



CONSUMER SURVEY NOVEMBER 2023

PATIENT EXPERIENCE FEEDBACK

ADMIN / NURSES

- Professional approach of staff, very well informed and waiting time is good.
- The experience of the staff is amazing and is matched by their friendliness and service.
- Good staff who communicate clearly. Go beyond the procedures, alerting me to a health issue that was apparent during my procedure.

DOCTORS

- Your doctors, nurses and staff are very caring competent. Happy too! I always feel very comfortable and treated wonderfully.
- Excellent specialist.
- It is the best service and best doctor and nurse.
- I have been coming to Logan Endoscopy Services since 2016. Staff were very helpful and friendly. Doctor is excellent.

PATIENT SERVICE

- Felt very at ease.
- Awesome from consult to procedure. It was very fast.
- Prompt service. Very caring and nice staff.
- Wonderful care given to Ericka. Really clear instructions and made her feel very confident in procedure.

FACILITY

- The staff, doctors and nurses are fantastic. Surgery is clean and accommodating. Booking is an easy process and staff are great at reminders and follow up.
- Fees are very reasonable compared to other hospitals for the same service.
- Kind staff. Knowledge and communication was good. Vegan snack option post procedure.