

Lockport Pediatrics 2017 Patient Survey Responses
Entire Office Summary 115 Total Surveys

Population 1: Commercially Insured Patients 56 Surveys

Population 2: State Funded Insurance Plans (Medicaid or CHP) 59 Surveys

How satisfied are you with the following?

- Ease of making appointments for well visits?
- Ease of making appointments for sick visits
- Ease in contacting your doctor when the office is closed
- Ease in speaking directly with your doctor during office hours
- The time it takes someone to respond for an urgent problem
- Waiting time in our office
- Ease in obtaining follow-up information and care
- Overall medical care at your doctor's office
- Our office's appearance
- Our office's convenience
- The way we teach you about improving your health
- The way your doctor coordinates care with other doctors when needed

Extremely or Very Dissatisfied	Percent Extremely or Very Dissatisfied	Satisfied	Percent Satisfied	Extremely or Very Satisfied	Percent Extremely or Very Satisfied	NA
2	3.57%	4	7.14%	50	89.29%	-
-	-	11	19.64%	45	80.36%	-
-	-	14	27.45%	42	82.35%	5
1	1.96%	27	52.94%	22	43.14%	5
1	1.82%	17	30.91%	37	67.27%	1
2	3.57%	10	17.85%	44	78.57%	-
-	-	13	24.53%	40	75.47%	3
-	-	10	17.85%	46	82.15%	-
-	-	10	17.85%	46	82.15%	-
-	-	6	10.71%	50	88.29%	-
-	-	9	16.07%	47	83.93%	-
-	-	11	20.75%	42	89.15%	3

Extremely or Very Dissatisfied	Percent Extremely or Very Dissatisfied	Satisfied	Percent Satisfied	Extremely or Very Satisfied	Percent Extremely or Very Satisfied	NA
-	-	6	10.17%	53	89.83%	-
1	1.72%	7	12.07%	51	87.93%	1
1	1.79%	16	28.57%	43	76.79%	3
1	1.75%	22	38.60%	34	59.65%	2
1	1.75%	12	21.05%	44	77.19%	2
1	1.69%	9	15.25%	49	83.05%	-
-	-	9	15.52%	48	84.48%	1
-	-	8	13.56%	51	86.44%	-
-	-	6	10.17%	53	88.83%	-
-	-	10	16.95%	49	83.05%	-
-	-	10	16.95%	49	83.05%	-
-	-	6	10.53%	51	89.47%	2

How caring would you say the following individuals are?

- Your doctor?
- Our medical staff?
- Our office staff?

Extremely or Very Uncaring	Percent Extremely or Very Uncaring	Caring	Percent Caring	Extremely or Very Caring	Percent Extremely or Very Caring	NA
-	-	5	8.93%	51	91.07%	-
-	-	6	10.71%	50	88.29%	-
-	-	7	12.50%	49	87.50%	-

Extremely or Very Uncaring	Percent Extremely or Very Uncaring	Caring	Percent Caring	Extremely or Very Caring	Percent Extremely or Very Caring	NA
1	1.69%	-	-	58	98.31%	-
1	1.69%	4	6.78%	54	91.53%	-
2	3.39%	10	16.95%	47	79.66%	-

16. Would you recommend your doctor to your family or friends?

Definitely or Probably Not	Percent Definitely or Probably Not	Unsure	Percent Unsure	Definitely or Probably	Percent Definitely or Probably	NA
-	-	2	3.57%	54	96.43%	-

Definitely or Probably Not	Percent Definitely or Probably Not	Unsure	Percent Unsure	Definitely or Probably	Percent Definitely or Probably	NA
-	-	2	3.39%	57	96.61%	-

17. Age Range of Patient

0-4 years of age	Percent 0-4 years of age	5 to 12 years of age	Percent 5 to 12 years of age	13 to 21 years of age	Percent 13 to 21 years of age	NA
19	33.93%	13	23.21%	24	42.86%	-

0-4 years of age	Percent 0-4 years of age	5 to 12 years of age	Percent 5 to 12 years of age	13 to 21 years of age	Percent 13 to 21 years of age	NA
24	40.68%	17	28.81%	20	33.90%	-

18. Patient Gender

Male	Percent Male	Female	Percent Female	NA
24	42.86%	32	57.14%	-

Male	Percent Male	Female	Percent Female	NA
22	37.29%	37	62.71%	-

19. Length of patient at practice

Less than 1 year	Percent Less than 1 year	1 to 4 years	Percent 1 to 4 years	5 years or more	Percent 5 years or more	NA
8	14.29%	11	19.64%	33	58.93%	-

Less than 1 year	Percent Less than 1 year	1 to 4 years	Percent 1 to 4 years	5 years or more	Percent 5 years or more	NA
11	18.64%	21	39.59%	27	45.76%	-

20. Frequency of visits in last 12 months

1 to 2 times	Percent 1 to 2 times	3 to 5 times	Percent 3 to 5 times	6 or more	Percent 6 or more times	NA
22	40.74%	24	44.44%	8	14.81%	2

1 to 2 times	Percent 1 to 2 times	3 to 5 times	Percent 3 to 5 times	6 or more	Percent 6 or more times	NA
26	44.07%	26	44.07%	7	11.86%	-

Comments Commercially Insured Patients:

Have different sides of waiting room for well and sick
Have never had a bad experience here, thank you
Sometimes I feel like its hard to get an appointment on Saturdays unless its for sick
Unsure of health plan do to recent switch, but it is through my employer
Would prefer to be able to schedule sick appointments more than 1 day out
Waiting time in office was longer than usual
Would like to be able to make sick appointments further in advance without talking to a nurse
Have always been extremely please, been bring children here for over 20 years
Sick and well waiting room would be nice

Comments State Funded Insurance Patients:

Everyone we deal with is caring and very respectful
I like the way you guys do the text confirmation for appointments
I feel very comfortable talking to my doctor about any aspect. She has a very trustworthy and professional manner.
Dr. Sciolino is a wonderful doctor. Always has the best bedside manner.
Thank you for being so caring for my baby with very bad anxiety
Dr. Sciolino is great!
We generally don't wait long, but had a 30 minute wait today
Did not like the gown material
I've been in the office more times than I can count since my son was born and I couldn't be more satisfied, Thank you for the help!
Have never needed to contact office after hours

**Lockport Pediatrics 2017 Patient Survey Responses
Dr. William J Baier MD Summary 30 Surveys**

Population 1: Commercially Insured Patients 15 Surveys

Population 2: State Funded Insurance Plans (Medicaid or CHP) 15 Surveys

	Extremely or Very Dissatisfied	Percent Extremely or Very Dissatisfied	Satisfied	Percent Satisfied	Extremely or Very Satisfied	Percent Extremely or Very Satisfied	NA
<i>How satisfied are you with the following?</i>							
1. Ease of making appointments for well visits?	1	6.67%	1	6.67%	13	86.67%	-
2. Ease of making appointments for sick visits	-	-	4	26.67%	11	73.33%	-
3. Ease in contacting your doctor when the office is closed	-	-	5	33.33%	9	60%	1
4. Ease in speaking directly with your doctor during office hours	1	6.67%	3	20%	10	66.67%	1
5. The time it takes someone to respond for an urgent problem	-	-	3	20%	11	73.33%	1
6. Waiting time in our office	1	6.67%	2	13.33%	12	80%	-
7. Ease in obtaining follow-up information and care	-	-	2	13.33%	12	80%	1
8. Overall medical care at your doctor's office	-	-	4	26.67%	11	73.33%	-
9. Our office's appearance	-	-	2	13.33%	13	86.67%	-
10. Our office's convenience	-	-	3	20%	12	80%	-
11. The way we teach you about improving your health	-	-	2	13.33%	13	86.67%	-
12. The way your doctor coordinates care with other doctors when needed	-	-	3	20%	12	80%	-

