

## Postcard Satisfaction Survey

Below are suggestions for a letter to families and possible questions for inclusion on a postcard satisfaction survey.

### COVER LETTER

Dear \_\_\_\_\_,

Your child was recently seen in our practice. We would appreciate your input on how the visit went so that we can continue to improve the services we provide to families who use our practice.

Please circle your responses on the enclosed postcard and mail the postcard back to our office. Thank you very much for helping our practice do a better job serving you.

Sincerely,

[Insert practice name]

### POSTCARD

[Postage paid and preaddressed to practice]

Please circle your response to each question and mail this postcard to our office.

	1	2	3
	<u>Not Very</u>	<u>Somewhat</u>	<u>Very</u>
1. How nice were the staff?	1	2	3
2. How satisfied were you with how quickly you were seen?	1	2	3
3. How knowledgeable did your doctor seem?	1	2	3
4. How well did your doctor listen to you?	1	2	3
5. How well were your questions answered?	1	2	3
6. How included did you feel in making decisions about your child's care?	1	2	3
7. Overall, how satisfied were you with the visit?	1	2	3

Comments: \_\_\_\_\_

Thank you very much.

Name (optional): \_\_\_\_\_

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