

Veterinary client survey results

Date _____

Vet seen (optional) _____

Number of answers _____

Tally how many clients ticked each box. Percent agree = (number of 4s + number of 5s) divided by the total, times 100.

STATEMENT	1	2	3	4	5	TOTAL	% AGREE
1. Booking this appointment was easy.							
2. We were seen close to our appointment time.							
3. The team handled my pet gently.							
4. The vet listened to my worries about my pet.							
5. The vet explained what they found in words I understood.							
6. I knew the likely cost before treatment started.							
7. I left with a clear plan for my pet's care.							
8. The reception team made us feel welcome.							

If one thing could have gone better, what was it

NOTHING, IT ALL WENT WELL	THE WAIT	THE COST	HOW MY PET WAS HANDLED	THE EXPLANATIONS	SOMETHING ELSE

Strengths

The two statements with the highest percent agree.

Work on next

The two statements with the lowest percent agree.

What the open answers say

Sort the comments into three or four themes.

You said, we will

What pet owners told us this month, and the change we are making.