	Extremely or Very Dissatisfied	Percent Extremely or Very Dissatisfied	Satisfied	Percent Satisfied	Extremely or Very Satisfied	Percent Extremely or Very Satisfied	NA
-	-	-	1	6.67%	14	93.33%	-
-	-	-	3	20%	12	80%	-
-	-	-	4	26.67%	10	66.67%	1
-	-	-	3	20%	12	80%	-
-	-	-	4	26.67%	11	73.33%	-
-	-	-	2	13.33%	13	86.67%	-
-	-	-	2	13.33%	13	86.67%	-
-	-	-	2	13.33%	13	86.67%	-
-	-	-	2	13.33%	13	86.67%	-
-	-	-	2	13.33%	13	86.67%	-
-	-	-	2	13.33%	13	86.67%	-
-	-	-	1	6.67%	14	93.33%	-

How caring would you say the following individuals are?

	Extremely or Very Uncaring	Percent Extremely or Very Uncaring	Caring	Percent Caring	Extremely or Very Caring	Percent Extremely or Very Caring	NA
13. Your doctor?	-	-	2	13.33%	13	86.67%	-
14. Our medical staff?	-	-	2	13.33%	13	86.67%	-
15. Our office staff?	-	-	3	20%	12	80%	-

	Extremely or Very Uncaring	Percent Extremely or Very Uncaring	Caring	Percent Caring	Extremely or Very Caring	Percent Extremely or Very Caring	NA
-	-	-	-	-	15	100%	-
-	-	-	-	-	15	100%	-
-	-	-	1	6.67%	14	93.33%	-

16. Would you recommend your doctor to your family or friends?

	Definitely or Probably Not	Percent Definitely or Probably Not	Unsure	Percent Unsure	Definitely or Probably	Percent Definitely or Probably	NA
-	-	-	1	6.67%	14	93.33%	-

	Definitely or Probably Not	Percent Definitely or Probably Not	Unsure	Percent Unsure	Definitely or Probably	Percent Definitely or Probably	NA
-	-	-	-	-	15	100%	-

17. Age Range of Patient

	0-4 years of age	Percent 0-4 years of age	5 to 10 years of age	Percent 5 to 10 years of age	11 to 21 years of age	Percent 11 to 21 years of age	NA
5	33.33%	4	26.67%	6	40%	-	

	0-4 years of age	Percent 0-4 years of age	5 to 10 years of age	Percent 5 to 10 years of age	11 to 21 years of age	Percent 11 to 21 years of age	NA
5	33.33%	5	33.33%	5	33.33%	-	

18. Patient Gender

	Male	Percent Male	Female	Percent Female	NA
9	60%	6	40%	-	-

	Male	Percent Male	Female	Percent Female	NA
8	53.33%	7	46.67%	-	-

19. Length of patient at practice

	Less than 1 year	Percent Less than 1 year	1 to 4 years	Percent 1 to 4 years	5 years or more	Percent 5 years or more	NA
2	13.33%	3	20%	10	66.67%	-	

	Less than 1 year	Percent Less than 1 year	1 to 4 years	Percent 1 to 4 years	5 years or more	Percent 5 years or more	NA
2	13.33%	3	20%	10	66.67%	-	

20. Frequency of visits in last 12 months

	1 to 2 times	Percent 1 to 2 times	3 to 5 times	Percent 3 to 5 times	6 or more	Percent 6 or more times	NA
7	46.67%	6	40%	2	13.33%	-	

	1 to 2 times	Percent 1 to 2 times	3 to 5 times	Percent 3 to 5 times	6 or more	Percent 6 or more times	NA
7	46.67%	7	46.67%	1	6.67%	-	

Comments Commercially Insured Patients:

#2 Have different sides of waiting room for well and sick
#10 Have never had a bad experience here, thank you

Comments State Funded Insurance Patients:

#9 Everyone we deal with is caring and very respectful
#29 I like the way you guys do the text confirmation for appointments

Lockport Pediatrics 2017 Patient Survey Responses
Dr. William J Baier MD Details 30 Surveys

Survey #	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	
Population Type	SF	CI	SF	SF	SF	CI	SF	CI	SF	CI	SF	CI	CI	SF	CI	CI	CI	CI	CI	CI	SF	SF	CI	CI	SF	SF	SF	CI	SF	SF	
1. Ease of making appointments for well visits? (Scale of 1-5, 5 Being Best)	3	3	5	5	4	5	5	2	4	5	5	5	5	4	5	4	5	5	5	5	5	5	4	5	5	4	5	4	5	4	
2. Ease of making appointments for sick visits (Scale of 1-5, 5 Being Best)	4	3	5	5	3	5	5	3	4	5	5	5	4	4	5	3	4	5	5	5	3	4	5	4	5	4	5	3	4	3	
3. Ease in contacting your doctor when the office is closed (Scale of 1-5, 5 Being Best)	3	3	4	5	3	5	5	3	4	5	5	5	3	4	NA	3	4	5	5	5	3	5	5	4	5	4	5	3	NA	3	
4. Ease in speaking directly with your doctor during office hours (Scale of 1-5, 5 Being Best)	3	2	4	5	3	5	5	NA	4	5	5	5	3	4	4	3	4	4	5	5	5	5	3	5	4	5	3	5	3		
5. The time it takes someone to respond for an urgent problem (Scale of 1-5, 5 Being Best)	3	3	4	5	3	5	5	3	5	5	5	5	4	4	NA	4	5	5	5	4	3	4	5	4	5	4	5	3	4	3	
6. Waiting time in our office (Scale of 1-5, 5 Being Best)	4	2	4	5	4	5	5	4	5	5	5	5	5	4	5	5	3	4	5	5	3	5	5	5	5	4	5	3	4	3	
7. Ease in obtaining follow-up information and care (Scale of 1-5, 5 Being Best)	3	3	5	5	4	5	5	NA	4	5	5	5	5	4	5	5	5	5	5	5	4	4	5	4	5	4	5	3	5	3	
8. Overall medical care at your doctor's office (Scale of 1-5, 5 Being Best)	3	3	5	5	4	5	5	3	4	5	5	5	5	4	5	3	4	5	5	5	5	5	5	5	5	4	5	3	4	3	
9. Our office's appearance (Scale of 1-5, 5 Being Best)	3	3	4	5	5	5	5	4	5	5	5	5	5	4	5	4	5	5	4	5	4	5	5	4	5	4	5	3	5	3	
10. Our office's convenience (Scale of 1-5, 5 Being Best)	3	3	5	5	5	5	5	3	5	5	5	5	5	4	5	5	5	5	4	5	4	5	5	5	5	5	4	5	3	5	3
11. The way we teach you about improving your health (Scale of 1-5, 5 Being Best)	3	3	5	5	4	5	5	3	5	5	5	5	5	4	5	5	4	4	4	5	5	4	5	5	5	4	5	4	5	3	
12. The way your doctor coordinates care with other doctors when needed (Scale of 1-5, 5 Being Best)	4	3	5	5	5	5	3	4	5	5	5	5	5	4	5	5	4	5	4	5	4	5	5	5	5	4	5	3	5	3	
13. How caring is your doctor? (Scale of 1-5, 5 Being Best)	4	3	5	5	5	5	3	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4	5	4	
14. How caring is our medical staff? (Scale of 1-5, 5 Being Best)	4	3	5	5	5	5	3	4	5	5	4	5	5	5	5	5	5	5	5	5	5	4	5	5	5	5	5	4	5	4	
15. How caring is our office staff? (Scale of 1-5, 5 Being Best)	4	3	5	5	4	5	5	3	4	5	5	4	5	5	5	5	5	5	5	5	5	3	5	5	5	5	5	3	5	4	
16. Recommend to Family and Friends (Scale of 1-5, 5 Being Best)	4	4	5	5	5	5	3	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4	
17. Age Range of Patient	5-10	0-4	11-21	0-4	5-10	11-21	5-10	11-21	11-21	0-4	11-21	11-21	0-4	0-4	5-10	5-10	0-4	11-21	11-21	5-10	5-10	0-4	0-4	11-21	11-21	0-4	0-4	5-10	5-10	10-21	
18. Patient Gender (M or F)	M	F	M	F	M	M	M	M	M	M	M	M	F	M	F	F	M	M	M	M	F	F	F	M	F	F	F	M	F		
19. Length or patient at practice	5+	1-4	5+	< 1	1-4	5+	5+	1-4	5+	1-4	5+	5+	1-4	< 1	5+	1-4	1-4	5+	5+	5+	5+	< 1	< 1	5+	5+	1-4	1-4	< 1	5+	5+	
20. Frequency of visits	1-2	6+	1-2	3-5	3-5	3-5	1-2	1-2	3-5	6+	3-5	3-5	3-5	1-2	1-2	3-5	3-5	1-2	1-2	1-2	3-5	6+	3-5	1-2	1-2	3-5	3-5	1-2	1-2	1-2	

