



Patient Survey Form - June 2022 (MSK)

153

Responses

04:16

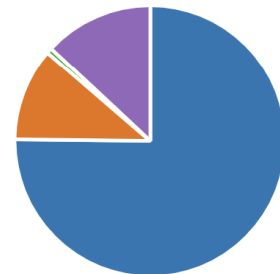
Average time to complete

1. How easy is it to get through on the phone?

[More Details](#)

Insights

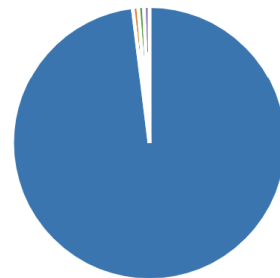
Very easy	115
Fairly easy	17
Not very easy	1
Not at all easy	0
Haven't tried	20



2. How helpful do you find the receptionists at our clinics?

[More Details](#)

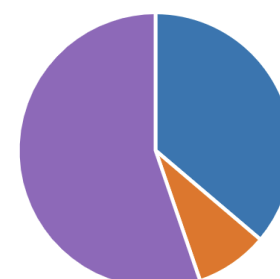
Very helpful	150
Fairly helpful	1
Not very helpful	1
Not at all helpful	0
Don't know	1



3. How easy is it to use our website to look for information?

[More Details](#)

Very easy	55
Fairly easy	13
Not very easy	0
Not at all easy	0
Haven't tried	84

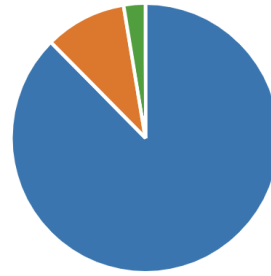


4. How satisfied are you with the appointment times that are available to you?

[More Details](#)

[Insights](#)

Very satisfied	134
Fairly satisfied	15
Neither satisfied nor dissatisfied	4
Fairly dissatisfied	0
I'm not sure when I can get an a...	0

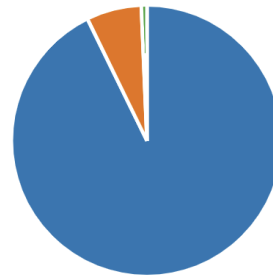


5. Overall, how would you describe your experience of making an appointment?

[More Details](#)

[Insights](#)

Very good	141
Fairly good	10
Neither good nor poor	1
Fairly poor	0
Very poor	0

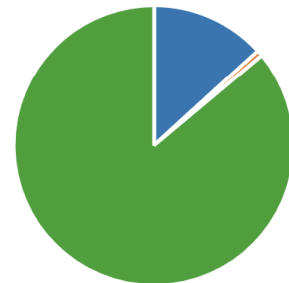


6. Was your last appointment:

[More Details](#)

[Insights](#)

Via phone	20
Via video link (eg Zoom)	1
In person	130

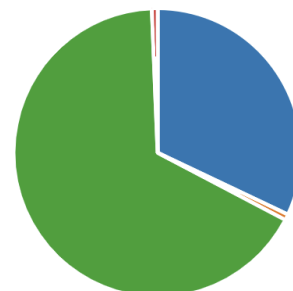


7. How was your last appointment funded?

[More Details](#)

[Insights](#)

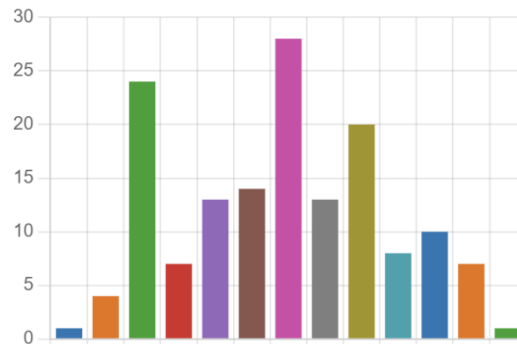
Self-funded	49
Via Medical Insurance (eg AXA)	1
NHS funded via GP referral	102
Funded by employer	1



8. Please let us know the name of the physiotherapist that you saw at your last appointment

[More Details](#)

