

Pegasus locum doctor satisfaction survey



Pegasus Medical has always been committed to providing its customers with a high quality service. In order that we further improve our standards of service we would ask you to take just a few minutes of your time and fill out the questionnaire below.

Please post/fax or email the questionnaire back to us.

DOCTORS DETAILS						
Name						
Address						
.....						
Tel		GP locum work required?				
Mobile		OOHs work required?				
Email		Medical legal work required?				
Computer system used		Hospital/Prison work required?				
CUSTOMER SERVICE CALL CENTRE		V.GOOD	GOOD	AVERAGE	POOR	V.POOR
Speed of telephone response when placing a call						
Attitude of Staff						
Helpfulness of staff						
Feed back regarding locum details						
Overall impression of the service						
ADMINISTRATION		V.GOOD	GOOD	AVERAGE	POOR	V.POOR
Efficiency of administration staff						
Ease of understanding timesheets						
Ease of understanding wage statements						
Accessibility of appropriate staff						
Well received by GP practice staff						
Are Consulting rooms prepared for you						
Are practice procedures explained to you						
WEBSITE (www.pegasus-medical.com)		V.GOOD	GOOD	AVERAGE	POOR	V.POOR
Appearance						
Speed						
Information provided						
Quick links function						
Quick registration facility						
Are there any other services required?						



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