

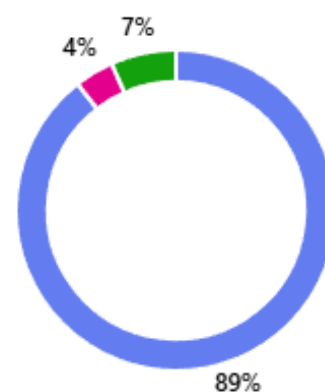


Patient Experience Survey – October 2025 (Physiotherapy)

Results

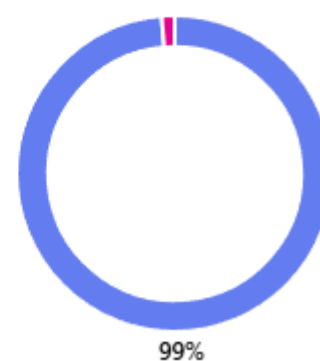
1. How easy is it to get through on the phone?

● Very easy	68
● Fairly easy	3
● Not very easy	0
● Not at all easy	0
● Haven't tried	5



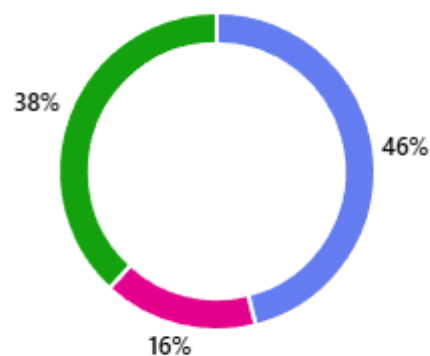
2. How helpful do you find the receptionists at our clinics?

● Very helpful	75
● 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	35
Fairly easy	12
Not very easy	0
Not at all easy	0
Haven't tried	29



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

Very satisfied	71
Fairly satisfied	5
Neither satisfied nor dissatisfied	0
Fairly dissatisfied	0
I'm not sure when I can get an appointment	0



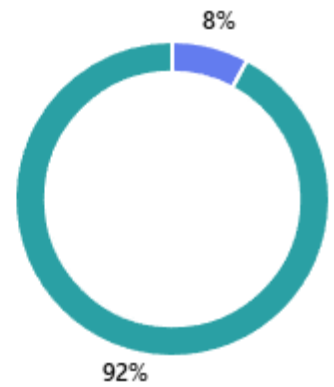
5. Overall, how would you describe your experience of making an appointment?

Very good	73
Fairly good	2
Neither good nor poor	1
Fairly poor	0
Very poor	0



6. Was your last appointment:

● Via phone	6
● Via video link (eg Zoom)	0
● In person	70



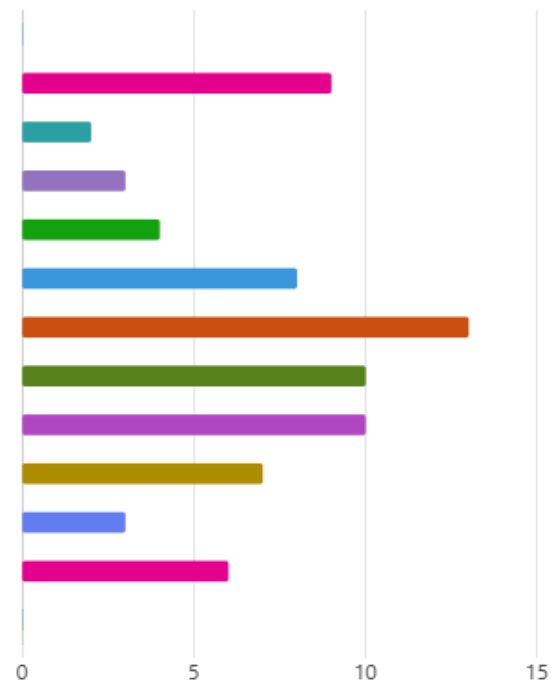
7. How was your last appointment funded?