Gemma Adams	1
Emma Bayley	4
Mark Breitschadel	24
Gillian Campbell	7
Dominie Edwards	13
Elizabeth Griggs	14
Charlotte King	28
Lucy Langford	13
Lisa Lees	20
Anna Schratz (Simons)	8
Lorna Short	10
Ania Williamson	7
Not sure	1



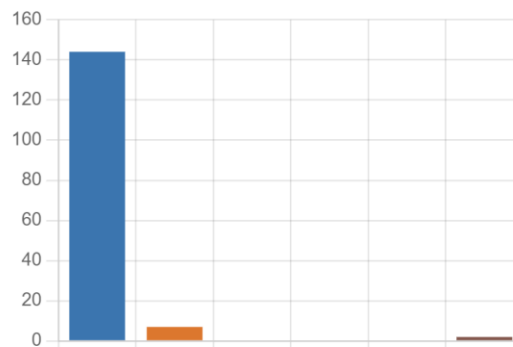
9. Last time you had an appointment at one of our centres, how good was the physiotherapist at each of the following:

Giving you enough time

[More Details](#)

[Insights](#)

Very good	144
Good	7
Neither good nor poor	0
Poor	0
Very poor	0
Doesn't apply	2

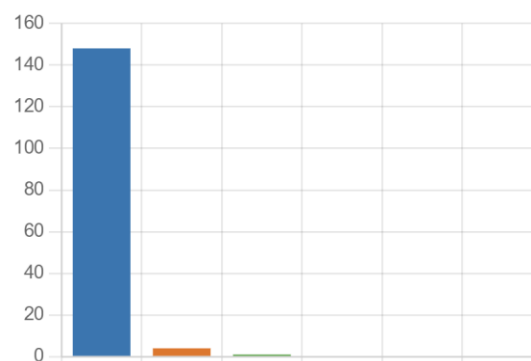


10. Listening to you

[More Details](#)

[Insights](#)

Very good	148
Good	4
Neither good nor poor	1
Poor	0
Very poor	0
Doesn't apply	0

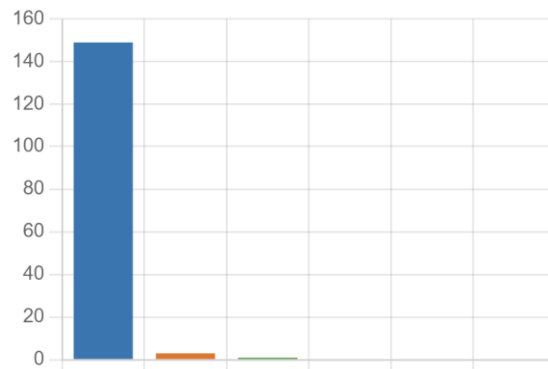


11. Treating you with care and concern

[More Details](#)

[Insights](#)

Very good	149
Good	3
Neither good nor poor	1
Poor	0
Very poor	0
Doesn't apply	0

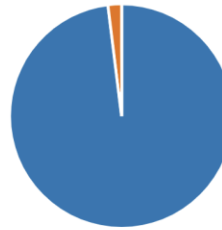


12. During your last appointment, were you involved as much as you wanted to be in decisions about your care and treatment?

[More Details](#)

[Insights](#)

Yes definitely	149
Yes to some extent	3
No, not at all	0
Don't know / doesn't apply	0



13. During your last appointment, did you have confidence and trust in the physio who you saw or spoke to?

[More Details](#)

[Insights](#)

Yes definitely	146
Yes to some extent	5
No, not at all	1
Don't know / can't say	0

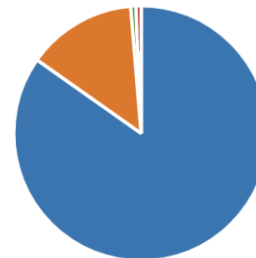


14. Thinking about the reason for your last appointment, were your needs met?

[More Details](#)


[Insights](#)

Yes definitely	128
Yes to some extent	21
No, not at all	1
Don't know / can't say	1

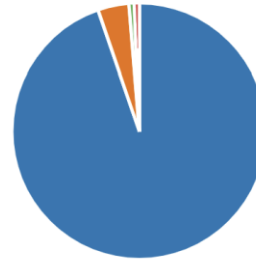


15. Overall, how would you describe your experience at our Centre?

[More Details](#)

 Insights

● Very good	144
● Good	6
● Neither good nor poor	1
● Poor	1
● Very poor	0



16 Please can you tell us why you gave this answer and add any further comments you wish to make.

I felt reassured by our agreed treatment plan. My exercises were easy to follow and most importantly they continue to work.

