



**Move Well,
Feel Better,
Be Your Best!**

2011 Patient Satisfaction Survey Results

At Marple Physio we are very proud to say that we get consistently excellent feedback from our patients and we thought it was worth sharing this information with you.

Below are the questions and average scores from our Patient Satisfaction Survey that we run continuously:

1. How politely and efficiently was your initial enquiry dealt with? 9.8/10
2. Were you given an appointment at a time that suited you? 9.9/10
3. How clean and tidy did you find the practice? 9.9/10
4. Were you consistently seen on time by the therapist? 9.7/10
5. Do you feel your assessment and treatment were tailored to your individual needs and goals? 9.8/10
6. How satisfied are you with the outcome of your treatment? 9.9/10



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7. What was your overall view of the service that you received from Marple Physio? 9.9/10

These are average scores from all customer feedback forms completed between August 1st and December 7th 2011 - this will be updated again at the end of March 2012.

Survey forms are filled out at discharge by our patients. They are deposited by the patient in a secure post box in the clinic which is emptied weekly, so as to be anonymous and unbiased.

Patients fill in the questionnaire by circling a number on a 0-10 scale for each question - 1 being the worst and 10 being the best. They also have the chance to leave a written comment on the questionnaire (a lot of our testimonials have been taken from these forms).