

## “Test Your Finish” Self-Evaluation Questionnaire: Turn-Offs & No-No’s in the Practice

	<u>Self</u>	<u>Staff</u>
<b>1. Smoking in the practice</b>		
• Patients smoking in Reception	_____	_____
• Self or staff seen smoking	_____	_____
• Self or staff smell of smoking	_____	_____
• Rooms smell of stale tobacco	_____	_____
• Ash-trays in the waiting-room ?	_____	_____
 <b>2. Halitosis or unpleasant breath</b>		
• Bacterial	_____	_____
• Foods, especially garlic	_____	_____
• Alcohol breath (morning after or noon nip)	_____	_____
 <b>3. Body odour (exercise sweat or natural)</b>	_____	_____
 <b>4. Dress code</b>		
• Unprofessional dress - jeans, tie-less, mini-skirts, garish, sneakers etc	_____	_____
• Inappropriate standard of clothing (unpolished shoes, dirty cuffs..)	_____	_____
 <b>5. Poor personal grooming</b>		
• Dirty or unkempt hair	_____	_____
• Dirty fingernails	_____	_____
• Chewing gum	_____	_____
• Severe dandruff shower on shoulders	_____	_____
• Failure to wash hands in front of the Patient	_____	_____
 <b>6. Ambience</b>		
• Food smells/music from the “backroom”	_____	_____
• Muzak is too loud or inappropriate	_____	_____
• Lab machine noise excessive	_____	_____
• Waiting area not continuously tidied	_____	_____
• Air-con too hot or too cold, or draughty	_____	_____
• Floor not regularly vacuumed or glass wiped	_____	_____
• Wilting indoor plants or dead flowers	_____	_____
• Kids toys broken, scruffy, sticky	_____	_____
• Kids toys noisy & irritating to others	_____	_____
• Odd (non-matching), tatty furniture	_____	_____
• Practice toilet soiled, no soap etc	_____	_____
• Overflowing waste bins	_____	_____
• Food remains visible or smellable in the waste bins	_____	_____

	<u>Self</u>	<u>Staff</u>
<b>7. Reading material</b>		
• Is it appropriate, current, purchased, intact?	_____	_____
<b>8. Reception</b>		
• Delayed verbal or physical recognition	_____	_____
• Impersonal or cool greeting "Yes?"	_____	_____
• Extended personal phone calls by desk staff	_____	_____
<b>9. Practitioner meet &amp; greet</b>		
• Failure to call patient by name "Next!"	_____	_____
• Failure to introduce self	_____	_____
• Failing to wait, walking ahead	_____	_____
• Premature use of first name	_____	_____
• Failure to apologise if running late	_____	_____
• Failure to thank the patient for waiting	_____	_____
<b>10. Attending to patient comfort</b>		
• Failure to immediately adjust chair headrest	_____	_____
• Failure to inquire about back problems before field testing	_____	_____
• Air conditioning too hot or too cold	_____	_____
<b>11. Chairside body &amp; verbal language</b>		
• Slouching, "closed" posture	_____	_____
• "Perving"	_____	_____
• Inappropriate language/vocabulary	_____	_____
<b>12. Talking to the patient directly</b>		
• Addressing 'minders', not elderly patients	_____	_____
• Addressing parents, not older children	_____	_____
<b>13. Chairside reassurances</b>		
• Failure to explain contact procedures <i>..bright light, blur, sting, discomfort</i>	_____	_____
<b>14. Soundproof consulting room</b>		
• Consulting room conversation audible outside	_____	_____
<b>15. Routine put-down of previous practitioners</b>		
	_____	_____
<b>16. Unattractive frame display</b>		
• Gaps in the display, bent frames, dirty demo lenses, dirty mirrors, dusty benches	_____	_____
• Poor lighting, cramped, no privacy	_____	_____

	<u>Self</u>	<u>Staff</u>
<b>17. Handing over to other staff</b>		
• Failure to introduce & explain role	_____	_____
<b>18. Quoting prices</b>		
• Appearing to pull prices from thin air	_____	_____
• Offering “wink-wink, nudge-nudge” deals	_____	_____
• Failure to quote price before Patient leaves	_____	_____
• Failure to spell out settlement policy	_____	_____
<b>19. Delivery of spectacles</b>		
• Failure to phone & advise delay	_____	_____
• Failure to warn in advance of distortion etc	_____	_____
• Failure to appear to adjust frame	_____	_____
• Failure to welcome back if problem	_____	_____
• Poor presentation (eg crooked frame, tag adhesive, fingerprints)	_____	_____
<b>20. Accounts</b>		
• Mis-spelt name and/or address	_____	_____
• Dirty, crumpled or smudged account forms	_____	_____
• Account price different to quote	_____	_____
• Medicare forms signed before examination, or offered blank	_____	_____
<b>21. Policy on phone calls</b>		
• Staff personal calls in front of patients	_____	_____
• Social calls, personal, money matters in front of patient	_____	_____
• Failure to answer before ? rings	_____	_____
• Failure to phone patient back if asked to	_____	_____
<b>22. Suggestions from the floor.....</b>		
• _____	_____	_____
• _____	_____	_____
• _____	_____	_____

**YOUR SCORE:**

points of failure

*Interpretation of Your Score: See earlier.*