● Self-funded	35
● Via Medical Insurance (eg AXA)	0
● NHS funded via GP referral	40
● Funded by employer	1



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

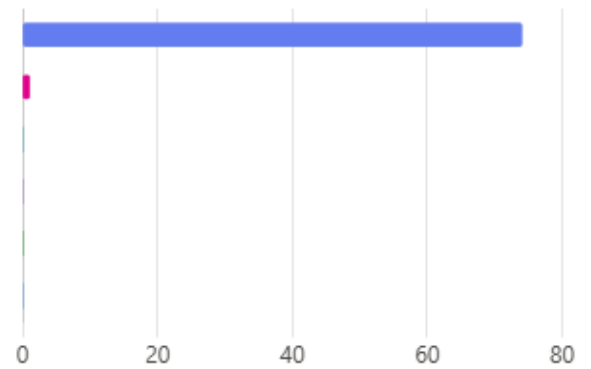
● Gemma Adams	0
● Mark Breitschadel	9
● Gillian Campbell	2
● Dominic Edwards	3
● Elizabeth Griggs	4
● Charlotte King	8
● Lucy Langford	13
● Lisa Lees	10
● Anna Schratz	10
● Lorna Short	7
● Ania Williamson	3
● Tammy Fleming	6
● Not sure	0



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

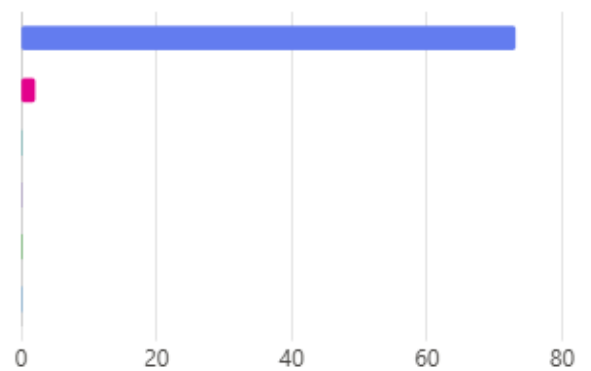
Giving you enough time

Very good	74
Good	1
Neither good nor poor	0
Poor	0
Very poor	0
Doesn't apply	0



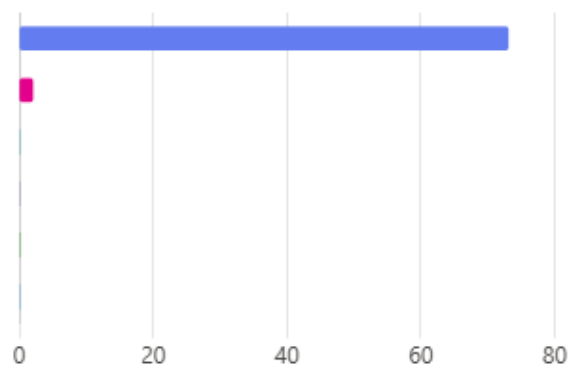
10. **Listening to you**

Very good	73
Good	2
Neither good nor poor	0
Poor	0
Very poor	0
Doesn't apply	0



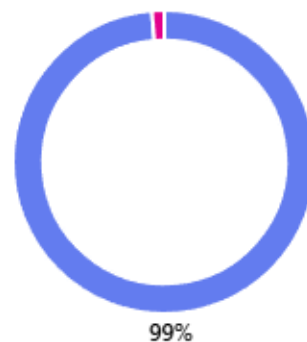
11. **Treating you with care and concern**

Very good	73
Good	2
Neither good nor poor	0
Poor	0
Very poor	0
Doesn't apply	0



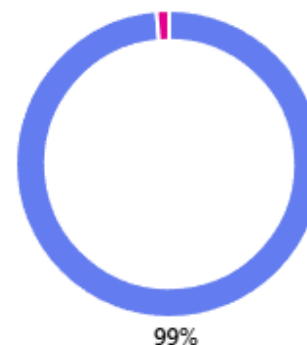
12. **During your last appointment, were you involved as much as you wanted to be in decisions about your care and treatment?**

