

Survey Pts Jun 2005

12/07/2005

8 Questions **Overall Satisfaction 4.9885**
As % 0.8317

	2004	2005	
1 Ease of making appointment	88.67%	5.32	85.42% Value for money
2 Quality of information and paperwork	79.33%	4.76	74.44% Quality of information and paperwork
3 Welcome by receptionist staff	85.00%	5.10	85.42% Sufficient time with Osteopath
4 Atmosphere upon arrival	84.00%	5.04	84.26% Atmosphere upon arrival
5 Sufficient time with Osteopath	80.33%	4.82	80.56% Welcome by receptionist staff
6 Quality of examination	86.17%	5.17	83.33% Coverage of all osteopathic and medical concern
7 Coverage of all osteopathic and medical concerns	85.50%	5.13	80.13% Quality of examination
8 Value for money	76.33%	4.58	73.15% Ease of making appointment
	83.17%	4.99	80.84%
		83.17%	80.69%

as %

Ease of making appointment

	Excellent	Good	Average	Needs Improving	Not Applicable	
(N)	5	4	3	2	1	0
JOL	20	12	0	0	0	32
FW						FW
HR						HR
MC						MC
All						

Satisfaction Levels
Average Responses

JOL	5.13	32.00
FW	#DIV/0!	0.00
HR	#DIV/0!	0.00
MC	#DIV/0!	0.00
All	#DIV/0!	0.00

Quality of information and paperwork

	Excellent	Good	Average	Needs Improving	Not Applicable	
JOL	10	16	0	1	3	30
FW						0
HR						0
MC						0
All						

JOL	4.47	30.00
FW	#DIV/0!	0.00
HR	#DIV/0!	0.00
MC	#DIV/0!	0.00
All	#DIV/0!	0.00

Welcome by receptionist staff

	Excellent	Good	Average	Needs Improving	Not Applicable			
JOL	19	12				31 JOL	5.11	31.00
FW						FW	#DIV/0!	0.00
HR						HR	#DIV/0!	0.00
MC						MC	#DIV/0!	0.00
All							#DIV/0!	0.00

Atmosphere upon arrival

	Excellent	Good	Average	Needs Improving	No Applicable			
JOL	16	13		1		30 JOL	5.00	30.00
FW						0 FW	#DIV/0!	0.00
HR						0 HR	#DIV/0!	0.00
MC						0 MC	#DIV/0!	0.00
All							#DIV/0!	0.00

Sufficient time with Osteopath

	Excellent	Good	Average	Needs Improving	No Applicable			
JOL	12	15		3	0	30 JOL	4.80	30.00
FW						0 FW	#DIV/0!	0.00
HR						0 HR	#DIV/0!	0.00
MC						0 MC	#DIV/0!	0.00
All							#DIV/0!	0.00

Quality of examination

	Excellent	Good	Average	Needs Improving	No Applicable			
JOL	15	12		2		29 JOL	4.95	29.00
FW						0 FW	#DIV/0!	0.00
HR						0 HR	#DIV/0!	0.00
MC						0 MC	#DIV/0!	0.00
All							#DIV/0!	0.00

Coverage of all osteopathic and medical concerns

	Excellent	Good	Average	Needs Improving	No Applicable			
JOL	13	11		5		29 JOL	4.78	29.00
FW						FW	#DIV/0!	0.00
HR						HR	#DIV/0!	0.00
MC						MC	#DIV/0!	0.00
All							#DIV/0!	0.00

Value for money

	Excellent	Good	Average	Needs Improving	No Applicable			
JOL	10	9	8	2	1	30	JOL	4.33
FW							FW	#DIV/0!
HR							HR	#DIV/0!
MC							MC	#DIV/0!
All								#DIV/0!

0.00
0.00
30.00
0.00
0.00
0.00

Overall Satisfaction
As %

#DIV/0!
83.17%

Summary

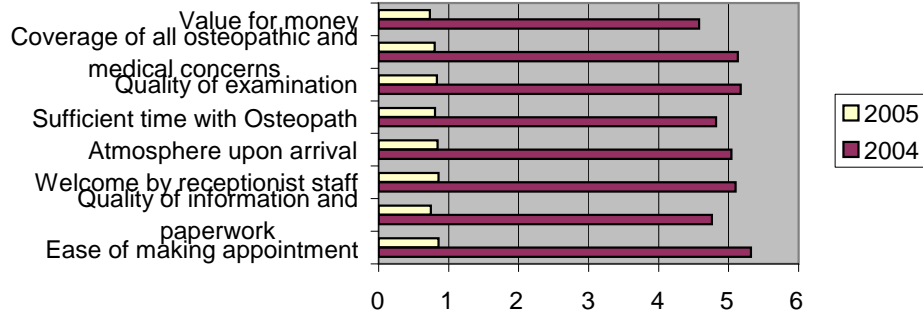
Mean

JOL	5.13	4.47	5.11	5.00	4.80	4.95	4.78	4.33	4.82	JOL
FW	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	FW
HR	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	HR
MC	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	MC
							Overall Mean		#DIV/0!	

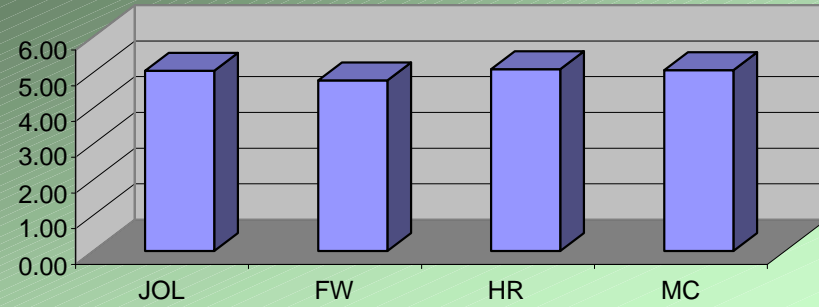
JOL	5.04
FW	4.77
HR	5.08
MC	5.06

	2004	2005		2004	2005
Ease of making appointments	5.32	0.8542	0	88.67%	5.32
Quality of information and advice	4.76	0.7444	0	79.33%	4.76
Welcome by receptionist	5.10	0.8542	0	85.00%	5.10
Atmosphere upon arrival	5.04	0.8426	0	84.00%	5.04
Sufficient time with Osteopath	4.82	0.8056	0	80.33%	4.82
Quality of examination	5.17	0.8333	0	86.17%	5.17
Coverage of all osteopathic treatments	5.13	0.8013	0	85.50%	5.13
Value for money	4.58	0.7315	0	76.33%	4.58

Patient Survey 2004 - 2005 Ratings (81% '05 and 83% '04)



Overall Osteopath Mean KPI Values (1-6) Overall 4.99, or 83.16%



4.58
4.76
4.82
5.04
5.10
5.13
5.17
5.32

18

