

Patient Survey 2003

06-Mar-02

106 Surveys sent 8/4/03 Collated over 2 months

No. in total Sample 39 39 Ret'd, 1 not completed, 4 moved away, 37% Response

Non PHI Patients 16 2 Returned/completed forms anonymised

PHI Patients 26 6 Returned/completed forms anonymised

Question	Satisfaction Level	1	2	3	4	Total
Non PHI Patients	Unchanged	Fairly good	Good	Very Good		
1	What Progress...under treatment	1.00	4.00	5.00	11.00	14.00
	Satisfaction Level	Number in Group (N)	Midway Point (P)	(N)*(P)	Last Survey	% +/-
	1.00	4.00	1.50	6.00		
	2.00	5.00	2.50	12.50		
	3.00	11.00	3.50	38.50		
	4.00	14.00	4.50	63.00		
	5.00	0.00				
		34.00		120.00		
			Mean (Scale 1-4)	3.53	3.78	-6.63%
	Satisfaction Level	1	2	3	4	
	Non PHI Patients	Unchanged	Fairly good	Good	Very Good	
2	What Progress...after 3/12	5.00	3.00	12.00	11.00	31.00
	Satisfaction Level	Number in Group (N)	Midway Point (P)	(N)*(P)	Last Survey	% +/-
	1.00	5.00	1.50	7.50		
	2.00	3.00	2.50	7.50		
	3.00	12.00	3.50	42.00		
	4.00	11.00	4.50	49.50		
	5.00	0.00				
		31.00		106.50		
			Mean (Scale 1-4)	3.44	3.42	0.45%
	Satisfaction Level	1	2	3	4	
	Non PHI Patients	Unchanged	Fairly good	Good	Very Good	
3	What Progress...after 6/12	6.00	3.00	9.00	10.00	28.00
	Satisfaction Level	Number in Group (N)	Midway Point (P)	(N)*(P)	Last Survey	% +/-
	1.00	6.00	1.50	9.00 N/A		
	2.00	3.00	2.50	7.50		
	3.00	9.00	3.50	31.50		
	4.00	10.00	4.50	45.00		
	5.00	0.00				
		28.00		93.00		
			Mean (Scale 1-4)	3.32	3.24	2.51%
4	Location and Access	Good	Not Good	Last Survey		% +/-
		33.00	1.00			

84.62% 2.56% 92/8 **0.00**

Yes No Last Survey % +/-

17.00 2.00

5 Osteopath of choice
Non PHI Patients 43.59% 5.13% (96/4) **-3.28**

Yes No Last Survey % +/-

31.00 0.00

79.49% 0.00% (96/4) **-3.28**

Satisfaction Level 1 2 3 4

7 Standard of care Unsatisfactory Satisfactory Satisfactory Excellent 32.00

1.00 3.00 12.00 16.00 32.00

Satisfaction Level Number in Group (N) Midway Point (P) (N)*(P) Last Survey % +/-

1.00 1.00 1.50 1.50 N/A

2.00 3.00 2.50 7.50

3.00 12.00 3.50 42.00

4.00 16.00 4.50 72.00

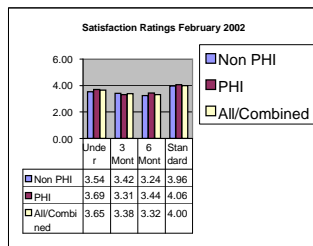
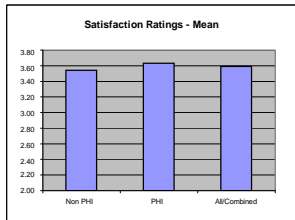
5.00 0.00

32.00 123.00

Mean (Scale 1-4) 3.84 3.96 -2.94%

Summary Data

Satisfaction Values	Satisfactor	06/03/2002	Non PHI	PHI	All/Combined	
Under Treatment	Under Trea	3.54	3.69	3.65		1
3 Months +	3 Months +	3.42	3.31	3.38		2
6 Months +	3 Months +	3.24	3.44	3.32		3
Standard of	Standard of	3.96	4.06	4.00		6
	Mean	14.16	14.50	14.35		
	Satisfactor	3.54	3.63	3.59		
		Non PHI	PHI	All/Combined		
		Non PHI	3.54			
		PHI	3.63			
		All/Combined	3.59			



Maximum 5

Summary	1999	2000	2001	2002	2003	Mean	As %
Progress...	3.59	3.78	3.52	3.65	3.53	3.61	90.35%
What Prog	3.48	3.50	3.57	3.38	3.44	3.47	86.85%
What Prog	3.53	3.53	3.53	3.32	3.32	3.45	86.15%
Standard o	3.93	4.17	4.04	4.00	3.84	4.00	99.90%