

2023 Patient Satisfaction Survey Results				
Scheduling	Excellent	Good	Fair	Poor
Sick/Problem visit: Able to get an appointment within a reasonable amount of time.	72%	23%	4%	1%
Physical/Well: Able to get an appointment within a reasonable amount of time.	65%	26%	8%	2%
The convenience of our hours and available appointment times.	68%	25%	6%	0%
The ability to see the provider of your choice.	63%	23%	10%	3%
The wait time to see your nurse was reasonable.	74%	22%	4%	0%
The wait to see your provider was reasonable.	72%	22%	5%	1%
Wait Time	5-15 Minutes	20-30 Minutes	35-45 Minutes	Over 50 Minutes
Wait time to see nurse.	94%	5%	0%	1%
Wait time to see provider.	85%	12%	2%	1%
Facilities	Excellent	Good	Fair	Poor
The cleanliness and comfort of the office itself.	81%	18%	1%	0%
Courtesy, Helpfulness, and Knowledge of our Staff	Excellent	Good	Fair	Poor
Receptionist	79%	17%	3%	1%
Schedulers	81%	15%	4%	0%
Nurse	86%	11%	3%	1%
Billing	82%	14%	3%	0%
Communication and Coordination of Care	Excellent	Good	Fair	Poor
Your ease in reaching our office by phone.	83%	15%	1%	1%
If your call required a return call from a nurse, the call was returned in a reasonable amount of time.	72%	22%	4%	2%
If your call required a return call from a provider, the call was returned in a reasonable amount of time.	75%	19%	5%	2%
Quality of information of medical advice provided by phone.	74%	22%	2%	2%
Our timeliness in completing any forms, peaperwork requests, or special referrals.	77%	19%	3%	1%
Keeping you informed of any delays with your appointment	73%	21%	5%	1%
Timely notification of test, lab, and/or imaging results	74%	21%	2%	2%
Courtesy of Provider	Excellent	Good	Fair	Poor
Courtesy of Provider	85%	13%	2%	1%
Provider's patience and interest in your reason for visit.	84%	14%	2%	0%
Explanations of diagnosis and treatment options.	82%	15%	2%	1%
Your overall satisfaction with the medical care you received.	82%	14%	3%	0%
Assistance and support for making changes in health habits and making health care decisions.	75%	19%	6%	0%
General Office Questions	Yes	No		
Would you recommend this practice to a family member or friend?	98%	2%		
Have you used our website for patient services?	44%	56%		
Have you used an after-hours appointment?	39%	61%		
Miscellaneous	Yes	No	N/A	
Do you know about Surf Urgent Care in Kill Devil Hills?	99%	1%	0%	
Have you visited Surf Urgent Care?	56%	44%	0%	
If you have visited - was it due to Primary Care not having an	17%	64%	20%	
If you have visited - was is because it was more convenient for you due	40%	37%	23%	
Will you continue to use the Urgent Care if not able to get in with your	74%	7%	18%	
How many years have you been a patients in our practice?	Percentage			
New Patient	3%			
1 to 2 years	6%			
2 to 3 years	13%			
over 4 years	78%			
Overall Satisfaction with our practice.	Excellent	Good	Fair	Poor
Rate your overall satisfaction with our practice.	76%	16%	4%	4%
Average of 50 Surveys				