Everything I have experienced has always been very professional.

With this being the second time I have been to the centre for the same problem and been treated with the upmost care and attention both times.

My physio was very knowledgeable and very friendly. If only everyone in the world were as friendly as them

The service I received at the centre was excellent for treatment of bursitis of the hips. I know now that should this reoccur I am able to manage it by thinking about the physical activities I do and being able to use exercises provided to keep it under control.

The service and treatment is brilliant. I'm given time to ask questions and my issues are listened to. I've never had a problem with anything.

All the staff are very efficient and friendly

My experience every time I came to the centre was very satisfying

I have a very arthritic knee and the physio treatment I receive is the only real relief I get.

My physio treats my knee every two - three weeks and the relief is immense.

It may be a very long time before I get a knee replacement so I'm very thankful for the physio.

Was v helpful

My physio the best physio there is

I was sent to you via GP / NHS because of constant severe pain in my back, the Physio was a really lovely person, but did not treat my back pain, we spent most of the time chatting about anything, on my last appointment they was rough with my back so much so it hurt, but I never said anything at the time because I am unable too. For the next few days I had pins and needles in my feet plus increased pain in my back. Overall I was very disappointed with the whole experience, such a waste of money. From the first session I do not think they appreciated how much pain I am constantly in, with comments like 'everyone my age has back pain'. I have had to borrow money from family to go see a professional chiropractor but need an MRI first to establish what is actually wrong with my back.

The physio is amazing with my daughter. She trusts them and looks forward to her appointments.

Very good. Every one is very pleasant & very helpful.

Excellent service

My physio was brilliant treated my whole body and did a very thorough assessment. They were very enthusiastic and positive about what outcomes we can achieve together

After only one visit still awaiting to see if the exercises given will do what I hope

I have seen this physio for a previous back injury so asked if I could see them again.

Injury explained well, so along with exercises given to me I knew what to do to aid recovery and what not to do to aggravate it.

Very reassuring and explained everything fully, and I could easily understand.

My physio has excellent interpersonal skills as well as being a physio of the highest level.

My physio is knowledgeable and good at establishing my understanding of the complaint and the remedy. Thank you,

The physiotherapist was very efficient & friendly and make me feel at ease during the appointment

My physio was very patient and understanding and explained in a way that I could understand what the problem was.

I always feel involved with my care decisions. My physiotherapist is efficient and effective.

The experience was very good

I always feel confident in their ability as a physio

All staff were professional and nice.

I gave this answer because I am extremely satisfied with the consultation. My physio took time to listen and gave a very good physical examination and gentle exercises to me to help ease my problem.

Wanted to show my appreciation of their care and attention

Originally self funded and then referred via NHS Consultant.

Treatment and overall experience very good.

Very pleased with the care and attention I was given, as well as advice how to progress thru my own programme of exercise to help with my problem.

My physio treats me as a friend and we work together to improve my condition. Their advice regarding X-ray led to an operation and a new hip. My sciatica remains but is under control and I have full confidence in the treatment I receive.

I'm very satisfied with my care.

All my appointments have been on time and treatment given has been appropriate and helpful.

The pain relief from therapy has been enormous and helped my daily life. My physio is caring and very professional ensuring I understood what was happening at all times.

Saw my physio when they worked for the NHS. Tracked them down after they left as I implicitly trust them and their knowledge to deal with my specific problem. They are superb.

Very helpful and caring staff

The whole experience was very good.

Taken seriously, professional to deal with, treatment not rushed despite there being an obvious time slot, premises were clean, I felt there was a realistic assessment of what improvement physio could bring and good discussion around this.