● Yes definitely	75
● Yes to some extent	1
● 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?**

● Yes definitely	75
● Yes to some extent	1
● No, not at all	0
● Don't know / can't say	0



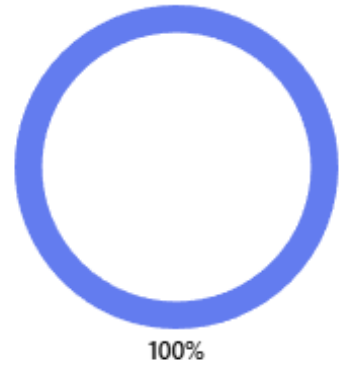
14. **Thinking about the reason for your last appointment, were your needs met?**

● Yes definitely	70
● Yes to some extent	6
● No, not at all	0
● Don't know / can't say	0



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

● Very good	76
● Good	0
● Neither good nor poor	0
● 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.
61 responses

ID	Name	Responses
1	anonymous	Mark was brilliant! Really knowledgeable and reassuring and discussed in detail my next steps and treatment plan to support me getting over my knee injury.
2	anonymous	Anna is lovely and listened to my issues and put a good plan in place
3	anonymous	Always very good service
4	anonymous	Tammy was very patient and thorough. She has explained everything clearly and looked to the long-term improvement of my condition.
5	anonymous	Anna listened and was so kind I knew she was the lady I wanted to see and felt very confident after one session that she may be able to get to the bottom of my problem. She showed such kindness
6	anonymous	Anna is very good at job, she understands my needs, she's very friendly and she's made my life so much easier by helping with my neck pain
7	anonymous	Very happy with physiotherapy I received. Listened and asked the right questions and good advice given. Excellent service
8	anonymous	I have had physiotherapy in the past and most appointments were rushed, and the therapist didn't listen. It was a very poor experience and to be honest I wasn't looking forward to more physio, but I can honestly say it's been a great experience, and the advice and support are second to none. Thank you so much Lucy.
9	anonymous	Anna is just brilliant, very kind, supportive and encouraging, takes the time to fully explain the exercises and stretches and her massages are amazing!

ID	Name	Responses
10	anonymous	because overall treatment and advice was good the problem had abated to just a niggle though the next day twisting painting a cabinet started it off again but after a day it eased again
11	anonymous	Lucy is awesome!! Always takes the time to review and pinpoint exactly what part of my crooked torso needs a pummelling. Sense of humour whilst torturing me is fab!!
12	anonymous	I've found everything about my treatment and care excellent.
13	anonymous	having been with Mark for quite a few years I am very comfortable in all his has done for me
14	anonymous	I have been a patient of Lucy's now for more than 5 years. Suffering with osteoarthritis in both shoulders has been challenging especially with the lack of realistic and effective support and management from the NHS. But Lucy's treatment, advice and support has been a major factor in my ability to remain mobile, continue to work and care for an elderly parent. She's the best medicine I've "taken" since diagnosis. I would also give a positive mention your reception team at Ashbourne. They are tremendously helpful and very welcoming.
15	anonymous	The whole experience was very positive; my nervousness prior to making the appointment was totally dispelled by the care, friendliness and professionalism of the staff, especially Lucy
16	anonymous	My experience at the centre is always first class and the physiotherapists are excellent and very knowledgeable. Working together I have not worried as I trust them completely.
17	anonymous	Understood the problem and how it impacts my fitness program.
18	anonymous	Charlotte understands all I need. She is exactly on time for appointments with me and one of the nicest people to meet. The centre is very well organised with good people.
19	anonymous	I've been coming regularly for physio for several years, staff always very helpful and Lisa is amazing
20	anonymous	My experience has been positive. Treatment received has relieved my pain.
21	anonymous	Excellent service and appreciated the time and patience of the physiotherapist
22	anonymous	The reason for my discomfort has not quite been identified, as there can be many explanations. However, Charlotte has been extremely helpful with both treatment and advice moving forward. At the moment it is ongoing.
23	anonymous	Consistently excellent treatment, care and conversation!
24	anonymous	All aspects of the practice is run in a professional friendly manner. I would recommend the practice to anyone needing treatment.

