PATIENT SURVEY 2018

1. The staff are professionals and are "committed to excellence"   4.85

2. The clinic is accessible and offers flexible appointment times   4.95

3. Everyone is treated with sensitivity and understanding   4.95

4. The clinic is kept clean and adequately equipped for treatment   4.95

5. Treatment sessions are thorough, proactive & precise   4.90

6. The therapist addresses your overall goals and concerns   4.90

7. The therapist explains detailed findings on patient assessments   4.85

8. All staff members are friendly, courteous and respectful   5

9. Overall I am satisfied with the quality of care   5

10. I would not hesitate to refer other family members   5
    or friends to this clinic

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

Please tell us what we do well:
- Everything x6
- Assessment and treatment techniques
- Very helpful with routines x3
- Compassionate, professional and very understanding x2
- All staff are wonderful x2
- Excellent environment to heal
- Pushed patient to do their best
- Full treatment for the time
- Enjoyed the "gym-like" atmosphere
- Flexible to fit schedule
- Correct patient if doing exercise wrong
- Very professional , knowledgeable, and organized x2
- Good location
- Attentive

Please offer us some suggestions where we can improve:
- Keep doing what you're doing x2
- Would like assessments a couple times a year x2
- Make trivia easier
- Increase AC

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

- Would not go to another clinic
- This is the only place
- Prompt, constant supervision
- Therapist is hands on
- Hands on treatment vs show and go home to do it x2
- Everyone is pleasant and thorough x2
- More organized and professional
- On time x2
- Willing to accommodate your schedule x2
- More caring

OPTIONAL:

Patient Profile: Gender: M(8) or F(7)   Age Category: <20 _1_   20-40 _1_   40-60_8_   > 60_6_