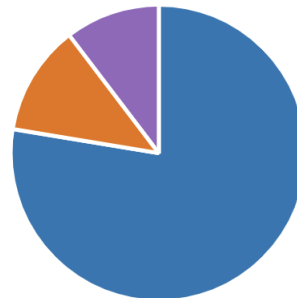




# Patient Survey - June 2023 (Physio)

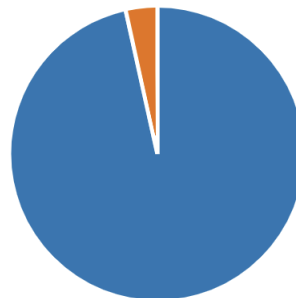
## 1. How easy is it to get through on the phone?

Very easy	135
Fairly easy	21
Not very easy	0
Not at all easy	0
Haven't tried	18



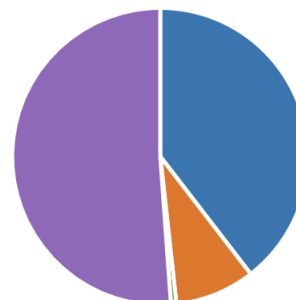
## 2. How helpful do you find the receptionists at our clinics?

Very helpful	167
Fairly helpful	6
Not very helpful	0
Not at all helpful	0
Don't know	0



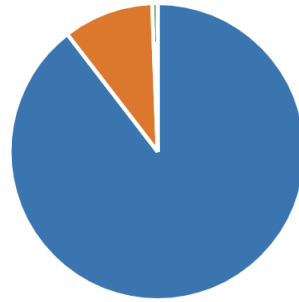
## 3. How easy is it to use our website to look for information?

Very easy	68
Fairly easy	15
Not very easy	1
Not at all easy	0
Haven't tried	88



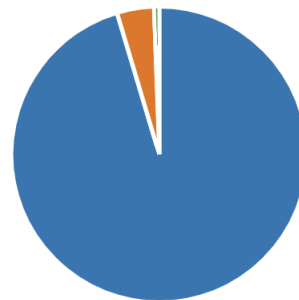
#### 4. How satisfied are you with the appointment times that are available to you?

Very satisfied	154
Fairly satisfied	17
Neither satisfied nor dissatisfied	1
Fairly dissatisfied	0
I'm not sure when I can get an a...	0



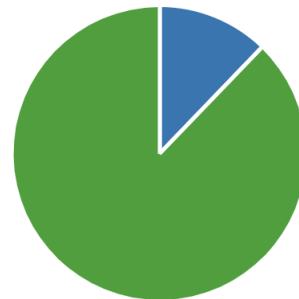
#### 5. Overall, how would you describe your experience of making an appointment?

Very good	165
Fairly good	7
Neither good nor poor	1
Fairly poor	0
Very poor	0



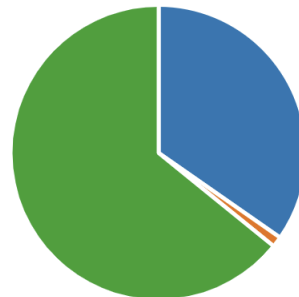
#### 6. Was your last appointment:

Via phone	21
Via video link (eg Zoom)	0
In person	151



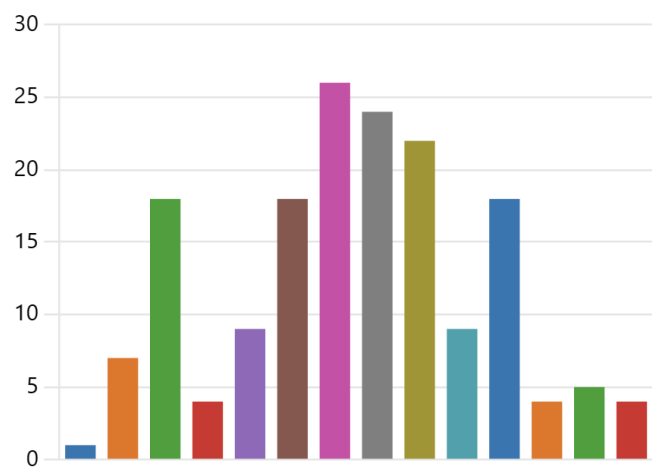
#### 7. How was your last appointment funded?

Self-funded	60
Via Medical Insurance (eg AXA)	2
NHS funded via GP referral	111
Funded by employer	0



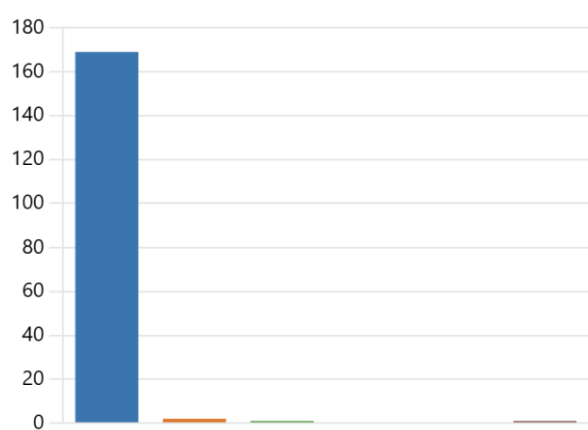
8. Please let us know the name of the physiotherapist that you saw at your last appointment

<div></div> Gemma Adams	1
<div></div> Katie Wastow	7
<div></div> Mark Breitschadel	18
<div></div> Gillian Campbell	4
<div></div> Dominie Edwards	9
<div></div> Elizabeth Griggs	18
<div></div> Charlotte King	26
<div></div> Lucy Langford	24
<div></div> Lisa Lees	22
<div></div> Anna Schratz (Simons)	9
<div></div> Lorna Short	18
<div></div> Ania Williamson	4
<div></div> Tammy Fleming	5
<div></div> Not sure	4