ID	Name	Responses
25	anonymous	Lisa is fantastic, she always explains everything thoroughly and having hands on treatment is an absolute life saver. I'm very grateful for all Lisa's help with my painful conditions.
26	anonymous	I have always felt listened to and feel so lucky for the exceptional care I have received over the years by Lorna. It makes such a difference for someone to listen to you and who can help me with my 'difficult' body. It genuinely makes a huge difference to how I can go about my day-to-day life.....and your 5 minutes away. Thank you for the superb service that everyone at Hilton provides
27	anonymous	I was impressed from the first appointment I had with Tammy, she listened and understood what needed to be done to treat me
28	anonymous	I have a chronic condition that is being managed rather than cured. Physiotherapy is definitely helping me stay active, mobile and able to work.
29	anonymous	Diane makes you feel so welcome when you arrive and Lucy provides the best possible treatment with realistic encouragement with enthusiastic warmth and care.
30	anonymous	Both Reception and Physiotherapy staff were very professional, helpful and made me feel at ease about my appointment. Mark is very knowledgeable and clearly explained about my problem and what I should do to start to address this. I was involved in decision making throughout and we jointly agreed a treatment plan going forward. Thank you very much - an excellent experience!
31	anonymous	Every meeting with Mark was focussed on my needs and ultimate aims whilst also being fully collaborative and enjoyable. Thanks!
32	anonymous	Charlotte listens to me, and her advice is really good, and I always listen to her advice regarding treatment. I have nothing but respect for you all. The clinic is tidy and friendly, and all staff are respectful.
33	anonymous	The service you provide is 2nd to none. I am greatly impressed with the professionalism of all your staff
34	anonymous	I have no concerns at all. Excellent.
35	anonymous	Brilliant in help and treatment was amazing. Went above and beyond in help and treatment.
36	anonymous	I have suffered with severe upper and lower right leg problems for some months and following very professional care in the last few weeks the pains have significantly reduced enabling me to walk and climb stairs properly again and to undertake the suggested exercise regime.
37	anonymous	Anna was very understanding of my situation and very easy to talk too, I was completely relaxed and felt comfortable talking about my health problems with her. I would recommend her to anyone who needs her expertise and looking forward to my next visit

ID	Name	Responses
38	anonymous	It's a pleasure though in pain to come and get problems sorted. Always gives me a lift
39	anonymous	Tammy was very professional and attentive in every way and provided me with excellent service and helped immensely with my recovery.
40	anonymous	Staff are always friendly; Tammy is a great help understanding and very caring person
41	anonymous	Anna put me at ease straight away. Anna explained how my injury occurred and how my knee worked. In detail she explained how the exercises would help my condition.
42	anonymous	Made to feel at ease and allayed my concerns making me feel confident that I could make my knee feel better
43	anonymous	After months of being "fobbed off" by various health care providers, I felt Lisa was different. Unlike some others who seemed to be only "box ticking", Lisa gave me the impression of really wanting to help me get better again. She asked some good questions and listened carefully to my answers. I was confident she'd got the correct diagnosis and suitable exercises.
44	anonymous	All as above
45	anonymous	No complaints
46	anonymous	Excellent service
47	anonymous	I have used Ashbourne Physiotherapy for several years to help me manage my back. I always use the same therapist to give me continuity. Elizabeth understands how my back reacts & enables me through her treatment to continue to manage it at home. Staff are friendly and professional.
48	anonymous	This is becoming boring
49	anonymous	The staff are great, easy going and you can have a chat with the staff while you wait if they are not busy.... Toilet facilities water very happy all round even had advise on meditation/ mindfulness on my last visit as I had been very tense.
50	anonymous	Patient, listens, thorough and the treatment was as always from Gillian very effective giving me tools to use myself at home
51	anonymous	All staff are friendly and helpful.
52	anonymous	Lucy is amazing, very knowledgeable. And I trust her with her decisions
53	anonymous	It is always a pleasant experience attending the Ashbourne centre.
54	anonymous	My issue was diagnosed and a course of action identified.

