



## 服務意見調查書 Service Satisfaction Survey

請郵寄或親身送往客戶服務部、各病室之護士站或大堂之意見收集箱。

Please return by post or in person to our Customer Service Department, the nurse stations in wards or the collection box in our main lobby.

閣下所評價的病室/部門 Wards / Departments appraised	服務日期 Date of Service				不適用 N/A
1) 員工的親切程度 Friendliness of staff		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2) 員工的專業程度 Professionalism of staff		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3) 流程 (如入院、應診、檢查、出院等) Patient journey (e.g. admission, consultation, investigation, discharge)		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4) 全人/心靈關顧 Holistic/ Spiritual care		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5) 環境的質素 (如衛生、燈光、溫度、寧靜、私隱、保安等) Quality of environment (e.g. hygiene, lighting, temperature, quietness, privacy, security)		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6) 設施的質素 (如等候區、病室、洗手間、被服、膳食、無障礙設施等) Quality of facilities (e.g. waiting areas, wards, lavatories, linens, catering, barrier-free facilities)		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7) 資訊清晰程度 (如聯絡本院之方法、指示標誌、服務 / 收費資訊、病人約章、反映意見的渠道、互聯網網頁等) Clarity of information (e.g. our contact method, signage, service / charge information, Patients' Charter, channels for providing feedback, webpage)		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8) 收費水平 Reasonableness of charges		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9) 閣下對本院的整體觀感 Overall impression on our hospital		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10) 與其他公/私營醫院比較 Comparison with other public / private hospitals		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11) 閣下會否再選擇本院服務? Would you choose our service again?		<input type="radio"/> 會 Yes	<input type="radio"/> 否 No	<input type="radio"/> 不適用 N/A	

12) 閣下欣賞的員工 / 服務 Staff / service commended by you :

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13) 本院可改善的地方 Areas we should improve:

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\*\*閣下的姓名 Your Name \_\_\_\_\_ \*\*電話號碼 Tel. no. \_\_\_\_\_

\*\*可選擇是否提供 Optional

多謝閣下的寶貴意見 ！

- 1) 每一份珍貴的意見書都會轉達本院管理層及相關病室、部門跟進。正面評語能鼓勵員工再接再厲，建議/負面評語則幫助我們改善。
- 2) 如有需要，本院可能聯繫閣下查詢更多資料以便跟進 (如閣下有提供姓名和電話號碼)。

Thank you very much for your invaluable opinion!

- 1) Every precious survey form will reach our hospital management and the involved wards / departments for follow up. Positive comments encourage our staffs to keep up with their good services whereas recommendations / negative comments help us improve.
- 2) If necessary, we may contact you for more information to facilitate our follow up (if you provide us with your name and telephone number).

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# 願主祝福你

## *May God Bless You*

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請貼上郵票  
POSTAGE  
STAMP

香港銅鑼灣東院道 2 號  
聖保祿醫院  
客戶服務部

Customer Service Dept  
St. Paul's Hospital  
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Causeway Bay,  
Hong Kong