I've seen physio's here before. This physio seems experienced but perhaps a little laissez faire as a result with regard to attending to me, a person, an individual, who does not necessarily feel as well as I may appear as I walk in. I can't decide if I am being harsh, and as a result I wasn't going to do this survey. I only know that I came out with good exercises but feeling my own concern about my needs were not matched by the response of the physio. I'm not in a hurry to return though.

Polite and attentive staff. Expert care from my physio which is resulting in noticeable improvement in my chronic condition.

All of the staff are always very polite and friendly and my physio is an incredibly good physiotherapist.

My physio is always very thorough and listens to me. Their use of questions is excellent as she is able to identify 'clues' which they then investigates further.

They are a very competent physiotherapist, uses plain, straight language whilst showing concern for the outcome.

Over the last few months I have seen by 2 physios and I have been helped by them both. They have both been professional and courteous.

Everyone is very friendly and approachable and the treatment received was excellent.

The lady I saw diagnosed correctly my problem much to my dismay. Upon a subsequent visit to a doctor who did not completely agree with the physio's diagnosis but said that there was no harm in sending me for an X-Ray, which showed that I did indeed have a wedge fracture (as diagnosed by the physio) and was wheeled round to A&E and fast tracked through instructing me to do nothing at all for 2 weeks.

Although the exercises given were good and my physio was very pleasant my back still aches particularly in the morning.

It was all well managed, from receptionist to physiotherapist. Clear guidance when necessary and clear instructions on exercises to do at home.

My physio is an excellent listener and quickly understood my concerns. They make you feel very safe and comfortable and were able to answer a query about a different injury which was extremely helpful and much appreciated. They take the time to explain the structure surrounding the area of concern which really helps in understanding any exercises but also in maintaining motivation to do the exercises

Very good and informative treatment, appointment on time, therapist very informative with a really helpful attitude very friendly consultation

A very good listener. My needs were met.

My physio was excellent and caring Just wish my GP surgery was as efficient

Brilliant team and service

I would like to impress that my physio completely understood the pain I was in due to my degenerative spine & bulging discs. They set up a plan for me to follow to help manage and alleviate some of the discomfort I was experiencing and it certainly worked. It will never be perfect but I know now how to manage it to get relief. Thank you

Treatment seems to work!!

All very friendly and professional .

Friendly staff and they always discusses new ways to try and solve the issue.

Very professional even in these tough covid times

I am very happy with the treatment I have received.

The treatment was always good at Constabulary House. What has happened since with new premises is that the practice has not only expanded, but developed to take full advantage of the improved facilities and the opportunities provided by modern technology/computerised services.

Excellent. There's still some work on me to do but I'm very grateful for my physio's help!

Making an appointment on the phone was very easy and receptionist very helpful. The greeting when attending for the appointments on two occasions have not been very friendly.

My physiotherapist has always been very professional and friendly putting me at ease. I have found them very knowledgeable of my symptoms and treatment allowing me freedom from pain.

The reason my needs could not be met entirely was not the fault of the physio every appointment that I have been able to attend in person or on the phone they have been amazing

My physio is wonderful and is able to help with all my needs she has been amazing.

Had no issues, arranging appts. All staff friendly and helpful. My own problem was resolved with exercises and support.

After my GP referral out wasn't too long before I was offered an appointment in person. My appointed physiotherapist soon diagnosed my problem and started the appropriate treatment.

Physio excellent, Reception excellent

Everyone is very friendly and helpful

On every occasion I visit the Centre, I feel welcome and am treated with courtesy and respect.

The treatment offered is beneficial and meets my needs.

Staff are friendly. Appointments are always made to suit me and I'm seen on time. Physio exercises are explained in detail then a follow up email is sent with illustrated instructions. .A consistently very high standard of care at every visit. Good communication with GP.

It was a very good experience.

Friendly staff both reception and physiotherapist. I have nothing to complain about and would highly recommend this physio centre

Everybody very helpful and pleasant. Nice to come to the Centre.

