



Dr Brian Hsu | Dr Bisham Singh

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**PRACTICE LOCATIONS**

Bella Vista | Chatswood | Campbelltown | Liverpool | Penrith  
Macquarie University | Sydney Olympic Park | Taree

PO Box 6919 Baulkham Hills BC NSW 2153

[nswspinespecialists.com.au](http://nswspinespecialists.com.au)

## PATIENT FEEDBACK FORM - PHONES

Where possible we use our own Practice Staff to answer your call but when we have to, during busy periods or after hours, we use the external live answering service (Alltel). This form is to give us a guide of how we are performing.

Patient's Name (Optional): .....

How did you hear about our Practice? (please tick one)

GP       Word of Mouth       Specialist       Google

Other .....:  
.....

How would you rate your experience calling our Practice? (please tick one)

Highly Satisfactory       Satisfactory       Unsatisfactory

Comment: .....  
.....

Was your call answered by one of our Practice staff or did you have to leave a message through our answering service? (please tick one)

Practice Staff       Left a message with Alltel       Don't know

Comment:.....  
.....

Was the person who answered your call able to help you? (please tick one)

Yes       No

Comment: .....  
.....

How could we improve your experience when calling our Practice?

Comment:.....  
.....

Disclaimer: All information is collected in a confidential manner. We use your personal information only for improving our Services. By providing feedback, you agree to the collection and use of information for business purposes only, this information will not be shared with another party at any time.