

**Canisteo Valley Family Practice Medical Patient Experience Survey Results**

In March of this year, Canisteo Valley Family Practice performed a survey with our patients that included over 40 questions. In the course of one week, 150 surveys were returned.

We received 100% “ yes” responses to the question of:

**Would you send your friends and family to us?”**

When we began looking at this, we examined other questions that would explain why our patients felt comfortable recommending us.

	Scoring (%)
	Total Good or Very Good
<b>Able to make same day appointment when sick or hurt</b>	<b>92.5%</b>
<b>Front Desk Friendly and Helpful to You</b>	<b>99.4%</b>
<b>The Nurse answers your questions</b>	<b>99.3%</b>
<b>The Provider listens to you</b>	<b>98.6%</b>

We work very hard to make sure we make you the center of our practice and we are happy to see it is reflected in our scores. We will continue to work to improve our service to you.

Please let us know what we can do to keep improving....

*And thank you for trusting us with the health care of you, your family and your friends!*