My physio has provided me with excellent support for an ongoing physio need. I appreciate the e-mail reminder for appointment times.

Professional friendly and extremely helpful

This has been my first experience of physio. I was expecting to get general exercises to strengthen my back. My physio found the exact cause of my problem and gave me specific exercises which are helping. My pain levels are pretty low but I've had them for around two years; nevertheless I felt a bit of a fraud as I wasn't in agony. My physio didn't make me feel a fraud and with the exercises she's given me I feel I can look after my back much better.

My physio was very professional in their own job. They always start by asking me first how I went on with my previous treatment, did the treatment work? I.e has the pain reduced or have benefited from my treatment? They always give some advice as to what need to do in days between my treatment. They are always ready to give me advice on exercise that I need to improve my condition and also ready to listen whenever I need help in any equipments that I can purchase which will benefit me to improve my conditions. They are excellent at demonstrating how, what and when to use them. They very good at recommending other items that would aid my aches and pains. I always find them very clear and precise with their job but at same they are very friendly and very emphatic when it comes to assuring me about my physical symptoms. I consider myself lucky to be their patient. I would like to say thank you for my treatments and for all the care that you have given me.

the physio seemed to explain my problem - time alone will tell if the exercises fix it!

I have no negative issues,

There is still an underlying discomfort which I need to follow up with my GP

My physio is so good at what they do, and found the correct exercises for me, that no-one else has been able to do.

Very friendly reception first class treatment and a relaxed atmosphere.

I've been very happy with the treatment received, appointment times.

Very professional, caring and thorough.

We can't praise my physio highly enough. Their care and skill is exceptional and we have recommended them to other stroke survivor friends.

I can't fault it. A very professional experience from walking in the door and being warmly greeted by the receptionist and then by the physio. Everything is immaculate and clean and lots of information on the notice boards. My physio has been able to identify what the possible problem is and has set me on the road to improvement with exercise and treatment.

I felt listened to and informed.

I was very happy with the appointment, my physio was very professional, listened to what I was saying and I felt confident that they understood my problem and they gave me good advice.

My physio was great. Very understanding and tried their best for me. Thank you for your kindness

Always very satisfied with your physio services it's just the length of time taken to get the first appointment when referred by GP :-). I know this is not your fault, but it can be very frustrating.

My visits to the centre are always excellent, no complaints otherwise I wouldn't go.

Lovely bunch of people, made to feel welcome and comfortable. My physio has been very informative and helped me understand a lot about my issues.

Made to feel at ease and comfortable and the therapist made sure that I understood the what and why and where. Really feel the benefits of the treatment

The service I received was just what I required

BECAUSE YOU DID WHAT I EXPECTED AND NEEDED.

Extremely helpful and supportive team of physiotherapists. The specialist knowledge they have is invaluable and gives you confidence with the treatment you receive.

I have been visiting the physio centre for over 20 years and I am so grateful for all the treatment, advice & excellent care I have been given during that time. I appreciate all you do more than I could explain in words.

I have been attending the centre for a number of years and have found everyone to be very pleasant and helpful. Special mention for my physio as without their care and treatment I would not be able to function. It is a joy to visit, not just for the treatment. I would also like to mention the receptionist who is very welcoming and kind.

All round excellence !

I was most appreciative with the treatment I received

After 3 treatments a very painful condition concerning the muscles in my right leg had been cured

Everything has been first class

Having had treatment at this practice for about 20 years I've had the best treatment I could ever wish for - I feel they more like family as they are so caring and so easy to talk too.

FAB STAFF

I have seen my physio over a few years and has been very good to me. I last had treatment in 2019 and was so pleased to find them still here, they are so good.

It was excellent

Excellent service and treatment

I felt my needs were met

Because of the excellent care and treatment

Five star - Over the years the people I have dealt with and the treatment I have received has always been 100%.

My physio listened and gave me good advice also very caring

My physio has been very good with their care for me

Pleasant and helpful, clean and relaxing environment

I have been treated with care and respect at every visit. My physio makes sure I know what is happening at all times.

