What can we do to improve your experience?									
Why did yo	u choose SDS	H? (Tick all that apply)							
☐ GP's rec	ommendation								
☐ Specialis	st's recommend	dation							
☐ Reputati	on of hospital								
☐ Location	l								
☐ Friends	or relatives rec	ommendation							
☐ Insuranc	e requirements	3							
☐ Previous	experience								
☐ Other									
_									
Were you a	-								
☐ Yes	□ No								
Were you a ☐ Yes	visitor or care ☐ No	er?							
	our first time a	t this Hospital?							
		□ 35-49 □ 80+							
Patient Sex									

Please tell us

What impressed you most?

Any exceptional staff members?

Name (optional)

Please give this to any reception or nursing staff or post to:

Quality Management Department

Sydney Adventist Hospital

FREE POST 6

(This form will be forwarded to SDSH)

If you require a response to a specific concern please email **customerfeedbackSDSH@sah.org.au**

Thank you for helping us serve you better.

0420SDSH0623

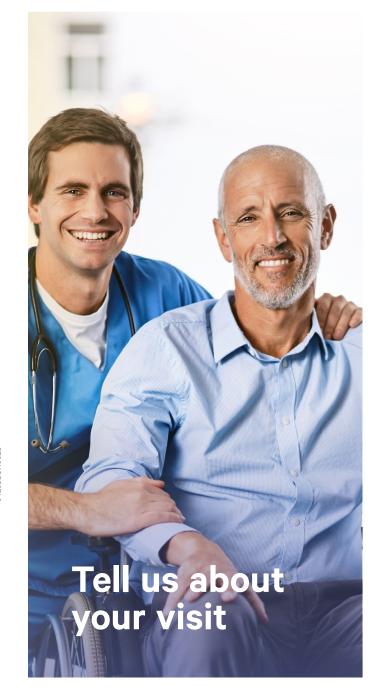








1a Northcote Road, Hornsby NSW 2077
Telephone: 02 9480 6888 Facsimile: 02 9480 8321
Website: www.sandaysurgery.com.au
Operated by **Adventist HealthCare** Limited
ABN 76 096 452 925





San Day Surgery Hornsby



Thank you for spending time at the San Day Surgery Hornsby. As part of the Adventist HealthCare family, San Day Surgery Hornsby is a highly specialised centre with a reputation we are extremely proud of... a reputation for caring, excellence and people with genuine passion for their work.

While each of the Adventist HealthCare facilities is unique in their service offering and style, there is one thing they all have in common... their commitment to bringing our Mission to life – 'Christianity in Action' – in everything they do.

We are always listening and love to hear your feedback.

If you would like to tell us about our service – a suggestion for improvement or a compliment – simply complete this form and return it to any of our reception or nursing staff.

We look forward to hearing from you!

Brett GoodsChief Executive Officer
Adventist HealthCare

Overall Ratings

What is your overall opinion of:	Excellent	Good	Fair	Poor	Very poor	Does not apply	
San Day Surgery Hornsby							
Nursing care							
Doctor care							
Clerical staff/reception							
Food services							
Cleanliness							
Staff courtesy							
Admission process							
Discharge process							
Facilities & accommodation							
	Yes	To some extent	No	Does not apply			
During your admission were your cultural and/or special needs met?							
How likely are you to return to this	Extremely likely –						Not at all likely
hospital for your medical care? (please circle)	10	9 8	7	6 5	4	3	2 1 0
Why?							
How likely are you to recommend this hospital to your friends and family? (please circle)	Extren 10	nely likely 9 8	7	6 5	4		Not at all likely 2 1 0
Why?							