Comments Commercially Insured Patients:

- #2 Have different sides of waiting room for well and sick
- #10 Have never had a bad experience here, thank you

Comments State Funded Insurance Patients:

- #9 Everyone we deal with is caring and very respectful
- #29 I like the way you guys do the text confirmation for appointments

Lockport Pediatrics 2017 Patient Survey Responses
Dr. Melissa N Sciolino MD Summary 30 Surveys

Population 1: Commercially Insured Patients 14 Surveys

Population2: State Funded Insurance Plans (Medicaid or CHP) 16 Surveys

	Extremely or Very Dissatisfied	Percent Extremely or Very Dissatisfied	Satisfied	Percent Satisfied	Extremely or Very Satisfied	Percent Extremely or Very Satisfied	NA		Extremely or Very Dissatisfied	Percent Extremely or Very Dissatisfied	Satisfied	Percent Satisfied	Extremely or Very Satisfied	Percent Extremely or Very Satisfied	NA	
<i>How satisfied are you with the following?</i>																
1. Ease of making appointments for well visits?	-	-	1	7.14%	13	92.86%	-		-	-	2	12.50%	14	87.50%	-	
2. Ease of making appointments for sick visits	-	-	2	14.29%	12	85.71%	-		-	-	2	12.50%	14	87.50%	-	
3. Ease in contacting your doctor when the office is closed	-	-	6	54.54%	5	45.46%	3		1	6.25%	4	25.00%	11	68.75%	-	
4. Ease in speaking directly with your doctor during office hours	-	-	10	90.91%	1	9.09%	3		1	6.67%	8	53.33%	6	40%	1	
5. The time it takes someone to respond for an urgent problem	-	-	4	28.57%	10	71.43%	-		1	6.67%	4	26.67%	10	66.67%	1	
6. Waiting time in our office	-	-	3	21.43%	11	78.57%	-		-	-	3	18.75%	13	81.25%	-	
7. Ease in obtaining follow-up information and care	-	-	4	30.77%	9	69.23%	1		-	-	3	20.00%	12	80.00%	1	
8. Overall medical care at your doctor's office	-	-	2	14.29%	12	85.71%	-		-	-	3	18.75%	13	81.25%	-	
9. Our office's appearance	-	-	4	28.57%	10	71.43%	-		-	-	2	12.50%	14	87.50%	-	
10. Our office's convenience	-	-	3	21.43%	11	78.57%	-		-	-	3	18.75%	13	81.25%	-	
11. The way we teach you about improving your health	-	-	5	35.71%	9	64.29%	-		-	-	3	18.75%	13	81.25%	-	
12. The way your doctor coordinates care with other doctors when needed	-	-	4	33.33%	8	66.67%	2		-	-	3	18.75%	13	81.25%	-	
<i>How caring would you say the following individuals are?</i>																
13. Your doctor?	-	-	2	14.29%	12	85.71%	-		1	6.25%	-	-	15	93.75%	-	
14. Our medical staff?	-	-	3	21.43%	11	78.57%	-		1	6.25%	-	-	15	93.75%	-	
15. Our office staff?	-	-	2	14.29%	12	85.71%	-		1	6.25%	4	25.00%	11	68.75%	-	
<i>Would you recommend your doctor to your family or friends?</i>																
16. Would you recommend your doctor to your family or friends?	-	-	-	-	14	100.00%	-		-	-	1	6.25%	15	93.75%	-	
<i>Age Range of Patient</i>																
17. Age Range of Patient	0-4 years of age	Percent 0-4 years of age	5 to 10 years of age	Percent 5 to 10 years of age	11 to 21 years of age	Percent 11 to 21 years of age	NA		0-4 years of age	Percent 0-4 years of age	5 to 10 years of age	Percent 5 to 10 years of age	11 to 21 years of age	Percent 11 to 21 years of age	NA	
	3	21.43%	5	35.71%	6	42.86%	-		8	50.00%	5	12.50%	5	31.25%	-	
<i>Patient Gender</i>																
18. Patient Gender	Male	Percent Male	Female	Percent Female	NA				Male	Percent Male	Female	Percent Female	NA			
	4	28.57%	10	71.43%	-				5	31.25%	11	68.75%	-			
<i>Length of patient at practice</i>																
19. Length of patient at practice	Less than 1 year	Percent Less than 1 year	1 to 4 years	Percent 1 to 4 years	5 years or more	Percent 5 years or more	NA		Less than 1 year	Percent Less than 1 year	1 to 4 years	Percent 1 to 4 years	5 years or more	Percent 5 years or more	NA	
	1	7.14%	4	28.57%	9	64.29%	-		5	31.25%	5	31.25%	6	37.50%	-	
<i>Frequency of visits in last 12 months</i>																
20. Frequency of visits in last 12 months	1 to 2 times	Percent 1 to 2 times	3 to 5 times	Percent 3 to 5 times	6 or more	Percent 6 or more times	NA		1 to 2 times	Percent 1 to 2 times	3 to 5 times	Percent 3 to 5 times	6 or more	Percent 6 or more times	NA	
	3	23.08%	9	69.23%	1	23.08%	1		6	37.50%	8	50.00%	2	12.50%	-	

Comments Commercially Insured Patients:
 #8 Sometimes I feel like its hard to get an appointment on saturdays unless its for sick
 #18 Unsure of health plan do to recent switch, but it is through my employer

Comments State Funded Insurance Patients:
 #3 I feel very comfortable talking to my doctor about any aspect. She has a very trustworth and professional manner.
 #9 Dr. Sciolino is a wonderful doctor. Always has the best bedside manner.
 #13 Thank you for being so caring for my baby with very bad anxiety
 #22 Dr. Sciolino is great!

