



Grove Lodge Veterinary Group

At Grove Lodge we are always keen to improve our care to your pet and you. To help us monitor and improve our standards, we would be very grateful if you could complete the questionnaire below. Please feel free to add further comments. You may complete this anonymously if you prefer. Many thanks for your assistance.

Your name ..... Your pet's name ..... Registered branch .....

- 1. Did you find the pre-operative appointment useful/informative, ie did the vet explain the procedure clearly? .....
- 2. Were the reception staff able to answer your queries and did you find them friendly and approachable?.....
- 3. While your pet was with us, were you given regular updates on progress? .....
- 4. Was the discharge information:                      Poor                      Fair                      Good                      Excellent

If unsatisfactory, please give comments .....  
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- 5. Did the vet give you an accurate estimate? Yes/No.
- 6. Do you feel that your experience with Grove Lodge represented good value for money? If not, how can we improve? .....
- 7. When choosing Grove Lodge, was it important to you that our Veterinary Hospital in Worthing is staffed 24 hours a day, 365 days a year? Yes/No.
- 8. We welcome all your feedback, so please add your comments and suggestions here:

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~ Thank you very much for your contribution ~