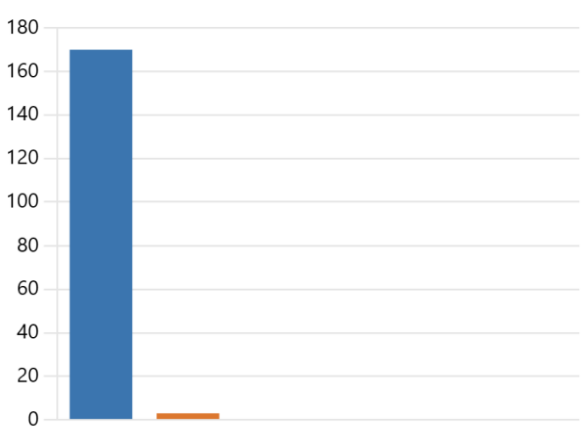
9. Last time you had an appointment at one of our centres, how good was the physiotherapist at each of the following:

<div></div> Very good	169
<div></div> Good	2
<div></div> Neither good nor poor	1
<div></div> Poor	0
<div></div> Very poor	0
<div></div> Doesn't apply	1

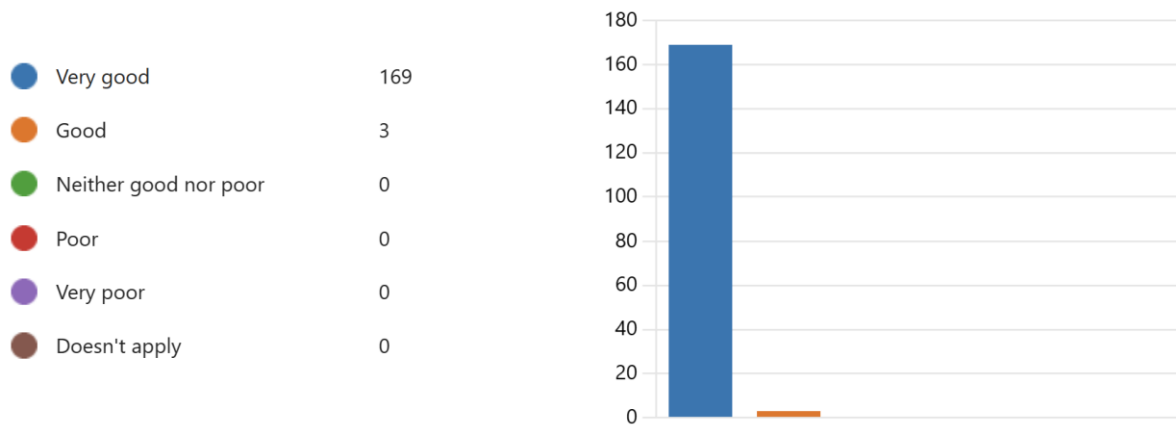


10. Listening to you

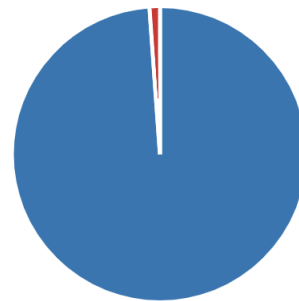
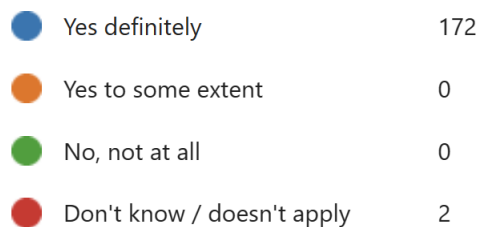
<div></div> Very good	170
<div></div> Good	3
<div></div> Neither good nor poor	0
<div></div> Poor	0
<div></div> Very poor	0
<div></div> Doesn't apply	0



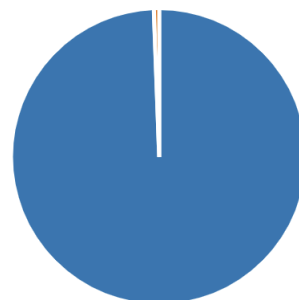
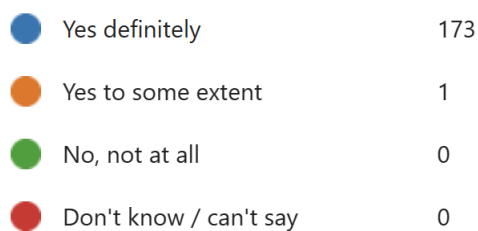
### 11. Treating you with care and concern



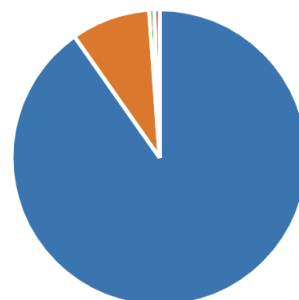
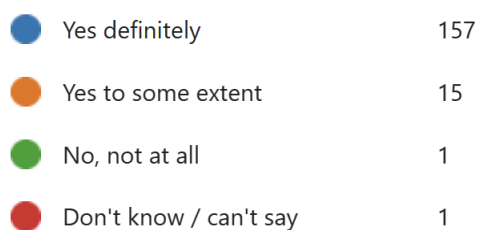
### 12. During your last appointment, were you involved as much as you wanted to be in decisions about your care and treatment?



