

ANALISI DELLA SODDISFAZIONE CLIENTE

STRUTTURA:

Poliambulatorio Praecilia

INDIRIZZO

C.so Vittorio Emanuele,170

REFERENTE:

RGQ

PERIODO DI CONTROLLO

2017

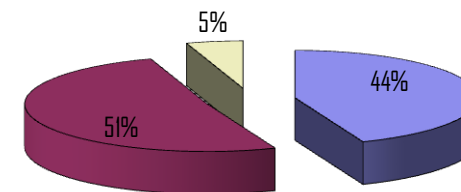
N° QUESTIONARI ANALIZZATI

1040

ANALISI PER MACRO DATI

SESSO CLIENTI

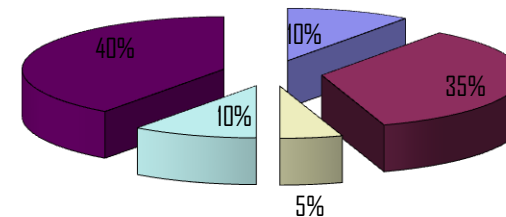
Uomini	457
Donne	531
N.D.	52



■ Uomini ■ Donne ■ N.D.

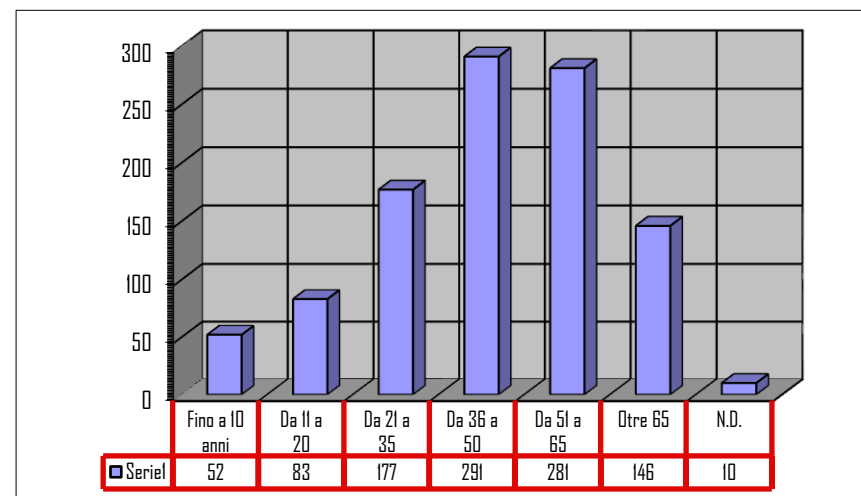
FONTE CONTATTO

Internet	104
Passaparola	364
Cartelli Stradali	52
Volantini	104
N.D.	416

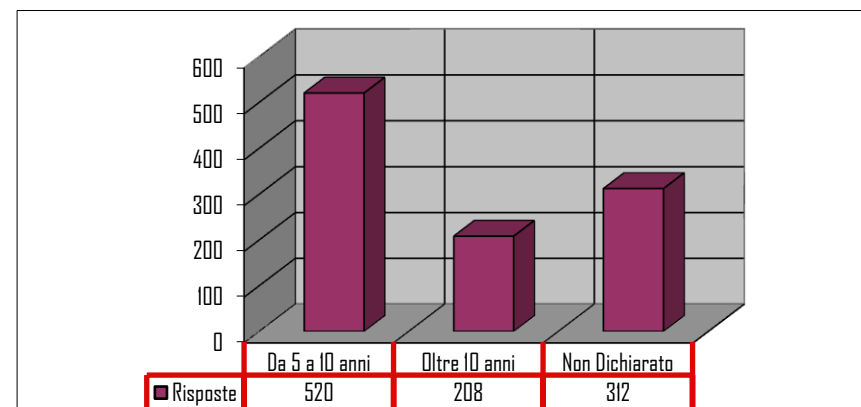


■ Internet ■ Passaparola ■ Cartelli Stradali ■ Volantini ■ N.D.