ID	Name	Responses
55	anonymous	Been attending sessions for an ongoing shoulder/back problem and the treatment/care from the physio Lisa, has been exceptional throughout this time. Receptionist has also been very helpful, even when requesting I move the appointment earlier occasionally based on others cancelling, as my appointment is usually late on a Thursday.
56	anonymous	I've been listened to and they try their best to help you
57	anonymous	I have used the practice for several years with various problems. I have always been set back onto the track of recovery and never been pushed into needless appointments.
58	anonymous	I have known Lucy since I had my TBI in October 2016. We first came into contact through the NHS as it was identified that I needed a Neuro Physiotherapist to assist and aid my recovery. Subsequently I have followed her as she moved from NHS into private work. Lucy and the work she undertakes has been pivotal in maintaining my ability to function on a day-to-day basis. Quite frankly she is the only person outside of the medics that I came into contact during my rehabilitation that totally understands and has the knowledge to deal with my condition as it is very complex. I have said to Lucy that she is without doubt " my little nugget of gold with regard to helping me maintain a normal life". Lucy listens and involves me in all decisions that pertain to my managing my permanent condition. She is without doubt a treasure. She is a keeper for definite.
59	anonymous	All staff are very friendly and helpful. The clinic is nearby so I find it very easy to attend. Appointments are always convenient.
60	anonymous	Lorna asked a number of questions and listened to my explanations and answers recording our conversations relevant points on the computer. She re-visited her notes from my previous first appointment. Treatment was considered and explained as undertook it. I feel confident we will get a good result to the issue
61	anonymous	Felt very welcome from the moment I walked through the door. That always helps to lift one's spirits. Physio was as always very knowledgeable & knew exactly what to do to help me, she always does & she is my lifeline. She understands Marfan Syndrome well. After the appointment she emailed me specific tailor-made exercise program, which I find very helpful indeed. And knowing that, if I have any queries about the exercises that I just need to email her is a real blessing.

17.

Please tell us about anything we could have done better

36 responses **36** Responses

ID	Name	Responses
1	anonymous	The wait time as an NHS referral has been nearly 6 months which has been challenging and allowed the condition to worsen.
2	anonymous	I cannot think of anything I felt very happy

ID	Name	Responses
3	anonymous	Seen me sooner but on reflection you seem very busy, so it was worth the wait.
4	anonymous	Absolutely nothing!
5	anonymous	would have been better to have seen a physio when the pain was first had and I was in really bad pain for a long time, by the time I came it was much better and I feel because of this you couldn't really appreciate how bad it was- but this wasn't really you fault due to how busy you were.
6	anonymous	Only fault is length of waiting time after GP referral. need to save up so I can do private!
7	anonymous	I can't think of anything.
8	anonymous	unsure how to reply
9	anonymous	Nothing to add, thanks.
10	anonymous	Nothing!
11	anonymous	Nothing.
12	anonymous	Had to wait 26weeks for NHS appointment.
13	anonymous	Nothing
14	anonymous	Nothing !!
15	anonymous	More sessions but that's funding issue.
16	anonymous	N/a
17	anonymous	Nothing!
18	anonymous	I was very happy with my experience at Hilton Physiotherapy Clinic.
19	anonymous	N/A
20	anonymous	Nothing, everything is fine
21	anonymous	Nothing keep up your good work.
22	anonymous	The only concern I had is with Hilton Physiotherapy's control and relates to the lengthy NHS referral time whilst I was getting progressively worse, however you kindly got an appointment for me due to a cancellation, and I was very grateful for that.
23	anonymous	Everything is fine I can't see any areas that need improvement
24	anonymous	No, it's all perfect, I haven't finished treatment yet
25	anonymous	None