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

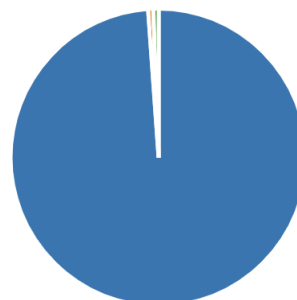


### 14. Thinking about the reason for your last appointment, were your needs met?



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

Very good	172
Good	1
Neither good nor poor	1
Poor	0
Very poor	0



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

### ID Responses

1	The service has been great right from the start. My Physio has been really good at listening and understanding my circumstances and flexible with appointment times. I've been lucky to get in straight away too with no waiting period after my referral.
2	My Physio has been very positive and as helpful as possible even though my condition may not be amenable to help.
3	Good all round team at centre
4	My Physio is great and always listens to how I've been since my last appointment and advises me with which treatment would help me best.
5	The whole system works exactly s I want it to.
6	My Physio listens when I explain my current symptoms; has made a referral for hydrotherapy which I'm waiting to come through (maybe 2 months +); advises me on my physio progress and outcomes; gives me clear instructions on repeat exercises to strengthen my core; is always personable and firm; My Physio is a consummate professional who knows how to target pain and strengthen by muscles so I am aligned when standing, sitting, laying down. I sometimes do wonder where I would be without my Physio very welcomed support during hip, shoulder and back problems. The reception staff always go the extra mile in being helpful and efficient, whilst making patients feel welcome.
7	I found everyone very friendly and helpful, and my Physio extremely knowledgeable and professional
8	Booking was very easy and I was able to get an app within two days of contacting the surgery. My Physio was able to diagnose my calf problem, speak to me about the exercises I should do as well warn me of those things not to do. Excellent.
9	I was made to feel at ease and had a good rapport with my Physio. I felt I was listened to and received good advice for the future.
10	No conclusion yet about treatment
11	A professional service is offered. The clinic is clean and tidy. Staff are dressed smart.

## ID Responses

12	Because my Physio met my needs on every level
13	I have been attending the practice for a number of years being treated by my Physio. I trust her implicitly because she has taken the time to find the best way to treat 'me' as opposed to my condition. We know it cannot be fixed but maintaining it allows me to lead an almost normal life.
14	I had a open appointment with Lisa until 14 June didn't use it , only because I had a operation, I did see her until then, Lisa explained what my problem was gave me exercises to do, she was very helpful , still not 100% better but I'm working on that
15	Very friendly staff, put you at ease straight away.
16	My Physio is brilliant at sorting out balance problems and is very good at the Epley manoeuvre. She gets to the source of the problem and fixes it!
17	Complete understanding of problem and constructive improvement plan.
18	I found my Physio very helpful and knowledgeable and easy to talk to. I had confidence in her diagnosis and treatment.
19	My Physio is amazing
20	Always service with a smile from arriving to leaving. Very professional
21	I walk out of every appointment feeling supported, understood and in control. The knowledge shared is second to none and treatment plan made is realistic. Thank you for all you are helping with.
22	Very Pleasant and efficient staff. Excellent physio and clearly had huge experience and made several helpful suggestions which I am taking forward. I have another appointment booked and feel very satisfied with the support and advice given, thank you.
23	Ania did a great job of pin pointing an issue I hadn't appreciated before and it was fundamental to my injury problems.
24	Excellent care and attention, and very friendly
25	The physio is extremely competent, professional , kind & considerate. On entering the Clinic, the receptionist is friendly, professional & helpful. Overall a good experience.
26	My appointment was the last in a course of treatment. Throughout my Physio has provided excellent treatment and advice. With my Physio's help I have recovered to a much greater extent than I ever thought could be achieved. I cannot praise her highly enough. My overall experience of your practise has been very positive and I have no hesitation in recommending you to others.
27	I have been a patient on and off for many years and always receive kind, courteous attention and am treated very professionally and with very good results
28	Very confident in treatments That are being kindly managed for my problem Very professional physio with empathetic manor
29	I'm always greeted by a cheery smile by every staff member I see my Physio has always gone the extra mile with me physio, and very understanding of my feelings at all times and very patient too
30	I was very satisfied with all the aspects of my treatment

## ID Responses

31	My Physio was great - she listened and did her best with helping my condition and was happy to refer me when it was clear physiotherapy was not enough.
32	I always have a positive experience & coming to have physio here has had a massively positive experience on my life as I am no longer in pain! The physios have always listened to me and have really helped me!
33	Excellent service.... Knowledgeable... Very good treatment options.
34	Brilliant all round !
35	I was treated with respect and explained what my options were for the future.
36	All the staff were excellent
37	Long term client and wouldn't keep returning if not satisfied all really helpful
38	Everything went as planned. The care was excellent, explanation of problem/condition and proposed treatment was clear and informative. I had a lot of confidence that I was getting the treatment needed to help with the problem.
39	My Physio is absolutely brilliant. Great at putting me to ease, very knowledgeable and patient with me and my body. I trust in my Physio's expertise when manipulating the bad area.
40	Always caring and understanding.
41	My Physio listened to me ever time and we worked out we're my problems and were working together to help
42	Fully satisfied in every way,,,,,always felt the therapist ready to discuss any issue.
43	The place was friendly, relaxing and welcoming. My Physio has directed my treatment taking account of my scoliosis. She listens and directs her treatment accordingly. She never rushes you. You are very relaxed in her company. She involves my husband a lot.
44	He listens to what you say and takes the appropriate measures
45	I have complete faith in my Physio & her knowledge of my problems over decades. Her care & expertise is next to none. (Of course there was 'one' now long retired dear Pam 🥰)
46	Great service and attentive care to my wants and needs
47	I am awaiting a left hip replacement; the waiting time has moved from 12 to 18 now to 24 months. My Physio has been a huge help in supporting me adjust to this extra-long wait and given me exercises to keep the legs/muscles less painful and more active. There seems nothing more can be done at this stage and I am willing to be put on a three months wait before the next appointment. I will always be grateful for these times with my Physio.
48	My Physio listened carefully to the explanation as to how my injury occurred and was then very considerate whilst asking me to move in order to ascertain if there was any serious damage. She then gave me exercises to do which would help strengthen the injured areas. She was reassuring and said that if I was concerned I could telephone to discuss the issue. What more can you ask!
49	All staff, from the receptionist to the physio are friendly and welcoming and immediately put you at ease.

