

**The Cleveland Foot & Ankle Clinic Evaluations
October, November, December 2009
Fourth Quarter**

	Poor	Fair	Good	Excellent	Rating Average
1.Courtesy in scheduling appointments	0.0% (0)	0.0% (0)	35.3% (18)	64.7% (33)	3.65
2.Receptionist's telephone manner, friendliness	0.0% (0)	0.0% (0)	34.0% (17)	66.0% (33)	3.66
3.Cleanliness of waiting room/facility	0.0% (0)	0.0% (0)	36.5% (19)	63.5% (33)	3.63
4.Staff member's manner, friendliness	0.0% (0)	0.0% (0)	32.7% (17)	67.3% (35)	3.67
5.Waiting time to see the doctor	0.0% (0)	1.9% (1)	44.2% (23)	53.8% (28)	3.52
6.Doctor's manner, friendliness	0.0% (0)	0.0% (0)	27.5% (14)	72.5% (37)	3.73
7. Doctor's explanation of diagnosis and treatment (is it understandable and complete?)	0.0% (0)	0.0% (0)	32.7% (17)	67.3% (35)	3.67

Comments

1. Waiting room needs a make-over. Looks dingy. Overall a very positive experience
2. Everyone did a great job! Thank you!
3. Some safer way to have patients stand on stool - maybe rails?
4. The 2 students working with me really excel professionally, care, and friendliness. They were confident and when needed help had no problem asking for it. Their personalities eased my nervousness. To have them engage in interpersonal communication with me made me feel better about a nonprofessional seeing me. It took a long time to see the doctor but it was worth it because they gave me options. I really look forward to coming back and being treated.
5. I enjoyed my first visit and enjoy coming back.
6. Keep up the good work.
7. This is a good place to come to.
8. Very detailed exam, professional.
9. Since my wife made our appointments I can't evaluate the first two items.
10. They were great!
11. Really smart young people and really nice.
12. Very good job. Keep up the good work. God bless you all.
13. Very good. Understanding.