

Joint Care Clinic - Patient Satisfaction Survey

Please circle the clinic you visited : Bridgend Cardiff Carmarthen Penygroes

How long did you have to wait, from the date of your referral, to being contacted for an appointment?

When you were contacted, how soon were you offered your first appointment?

Please would you rate the following:

	Poor	Acceptable	Good	Very Good	Excellent
1 The waiting time for an appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Ease of finding the clinic & directions if provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 The comfort of the waiting area and other facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 The overall quality of the consultation with the therapist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 Your physiotherapists communication skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 Your physiotherapists explanation of your condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7 Ease of understanding the instructions/exercises you were given	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8 The effectiveness of your physiotherapy treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9 If physiotherapy did not resolve your problem, how would you rate your physiotherapists recommendations for further treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Very unlikely	Unlikely	Maybe	Quite likely	Very likely
10 How likely would you be to recommend the clinic to your family and friends	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11 If you needed physiotherapy on another occasion, how likely would you be to use the clinic again	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Of the aspects highlighted above, in which areas do we particularly succeed?

Which areas do you feel we could improve on?

Please add other comments you wish to make

Thank you!