ID	Responses
50	My Physio is amazing .
51	My Physio was very knowledgeable and looked into my results of my MRI scan and has tried to alleviate some of my pain
52	Make people welcome as soon as you walk into the practice?
53	On time, very professional, chatty and made me feel comfortable, Explained things to me so I could understand.
54	I was seen soon after phoning for an appointment and my treatment was thorough. After care was discussed and easily followed.
55	Came away with confidence
56	I found the physio to be very professional, very knowledgeable, very experienced & skilled in her expertise and very thorough in her examination, and subsequently I was very happy with my appointment. My Physio has asked me to do various exercises over the next few weeks until my next appointment with her in 4 weeks' time.
57	My Physio completely understands my Husband's condition. She gives plenty of time to listen to him and her help and support is invaluable to his improvements. She is outstanding. The receptionist is always welcoming. We have recommend you many times over.
58	My Physio is without doubt the best I've been to
59	Brilliant physios who listen to the patients and involve them in discussing treatments. All clinic staff, friendly and very professional.
60	The care I have received over the last 12 months has been amazing. Everyone is so nice, friendly and helpful.
61	Receptionist very friendly helpful and efficient. Very caring and highly professional physiotherapist. Also a very competent practitioner who skilfully assessed the exact nature of my pain and successfully treated it with excellent results.
62	I have not needed physiotherapy previously and am very happy with the treatment I am receiving. The same applies to my husband who is also having treatment, for different problems obviously
63	My Physio really listened to my concerns and put a program together to help me achieve my goals
64	Following initial discussion, a thorough examination leading to diagnosis with appropriate explanation and practice of exercise to then continue at home. Exercises with video demonstration sent by email. Follow-up appointment made.
65	Am amazing place and very friendly from reception to being treated brilliant would recommend
66	I was treated with care and competence. I was listened to. Not always the case at my age I'm afraid.
67	Came away feeling better.
68	My Physio was thorough and friendly. Trusted her help and will be seeing her again
69	I am very happy with the care I received



## ID Responses

70	My answers have all been top marks because of how I am treated at the centre, from the minute I check in to how I leave. My physio is the first person since before my diagnosis to actually make a difference to my pain and my mental approach to my condition.. Her head is full of ideas to help me but has to take everything down a few notches because she knows I will go hundred miles an hour and probably do more damage than good. Massive respect to her, I can't thank her enough.
71	Phoned On a Saturday morning in some discomfort and they managed to fit me in. Very good service
72	My Physio gave very clear instructions on how to undertake the exercises I needed to do
73	People I normally come into contact with at the time of my appointment are so lovely and friendly.
74	very professional
75	I feel totally comfortable & confident with my Physio. She puts me at ease & has helped enormously with the pain & movement of my neck. She listens & is so reassuring. My experience couldn't have been better.
76	Very satisfied in every way.
77	Physio was extremely good and also checked my previous history. She was very pleasant and the receptionist is always happy.
78	My Physio has always been excellent with all the treatments she has provided me over the years and I always recommend your practice as you get good no nonsense treatment. THANK YOU
79	All contact with Ashbourne Physiotherapy has been professional, welcoming, thoughtful and kind. Staff always go the extra mile and I'm very grateful to you all. Since being treated by my Physio and continuing maintenance treatment my problems have been greatly improved. Thank you.
80	All staff are extremely friendly, efficient and helpful. My back pain is much improved although not fully better yet and I am certain that is due to the excellent in person treatments. I would highly recommend the face to face services given by the practice especially my Physio as I have visited her in the past with neck problems and she solved my issues then too. I think people having physio need to accept it takes time and it is down to the individual to follow guidance given and complete any exercises or recommendations. I also pay for massages as recommended and working with the physio they compliment my therapy. My experience has been excellent all round. I paid initially for multiple sessions before being transferred. I personally feel that in person treatments are far better than online, as you have chance to ask questions during treatments and build a rapport with your therapist, which aids recovery too.
81	It was faultless
82	none
83	Very caring, friendly and professional service, good communication and understanding.
84	I had very good advice which I am now implementing with noticeable improvements
85	I am sending an email which explains this answer.
86	I find each visit to my Physio extremely beneficial and find her kind and understanding and excellent at her profession. I would have no hesitation recommending her to anyone in need of treatment.
87	Friendly staff , well-structured treatment.

