

Patient Questionnaire Evaluation 2018

The Clinic

	Strongly agree/5	Agree/4	Neither agree/disagree/3	Disagree/2	Strongly disagree/1	No Comment	
Parking is readily available at the clinic	12	5		1		3	22
The Clinic is easily accessible for mobility impaired patients	12	4		2		4	22
The Clinic is always clean and tidy	21					1	22
Toilet facilities	17					5	22
Refreshments	17	1		1		3	22
Reading material and ipad in reception	10	7		1	1	3	22
Comfort of seating in reception	16	3		1	1	1	22
Comfort of couches in treatment rooms	17	3		1		1	22

Appointments

	Strongly agree/5	Agree/4	Neither agree/disagree/3	Disagree/2	Strongly disagree/1	No Comment	
The Clinic hours are convenient	15	7					22
Appointments are readily available	14	7		1			22
I am never left waiting very long in reception for my appointment	16	5				1	22

Reception

	Strongly agree/5	Agree/4	Neither agree/disagree/3	Disagree/2	Strongly disagree/1	No Comment	
Are prompt and efficient in answering the telephone	20	2					22
Are kind and considerate to my needs	21	1					22
Keep me informed if appointments are running late	19	1				2	22
Respect my privacy and dignity when discussing my requirements	19	1				2	22

Practitioners

	Strongly agree/5	Agree/4	Neither agree/disagree/3	Disagree/2	Strongly disagree/1	No Comment	
Is always available to see me when I attend an appointment	19	2		1			22
Is always helpful	19	2		1			22
Makes me feel at ease	20	1		1			22
Listens to my concerns	21	1					22
Explains things clearly	21			1			22
Is of smart appearance	21	1					22
Shows high level of cleanliness/hygiene	21	1					22

Complaints

	Strongly agree/5	Agree/4	Neither agree/disagree/3	Disagree/2	Strongly disagree/1	No Comment	
It is easy to speak to a member of staff when I have concerns about treatment I received	9			2		11	22
It is easy to make a formal complaint as the Clinics complaints procedure is clearly visible	4	1		2		15	22
Complaints are always dealt with efficiently	2	1		3		16	22

Recommendation

	Yes	No
Based on your experience would you recommend us to your friends and family?	22	0

Comments

Excellent balance of services available

As I have never had any reason to make a complaint, I feel I cannot comment.

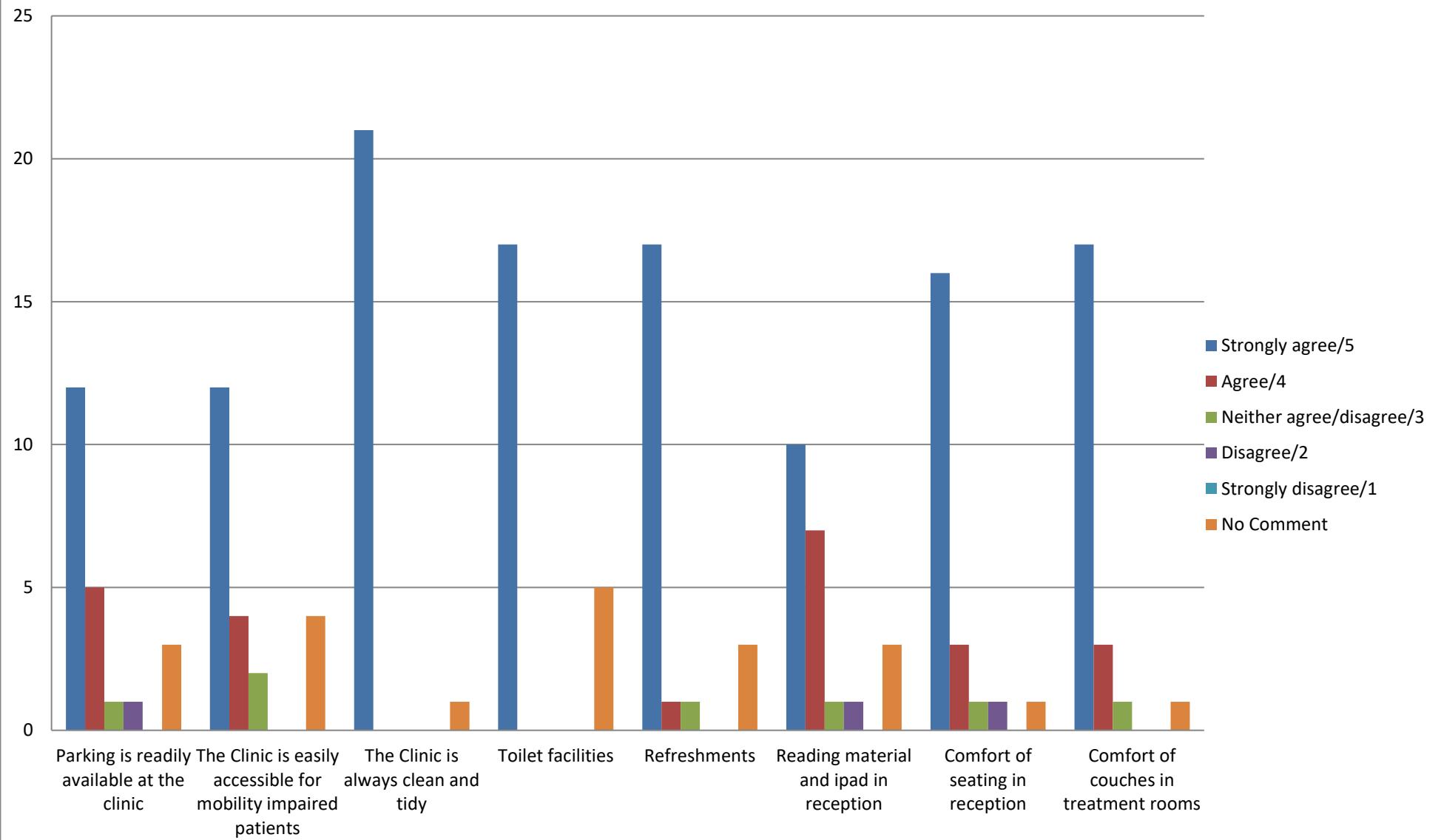
Happy to proof read questionnaires before they go to print.