Lockport Pediatrics 2017 Patient Survey Responses
Dr. Melissa N Sciolino MD Details 30 Surveys

Survey #

Population Type **Comercially Insured (CI)** or **State Funded Insurance (SF)**

1. Ease of making appointments for well visits? *(Scale of 1-5, 5 Being Best)*
2. Ease of making appointments for sick visits *(Scale of 1-5, 5 Being Best)*
3. Ease in contacting your doctor when the office is closed *(Scale of 1-5, 5 Being Best)*
4. Ease in speaking directly with your doctor during office hours *(Scale of 1-5, 5 Being Best)*
5. The time it takes someone to respond for an urgent problem *(Scale of 1-5, 5 Being Best)*
6. Waiting time in our office *(Scale of 1-5, 5 Being Best)*
7. Ease in obtaining follow-up information and care *(Scale of 1-5, 5 Being Best)*
8. Overall medical care at your doctor's office *(Scale of 1-5, 5 Being Best)*
9. Our office's appearance *(Scale of 1-5, 5 Being Best)*
10. Our office's convenience *(Scale of 1-5, 5 Being Best)*
11. The way we teach you about improving your health *(Scale of 1-5, 5 Being Best)*
12. The way your doctor coordinates care with other doctors when needed *(Scale of 1-5, 5 Being Best)*
13. How caring is your doctor? *(Scale of 1-5, 5 Being Best)*
14. How caring is our medical staff? *(Scale of 1-5, 5 Being Best)*
15. How caring is our office staff? *(Scale of 1-5, 5 Being Best)*
16. Recommend to Family and Friends *(Scale of 1-5, 5 Being Best)*
17. Age Range of Patient
18. Patient Gender *(M or F)*
19. Length or patient at practice
20. Frequency of visits

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30			
SF	CI	SF	CI	CI	CI	SF	CI	SF	CI	SF	CI	SF	SF	CI	CI	SF	CI	SF	SF	CI	SF	CI	CI	SF	SF	SF	SF	SF	CI			
5	5	5	5	3	5	5	4	5	5	5	4	5	5	5	4	3	4	4	4	4	4	5	4	4	5	5	4	5	3	5		
5	4	5	5	3	5	5	4	5	5	5	3	4	4	5	4	3	4	3	4	4	4	5	5	4	5	4	4	4	5			
5	4	5	4	3	5	5	NA	5	3	3	3	3	4	NA	3	3	3	4	4	4	4	5	NA	4	5	5	3	4	2	3		
3	3	5	3	3	NA	5	NA	5	3	3	3	3	3	NA	3	3	4	4	3	3	1	3	3	4	5	3	NA	3	3			
5	5	5	4	3	5	5	4	5	5	4	3	3	3	4	3	3	4	4	3	4	4	5	4	4	5	5	4	NA	2	3		
5	4	5	4	3	4	5	4	5	4	5	3	5	3	5	3	3	5	4	4	4	3	4	4	4	5	4	5	5	5	5		
5	4	5	3	3	5	5	5	5	5	5	4	4	3	NA	3	3	4	4	5	3	4	4	4	4	5	5	3	NA	4	4		
5	5	3	5	3	5	5	5	5	5	5	4	5	3	5	3	3	5	4	4	4	4	5	4	4	5	5	4	5	5	5		
5	4	4	5	3	5	5	4	5	5	4	4	5	3	5	3	3	5	4	4	3	5	4	4	5	4	5	4	5	5	3		
5	NA	5	3	3	5	5	4	5	3	4	4	3	3	NA	3	3	4	4	4	4	5	3	4	5	5	4	4	5	4			
5	5	5	5	4	5	5	5	5	5	5	4	5	4	4	3	2	5	4	5	3	5	5	5	5	5	5	4	5	5	5		
5	5	5	5	4	5	5	5	5	5	5	4	5	4	3	3	2	5	3	4	3	5	5	5	5	5	5	3	5	5	5		
5	5	3	5	4	5	5	5	5	5	4	5	4	3	4	2	5	3	3	3	3	5	5	5	5	5	5	3	4	5	5		
5	5	5	5	5	5	5	5	5	5	5	4	5	5	4	4	3	4	4	4	4	5	4	5	5	5	5	5	4	4	4		
0-4	0-4	11-21	5-10	11-21	0-4	11-21	11-21	0-4	5-10	0-4	10-21	5-10	11-21	11-21	0-4	0-4	12-21	11-21	0-4	5-10	11-21	11-21	5-10	0-4	11-21	5-10	0-4	11-21	5-10	0-4	0-4	5-10
F	F	F	M	M	M	F	F	F	F	M	F	M	F	F	M	M	F	F	F	F	F	F	F	M	F	F	F	M	F	F		
1-4	1-4	5+	1-4	5+	1-4	5+	5+	< 1	< 1	1-4	5+	< 1	5+	5+	1-4	1-4	5+	5+	< 1	5+	5+	5+	1-4	< 1	5+	1-4	< 1	5+	1-4	< 1	5+	
3-5	6+	3-5	3-5	3-5	NA	1-2	1-2	6+	3-5	3-5	3-5	3-5	1-2	1-2	3-5	3-5	3-5	1-2	3-5	3-5	6+	1-2	3-5	1-2	3-5	1-2	1-2	3-5	1-2	3-5	3-5	

Comments Commercially Insured Patients:

- #8 Sometimes I feel like its hard to get an appointment on saturdays unless its for sick
- #18 Unsure of health plan do to recent switch, but it is through my employer

Comments State Funded Insurance Patients:

- #3 I feel very comfortable talking to my doctor about any aspect. She has a very trustworth and professional manner.
- #9 Dr. Sciolino is a wonderful doctor. Always has the best bedside manner.
- #13 Thank you for being so caring for my baby with very bad anxiety
- #22 Dr. Sciolino is great!