## ID Responses

88	Because is true
89	For all the above reasons!!!!
90	Very happy with the care and treatment thank you .
91	During my treatment I was listened to & received positive information
92	I have found my Physio is thorough professional with her job. She's always asked me as how I have been since my last appointment and always very assuring as how she could help to ease any of my pain by using other treatment. She always ready to listen and very emphatic to my concern. She always gives me some good advice as what to do or not. I would recommend her to anyone who needed some help.
93	Easy to get an appointment and being seen by a very helpful and knowledgeable physio.
94	Always friendly and professional
95	Very satisfying place and people great
96	Lorna was very thorough and professional exhibiting loads of knowledge and experience
97	Reception so friendly and welcoming. Great job done by my Massage Therapist as well. As much as I'm in pain I know what she does works.
98	A very professional practice. The reception staff are very courteous and efficient. Appointments run on time and the physio was engaged and understood the issue. Provided good/clear exercise instructions and gave me realistic expectations about the time it would take to heal the injury.
99	My Physio was very welcoming, professional, kind and spoke to me all the way through my treatment and putting me at ease. I felt comfortable and treated with respect.
100	Because it's nice to go there they look after you and very kind
101	Very good staff.
102	Very supportive, clear information and guidance, treatments as well as long term exercises
103	I have found that the whole set up appears to very professional and would recommend to anyone
104	I have been using your facilities and staff for a good number of years, initially paid for by NHS and afterwards privately.
105	I have been for several appointments now over 5 months and the same problem persists. I was recommended at my last appointment to continue with my usual routines but this has caused further aggravation in my body. I truly believe that the staff care, as this comes across. But it is frustrating to not receive answers and to continue with pain after several consultations.
106	Staff are well presented and the reception staff are awaiting for me when I arrive. I always get a welcome and smile. They make me feel as if I was part of the family.
107	My Physio always greets and carries out the whole appointment in a kind, caring and respectful manner. There always seems to be ample time, you never feel rushed. The whole appointment covers all aspects from discussion to examination. Having paid private to now being covered on the NHS I've been pleased with both services. Appointment availability at times can be limited but that's due

## ID Responses

	to her having such a good reputation!! In an emergency/ acute flare my needs are always met, with either a physical appointment or phone call. Which is hugely appreciated. Ashbourne is a very lucky place to have my Physio!
108	I feel very lucky to have received my care from my Physio, she has been such a good listener and evaluator of what is necessary to help my body regain its movement. My Physio's approach seemed holistic recognising the many factors that can affect movement and pain which given the time pressures physios must be under is amazing. As we get older the need to maintain our movement is of value to individuals, their families and society - I feel it should be recognised and valued more and I am grateful for the care I am receiving, thank you
109	Firstly I would like to say that all the staff that I see during my appointments are brilliant, professional, kind, Friendly and very helpful. I saw my Physio via an NHS referral. My Physio is excellent and has not only helped me enormously with the condition I came with but has gone above and beyond by helping me with another problem that I had. She was fantastic at advising me and referring me to other help. She really listened to me and spent a lot of time trying to help. I am extremely grateful and would ( and do!!) recommend her to anyone else who needs to see a physio! I have also seen my Physio as a private patient who was equally fantastic and hugely helped me with my recovery from recent surgery and the problems I had with that. They are a real credit to the practice!
110	Always treated with care and kindness by all staff
111	My Physio remembered all my physical issues at my first appointment despite the fact that I hadn't seen her since 2020
112	My Physio was very knowledgeable and understood my situation. She always treated me really respectfully. She gave me hope when other practitioners didn't.
113	Excellent service, very professional. Very friendly staff.
114	My Physio is a brilliant physio -takes time to understand the issues and thorough in her treatment and after care advice
115	My Physio listened and worked on the area and gave me advice on what I should do in the future to maintain my back.
116	At my age I'm beginning to be a regular customer and I'm always happy to come back
117	Efficient, welcoming and calm service. I felt the physio was supportive, was willing to think round the problem and suggest a range of approaches.
118	I have attended the practice on many occasions ,over many years. I like continuity, with individuals where possible, assuming they are available. IE. The said physio of my choice. I have always been able to build up a rapport, which I truly believe is very important, with patient and professional relationships. I can say I have always been well treated by all members of staff , within the practice!.
119	Very pleased with the consultation and treatment
120	Everyone is very friendly & professional and treatment plans are carefully implemented for each individual's needs and ability.
121	I have complete confidence in my Physio and every time I have been to the clinic I have felt welcome and made to feel at ease.

## ID Responses

122	Good explanation of what was causing the problem verbally and using visual props. Treatment included physiotherapy ultrasound and exercises to be completed at home. Problem appears to be resolved currently.
123	Very happy with the whole procedure
124	I was very happy with the treatment I received, and I would be happy to use the practice again.
125	Great staff and effective treatment.
126	My Massage Therapist who gave me my very first massage was brilliant and very caring . She talked to me the whole time and explained what she was doing .
127	Consistent excellent quality of service in all departments week after week.
128	I have been very happy with my treatment.
129	I have, on all visits, been treated within a couple of minutes of appointment time.
130	I have always been treated very well and feel confident about my treatment.
131	The Physio was brilliant and so was the Receptionist and the Centre
132	Because you are very kind and helpful.
133	Ongoing very good service
134	Always been the best
135	Complete Confidence in the Support and Treatment I receive and the flexible approach to my varying needs.
136	My physio is a very accomplished professional. She thinks carefully about what programme will help me most. She is very supportive and sympathetic. Always cheerful, she makes me feel better after every session that I have with her.
137	Because it's true
138	People are friendly, My Physio is a good listener and I feel like she is really trying to help me
139	Very satisfied with my treatment