Really, really happy and satisfied with every aspect of HB :)

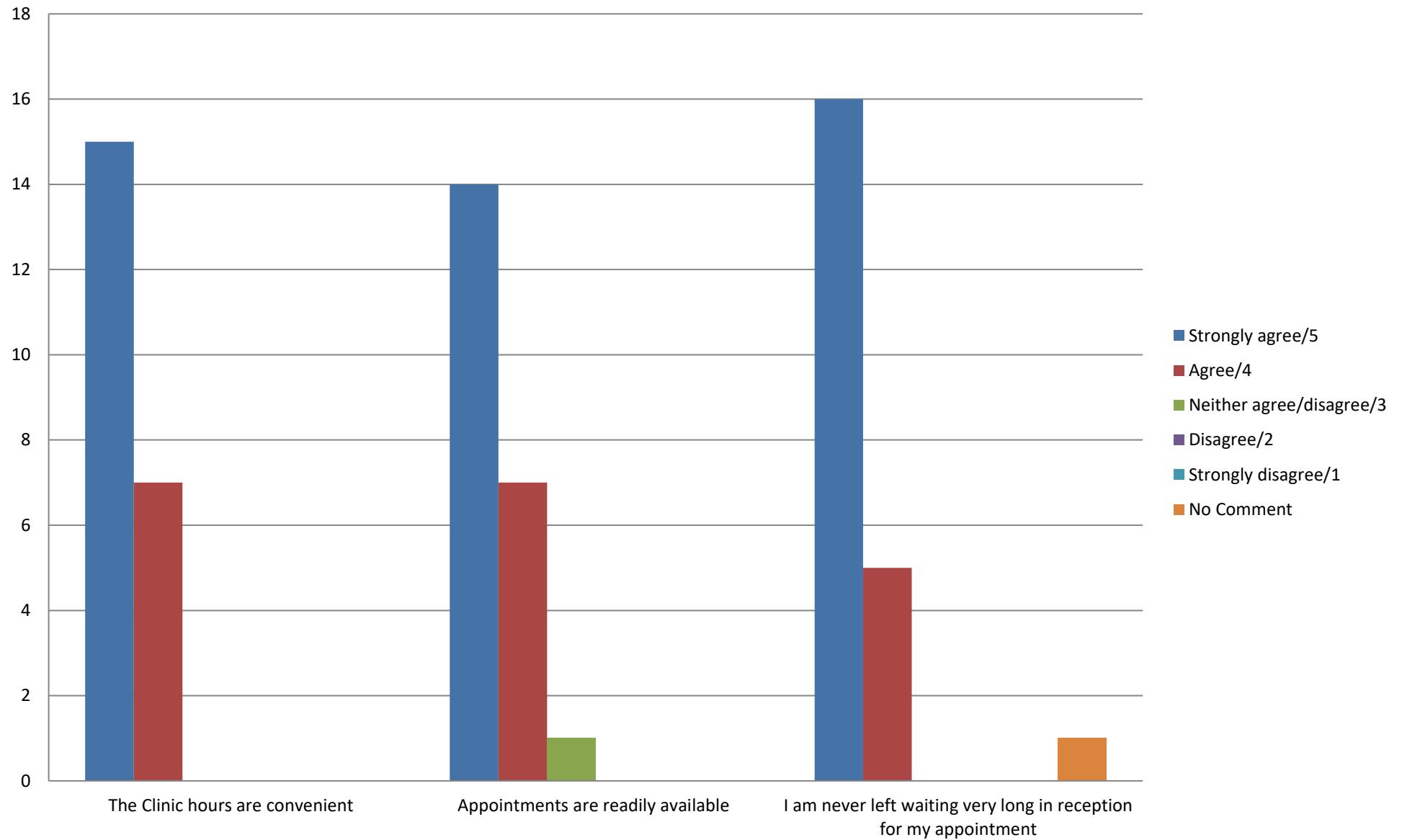
1. I have only ever seen Sarah Bodigian Sharp but in my opinion she is an outstanding and professional osteopath. I would be very sad if she left the practice. 2. Without fail although I have met many receptionists over the 12-15 years I have been coming, all have been warm, friendly and professional.

