

Patient Survey 2001

17/03/2001

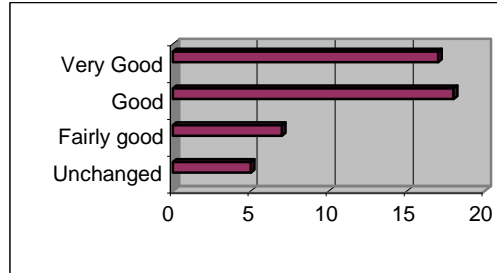
102 Surveys sent Collated over 2 months

50 Sample 54 Returned, 1 very late, 1 not completed, 50% Response

Question Satisfaction Level

1 What Progress...under treatment

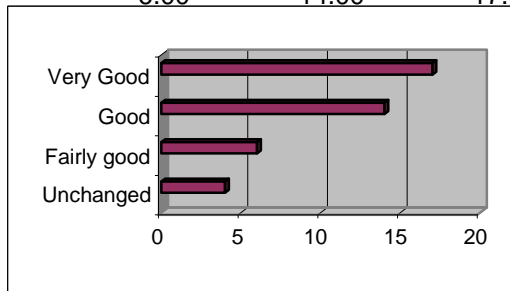
Satisfaction Level	Number in Sample
Unchanged	5.00
Fairly good	7.00
Good	18.00
Very Good	17.00



Satisfaction Level	Number in Group (N)	Midway Point (P)	(N)*(P)	Last Survey	% +/-
1.00	5.00	1.50	7.50		
2.00	7.00	2.50	17.50		
3.00	17.00	3.50	59.50		
4.00	18.00	4.50	81.00		
5.00	0.00				
	47.00		165.50		
		Mean (Scale 1-4)	3.52	3.78	-6.84%

Satisfaction Level	1	2	3	4	Total
Unchanged	4.00	6.00	14.00	17.00	41.00

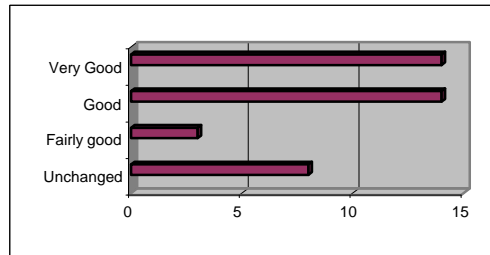
Satisfaction Level	Number in Sample
Unchanged	4.00
Fairly good	6.00
Good	14.00
Very Good	17.00



Satisfaction Level	Number in Group (N)	Midway Point (P)	(N)*(P)	Last Survey	% +/-
1.00	4.00	1.50	6.00		
2.00	6.00	2.50	15.00		
3.00	14.00	3.50	49.00		
4.00	17.00	4.50	76.50		
5.00	0.00				
	<u>41.00</u>		<u>146.50</u>		
Mean (Scale 1-4)			3.57	3.5	2.09%

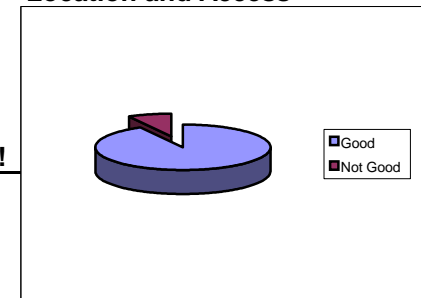
Satisfaction Level	1	2	3	4	
	Unchanged	Fairly good	Good	Very Good	
3 What Progress...after 6/12	8.00	3.00	15.00	14.00	40.00

Unchanged	8.00
Fairly good	3.00
Good	14.00
Very Good	14.00
	39.00



Satisfaction Level	Number in Group (N)	Midway Point (P)	(N)*(P)	Last Survey	% +/-
1.00	2.00	1.50	3.00	N/A	
2.00	9.00	2.50	22.50		
3.00	15.00	3.50	52.50		
4.00	14.00	4.50	63.00		
5.00	0.00				
	<u>40.00</u>		<u>141.00</u>		
Mean (Scale 1-4)			3.53	0 #DIV/0!	