## 17. Please tell us about anything we could have done better

### ID Responses

1	Nothing.
2	Nothing at all. All the staff are always friendly and happy to help where they can from when you first arrive right up until leaving
3	Nothing everything works well This time I was an NHS patient but was given exactly the same consideration as if I were a private patient.
4	Can't think of anything.
5	I genuinely can't think of anything.
6	No need as my appointment was very professional at all times.
7	Not applicable
8	Have a personal booking in screen service as the receptionist was on the phone for a while as I arrived so I couldn't give her my name, so just had to take a seat.
9	Only more info on progress of self-referral timing.
10	Nothing!
11	Nothing - totally happy with the service (and very pleasant premises).
12	Nothing so far
13	No, there isn't anything. All good thank you!
14	My experience has been so positive I can only encourage you to keep up the good work you all do.
15	Nothing Thank you
16	I don't think there is anything more you could, the clinic is fantastic Please keep on doing what are doing brilliantly!
17	I was very happy with all aspects of the centre
18	Absolutely brilliant service, first time in 5 physios seen that I've had someone actually listen and help me. Whilst my problem hasn't been rectified yet, My Physio is doing everything she can to help and I have faith that she'll fix me. Remarkable service and would thoroughly recommended
19	Nothing everything in every visit has been more than accommodating
20	Provided fan in the consultation room.... It was very hot to be exercising !!!
21	Everything was done satisfactorily no changes needed
22	Phones often busy but understandable
23	more than happy with support

**ID    Responses**

24	Nothing. I have been very satisfied and already advertised it to friends.
25	I think the Physio offered is appropriate to a local Clinic
26	N/A
27	I know I'm one of very many needing operations; please sort out the NHS for us please!!
28	Bar a miracle cure for my lazy leg nothing that comes to mind
29	None
30	Treated me to lunch
31	Don't think there is.
32	Nothing thank you.
33	no
34	I don't really think anything more could have been done for an initial assessment & exercise plan
35	Can't think of anything. Perhaps a small discount if you pay for several sessions in advance?
36	I've been well, treated and listened to - nothing can be better !!
37	Can't think of any improvements
38	Nothing - all brilliant
39	Absolutely first class service already given.
40	Don't think so
41	Excellence difficult to improve on!
42	Nothing
43	Nothing thanks
44	Nothing thank you.
45	everything was fine
46	Nothing. Was seen quickly & when couldn't climb stairs comfortably was seen downstairs. Perfect.
47	Don't think so
48	Can't think of anything.
49	Sweets on Ashbourne reception again!!
50	Can't think of anything.
51	It was all good

**ID    Responses**

52	Thank you
53	Nothing that I can think of.
54	Nothing
55	Nothing. Keep up the good work
56	Nothing
57	No thank you. My Physio was very good.
58	Nothing
59	Difficult to get appointments when you need to see a physio with an urgent issue
60	Nothing, so far as I'm concern everything at the centre is running just fine.
61	Absolutely nothing
62	N/A
63	Nothing really, everything was great the way it was
64	You cannot do anything better you already do it all and Thank you very much
65	Nothing, very happy
66	Nothing
67	Nothing comes to mind, the problems I have had are ones of my own making.
68	No ideas. I have confidence that things are well resourced and presented. The medical advice has always been as good as Doctors or even better.
69	I would love to see a contact telephone number on the reminder and/ or confirmation emails for ease of changing appointments. Special mention to Tom on reception who I think is excellent front of house!
70	Only wish there were more appointments but they can only give appointments available and I understand that
71	Na
72	Never become complacent, keep up good communication and interaction with your patients, at every level of the practice. This is not always easy to do. However I've never had a bad experience!! KC
73	Nothing
74	Can't think of anything
75	Nothing
76	Nothing
77	There is always something, but at the moment I cannot think of what it is.

**ID    Responses**

78	Nothing really.
79	You done everything perfect, thank you
80	No improvements necessary
81	You do above and beyond

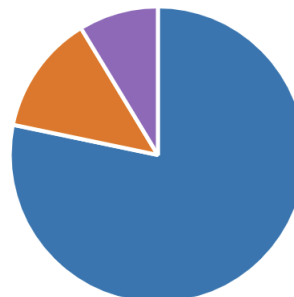




# Patient Survey - June 2023 (Massage)

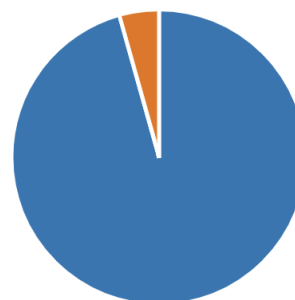
## 1. How easy is it to get through on the phone?

Very easy	18
Fairly easy	3
Not very easy	0
Not at all easy	0
Haven't tried	2



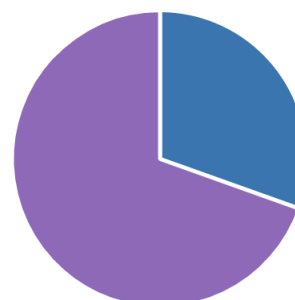
## 2. How helpful do you find the receptionists at our clinics?

Very helpful	22
Fairly helpful	1
Not very helpful	0
Not at all helpful	0
Don't know	0



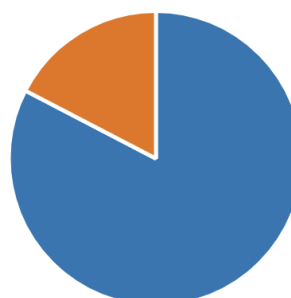
## 3. How easy is it to use our website to look for information?

Very easy	7
Fairly easy	0
Not very easy	0
Not at all easy	0
Haven't tried	16



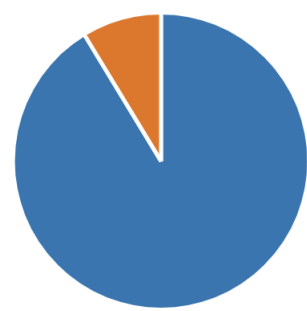
## 4. How satisfied are you with the appointment times that are available to you?