ID	Name	Responses
26	anonymous	Nothing. The whole experience was pleasant and beneficial.
27	anonymous	My treatment at all times was professional and understanding and successful. I am now mobile again. Thank you, Charlotte.
28	anonymous	Nothing springs to mind
29	anonymous	Keep doing what you are doing
30	anonymous	I can't think of anything myself
31	anonymous	No mention of Racha
32	anonymous	N/a
33	anonymous	I feel the increase in costs recently have been rather large in proportion to rises of wages. 7% rise in costs at the last increase on the back of previous rises of over 3% in multiple previous years. I realise this isn't a concern for those that get funded through NHS, or those where the employer pays, but the rise hits more for those self-funded and with many other financial commitments (wife and 4 kids and sole earner for the family in my case).
34	anonymous	None other than just keep Lucy. Thankyou.
35	anonymous	Nothing really
36	anonymous	There was nothing. You are all doing a fine job.

Patient Survey Summary

The survey results show exceptionally high levels of patient satisfaction and positive experiences:

- Nearly all respondents rated their physiotherapist and overall centre experience as 'Very good', with over 95% expressing full confidence and trust in their physiotherapist and feeling their needs were definitely met.
- Appointment accessibility and staff helpfulness are strong points: over 92% were very satisfied with appointment times, and almost all found receptionists very helpful. Most found it very easy to get through on the phone, though a notable portion had not tried using the website for information.
- The majority of appointments were NHS-funded (55%), with self-funded patients making up 43%.

Overall, the aggregated responses indicate a consistently positive patient experience, with very few negative or neutral ratings across all key service aspects.

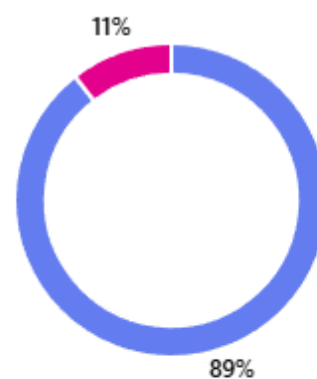


Patient Experience Survey – Massage Services (October 2025)

Results

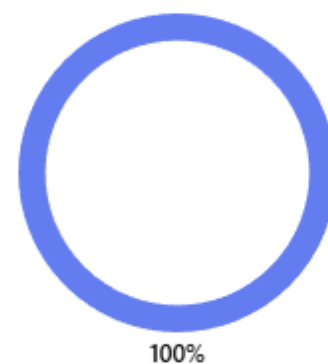
1. How easy is it to get through on the phone?

● Very easy	17
● Fairly easy	2
● Not very easy	0
● Not at all easy	0
● Haven't tried	0



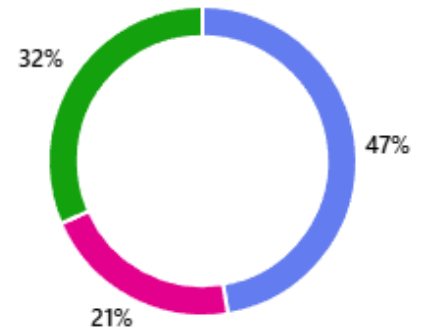
2. How helpful do you find the receptionists at our clinics?

● Very helpful	19
● Fairly helpful	0
● Not very helpful	0
● Not at all helpful	0
● Don't know	0



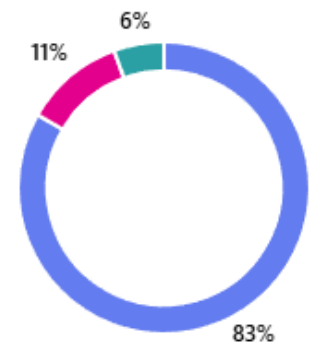
3. How easy is it to use our website to look for information?

