



We are all ears! We appreciate you taking the time and effort to complete this survey. Our mission is to provide a dedicated, caring and knowledgeable team committed to ensuring you and your pet have an exceptional experience with us. You can help us reach and maintain this high level of service by sharing your opinion and suggestions on your veterinary needs and expectations. We thank you for visiting our hospital and assure you that your comments will be discussed and acted upon.

1. How did you hear about us?
 - Returning client
 - Friend/Family Referral
 - Drove by clinic
 - Website/search
 - Facebook
 - Yellowpages
 - Other: _____
2. Was this your pet's first visit?
 - Yes
 - No
3. Was our hospital easy to find?
 - Yes
 - No
4. Did we accommodate your schedule when booking your appointment?
 - Yes
 - No
5. Reception was friendly and efficient.
 - Strongly Agree
 - Agree
 - Neutral/Undecided
 - Disagree
6. The general appearance of the office was well organized?
 - Strongly Agree
 - Agree
 - Neutral/Undecided
 - Disagree
7. Was the waiting time short and acceptable?
 - Yes
 - No
8. Which doctor did you see?
 - Dr. Kim Anderka
 - Dr. Christina Douthwaite
 - Dr. Mary Rea Stock
 - Other: _____
9. The veterinarian was pleasant and professional.

- Strongly Agree
 - Agree
 - Neutral/Undecided
 - Disagree
10. The veterinarian answered my questions clearly and completely.
- Strongly Agree
 - Agree
 - Neutral/Undecided
 - Disagree
11. The support staff was helpful and competent.
- Strongly Agree
 - Agree
 - Neutral/Undecided
 - Disagree
12. Do you feel well informed about the services and products we offer? (e.g. Vaccines, wellness testing, nutrition, behaviour, etc)
- Yes
 - No
13. Did you find all the products you were looking for?
- Yes
 - No
14. My overall experience was positive.
- Strongly Agree
 - Agree
 - Neutral/Undecided
 - Disagree
15. I would recommend the practice to friends and family.
- Strongly Agree
 - Agree
 - Neutral/Undecided
 - Disagree
16. What are the most important aspects of your veterinary visit? Please select all that apply:
- Hours of operation
 - That I be seen promptly
 - The hospital staff are friendly and courteous
 - Hospital staff really care about my pets
 - The length of time spent with the vet
 - The vet listens to what I have to say
 - The veterinarian explains any problems and treatments clearly
 - Good value for my money
17. Would you be interested in receiving email reminders?
- Yes
 - No
18. Please feel free to add any additional suggestions or comments regarding your experience with us at Ilderton Pet Hospital. Your input helps us to maintain excellent

quality of care and service for all of our patients and clients.

You may include your name and contact information below. Please note that you do not have to supply an answer to this question if you wish your survey to remain anonymous.

Client Name: _____

Pet Name: _____

E-mail Address: _____