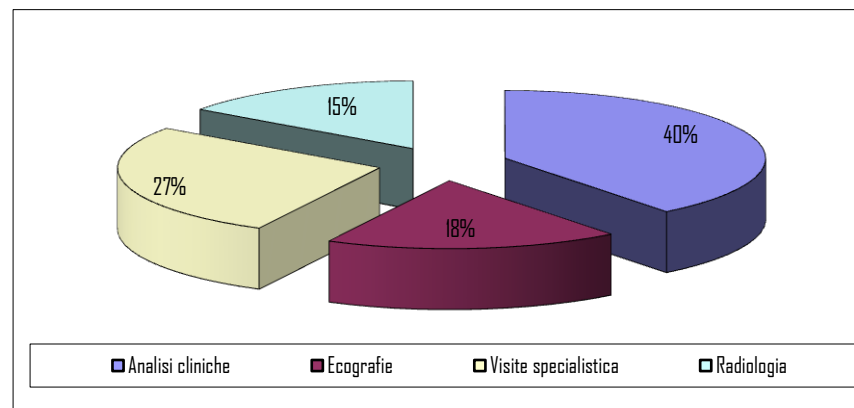
FASCIA ETA'	
Fino a 10 anni	52
Da 11 a 20	83
Da 21 a 35	177
Da 36 a 50	291
Da 51 a 65	281
Oltre 65	146
N.D.	10



PERIODO DI FREQUENZA	
Da 5 a 10 anni	520
Oltre 10 anni	208
Non Dichiarato	312

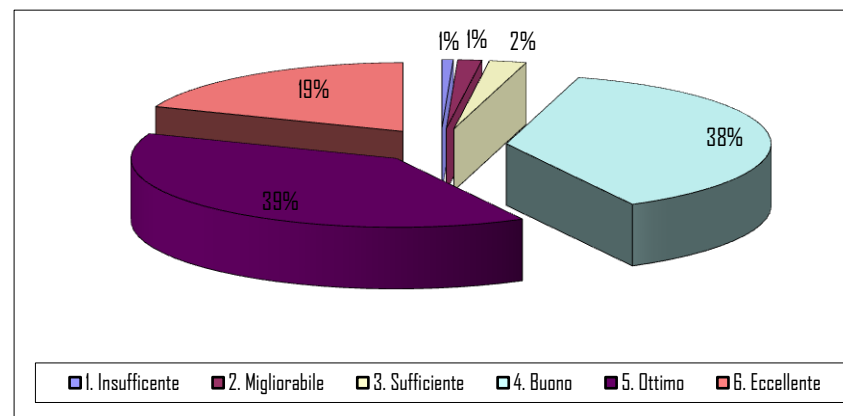


TIPOLOGIA ESAME	
Analisi cliniche	406
Ecografie	187
Visite specialistica	281
Radiologia	156
Non Dichiarato	10

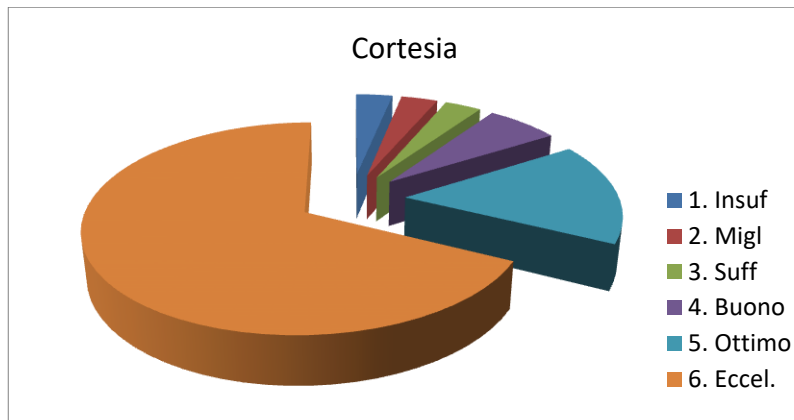
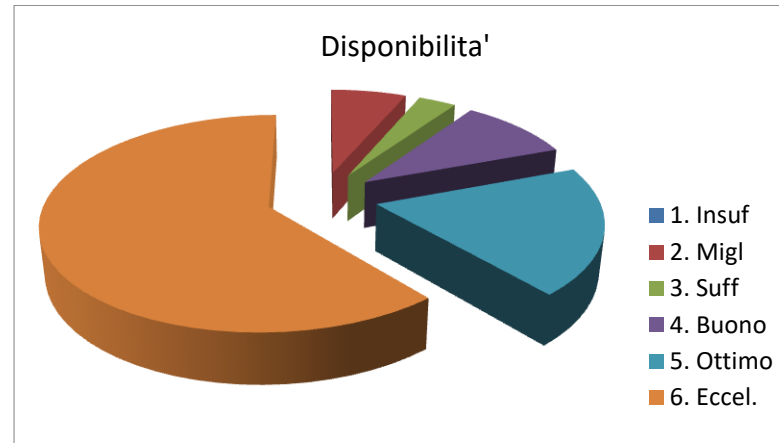
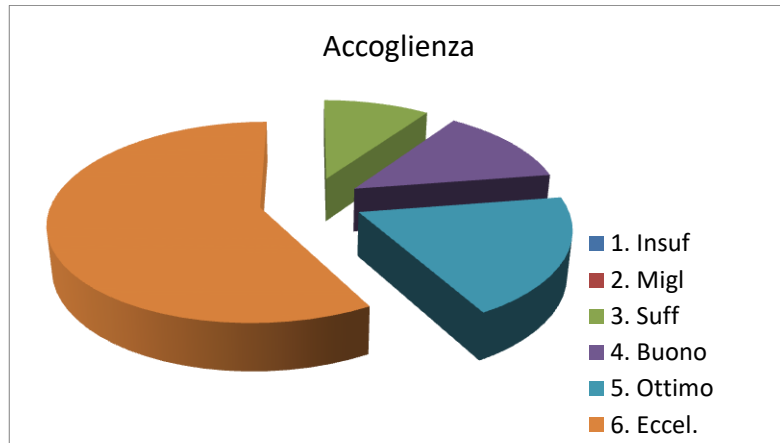


