



## 2015 Patient Satisfaction Survey Results

These are average scores from all customer feedback forms completed between June 2015 and December 2015.

Survey forms are filled out either at discharge by our patients, or by completing our online survey form.

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).

### The Results

1. How politely and efficiently was your initial enquiry dealt with?

**9.5 / 10**

2. Were you given an appointment at a time that suited you?

**9.7 / 10**

3. How clean and tidy did you find the practice?

**9.0 / 10**

4. Were you consistently seen on time by the therapist?

**9.5 / 10**

5. Do you feel your assessment and treatment were tailored to your individual needs and goals?

**9.7 / 10**

6. How satisfied are you with the outcome of your treatment?

**9.5 / 10**

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

**9.7 / 10**

### Overall Score - 9.5 / 10