Lockport Pediatrics 2017 Patient Survey Responses
Debora A Sippel PNP Summary 20 Surveys

Population 1: Commercially Insured Patients
 10 Surveys

Population2: State Funded Insurance Plans (Medicaid or CHP)
 10 Surveys

	Extremely or Very Dissatisfied	Percent Extremely or Very Dissatisfied	Satisfied	Percent Satisfied	Extremely or Very Satisfied	Percent Extremely or Very Satisfied	NA	Extremely or Very Dissatisfied	Percent Extremely or Very Dissatisfied	Satisfied	Percent Satisfied	Extremely or Very Satisfied	Percent Extremely or Very Satisfied	NA
<i>How satisfied are you with the following?</i>														
1. Ease of making appointments for well visits?	-	-	1	10.00%	9	90.00%	-	-	-	2	20.00%	8	80.00%	-
2. Ease of making appointments for sick visits	-	-	2	20.00%	8	80.00%	-	1	10.00%	1	10.00%	8	80.00%	-
3. Ease in contacting your doctor when the office is closed	-	-	2	20.00%	8	80.00%	-	-	-	4	44.44%	5	55.56%	1
4. Ease in speaking directly with your doctor during office hours	-	-	7	70.00%	3	30.00%	-	-	-	4	44.44%	5	55.56%	1
5. The time it takes someone to respond for an urgent problem	-	-	6	60.00%	4	40.00%	-	-	-	2	22.22%	7	77.78%	1
6. Waiting time in our office	1	10.00%	2	20.00%	7	70.00%	-	1	10.00%	2	20.00%	7	70.00%	-
7. Ease in obtaining follow-up information and care	-	-	4	40.00%	6	60.00%	-	-	-	3	33.33%	6	66.66%	1
8. Overall medical care at your doctor's office	-	-	2	20.00%	8	80.00%	-	-	-	2	20.00%	8	80.00%	-
9. Our office's appearance	-	-	2	20.00%	8	80.00%	-	-	-	1	10.00%	9	90.00%	-
10. Our office's convenience	-	-	-	-	10	100%	-	-	-	3	30.00%	7	70.00%	-
11. The way we teach you about improving your health	-	-	-	-	10	100%	-	-	-	4	40.00%	6	60.00%	-
12. The way your doctor coordinates care with other doctors when needed	-	-	2	20.00%	8	80.00%	-	-	-	1	12.50%	7	87.50%	2

	Extremely or Very Uncaring	Percent Extremely or Very Uncaring	Caring	Percent Caring	Extremely or Very Caring	Percent Extremely or Very Caring	NA	Extremely or Very Uncaring	Percent Extremely or Very Uncaring	Caring	Percent Caring	Extremely or Very Caring	Percent Extremely or Very Caring	NA
<i>How caring would you say the following individuals are?</i>														
13. Your doctor?	-	-	-	-	10	100%	-	-	-	-	-	10	100%	-
14. Our medical staff?	-	-	-	-	10	100%	-	-	-	3	30.00%	7	70%	-
15. Our office staff?	-	-	-	-	10	100%	-	1	10.00%	3	30.00%	6	60.00%	-

	Definitely or Probably Not	Percent Definitely or Probably Not	Unsure	Percent Unsure	Definitely or Probably	Percent Definitely or Probably	NA	Definitely or Probably Not	Percent Definitely or Probably Not	Unsure	Percent Unsure	Definitely or Probably	Percent Definitely or Probably	NA
16. Would you recommend your doctor to your family or friends?														
	-	-	-	-	10	100%	-	-	-	1	10.00%	9	90.00%	-
	0-4 years of age	Percent 0-4 years of age	5 to 10 years of age	Percent 5 to 10 years of age	11 to 21 years of age	Percent 11 to 21 years of age	NA	0-4 years of age	Percent 0-4 years of age	5 to 10 years of age	Percent 5 to 10 years of age	11 to 21 years of age	Percent 11 to 21 years of age	NA
17. Age Range of Patient														
	4	40.00%	-	-	6	60.00%	-	5	50.00%	2	20.00%	3	30.00%	-
	Male	Percent Male	Female	Percent Female	NA			Male	Percent Male	Female	Percent Female	NA		
18. Patient Gender														
	4	40%	6	60%	-			3	30.00%	7	70.00%	-		
	Less than 1 year	Percent Less than 1 year	1 to 4 years	Percent 1 to 4 years	5 years or more	Percent 5 years or more	NA	Less than 1 year	Percent Less than 1 year	1 to 4 years	Percent 1 to 4 years	5 years or more	Percent 5 years or more	NA
19. Length of patient at practice														
	2	20.00%	4	40.00%	4	40.00%	-	1	10.00%	5	50.00%	4	40.00%	-
	1 to 2 times	Percent 1 to 2 times	3 to 5 times	Percent 3 to 5 times	6 or more	Percent 6 or more times	NA	1 to 2 times	Percent 1 to 2 times	3 to 5 times	Percent 3 to 5 times	6 or more	Percent 6 or more times	NA
20. Frequency of visits in last 12 months														
	4	40.00%	4	40.00%	2	20.00%	-	5	50.00%	4	40.00%	1	10.00%	-

Comments Commercially Insured Patients:

#5 Would prefer to be able to schedule sick appointments more than 1 day out
 #14 Waiting time in office was longer than usual

Comments State Funded Insurance Patients:

16 We generally don't wait long, but had a 30 minute wait today
 #4 Did not like the gown material

Lockport Pediatrics 2017 Patient Survey Responses Debra A Sippel PNP Details 20 Surveys

Population Type **Comercially Insured (CI)** or **State Funded Insurance (SF)**

1. Ease of making appointments for well visits? *(Scale of 1-5, 5 Being Best)*
2. Ease of making appointments for sick visits *(Scale of 1-5, 5 Being Best)*
3. Ease in contacting your doctor when the office is closed *(Scale of 1-5, 5 Being Best)*
4. Ease in speaking directly with your doctor during office hours *(Scale of 1-5, 5 Being Best)*
5. The time it takes someone to respond for an urgent problem *(Scale of 1-5, 5 Being Best)*
6. Waiting time in our office *(Scale of 1-5, 5 Being Best)*
7. Ease in obtaining follow-up information and care *(Scale of 1-5, 5 Being Best)*
8. Overall medical care at your doctor's office *(Scale of 1-5, 5 Being Best)*
9. Our office's appearance *(Scale of 1-5, 5 Being Best)*
10. Our office's convenience *(Scale of 1-5, 5 Being Best)*
11. The way we teach you about improving your health *(Scale of 1-5, 5 Being Best)*
12. The way your doctor coordinates care with other doctors when needed *(Scale of 1-5, 5 Being Best)*
13. How caring is your doctor? *(Scale of 1-5, 5 Being Best)*
14. How caring is our medical staff? *(Scale of 1-5, 5 Being Best)*
15. How caring is our office staff? *(Scale of 1-5, 5 Being Best)*
16. Recommend to Family and Friends *(Scale of 1-5, 5 Being Best)*
17. Age Range of Patient
18. Patient Gender *(M or F)*
19. Length or patient at practice
20. Frequency of visits