GIUDIZIO GLOBALE

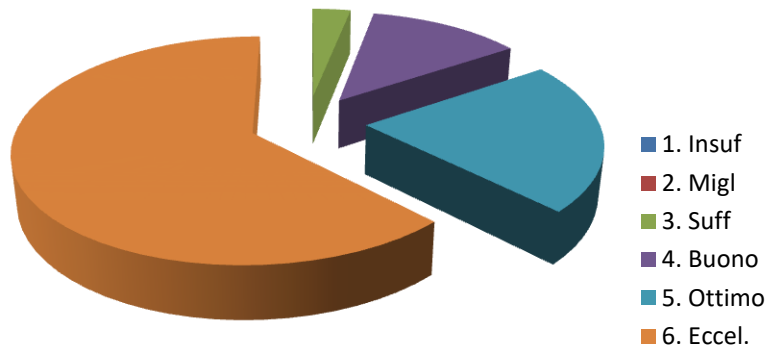
GIUDIZIO	VOTI
1. Insufficiente	7
2. Migliorabile	15
3. Sufficiente	23
4. Buono	387
5. Ottimo	397
6. Eccellente	196
Non Dichiarato	15



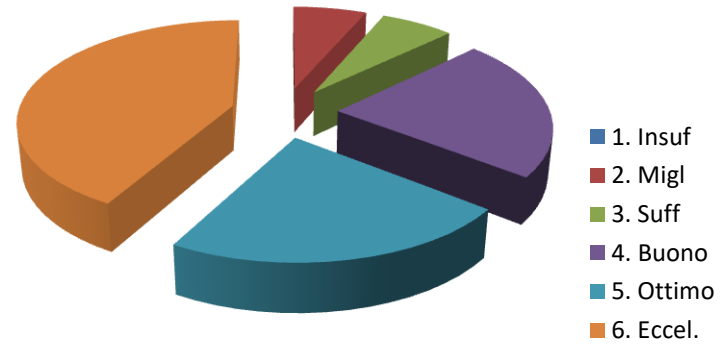
ACCETTAZIONE



Chiarezza delle informazioni

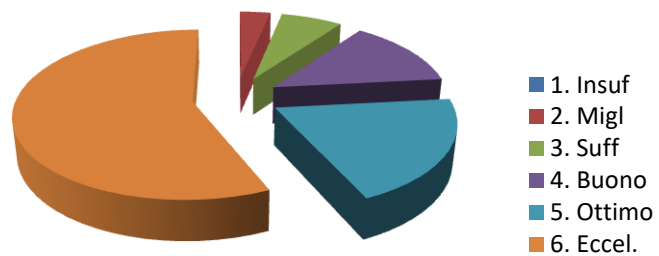


Costo del servizio a pagamento

