



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

2011 Patient Satisfaction Survey Results

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).

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