



All India Institute of Medical Sciences, Kalyani

NH-34 Connector, Basantapur, Saguna, Kalyani, District Nadia, West Bengal 741245

IPD Patient Feedback Form

Dear Friend,

You have spent your valuable time in the hospital in connection with your / relative's/friend's treatment. It will help us in our endeavor to improve the quality of service, if you share your opinion on the service attributes of this hospital enumerated in the table below.

Please tick the appropriate box and drop the questionnaire in the Suggestion box

Sl No	Attributes	Poor	Fair	Good	Very Good	Excellent	No comments
1.	Availability of sufficient information at Registration/Admission counter						
2.	Waiting time at the Registration/ Admission counter	More than 30 mins	10-30 mins	5-10 mins	Within 5 mins	Immediate	
3.	Behaviour and attitude of staff at the registration/ admission counter						
4.	Your feedback on discharge process						
5.	Cleanliness of the ward						
6.	Cleanliness of Bathrooms & toilets						
7.	Cleanliness of Bed sheets/ pillow covers etc.						
8.	Cleanliness of surroundings						
9.	Regularity of Doctor's attention						
10.	Attitude & communication of Doctors						
11.	Time spent for examination of patient and counseling						
12.	Promptness in response by Nurses in the ward						
13.	Round the clock availability of Nurses in the ward hospital						
14.	Attitude and communication of Nurses						
15.	Availability, attitude & promptness of Ward boys/girls						
16.	All prescribed drugs were made available to you free of cost						
17.	Your perception of Doctor's knowledge						
18.	Diagnostics Services were provided within the hospital						
19.	Timeliness of supply of diet						
20.	Your overall satisfaction during the treatment as in patient						

Your valuable suggestions (if any)

Date _____ CRN no. _____ Ward _____ Name _____