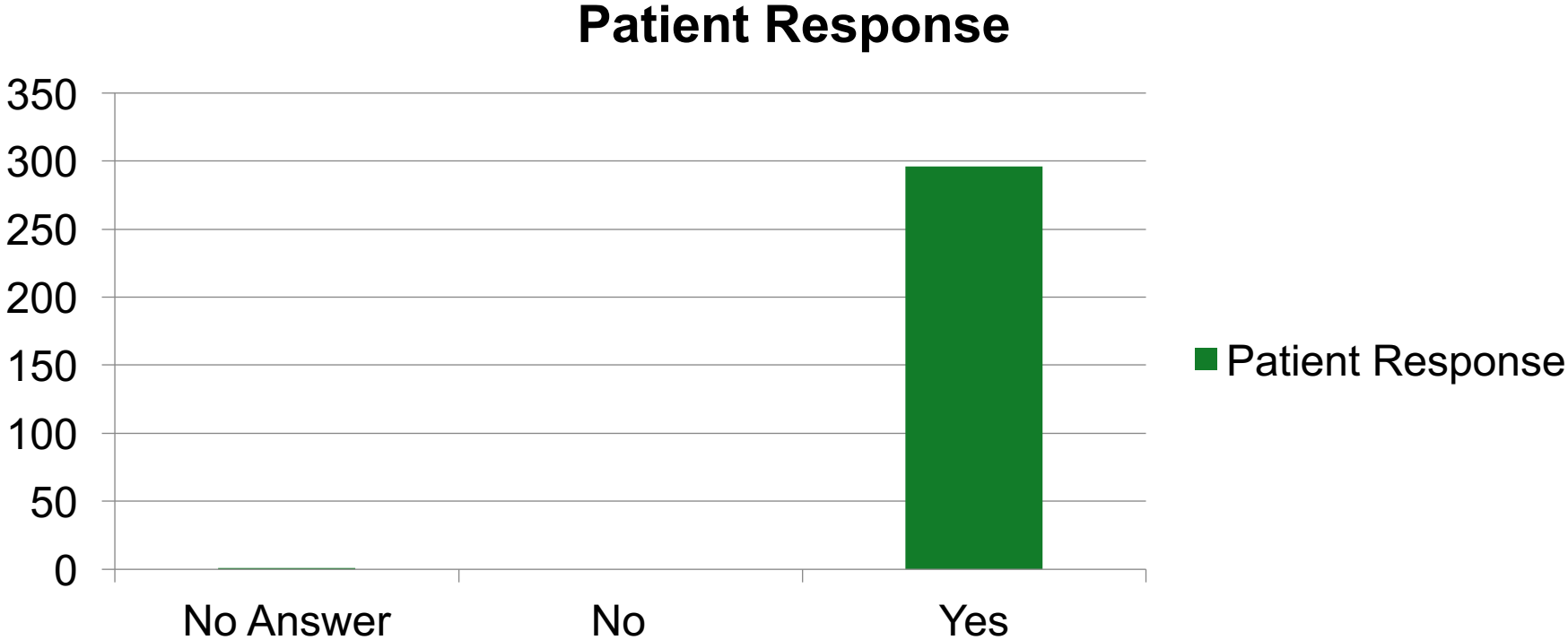
Overall Experience

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?

- ❖ I have never been so consistently well cared for by a group of people. Everyone was very kind and considerate. Thank you very much to all concerned.
- ❖ It was very good overall.
- ❖ Excellent service.
- ❖ Excellent surgeon, staff and environment.
- ❖ All excellent.
- ❖ Could not have asked for anything better. You are all so kind. Thank you.
- ❖ Very informative. Could not fault the service.
- ❖ Perfect!
- ❖ Everything was excellent.

Overall Experience – Patient Comments

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

- ❖ No, it was perfect.
- ❖ No, it is exceptional.
- ❖ Everything brilliant.
- ❖ I am sure there are things, but how do you improve on perfection??? Even the coffee!
- ❖ Nothing! Mr Girgis was excellent!
- ❖ Service was unbeatable.
- ❖ On my experience – Nothing!
- ❖ No, it's all fantastic.
- ❖ No, excellent service all round.

Overall Experience – Patient Comments

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

- ❖ It would be difficult to improve on this.
- ❖ Excellent service – no change needed.
- ❖ No, I am very privileged to have received such good care.
- ❖ I could not have asked for anything more from my experience. I am extremely happy with the care I have received from all of the staff.
- ❖ Mr Girgis has a lovely manner and is a skilful surgeon. I cannot think of anything.
- ❖ I find it first class.
- ❖ Not really. 1st class.
- ❖ No, nothing. Mr Girgis has been excellent throughout the whole procedure and I have had a brilliant outcome. I have already recommended him to friends and family. I owe so much to Mr Girgis, a true gentleman.



MR RAFIK GIRGIS

CONSULTANT EYE SURGEON