Location and Access

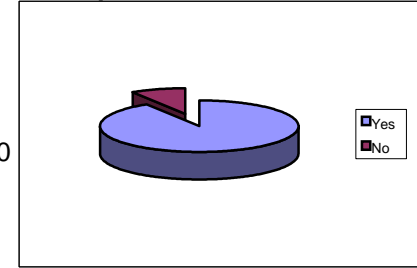


4 Location and Access	Good	Not Good	Last Survey	% +/-
	46.00	4.00		
	92.00%	8.00%	92/8	0.00

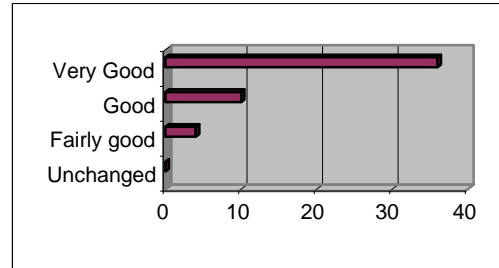
	Yes	No	Last Survey	% +/-
5 Osteopath of choice	41.00	4.00		
	82.00%	8.00% (96/4)		-3.28

Satisfaction Level	1	2	3	4	
	Unsatisfactory	Satisfactory	ry Satisfactory	Excellent	
6 Standard of care	0.00	2.00	17.00	27.00	46.00

Osteopath of choice



Unchanged	0.00
Fairly good	4.00
Good	10.00
Very Good	36.00

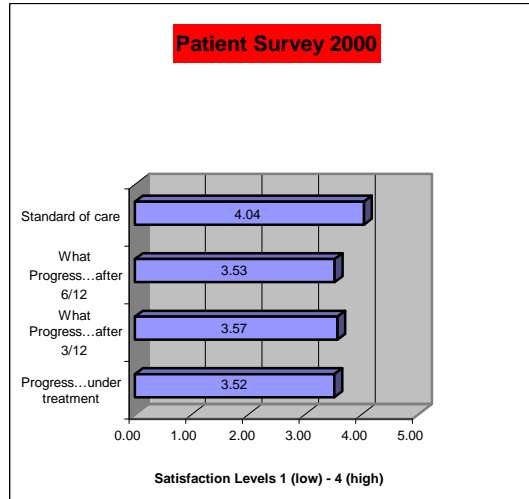
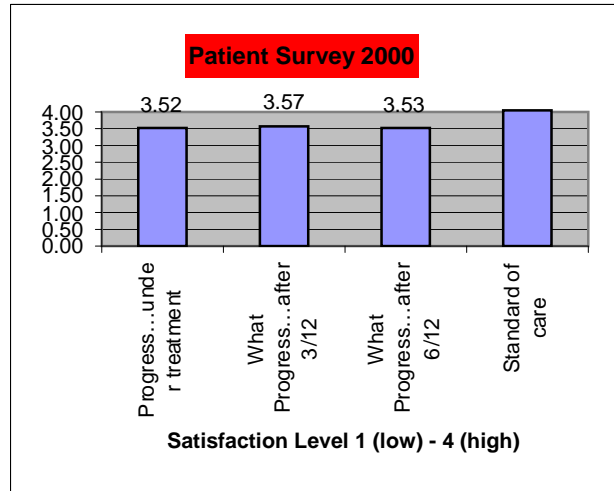


Satisfaction Level	Number in Group (N)	Midway Point (P)	(N)*(P)	Last Survey	% +/-
1.00	0.00	1.50	0.00	N/A	
2.00	2.00	2.50	5.00		
3.00	17.00	3.50	59.50		
4.00	27.00	4.50	121.50		
5.00	0.00				
	<u>46.00</u>		<u>186.00</u>		
		Mean (Scale 1-4)	4.04	4.17	-3.03%

Summary Table

Progress...under treatment	3.52
What Progress...after 3/12	3.57
What Progress...after 6/12	3.53 N/A
Standard of care	4.04

% +/-	-6.84%
	2.09%
#DIV/0!	
	-3.03%



Previous Surveys

Summary Table

	1999	2000	2001	2002
Progress...under treatment	3.59	3.78	3.52	3.65
What Progress...after 3/12	3.48	3.50	3.57	3.38
What Progress...after 6/12	3.53	3.53	3.53	3.32
Standard of care	3.93	4.17	4.04	4.00

