Away Wood, MD Practice Patient Satisfaction Survey

Responses: 44

Dates Survey distributed: mid-May to mid-July, 2013 Provider: Avery Wood, MD

Provider: Avery Wood, MD	
Demographics 1. Patient's age Percentage of Responses	
Health Status 2. In general, how would you rate your health? Percentage of Responses	5 11% 29% 39% 11% 9%
Access (email, portal, phone) 3. Do you use email regularly? Percentage of Responses	26 9 9 44 60% 20% 20%
4. Have you used Dr. Wood's on-line Patient Portal?	Yes Responses 100 100 100 100 100 100 100
5. In the last year, have there been times when you have not had a reliable phone to use? Percentage of Responses Percentage of Responses	6 34 40

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Satisfaction Measures - "in the past 12 months"	Always	Usually	Sometimes	Never	I have not needed to	I have not com	I have not a.	Number of p.	% Always/Usually
6 When you have wanted to see Dr. Wood for a new or urgent concern, have you been able to get in as soon as you needed to?	35 85 %	4 109	1	1 -	3			41	95%
Comments: Amazingly quickly compared to other doctors. Love the walk-in times									
7 When you wanted to see Dr. Wood for a long standing problem or check up, have you been able to get in at a time what worked well for you?	36 86%	6 149	6		2			42	100%
Comments: Easy to see schedule to pick day									
8 When you have called Dr. Wood's office, were your concerns taken care of as soon as was needed?	34 85%	6 15°	6			4		40	100%
Comments: Always nice to know you are here!									
9 When you have emailed Dr. Wood's office, were your concerns taken care of as soon as possible?	33 94 %	2 69	6				7	35	100%

Comments: We love it here! Dr. Wood is my favorite! I don't use e-mail hardly at all.
Don't have email.

Patient Survey - Avery Wood MD

I would like to get your feedback on how well my office is working for you and your children.

I appreciate your taking a moment to fill this out.

About you:

What is your age?	Under 25 ye	ars 25-44 ye	ars 45-6	4 years 65	years or o	lder	
In general, How w	ould you rate y	our health? Ex	cellent	Very Good	Good	Fair	Poor
Do you use email 1	regularly? Ye	s No Sometin	nes				
Have you used Dr	Wood's on line	Patient Portal?	Yes No	I tried bu	it couldn't f	figure it	out
In the last year, ha	ve there been ti	imes when you h	ave not h	ad a reliable	phone to u	se? Ye	es No
In the past 12 mo	nths:						
When you have wasoon as you needed		. Wood for a new	or urgen	t concern, ha	ive you bee	en able t	o get in as
Always	Usually	Sometimes	Never	I hav	e not neede	ed to be	seen
Comment:	·						
When you have wat to get in at a time t		_	standing	problem or	a check up,	, have yo	ou been able
Always	Usually	Sometimes	Never	I hav	e not neede	ed to be	seen
Comment:							
When you have ca	lled Dr. Wood's	s office, were yo	ur concer	ns taken care	of as soon	as was	needed?
Always	Usually	Sometimes	Never	I hav	e not called	i	
Comment:							
When you have en	nailed Dr. Woo	d's office, were y	your conc	erns taken ca	re of as so	on as w	as needed?
Always	Usually	Sometimes	Never	I hav	e not email	ed	
Comment:							

Thank you!