

## Equine Centre –Client Questionnaire

1. **How did you find out about the Langford Veterinary Services Equine Centre?**  
Used before/ Recommended by Vet/advertising/Location/Used one of the other services/ Website/Other please specify.....
2. **How many days did you have to wait for an appointment?**  
Immediately/1/2/3/4/5/more than 6
3. **Did you find the length of time you had to wait for an appointment acceptable?**  
Yes/No
4. **When the appointment was made by reception, how would you rate the experience?**  
Poor/Average/Good/Excellent
5. **Did you receive a welcome letter before your appointment?**  
Yes/No
6. **When you arrived at the Equine Centre, were you acknowledged quickly by a receptionist?**  
Yes/No
7. **Did you find reception welcoming?**  
Yes/No
8. **Did you have to wait to see the clinician?**  
Yes/No
9. **How long did you have to wait?**  
10minutes/15 minutes/20 minutes/25minutes/30 or more minutes
10. **Did you find this length of time acceptable?**  
Yes/No
11. **How did you find your experience of your consultation?**  
Poor/Average/Good/Excellent
12. **Were the clinicians and students polite?**  
Yes/No
13. **Was the explanation of the intended procedures/treatment acceptable?**  
Yes/No

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14. **Were you given regular updates on your horse progress/well being?**  
Daily/Every 2<sup>nd</sup> day/other please specify
15. **Do you feel these calls gave you enough information and in a timely manner?**  
Yes/No
16. **Did the final cost fall within the estimate you were given?**  
Yes/No
17. **If not, were you kept informed of the ongoing charges?**  
Yes/No
18. **Was the collection time convenient for you?**  
Yes/No
19. **Were you kept waiting for the discharge appointment?**  
Yes/No
20. **How long did you have to wait?**  
10minutes/15 minutes/20 minutes/25minutes/30 or more minutes
21. **Did you see the consultant at the discharge appointment?**  
Yes/No
22. **If no, were you phoned with discharge instructions?**  
Yes/No
23. **The information given to you about your horses' outcome/condition was it adequate?**  
Yes/No
24. **Was your invoice complete and ready at discharge?**  
Yes/No
25. **If you needed to speak to the Vet, did they respond promptly to your message?**  
Yes/No
26. **How would you rate the service overall (1=very poor, 10=excellent)**

Additional Comments

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***Thank you for your time in completing this questionnaire, please provide name and contact details, so that we may clarify any issues raised if necessary (this is optional)***