Very satisfied	19
Fairly satisfied	4
Neither satisfied nor dissatisfied	0
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?

Very good	21
Fairly good	2
Neither good nor poor	0
Fairly poor	0
Very poor	0



6.Please let us know the name of the Massage Therapist that you saw at your last appointment

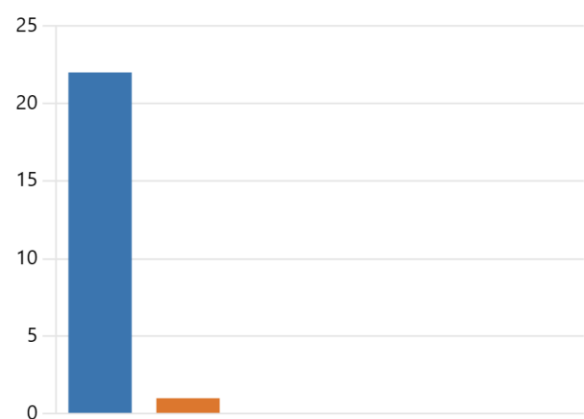
Tammy Fleming	15
Ruixue Chen	5
Hayley Sheard	2
Not sure	1



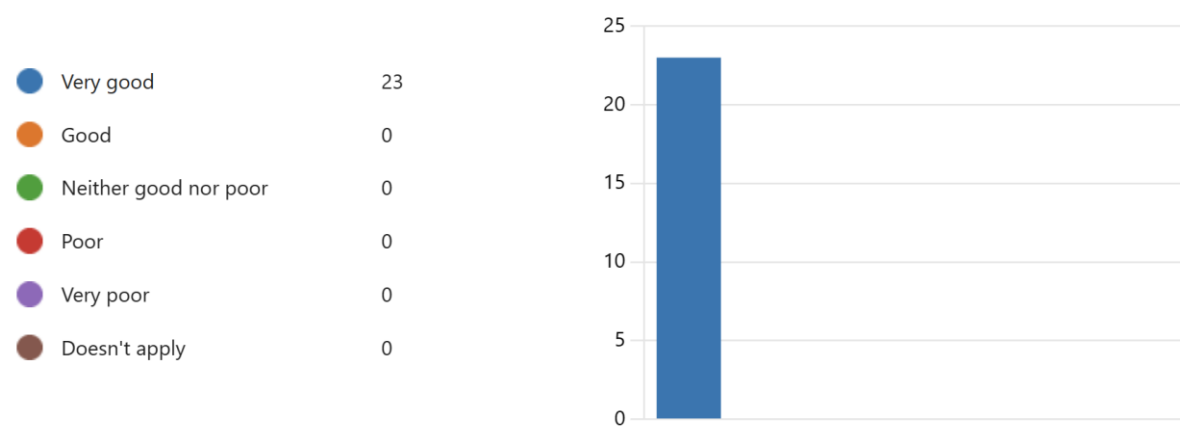
7.Last time you had an appointment at one of our centres, how good was the Therapist at each of the following:

Making you feel comfortable

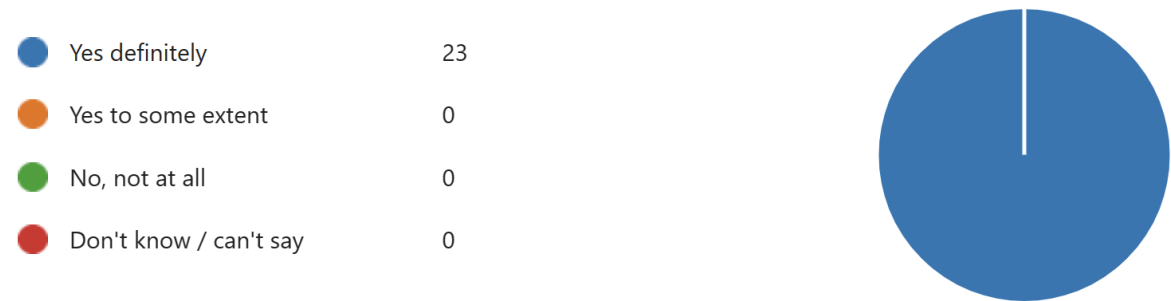
Very good	22
Good	1
Neither good nor poor	0
Poor	0
Very poor	0
Doesn't apply	0



