

PATIENT SURVEY 2017

1. The staff are professionals and are “committed to excellence”	4.95
2. The clinic is accessible and offers flexible appointment times	4.90
3. Everyone is treated with sensitivity and understanding	4.95
4. The clinic is kept clean and adequately equipped for treatment	5
5. Treatment sessions are thorough, proactive & precise	4.90
6. The therapist addresses your overall goals and concerns	4.85
7. The therapist explains detailed findings on patient assessments	4.75
8. All staff members are friendly, courteous and respectful	4.95
9. Overall I am satisfied with the quality of care	4.95
10. I would not hesitate to refer other family members or friends to this clinic	4.95

1 = Strongly Disagree, 2 = Disagree, 3 = Not Sure, 4 = Agree, 5 = Strongly Agree

Please tell us what we do well:

- I feel very much comfortable here.
- No extra is required.
- Everything. (x5)
- Staff are very friendly and patient. (x4)
- Clinic hours are great!
- Love the individualized approach.
- Willingness to help and assist.
- Very clean.
- Able to change appointments easily.
- Manage all patients efficiently with care. (x4)
- Manage stressful situations (when it is really busy) without showing stress.
- Always smiling!
- Everyone does their job very well.
- Explaining exercises.
- On time.
- Courteous.
- Accommodating.
- Seem to know their job – physio exercises – knowledge, etc.
- I believe that everything that is done here, is done to the highest degree. There is never anything wrong.
- Don't change a thing!

Please offer us some suggestions where we can improve:

- The only thing is, since I have coverage if my payment directly comes from insurance company over here. (x2)
- None. (x4)
- Candy dish!
- Better music.
- More exercise to do at home.
- Massage Therapist

If you have had previous physio, how does your experience at our clinic differ...

- There is more focus here.
- The treatment is good.
- First and best physio treatment!
- More interactive with clients.
- Much more professional and personal.
- Have used this clinic for years. I am very happy with the treatment and results.
- Similar to CBI.

OPTIONAL:

Patient Profile: Gender: M(9) or F(8) Age Category: <20 1 20-40 2 40-60 9 > 60 5