Survey #	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
	CI	CI	SF	SF	CI	CI	CI	SF	CI	CI	SF	SF	SF	CI	CI	SF	SF	CI	SF	SF
1. Ease of making appointments for well visits?	5	3	3	3	5	4	4	4	4	4	5	5	5	5	5	4	4	5	5	5
2. Ease of making appointments for sick visits	5	3	1	4	3	4	5	3	4	4	5	5	5	5	5	4	4	5	5	5
3. Ease in contacting your doctor when the office is closed	3	3	3	3	5	4	4	NA	4	4	3	4	5	5	5	4	3	5	5	5
4. Ease in speaking directly with your doctor during office hours	3	3	3	3	4	4	3	NA	3	3	3	5	5	3	3	4	3	5	5	5
5. The time it takes someone to respond for an urgent problem	3	3	3	4	5	4	4	NA	3	3	3	5	5	3	3	4	4	4	5	5
6. Waiting time in our office	4	3	3	4	5	4	4	4	4	3	3	5	5	2	5	2	4	5	5	4
7. Ease in obtaining follow-up information and care	3	3	3	4	5	4	4	NA	3	3	3	5	5	4	5	4	3	5	5	5
8. Overall medical care at your doctor's office	4	3	3	4	4	4	5	4	4	3	3	5	5	5	5	4	4	5	5	5
9. Our office's appearance	4	3	3	5	5	4	5	4	4	4	5	5	5	3	5	4	4	5	5	4
10. Our office's convenience	4	4	3	5	5	4	5	3	4	5	3	5	5	5	5	4	4	5	5	5
11. The way we teach you about improving your health	4	4	3	4	5	4	4	3	4	4	3	5	5	5	5	5	3	5	5	4
12. The way your doctor coordinates care with other doctors when needed	4	3	NA	4	5	4	4	NA	3	4	3	5	5	5	5	4	4	5	5	4
13. How caring is your doctor?	5	5	4	4	5	4	5	4	4	4	4	5	5	5	4	5	4	5	5	5
14. How caring is our medical staff?	5	5	3	4	5	4	5	4	4	4	4	5	5	5	4	3	3	5	5	5
15. How caring is our office staff?	5	5	2	3	5	4	5	4	4	4	3	5	5	5	5	4	3	5	5	5
16. Recommend to Family and Friends	5	5	3	5	5	5	5	5	4	5	4	5	5	5	5	5	5	5	5	5
17. Age Range of Patient	0-4	11-21	5-10	11-21	0-4	0-4	0-4	0-4	11-21	11-21	0-4	0-4	11-21	11-21	11-21	0-4	5-10	11-21	11-21	0-4
18. Patient Gender (M or F)	F	F	M	F	M	M	F	F	M	F	F	M	F	F	M	F	F	F	F	M
19. Length or patient at practice	5+	5+	1-4	5+	1-4	< 1	1-4	5+	1-4	5+	1-4	1-4	5+	5+	1-4	< 1	1-4	< 1	5+	1-4
20. Frequency of visits	6+	3-5	1-2	1-2	6+	3-5	3-5	1-2	1-2	1-2	3-5	3-5	1-2	1-2	3-5	3-5	1-2	1-2	3-5	6+

Comments Commercially Insured Patients:

- #5 Would prefer to be able to schedule sick appointments more than 1 day out
- #14 Waiting time in office was longer than usual

Comments State Funded Insurance Patients:

- # 16 We generally don't wait long, but had a 30 minute wait today
- #4 Did not like the gown material

Lockport Pediatrics 2017 Patient Survey Responses
Kaitlyn A Wojewoda FNP Summary 20 Surveys

Population 1: Commercially Insured Patients 9 Surveys

Population 2: State Funded Insurance Plans (Medicaid or CHP) 11 Surveys

	Extremely or Very Dissatisfied	Percent Extremely or Very Dissatisfied	Satisfied	Percent Satisfied	Extremely or Very Satisfied	Percent Extremely or Very Satisfied	NA	Extremely or Very Dissatisfied	Percent Extremely or Very Dissatisfied	Satisfied	Percent Satisfied	Extremely or Very Satisfied	Percent Extremely or Very Satisfied	NA
<i>How satisfied are you with the following?</i>														
1. Ease of making appointments for well visits?	1	11.11%	1	11.11%	7	77.78%	-	-	-	1	9.09%	10	90.91%	-
2. Ease of making appointments for sick visits	-	-	2	22.22%	7	77.78%	-	-	-	1	9.09%	10	90.91%	-
3. Ease in contacting your doctor when the office is closed	-	-	2	25.00%	6	75%	1	-	-	1	9.09%	10	90.91%	-
4. Ease in speaking directly with your doctor during office hours	-	-	4	44.44%	5	55.56%	-	-	-	3	27.27%	8	72.72%	-
5. The time it takes someone to respond for an urgent problem	1	11.11%	3	33.33%	5	55.56%	-	-	-	1	9.09%	10	90.91%	-
6. Waiting time in our office	-	-	1	11.11%	8	88.89%	-	-	-	1	9.09%	10	90.91%	-
7. Ease in obtaining follow-up information and care	-	-	2	25.00%	6	75%	1	-	-	1	9.09%	10	90.91%	-
8. Overall medical care at your doctor's office	-	-	2	22.22%	7	77.78%	-	-	-	1	9.09%	10	90.91%	-
9. Our office's appearance	-	-	2	22.22%	7	77.78%	-	-	-	1	9.09%	10	90.91%	-
10. Our office's convenience	-	-	-	-	9	100%	-	-	-	2	18.18%	9	81.82%	-
11. The way we teach you about improving your health	-	-	2	22.22%	7	77.78%	-	-	-	1	9.09%	10	90.91%	-
12. The way your doctor coordinates care with other doctors when needed	-	-	2	25.00%	6	75%	1	-	-	1	9.09%	10	90.91%	-
<i>How caring would you say the following individuals are?</i>														
13. Your doctor?	-	-	1	11.11%	8	88.89%	-	-	-	-	-	11	100%	-
14. Our medical staff?	-	-	1	11.11%	8	88.89%	-	-	-	1	9.09%	10	90.91%	-
15. Our office staff?	-	-	2	22.22%	7	77.78%	-	-	-	2	18.18%	9	81.82%	-
<i>Would you recommend your doctor to your family or friends?</i>														
16. Would you recommend your doctor to your family or friends?	-	-	1	11.11%	8	88.89%	-	-	-	-	-	11	100%	-
<i>Age Range of Patient</i>														
17. Age Range of Patient	0-4 years of age	Percent 0-4 years of age	5 to 10 years of age	Percent 5 to 10 years of age	11 to 21 years of age	Percent 11 to 21 years of age	NA	0-4 years of age	Percent 0-4 years of age	5 to 10 years of age	Percent 5 to 10 years of age	11 to 21 years of age	Percent 11 to 21 years of age	NA
	4	44.44%	1	11.11%	4	44.44%	-	3	27.27%	3	27.27%	5	45.45%	-
<i>Patient Gender</i>														
18. Patient Gender	Male	Percent Male	Female	Percent Female	NA			Male	Percent Male	Female	Percent Female	NA		
	3	33%	6	67%	-			3	27.27%	8	72.72%	-		
<i>Length of patient at practice</i>														
19. Length of patient at practice	Less than 1 year	Percent Less than 1 year	1 to 4 years	Percent 1 to 4 years	5 years or more	Percent 5 years or more	NA	Less than 1 year	Percent Less than 1 year	1 to 4 years	Percent 1 to 4 years	5 years or more	Percent 5 years or more	NA
	3	33.33%	-	-	6	66.67%	-	1	9.09%	5	45.45%	5	45.45%	-
<i>Frequency of visits in last 12 months</i>														
20. Frequency of visits in last 12 months	1 to 2 times	Percent 1 to 2 times	3 to 5 times	Percent 3 to 5 times	6 or more	Percent 6 or more times	NA	1 to 2 times	Percent 1 to 2 times	3 to 5 times	Percent 3 to 5 times	6 or more	Percent 6 or more times	NA
	4	50.00%	2	25%	2	25.00%	1	4	36.36%	4	36.36%	3	27.27%	-

Comments Commercially Insured Patients:

#11 Would like to be able to make sick appointments further in advance without talking to a nurse
 #19 Have always been extremely please, been bring children here for over 20 years

Comments State Funded Insurance Patients:

9 Ive been in the office more times than I can count since my son was born and I couldn't be more satisfied, Thank you for the help!