17 Please tell us about anything we could have done better

N/a

Nothing

I have nothing to add here except to thank you for your excellent service.

Can't think of anything

Nothing

I think you do a great job so no suggestions to make at the moment, thanks for asking though.

n/a

Treated my back pain, take my pain seriously, send me for an MRI so I know what the actual issues are. I am still in pain every day. I suffer with anxiety and depression and find these conversations impossible, even the thought of them make me feel physically sick

Nothing my physio is amazing .

Hard to find fault with the treatment... always excellent. It would be great if my physio was at the clinic more often, but understand why she isn't.

For me every thing is excellent.

Still still soon to decide

N/A

Nothing- thank you for everything you have done for me

N/A

Nothing. Thank you .

Can't think of anything, excellent service

No

Nothing to add here

Not applicable.

Notification of appointments could include an ICS appointment to enable it to be accepted and update personal calendar.

Can't remember the Physio's name sorry.

I'm happy with the care I've received.

No.

Very satisfied with every aspect of my treatment

I have been very satisfied with my visits to Ashbourne and Hilton Physio.

Nothing really

Told me why my back aches. I don't think anyone has the answer.

No!

Absolutely nothing could have been done better. As I was early for my appointment I was even given a cup of tea

First visit so unable to give long term comments. Physio and reception both warm and welcoming. Joan Ellis

Could of been informed of the waiting time for nhs appointment as I would have probably took a private appointment while I was waiting for the nhs

Nada

Nothing

I couldn't think of anything that anyone at Ashbourne Physio could have done any better, always treated with the greatest care and respect thank you

Nothing

Nothing

Nothing

Nothing.

Prior knowledge of process of visit would be useful.

Cannot think of anything.

I don't think you can improve from the excellence!
I find all receptionists most helpful and receive a consistent service.
Not that I can think of
So far nothing really.
None that I can think of.
Nothing to add here
I can't think of anything. In my opinion you have got it spot on even down to the appointment email reminders.
No
There is nothing I can think of .
Nothing. It was a great service
Nothing - very satisfied with your services - thank you.
None everything's ok the staff's very pleasant, thank you
could not have been better for me
I CAN NOT THINK OF ANYTHING.
It is all excellent, I refer people all the time to your team of physiotherapists..
Nothing
Nothing
Could not ask for more
Nothing at all, because you have done it all !
You couldn't have done better, excellent
Quite happy with treatment I am receiving

Results of Patient Satisfaction Survey July 2022 both Physiotherapy and Massage

To keep in line with Primary Care we took questions from the current GP patient survey.

We chose at random the weeks beginning 6th and 13th July and contacted every patient who attended our clinics over this 2 week period.

385 Physio surveys were sent out either electronically (if we had an email available) or paper copies (for those without email). 154 were returned of which 24 were paper replies (40% return rate).

63 Massage surveys were sent out. 25 were returned (40% return rate).

The results are outlined in the report above and we are delighted with the responses from our patients. This is the first time for a while we have surveyed our Massage Patients and the results really are amazing!

There were many, many very positive and heartening results over both surveys mentioning professionalism, a warm welcome and detailing great quality of care and service. There is good confidence in the service and facilities as a whole and really positive comments for individual members of staff both clinical and reception.

There was one reply with negative responses and the comments indicate that there may have been an expectation that an MRI would be required and was not felt to be appropriate – this area of expectation around MRI's can be difficult to manage but we would like to feel that sufficient explanation could be given to put patient fears to rest. This is an area that physios continue to work at and often seek opinion from their peers if they are at all unsure. There are strict criteria around ordering MRIs and we have a professional responsibility to only request when in line with the pathway.

We need to continue to endeavour to give a warm welcome to everyone entering the clinic – this is something we have always prided ourselves on and it is a collective responsibility to ensure this happens in all cases.

The full report will be shared with all members of staff and with stakeholders as required and individual therapists will receive their own personalised report.

We would like to thank all members of our team for continuing to work together to provide these consistently fantastic results and to our lovely patients for taking the time to complete the surveys so thoroughly and for being a joy to work with.

Lorna Short
Clinical Director
30th July 2022