



Client Satisfaction October 2014-June 2015

All clients are sent anonymous satisfaction questionnaires 3-6 months after their last therapy session. From October 2014-June, 2015, 26 people were asked to complete the questionnaire and 31% responded:

- **100% felt involved in making choices about their treatment and care** (63% felt this at all times and 37% felt this most of the time).
- **100% were satisfied to very satisfied with the clinic building and amenities** (63% were very satisfied and 37% were satisfied).
- **100% were satisfied to very satisfied with the wait for their first appointment** (50% were very satisfied and 50% were satisfied).
- 88% felt that the service offered was of good value with **only one person feeling it was not.**
- 88% were satisfied to very satisfied with the type of treatment they received (50% were very satisfied, 38% were satisfied and **only one person had mixed feelings**).
- 85% were satisfied to very satisfied with the therapy they received (63% were very satisfied, 25% were satisfied and **only one person had mixed feelings**).
- **76% would recommend the service to a friend** (38% would definitely recommend the service to a friend, 38% responded "yes i think so" and two people responded "no I don't think so").