

**The Cleveland Foot & Ankle Clinic Evaluations
July, August, September 2009
Third Quarter**

	Poor	Fair	Good	Excellent	Rating Average
1.Courtesy in scheduling appointments	0.0% (0)	0.0% (0)	18.1% (17)	81.9% (77)	3.82
2.Receptionist's telephone manner, friendliness	0.0% (0)	2.1% (2)	17.0% (16)	80.9% (76)	3.79
3.Cleanliness of waiting room/facility	0.0% (0)	0.0% (0)	16.8% (16)	83.2% (79)	3.83
4.Staff member's manner, friendliness	0.0% (0)	0.0% (0)	15.1% (14)	84.9% (79)	3.85
5.Waiting time to see the doctor	3.2% (3)	7.4% (7)	25.3% (24)	64.2% (61)	3.51
6.Doctor's manner, friendliness	0.0% (0)	0.0% (0)	10.6% (10)	89.4% (84)	3.89
7. Doctor's explanation of diagnosis and treatment (is it understandable and complete?)	0.0% (0)	0.0% (0)	14.1% (13)	85.9% (79)	3.86

Comments

1. I am so happy we came.
2. You guys are great.
3. Love the front desk staff.
4. Need to improve time.
5. Everyone was very kind and helpful.
6. Everyone was very friendly and nice.
7. I feel like a friend and family member.
8. I was afraid but staff was great.
9. Excellent care and friendly staff.
10. Wonderful job. I will come back again.
11. I was very pleased with how the care was administered.
12. Great job by staff and students.
13. I enjoyed my visit.
14. It was great and very friendly and they explained everything perfectly.
15. Great first visit.
16. The students were excellent and they answered all my questions.
17. Everyone was very friendly and I am glad I found you.
18. Amazing!!
19. Keep up the great work.
20. Great team work, stay connected and concerned.
21. Keep up the good work.
22. I will come back.
23. Excellent service.
24. Thank you so much. I now have a pair of feet. Thanks.
25. I like your staff.
26. Very nice and polite.
27. My first time here and it was a good experience.
28. Very good service and everyone was very nice.
29. My students were great and they were very informative.
30. Very educational and they helped where no other Doctors have.