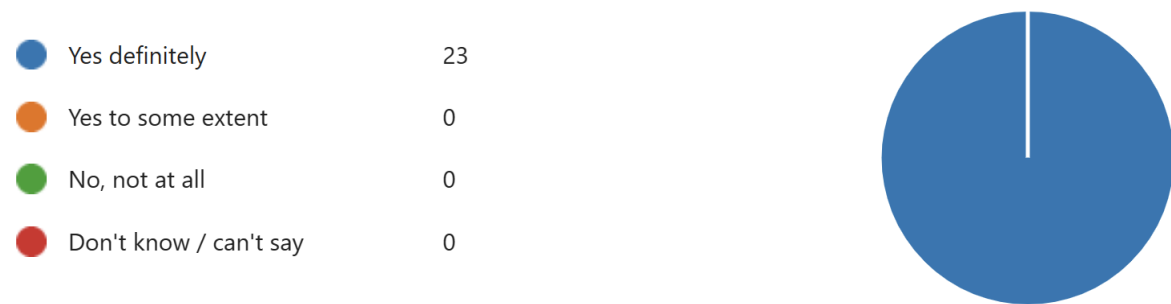
8.Treating you with care and concern



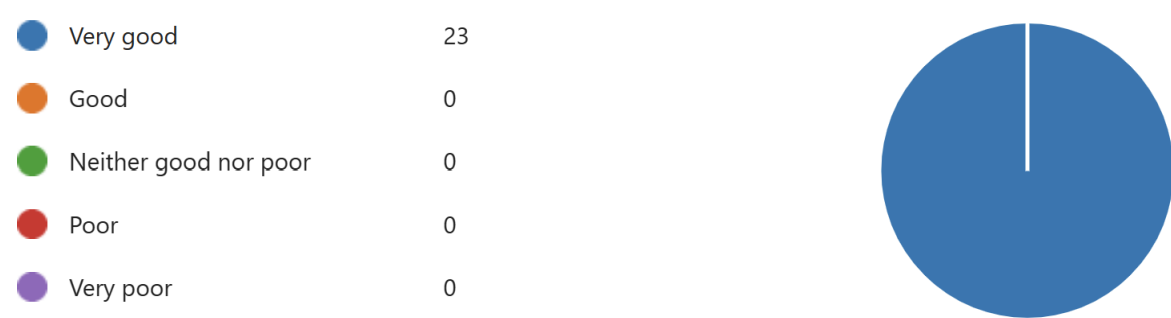
9.During your last appointment, did you have confidence and trust in the Therapist who you saw?



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



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



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

**ID    Responses**

1	Always excellent advice. I feel so much better after my appointment.
2	Came away feeling relaxed and happy with the treatment
3	I have been coming for a number of years and have never had a poor experience.
4	My Massage Therapist is excellent - very experienced and provides great treatment.
5	My Massage Therapist is excellent her joint physio and massage knowledge allows her to deal with my issues that only one other masseur has ever managed in over 15 years. Reception are also excellent
6	Have always had a good experience with both Ashbourne and Hilton. Great staff, always helpful and my Massage Therapist has been amazing from the very first time I saw her - would not change to anyone else.
7	I am a regular customer and it's always a pleasure attending my appointments. Reception Staff are always very friendly and my Massage Therapist is excellent.
8	I felt that therapist understood my needs.
9	Whole experience and treatment is great.
10	I always feel welcomed and cared for. Lovely staff. Easy clinic for me to attend.
11	My Massage Therapist was excellent. My problem isn't solvable but she had a good go!
12	I have always been very happy with the service you give
13	I come once a month to see my Massage Therapist. It's invaluable and keeps me running. Thank You all .
14	She is friendly and very good at her job. Feel refreshed after every massage
15	My Massage Therapist is an amazing therapist. Her treatments are always focused on exactly which part of my back hurts the most as I have sciatica and shoulder issues. And we get on very well. And her treatments work!
16	Care and concern for my future wellbeing was uppermost in my therapist's approach
17	I have been seeing my Massage Therapist regularly, she helps me and I feel confident to see her.
18	Completely satisfied with my visits.

### 13. Please tell us about anything we could have done better

ID	Responses
1	N/a
2	All very satisfactory
3	Don't have the air-conditioning so cold where people have to take their clothes off!
4	Nothing! Great service, professional yet friendly at all times. My Massage Therapist has been the very best therapist I have met and there have been a few!
5	Always works well for me so can't think of any improvements.
6	Very happy with everything as it is
7	Nothing your perfect
8	I am entirely satisfied.
9	Nothing
10	I find the clinic very satisfactory in every way.
11	Nothing

### Results of Patient Satisfaction Survey July 2023 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 12<sup>th</sup> and 19<sup>th</sup> July and contacted every patient who attended our clinics over this 2 week period.

617 surveys were sent out either electronically (if we had an email available) or paper copies (for those without email). 174 physio surveys were returned of which 12 were paper replies. 23 massage surveys were returned – all online. Overall this was a 32% return rate – a little down on previous surveys.

The results are outlined in the report above and we are delighted with the responses from our patients over all aspects of care from each area of our service.

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

Nothing was scored negatively and there were no negative comments to address from this survey, although there were a few comments in what we could improve that we will continue to monitor and take forwards:

- Busyness of our phone line is something that we do endeavour to keep to a minimum. We have brought in IT measures that mean that the phone can be answered from either clinic and we can take email inquiries as well. We feel it is vital that reception is manned at all times the clinic is open and pride ourselves on returning calls if messages are left or if someone requests a call back. However, we are aware of how frustrating it can be if you can't get through and continue to do what we can to avoid this.
- Contact telephone number on the reminder email – this has already been addressed and rectified.
- Our therapists have heaters, fans and in some cases air conditioning in place and we need to be always aware of patient comfort to temperature in treatment rooms, making adjustments where-ever possible.
- We are constantly striving to manage diaries so that appointments are available as/when required especially for urgent cases and do recognise that we don't get this right 100% of the time – we continue to look for ways of improving this without wasting physio time.
- In a world where the impersonal is becoming the norm, we want to keep our reception area as welcoming and 'human' as possible. There are ways that reception can inform your therapist of your arrival even when they are dealing with other customers or on the phone so we do not have plans to bring in a screen for booking in.
- Discount for multiple sessions and sweets at reception are a couple of points that continue to be up for discussion.
- We do not intend to become complacent as patient satisfaction is at the core of what we do and why we do it.

We would like to thank everyone who contributed to our survey and for considering where improvements can be made - treating patients to lunch and sorting out the NHS generally may be a stretch too far but always worth an ask!

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  
16<sup>th</sup> July 2023