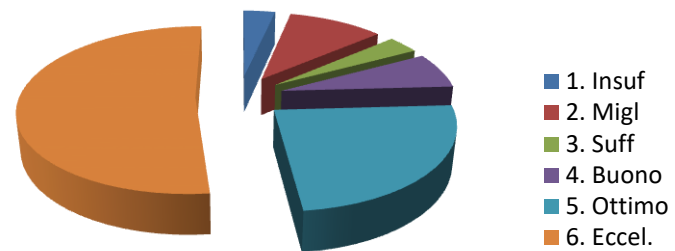


EROGAZIONE SERVIZI

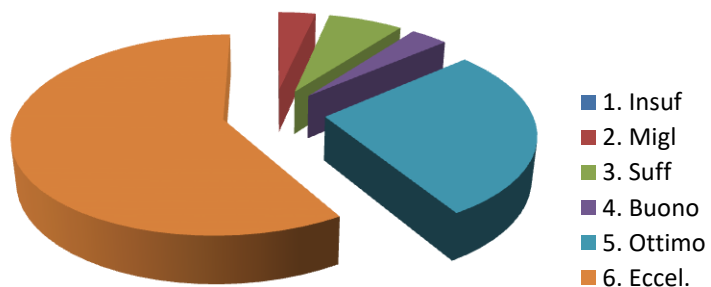
Locali



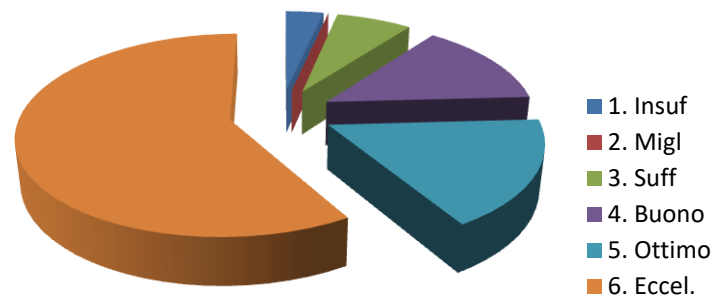
Tempo di attesa



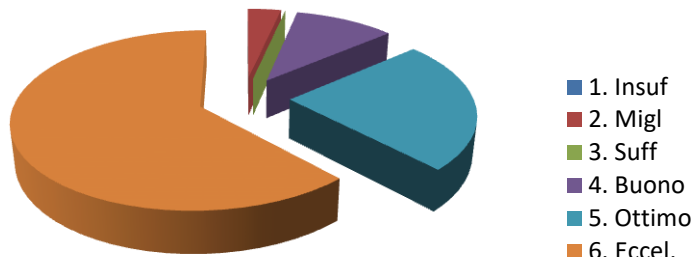
Disponibilità di orari



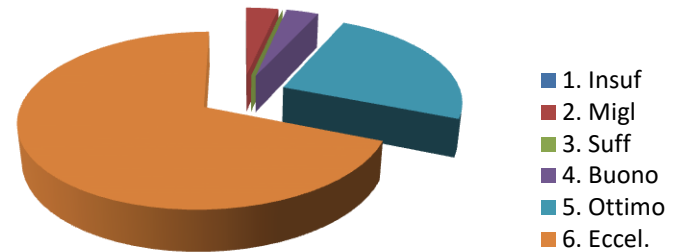
Puntualita'



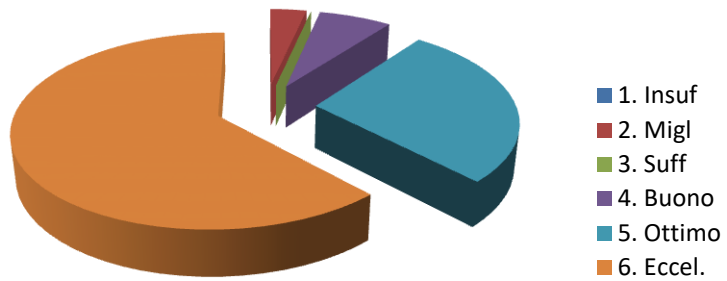
Accoglienza



Professionalità



Qualita'



RITIRO REFERTI