Lockport Pediatrics 2017 Patient Survey Responses Kaitlyn A Wojewoda FNP Details 20 Surveys

Survey #	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
Population Type	CI	CI	SF	CI	SF	SF	SF	SF	SF	SF	CI	CI	SF	CI	CI	CI	SF	SF	CI	SF
1. Ease of making appointments for well visits? <i>(Scale of 1-5, 5 Being Best)</i>	5	5	5	5	5	4	5	3	5	4	2	3	5	5	5	4	5	4	5	4
2. Ease of making appointments for sick visits <i>(Scale of 1-5, 5 Being Best)</i>	4	5	5	5	5	4	5	3	5	5	3	3	5	5	5	4	5	4	5	4
3. Ease in contacting your doctor when the office is closed <i>(Scale of 1-5, 5 Being Best)</i>	4	5	5	5	5	4	5	3	4	4	3	3	4	4	5	NA	5	4	4	4
4. Ease in speaking directly with your doctor during office hours <i>(Scale of 1-5, 5 Being Best)</i>	3	5	5	5	5	4	5	3	5	3	3	3	4	4	5	3	5	5	4	3
5. The time it takes someone to respond for an urgent problem <i>(Scale of 1-5, 5 Being Best)</i>	2	5	5	5	5	4	5	3	5	4	3	3	5	4	5	3	5	4	4	4
6. Waiting time in our office <i>(Scale of 1-5, 5 Being Best)</i>	3	4	5	5	5	4	5	3	5	5	4	4	4	4	5	4	5	5	5	5
7. Ease in obtaining follow-up information and care <i>(Scale of 1-5, 5 Being Best)</i>	3	5	5	5	5	4	5	3	5	5	4	3	5	5	5	NA	4	4	5	4
8. Overall medical care at your doctor's office <i>(Scale of 1-5, 5 Being Best)</i>	4	5	5	5	5	4	5	3	5	5	4	3	5	5	5	3	5	5	5	4
9. Our office's appearance <i>(Scale of 1-5, 5 Being Best)</i>	4	5	5	5	5	4	5	3	5	5	4	3	5	4	5	3	5	5	5	4
10. Our office's convenience <i>(Scale of 1-5, 5 Being Best)</i>	5	5	5	5	5	4	5	3	5	3	4	4	5	4	5	4	5	5	5	4
11. The way we teach you about improving your health <i>(Scale of 1-5, 5 Being Best)</i>	4	5	5	5	5	4	5	3	5	4	3	4	4	4	5	3	5	5	5	4
12. The way your doctor coordinates care with other doctors when needed <i>(Scale of 1-5, 5 Being Best)</i>	3	5	5	5	5	4	5	3	5	4	4	NA	5	4	5	3	5	4	5	4
13. How caring is your doctor? <i>(Scale of 1-5, 5 Being Best)</i>	4	5	5	5	5	4	5	4	5	5	5	3	5	5	5	4	4	5	5	4
14. How caring is our medical staff? <i>(Scale of 1-5, 5 Being Best)</i>	4	5	5	5	5	4	5	3	5	5	4	3	5	5	4	4	4	5	5	4
15. How caring is our office staff? <i>(Scale of 1-5, 5 Being Best)</i>	4	5	5	5	5	4	5	3	5	5	3	3	5	5	4	4	3	5	5	4
16. Recommend to Family and Friends <i>(Scale of 1-5, 5 Being Best)</i>	5	5	5	5	5	5	5	4	5	5	5	3	5	5	5	4	4	5	5	5
17. Age Range of Patient	0-4	0-4	5-10	11-21	11-21	5-10	11-21	0-4	0-4	0-4	5-10	0-4	11-21	11-21	11-21	0-4	5-10	11-21	11-21	11-21
18. Patient Gender <i>(M or F)</i>	M	F	M	F	F	F	F	F	M	F	F	F	F	M	M	F	F	M	F	F
19. Length of patient at practice	5+	< 1	5+	5+	5+	5+	5+	1-4	< 1	1-4	+5	< 1	1-4	5+	5+	< 1	1-4	5+	5+	1-4
20. Frequency of visits	6+	3-5	1-2	1-2	3-5	1-2	3-5	6+	6+	3-5	NA	1-2	6+	6+	1-2	3-5	3-5	1-2	1-2	1-2

Comments Commercially Insured Patients:

#11 Would like to be able to make sick appointments further in advance without talking to a nurse

#19 Have always been extremely please, been bring children here for over 20 years

Comments State Funded Insurance Patients:

9 I've been in the office more times than I can count since my son was born and I couldn't be more satisfied, Thank you for the help!

Lockport Pediatrics 2017 Patient Survey Responses
Vanessa E Marthia FNP Summary Part Time 15 Surveys

Population 1: Commercially Insured Patients 8 Surveys

Population 2: State Funded Insurance Plans (Medicaid or CHP) 7 Surveys

	Population 1: Commercially Insured Patients							Population 2: State Funded Insurance Plans (Medicaid or CHP)						
	Extremely or Very Dissatisfied	Percent Extremely or Very Dissatisfied	Satisfied	Percent Satisfied	Extremely or Very Satisfied	Percent Extremely or Very Satisfied	NA	Extremely or Very Dissatisfied	Percent Extremely or Very Dissatisfied	Satisfied	Percent Satisfied	Extremely or Very Satisfied	Percent Extremely or Very Satisfied	NA
<i>How satisfied are you with the following?</i>														
1. Ease of making appointments for well visits?	-	-	-	-	8	100.00%	-	-	-	-	-	7	100.00%	-
2. Ease of making appointments for sick visits	-	-	1	12.50%	7	87.50%	-	-	-	-	-	6	100.00%	1
3. Ease in contacting your doctor when the office is closed	-	-	1	12.50%	7	87.50%	-	-	-	3	50.00%	3	50.00%	1
4. Ease in speaking directly with your doctor during office hours	-	-	3	50.00%	3	50.00%	2	-	-	4	57%	3	43%	-
5. The time it takes someone to respond for an urgent problem	-	-	1	12.50%	7	87.50%	-	-	-	1	14.29%	6	85.71%	-
6. Waiting time in our office	-	-	2	25.00%	6	75.00%	-	-	-	1	14.29%	6	85.71%	-
7. Ease in obtaining follow-up information and care	-	-	1	12.50%	7	87.50%	-	-	-	-	-	7	100.00%	-
8. Overall medical care at your doctor's office	-	-	-	-	8	100.00%	-	-	-	-	-	7	100.00%	-
9. Our office's appearance	-	-	-	-	8	100.00%	-	-	-	-	-	7	100.00%	-
10. Our office's convenience	-	-	-	-	8	100.00%	-	-	-	-	-	7	100.00%	-
11. The way we teach you about improving your health	-	-	-	-	8	100.00%	-	-	-	-	-	7	100.00%	-
12. The way your doctor coordinates care with other doctors when needed	-	-	-	-	8	100.00%	-	-	-	-	-	7	100.00%	-