Awful white led lights!! Hurt the eyes & give me a headache. Gentler lighting in reception would be most welcome.

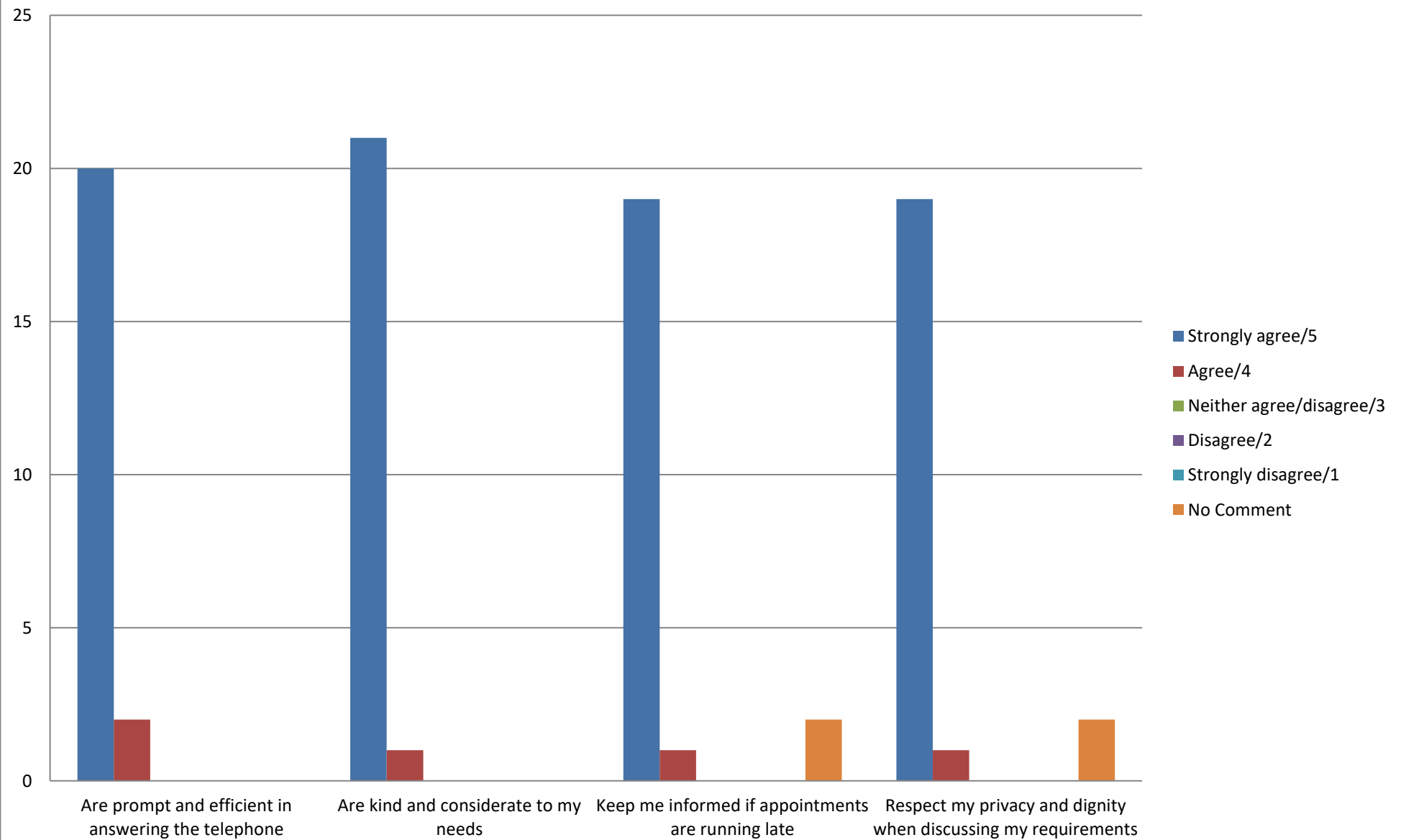
The Clinic



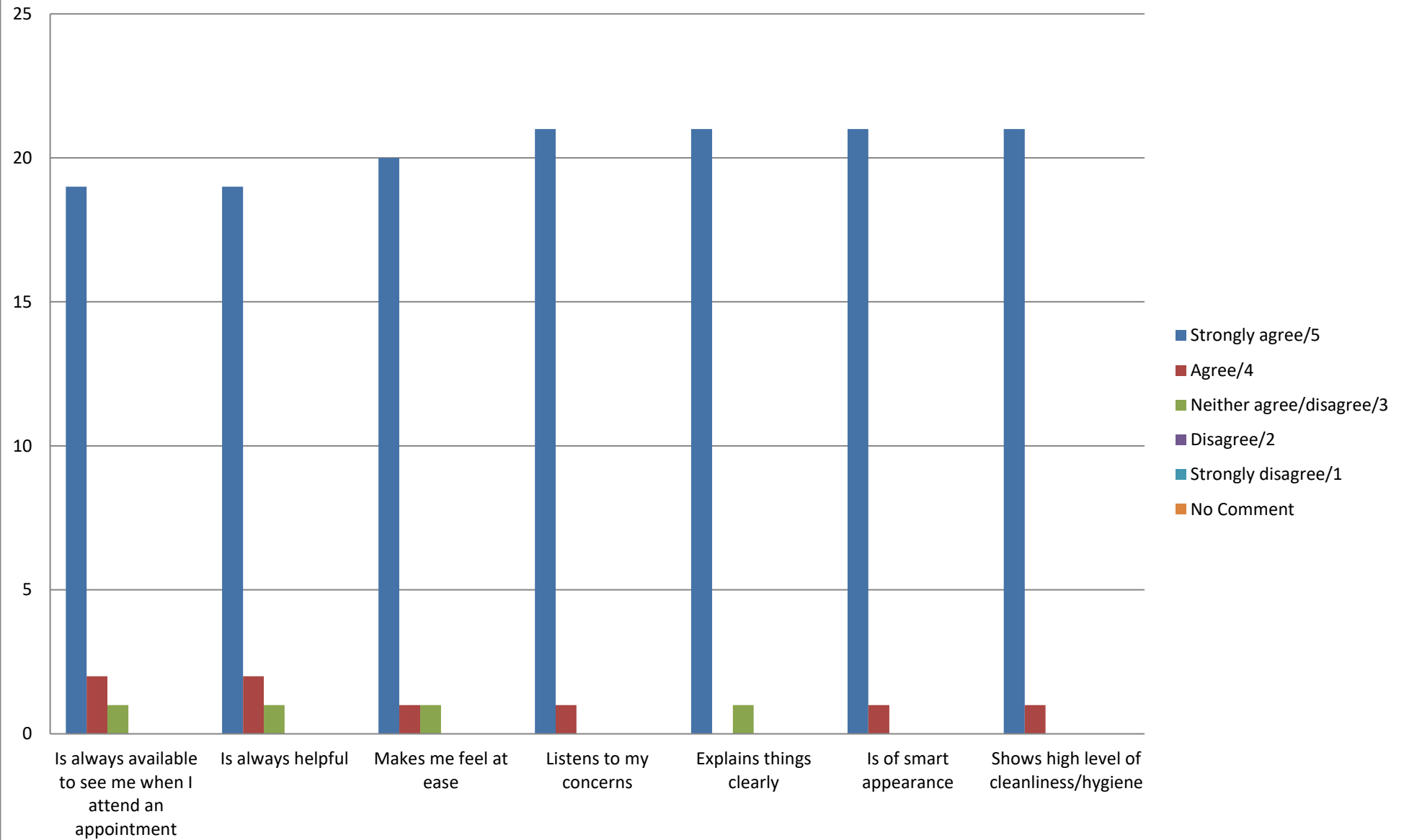
Appointments