Very easy	9
Fairly easy	4
Not very easy	0
Not at all easy	0
Haven't tried	6



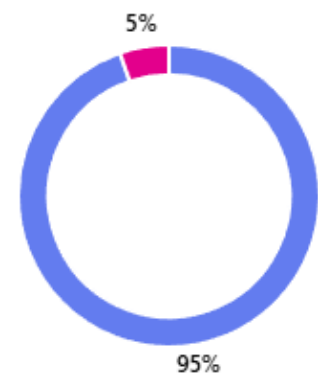
4. How satisfied are you with the appointment times that are available to you?

Very satisfied	15
Fairly satisfied	2
Neither satisfied nor dissatisfied	1
Fairly dissatisfied	0
I'm not sure when I can get an appointment	0



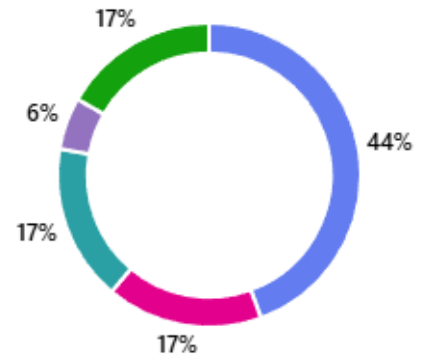
5. Overall, how would you describe your experience of making an appointment?

Very good	18
Fairly good	1
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

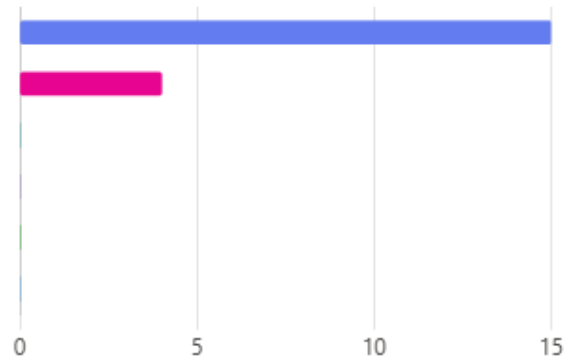
● Tammy Fleming	8
● Ruixue Chen	3
● Hayley Sheard	3
● Nicky Brown	1
● Not sure	3



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

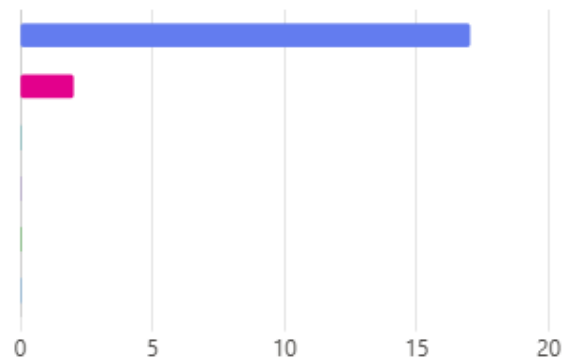
Making you feel comfortable

● Very good	15
● Good	4
● Neither good nor poor	0
● Poor	0
● Very poor	0
● Doesn't apply	0



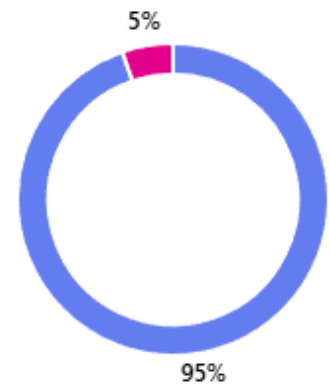
8. Treating you with care and concern

● Very good	17
● Good	2
● Neither good nor poor	0
● Poor	0
● Very poor	0
● Doesn't apply	0



