

**The Cleveland Foot & Ankle Clinic Evaluations  
October, November, December 2008  
Fourth 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)	0.9% (1)	20.9% (24)	78.3% (90)	3.77
2.Receptionist's telephone manner, friendliness	0.0% (0)	0.0% (0)	21.6% (25)	78.4% (91)	3.78
3.Cleanliness of waiting room/facility	0.0% (0)	0.0% (0)	22.6% (26)	77.4% (89)	3.77
4.Staff member's manner, friendliness	0.0% (0)	0.0% (0)	21.1% (24)	78.9% (90)	3.79
5.Waiting time to see the doctor	0.9% (1)	5.2% (6)	26.1% (30)	67.8% (78)	3.61
6.Doctor's manner, friendliness	0.0% (0)	0.0% (0)	20.0% (23)	80.0% (92)	3.80
7. Doctor's explanation of diagnosis and treatment (is it understandable and complete?)	0.0% (0)	0.9% (1)	19.8% (23)	79.3% (92)	3.78

## Comments

1. Good job done.
2. Very professional, staff made me feels very comfortable. I would recommend others to visit this clinic.
3. This is the first time and I feel that you are doing a good job. Keep up the good work and God bless everybody.
4. Good job.
5. I will refer other patients.
6. Very pleasant.
7. Excellent.
8. Very good work done by students.
9. Great Work.
10. This was the best care.
11. Great job.
12. It was so nice having a friendly receptionist.
13. Nice staff.
14. Very nice clinic.
15. Keep the good work up.
16. Very well done.
17. Extremely friendly atmosphere.
18. Those young ladies are exceptional.
19. Students are great.
20. Very good.
21. Staff professionalism is excellent.
22. Doctors were great.
23. Dr. Allen and Dr. Spencer are great doctors.
24. I had to wait 20 mins.
25. Keep up the excellent job.
26. Excellent.
27. Tom and Jeff were great.
28. I am grateful and will come back.
29. Keep smiling.
30. Love it.
31. I enjoyed my visit.
32. Very good job, don't change a thing.
33. Good job.