	Population 1: Commercially Insured Patients							Population 2: State Funded Insurance Plans (Medicaid or CHP)						
	Extremely or Very Uncaring	Percent Extremely or Very Uncaring	Caring	Percent Caring	Extremely or Very Caring	Percent Extremely or Very Caring	NA	Extremely or Very Uncaring	Percent Extremely or Very Uncaring	Caring	Percent Caring	Extremely or Very Caring	Percent Extremely or Very Caring	NA
<i>How caring would you say the following individuals are?</i>														
13. Your doctor?	-	-	-	-	8	100.00%	-	-	-	-	-	7	100.00%	-
14. Our medical staff?	-	-	-	-	8	100.00%	-	-	-	-	-	7	100.00%	-
15. Our office staff?	-	-	-	-	8	100.00%	-	-	-	-	-	7	100.00%	-

	Population 1: Commercially Insured Patients							Population 2: State Funded Insurance Plans (Medicaid or CHP)						
	Definitely or Probably Not	Percent Definitely or Probably Not	Unsure	Percent Unsure	Definitely or Probably	Percent Definitely or Probably	NA	Definitely or Probably Not	Percent Definitely or Probably Not	Unsure	Percent Unsure	Definitely or Probably	Percent Definitely or Probably	NA
16. Would you recommend your doctor to your family or friends?	-	-	-	-	8	100.00%	-	-	-	-	-	7	100.00%	-
<i>Age Range of Patient</i>														
	0-4 years of age	Percent 0-4 years of age	5 to 10 years of age	Percent 5 to 10 years of age	11 to 21 years of age	Percent 11 to 21 years of age	NA	0-4 years of age	Percent 0-4 years of age	5 to 10 years of age	Percent 5 to 10 years of age	11 to 21 years of age	Percent 11 to 21 years of age	NA
17. Age Range of Patient	3	37.50%	3	37.50%	2	25%	-	3	42.86%	2	28.57%	2	28.57%	-
<i>Patient Gender</i>														
	Male	Percent Male	Female	Percent Female	NA			Male	Percent Male	Female	Percent Female	NA		
18. Patient Gender	4	50%	4	50%	-			3	42.86%	4	57.14%	-		
<i>Length of patient at practice</i>														
	Less than 1 year	Percent Less than 1 year	1 to 4 years	Percent 1 to 4 years	5 years or more	Percent 5 years or more	NA	Less than 1 year	Percent Less than 1 year	1 to 4 years	Percent 1 to 4 years	5 years or more	Percent 5 years or more	NA
19. Length of patient at practice	-	-	4	50.00%	4	50.00%	-	2	28.57%	3	42.86%	2	28.57%	-
	1 to 2 times	Percent 1 to 2 times	3 to 5 times	Percent 3 to 5 times	6 or more	Percent 6 or more times	NA	1 to 2 times	Percent 1 to 2 times	3 to 5 times	Percent 3 to 5 times	6 or more	Percent 6 or more times	NA
20. Frequency of visits in last 12 months	4	50.00%	3	37.50%	1	12.50%	-	4	57.14%	3	42.86%	-	-	-

Comments Commercially Insured Patients:
 #7 Sick and well waiting room would be nice

Comments State Funded Insurance Patients:
 #11 Have never needed to contact office after hours

Lockport Pediatrics 2017 Patient Survey Responses Vanessa E Marthia FNP (Part Time) Details 15 Surveys

Population Type **Comercially Insured (CI)** or **State Funded Insurance (SF)**

1. Ease of making appointments for well visits? *(Scale of 1-5, 5 Being Best)*
2. Ease of making appointments for sick visits *(Scale of 1-5, 5 Being Best)*
3. Ease in contacting your doctor when the office is closed *(Scale of 1-5, 5 Being Best)*
4. Ease in speaking directly with your doctor during office hours *(Scale of 1-5, 5 Being Best)*
5. The time it takes someone to respond for an urgent problem *(Scale of 1-5, 5 Being Best)*
6. Waiting time in our office *(Scale of 1-5, 5 Being Best)*
7. Ease in obtaining follow-up information and care *(Scale of 1-5, 5 Being Best)*
8. Overall medical care at your doctor's office *(Scale of 1-5, 5 Being Best)*
9. Our office's appearance *(Scale of 1-5, 5 Being Best)*
10. Our office's convenience *(Scale of 1-5, 5 Being Best)*
11. The way we teach you about improving your health *(Scale of 1-5, 5 Being Best)*
12. The way your doctor coordinates care with other doctors when needed *(Scale of 1-5, 5 Being Best)*
13. How caring is your doctor? *(Scale of 1-5, 5 Being Best)*
14. How caring is our medical staff? *(Scale of 1-5, 5 Being Best)*
15. How caring is our office staff? *(Scale of 1-5, 5 Being Best)*
16. Recommend to Family and Friends *(Scale of 1-5, 5 Being Best)*
17. Age Range of Patient
18. Patient Gender **(M or F)**
19. Length or patient at practice
20. Frequency of visits

Survey #	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
	CI	CI	SF	SF	CI	CI	CI	SF	SF	CI	SF	CI	SF	SF	CI
1.	5	4	5	4	5	5	5	5	5	5	5	5	4	5	4
2.	4	4	5	4	4	4	5	5	4	5	NA	5	5	4	3
3.	4	4	3	3	4	4	5	3	4	5	NA	5	5	4	3
4.	4	NA	3	3	NA	3	3	3	4	5	4	4	5	3	3
5.	5	3	4	4	5	5	5	3	4	5	5	5	5	4	4
6.	4	3	4	4	5	5	5	3	4	4	5	5	5	4	3
7.	5	4	4	4	5	5	5	5	5	5	5	5	5	4	3
8.	4	4	4	4	5	5	5	5	5	5	5	5	5	5	4
9.	5	4	5	4	5	5	5	5	5	5	5	5	5	5	4
10.	4	4	4	4	5	5	5	5	5	5	5	5	5	5	4
11.	4	4	4	4	5	4	5	5	5	5	5	5	5	4	4
12.	5	4	4	4	5	4	5	5	5	5	5	5	5	4	4
13.	5	5	5	4	5	5	5	5	4	5	5	5	5	5	4
14.	5	5	5	4	5	5	5	5	5	5	5	5	5	5	4
15.	5	5	5	4	5	5	5	5	5	5	5	5	5	5	4
16.	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4
17.	11-21	5-10	5-10	0-4	11-21	5-10	0-4	0-4	5-10	0-4	0-4	5-10	11-21	11-21	0-4
18.	M	F	M	F	F	M	F	F	M	M	M	F	F	F	M
19.	5+	1-4	1-4	1-4	5+	5+	1-4	< 1	1-4	1-4	< 1	5+	5+	5+	1-4
20.	1-2	3-5	3-5	1-2	1-2	1-2	6+	3-5	1-2	3-5	3-5	3-5	1-2	1-2	1-2

Comments Commercially Insured Patients:

#7 Sick and well waiting room would be nice

Comments State Funded Insurance Patients:

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