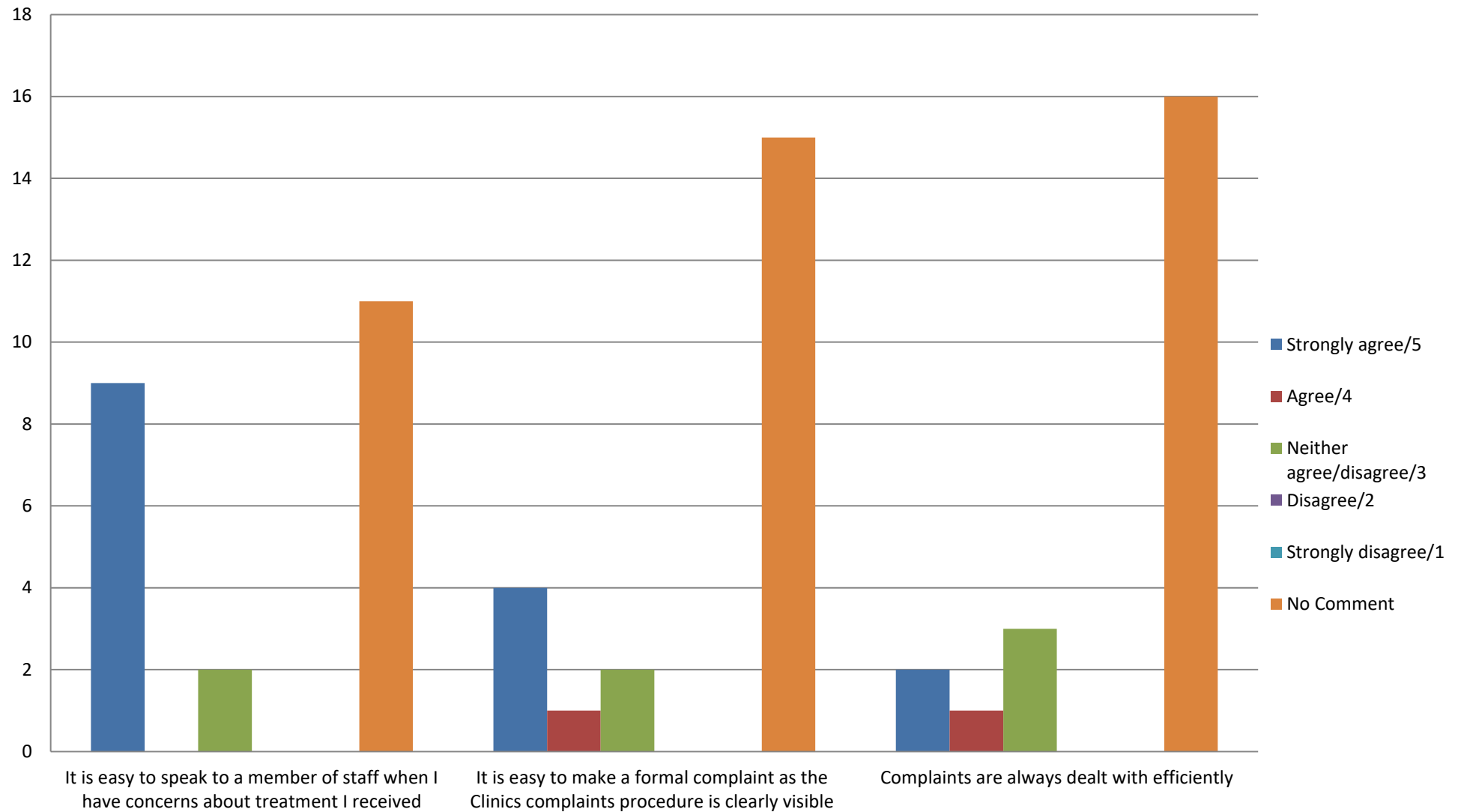
Reception



Practitioners



Complaints



Recommendations