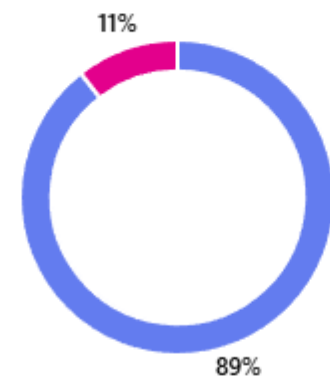
9. **During your last appointment, did you have confidence and trust in the Therapist who you saw?**

● Yes definitely	18
● Yes to some extent	1
● No, not at all	0
● Don't know / can't say	0



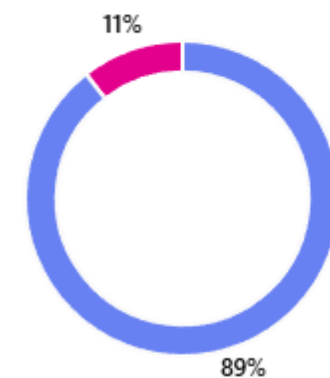
10. **Thinking about the reason for your last appointment, were your needs met?**

● Yes definitely	17
● Yes to some extent	2
● No, not at all	0
● Don't know / can't say	0



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

● Very good	17
● Good	2
● Neither good nor poor	0
● Poor	0
● Very poor	0



12.

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

ID	Name	Responses
1	anonymous	RUIXUE IS BRILLIANT. THANK YOU.
2	anonymous	Always on time and always friendly at reception and great massage.
3	anonymous	Ruixue is a terrific therapist and always improves the issues I have. Reception staff are great too. 😊
4	anonymous	As always, I found my time at the clinic friendly, efficient and excellent treatment.
5	anonymous	I have been seeing Tammy for a number of years regularly, she always reviews and treats my concerns thoroughly and with knowledge
6	anonymous	Have been before and seen Hayley and always very pleased.
7	anonymous	The staff are polite, friendly and your made to feel welcome, the treatment rooms are clean, and it makes you relax for your treatment. Very professional therapist.
8	anonymous	Tammy is almost always on time (very little waiting time) and is clearly very knowledgeable. She always checks to see if there are any wider problems before continuing with the massage.
9	anonymous	Excellent treatment - kind and friendly too
10	anonymous	It was the first time I had ever had a massage and I was made to feel comfortable and relaxed, the treatment was a little painful at first but then it needed to be to resolve the muscle problems in my back and neck The relief I felt after a few days was a lot better and I will be coming back
11	anonymous	The service offered by the team at Ashbourne is exemplary, from the reception team, especially Tom, through to Hayley and physios Charlotte and Gill. The massage and physio treatments have helped me stay fit and strong.
12	anonymous	Staff are friendly & professional. Hayley's massages help me manage my back between physio sessions.
13	anonymous	I always feel that the treatment I get is directed at my particular need. The ambience created by Tammy is also personalised. She remembers conversations with both me and my wife, Jean.
14	anonymous	Physiotherapist was very good and helpful.
15	anonymous	Staff always very friendly and helpful. Clinic close by so very convenient to get to. Good choice of appointments. Therapists very skilled

13.

Please tell us about anything we could have done better
9 responses

ID	Name	Responses
1	anonymous	NOTHING
2	anonymous	Keep up the good work!
3	anonymous	Really can't think of anything.
4	anonymous	Everything done very well
5	anonymous	Continue doing what you're doing.
6	anonymous	Everything is great.
7	anonymous	Everything was fine
8	anonymous	Loyalty card for regular customers - not a free treatment but 5-10% off every 10th treatment 😊 perhaps
9	anonymous	None

Patient Survey Summary

- The vast majority of respondents rated their therapist and overall centre experience as 'Very good', with nearly all expressing full confidence and trust in their therapist.
- Most found booking and phone access 'Very easy', and all rated the receptionists as 'Very helpful', indicating a seamless administrative experience.
- Open-ended feedback was overwhelmingly positive, and only minor suggestions for improvement, such as a loyalty card or maintaining current standards.