

North Texas Breast & Plastic Surgery Center Satisfaction Survey

By filling out this survey, you provide valuable feedback regarding the patient experience at North Texas Breast & Plastic Surgery Center. Please check the box below to indicate permission for us to use your responses in the Testimonials section of our new website. Your identity will be kept completely confidential; we will only show your initials if we use your comments on our website. Your responses are truly appreciated. Thank you!

☐ I agree to allow my response(s) to be used in the Testimonial section of the North Texas Breast & Plastic Surgery Center website. I know that only my initials will be published in the event that my response(s) are used.

Signed

Date

Print Name

Please indicate your responses according to the scale below and provide any additional comments you would like to make:

1=Poor, 2=Fair, 3=Good, 4=Very Good, 5=Excellent

1) Were we able to schedule appointment(s) for you within a reasonable time?

Score: _____

Please explain:

2) How would you rate your experience with our office staff? Were they pleasant and professional?

Score: _____

Please explain:

4) Please rate your experience with our Practice Manager, if applicable.

Score: _____

Please explain:

5) How would you rate your consultation with Dr. Hermann?

Score: _____

Please explain:

6) After your consultation, did you feel informed about procedures, treatment, and recovery?

Score: _____

Please explain:

7) How would you rate your overall surgery/procedure experience?

Score: _____

Please explain:

8) How closely did your surgery/procedure experience match your expectations after your consultation with Dr. Hermann?

Score: _____

Please explain:

9) How satisfied are you with the results of your surgery/procedure?

Score: _____

Please explain:

10) How would you rate your recovery? Was it what you expected, given your consultations with Dr. Hermann?

Score: _____

Please explain:

11) Would you recommend North Texas Breast & Plastic Surgery Center to friends and family?

12) Is there anything we can do to improve our services?

Thank you very much for your responses!