

**The Cleveland Foot & Ankle Clinic Evaluations  
April, May, June 2009  
Second Quarter**

	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Excellent</b>	<b>Rating Average</b>
1.Courtesy in scheduling appointments	0.0% (0)	0.0% (0)	24.1% (19)	75.9% (60)	3.76
2.Receptionist's telephone manner, friendliness	0.0% (0)	0.0% (0)	22.8% (18)	77.2% (61)	3.77
3.Cleanliness of waiting room/facility	0.0% (0)	0.0% (0)	30.0% (24)	70.0% (56)	3.70
4.Staff member's manner, friendliness	0.0% (0)	0.0% (0)	19.2% (15)	80.8% (63)	3.81
5.Waiting time to see the doctor	2.6% (2)	6.4% (5)	28.2% (22)	62.8% (49)	3.51
6.Doctor's manner, friendliness	0.0% (0)	0.0% (0)	20.0% (16)	80.0% (64)	3.80
7. Doctor's explanation of diagnosis and treatment (is it understandable and complete?)	0.0% (0)	0.0% (0)	18.8% (15)	81.3% (65)	3.81

## Comments

1. They did a nice job on my nails.
2. I am grateful.
3. I enjoyed my time at the Foot Clinic.
4. Good job.
5. Extremely friendly atmosphere.
6. I enjoyed my visit.
7. Excellent.
8. Doctors were great.
9. Great Work.
10. Very well done.
11. Great job.
12. Keep up the excellent job.
13. Nice doctors.
14. Very nice.
15. Keep the good work up.
16. Well done.
17. Excellent.
18. This was the best.
19. Keep smiling.
20. I had such a wonderful experience.
21. Very good staff and was very considerate.
22. Keep up the good work.
23. Very special people to be around.
24. Great job everyone.
25. Students were excellent.
26. Everyone was very nice.
27. Everything was perfect.
28. My first visit at the foot clinic was good.
29. I felt I was in good care.
30. The Doctors were excellent.
31. You shouldn't have to wait so long.
32. Excellent.
33. Everyone was very nice