

EVALUATION of services

This survey aims to enhance the quality of service and treatment for clients attending **Studio 20 CLINICAL PILATES**

Please rank by circling the number that corresponds with your satisfaction

Very Poor **Excellent**

APPOINTMENTS

(A) Have you had any difficulty getting through to our services by telephone Yes

No

(B) How do you rate the availability of appointment times: 1→5?

1 2 3 4 5

(C) Did the physiotherapist see you at the scheduled time? Yes

No

If no, how long past your scheduled time did you have to wait?mins

ACCESS

(D) Rate the convenience of the Studio's opening hours **1→5?**

1 2 3 4 5

(E) Would you prefer appointments during (tick one)

- Business hours
- Before work (time.....)
- After work (time.....)
- Weekends

(F) Rate our parking facilities **1→5?**

1 2 3 4 5

(G) Was our Studio easy to find? Yes

No

FACILITIES

(H) Rate your satisfaction level of privacy given during your visit: 1→5?

1 2 3 4 5

(I) Rate the following for safety and comfort: **1→5?**

Lighting: 1 2 3 4 5

Space: 1 2 3 4 5

Temperature: 1 2 3 4 5

TREATMENT

(J) Rate the following aspects of your treatment: **1→5**

The explanation given to you about your condition: **1 2 3 4 5**

The explanation given to you about your treatment: **1 2 3 4 5**

The amount of time the physiotherapist spent with you:

1. For your **Individual** consultations **1 2 3 4 5**

2. For your **Group** sessions: **1 2 3 4 5**

The results of your treatment: **1 2 3 4 5**

Comments:.....

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REFERRAL

(K) Tick how you found out about the Clinical Pilates Studio 20 in Wangaratta

Referral from doctor.....

Referral from other health professional.....

Newspaper advertising.....

Radio advertising.....

Mail-out.....

Website.....

North East Physiotherapy Services.....

Word of mouth- Friends.....

- Family.....

- Work colleagues.....

Other.....

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Would you recommend this service to someone else?

Yes

No

Thank you for your time in assisting with improving our service at Studio 20. Please return the form to the practice receptionist at 10 Chisholm St, or place in the Suggestion Box at Studio 20.
