

**The Cleveland Foot & Ankle Clinic Evaluations
January, February, March 2009
First Quarter**

	Poor	Fair	Good	Excellent	Rating Average
1.Courtesy in scheduling appointments	0.0% (0)	6.4% (5)	15.4% (12)	78.2% (61)	3.72
2.Receptionist's telephone manner, friendliness	0.0% (0)	6.5% (5)	16.9% (13)	76.6% (59)	3.70
3.Cleanliness of waiting room/facility	0.0% (0)	0.0% (0)	21.8% (17)	78.2% (61)	3.78
4.Staff member's manner, friendliness	0.0% (0)	0.0% (0)	23.1% (18)	76.9% (60)	3.77
5.Waiting time to see the doctor	1.3% (1)	10.3% (8)	32.1% (25)	56.4% (44)	3.44
6.Doctor's manner, friendliness	0.0% (0)	3.8% (3)	12.8% (10)	83.3% (65)	3.79
7. Doctor's explanation of diagnosis and treatment (is it understandable and complete?)	0.0% (0)	2.7% (2)	12.0% (9)	85.3% (64)	3.83

Comments

1. Good job done.
2. I am grateful and will come back.
3. I enjoyed my visit.
4. Good job.
5. Extremely friendly atmosphere.
6. I enjoyed my visit.
7. Excellent.
8. Doctors were great.
9. Great Work.
10. Very good.
11. Great job.
12. Keep up the excellent job.
13. Nice staff.
14. Very nice clinic.
15. Keep the good work up.
16. Very well done.
17. Excellent.
18. This was the best care.
19. Keep smiling.
20. I had such a wonderful experience at the Foot Clinic. Everyone was so polite and professional. I would recommend this clinic in a heartbeat.
21. Very good staff and was very considerate of my mom's pain.
22. Keep up the good work and making people happy.
23. Very special people to be around.
24. I feel that I shouldn't pay.
25. Student was excellent.
26. Everyone was very nice.
27. Everything was fine.
28. My first visit at the foot clinic was good.
29. I felt I was in good care.