



Pediatric Feeding & Swallowing Service CLIENT SATISFACTION SURVEY

Please complete this form to help us develop our service to meet the needs of our clients.

Where do you live (City)?:

Where was surgery done?:

Vancouver

Victoria

Other

Please rate your satisfaction with the following:

Child's Name: <i>(optional)</i>				
1. The Manual was readable and easy to follow:				
very satisfied 5	satisfied 4	neutral 3	unsatisfied 2	very unsatisfied 1
Comments:				
2. The Tube Feeding Manual met your needs:				
very satisfied 5	satisfied 4	average 3	unsatisfied 2	very unsatisfied 1
Comments:				
3. We listened to your concerns, questions and responded with sensitivity:				
very satisfied 5	satisfied 4	neutral 3	unsatisfied 2	very unsatisfied 1
Comments:				
4. We responded to your concerns, questions and needs in a timely manner:				
very satisfied 5	satisfied 4	average 3	unsatisfied 2	very unsatisfied 1
Comments:				
5. The training and information shared with you prior to hospital admission was explained in a way that was meaningful to you:				
very satisfied 5	satisfied 4	average 3	unsatisfied 2	very unsatisfied 1
Comments:				

6. The training and information shared with you during hospital stay was explained in a way that was meaningful to you:				
very satisfied	satisfied	average	unsatisfied	very unsatisfied
5	4	3	2	1
Comments:				
7. The training and information shared with you post hospital stay was explained in a way that was meaningful to you:				
very satisfied	satisfied	average	unsatisfied	very unsatisfied
5	4	3	2	1
Comments:				
8. Please rate your overall satisfaction with services:				
very satisfied	satisfied	average	unsatisfied	very unsatisfied
5	4	3	2	1
Comments:				
9. Your child's transition from Hospital Services to Community Services was smooth:				
very satisfied	satisfied	average	unsatisfied	very unsatisfied
5	4	3	2	1
Comments:				
10. What worked well?				
11. How could we improve?				

Thank you very much for completing this survey.

Please return to: **Phil Harmuth**
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Please contact Phil if you have any questions or concerns.