

Patient Satisfaction Survey Results - Inpatient

Therapy Services Comment Card - Physiotherapy – September 2015

Sheet Number	What was your overall impression of the service you received?	Did you understand what they said to you about your condition and how it was going to be managed?	What did you like best about the service?	What could we improve?	Any other comments?
1.	Good	Yes	Staff very friendly, patient and listened	Happy with prompt service	
2.	Excellent	Yes, very well	Clearly informed, friendly staff		
3. (Leg Class)	Good +	Yes	Understanding of personal limitations and situations	?	
4.	Fantastic, a vast improvement over 10 years	N/A	Friendly, explained everything	Surroundings need bringing into the 21st century in line with the service	
5. (WH)	Excellent	Raquel explained everything fully and professionally	On time, Raquel friendly, professional and encouraging	No improvements	Thank you
6.	Very good	Yes	Clear explanation, friendly approach	Nothing	
7.	Very good, well organised	Yes, well explained	Group participation and the different exercises	Nothing to hand	
8.	Excellent	Yes	Explained everything, kind	Nothing	
9.	Very good	Yes	Everything	I think it covers everything	
10.	Good	Yes	Caring people	You need chairs with arms	
11.	Very good	Yes	Getting better each week		
12.	Very good and helped greatly	Yes explained well	The service altogether was very good	My back movement a lot	
13.	Excellent got me back walking	Yes	Friendly people	Not a lot. All good	

14.	Good	Yes	Friendly approach	Keep it up!	
15.	Excellent care enabling me to gain full movement	Yes	One to one training and weekly program	Nothing	
16.	Very good	Yes	Very competent and friendly	Nil	
17.	It was good. Got a lot of help and assistance. Has improved my back pain	Yes	Everyone was very friendly and very helpful. Was made fun as well.		