

Victorian Children's Clinic - Feedback & Suggestions



**Victorian
Children's
Clinic**

The Doctors and staff at this practice are committed to providing you with a high standard of patient care. Your input will help us to improve our service and we appreciate you taking the time to give us your feedback.

Victorian Children's Clinic

ABN: 39 364 072 040

149 Wattleree Road

Malvern VIC 3144

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victorianchildrensclinic.com.au

Date of your visit: _____

1. Customer Service & Experience

Please rate the quality of customer service and information we have provided to you:

No comment	Unsatisfactory	Poor	Average	Good	Excellent
0	1	2	3	4	5
Comment:					
Areas to improve:					

2. Efficiency & wait times

Please rate the efficiency of our systems and processes:

No comment	Unsatisfactory	Poor	Average	Good	Excellent
0	1	2	3	4	5
Comment:					
Areas to improve:					
Wait time:	<5 mins	5-10 mins	10-20 mins	20+ mins	30+ mins

3. Clinical Care

Please give us feedback on your experience with your Doctor:

No comment	Unsatisfactory	Poor	Average	Good	Excellent
0	1	2	3	4	5
Comment:					
Areas to improve:					

4. Facilities, Presentation & Cleanliness

Please rate our facilities and their presentation by circling the most appropriate response:

No comment	Unsatisfactory	Poor	Average	Good	Excellent
0	1	2	3	4	5
Comment:					
Areas to improve:					

Your responses are confidential, however if you would like our Practice Manager to call you to discuss your feedback further, please provide your name and contact number below:

Name (optional): _____ Ph (optional): _____

Thank you for taking the time to complete this.