



Tennyson Centre  
Private Hospital

*SURVEY RESULTS DIRECT FROM OUR CUSTOMERS*  
*SEPTEMBER 2018*



*“WHAT DO I EXPECT WHEN I COME TO HOSPITAL”*  
*PATIENTS EXPECTATIONS ARE SIMILAR TO THE SAME SURVEYS CONDUCTED*  
*SINCE 2013*

*TOP TIPS FOR CUSTOMER SERVICE*

- 1. FRIENDLY, CARING PROFESSIONAL STAFF*
- 2. CLEAN, TIDY & WELL ORGANISED ENVIRONMENT*
- 3. COMMUNICATION WITH THE DOCTORS*
- 4. CONFIDENTIALITY MAINTAINED AT ALL TIMES*
- 5. LIGHT FOOD & BEVERAGES OFFERED POST PROCEDURE*
- 6. MINIMAL WAITING TIME*