

Survey Pts Jun 04

28/09/2004

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

- 1 Ease of making appointment
- 2 Quality of information and paperwork
- 3 Welcome by receptionist staff
- 4 Atmosphere upon arrival
- 5 Sufficient time with Osteopath
- 6 Quality of examination
- 7 Coverage of all osteopathic and medical concerns
- 8 Value for money

as %

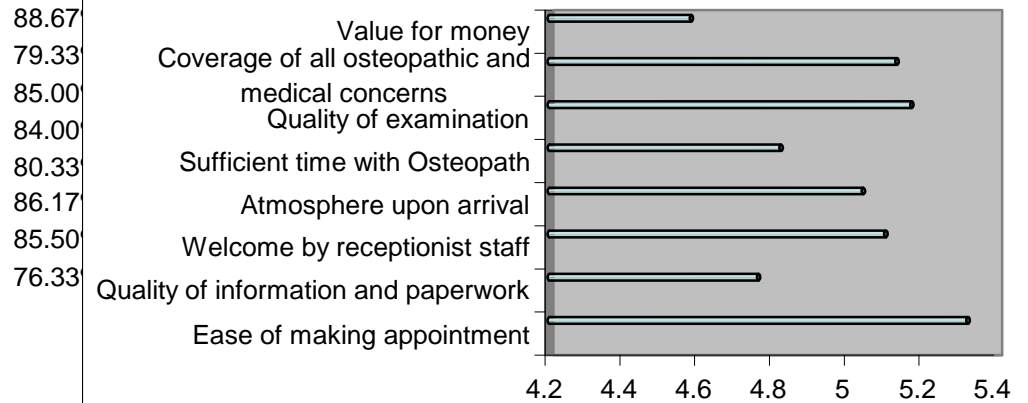
Ease of making appointment

(N)	Excellent	Good	Average	Needs Improving	Not Applicable
	5	4	3	2	1
JOL	6	2		0	
FW	7	3			
HR	3				
Unknown+MC	13	3			
All					

Quality of information and paperwork

(N)	Excellent	Good	Average	Needs Improving	Not Applicable
	5	4			
JOL	5	4			
FW	1	8			1
HR		3			
Unknown+MC	11	5			
All					

Patient Survey June 2004 - Mean 4.99 (83.17%)
 [83.87 June 2003]



8 JOL	5.25	8.00
10 FW	5.20	10.00
3 HR	5.50	3.00
16 Unknown-	5.31	16.00
	5.32	0.00
		0.00
		0.00
9 JOL	5.06	9.00
10 FW	4.30	10.00
3 HR	4.50	3.00
16 Unknown-	5.19	16.00
	4.76	0.00

Welcome by receptionist staff

	Excellent	Good	Average	Needs Improving	Not Applicable
JOL	7	2			
FW	5	4			
HR	1	2			
Unknown+MC	12	4			
All					

9 JOL	5.28	9.00
9 FW	5.06	9.00
3 HR	4.83	3.00
16 Unknown+	5.25	16.00
	5.10	0.00

Atmosphere upon arrival

	Excellent	Good	Average	Needs Improving	No Applicable
JOL	11	6			
FW	2	8			
HR	2	1			
Unknown+MC	11	6			
All					

17 JOL	5.15	17.00
10 FW	4.70	10.00
3 HR	5.17	3.00
17 Unknown+	5.15	17.00
	5.04	0.00

Sufficient time with Osteopath

	Excellent	Good	Average	Needs Improving	No Applicable
JOL	7	7	1	1	
Midpoint P	5.5	4.5	3.5	2.5	1.5
(N)*(P)	38.5	31.5	3.5	2.5	0
FW	2	7	1		
Midpoint P	5.5	4.5	3.5	2.5	1.5
(N)*(P)	11	31.5	3.5	0	0
HR	2	1			
Midpoint P	5.5	4.5	3.5	2.5	1.5
(N)*(P)	11	4.5	0	0	0
Unknown+MC	7	7	1	1	
Midpoint P	5.5	4.5	3.5	2.5	1.5
(N)*(P)	38.5	31.5	3.5	2.5	0
All					

16	4.75	16.00
76		76.00
10	4.60	10.00
46		46.00
3	5.17	3.00
15.5		15.50
16	4.75	16.00
76		76.00
	4.82	0.00

Quality of examination

	Excellent	Good	Average	Needs Improving	No Applicable			
JOL	10	5	1			16	5.06	16.00
Midpoint P	5.5	4.5	3.5	2.5	1.5			17.50
(N)*(P)	55	22.5	3.5	0	0	81		81.00
FW	5	4				9	5.06	9.00
Midpoint P	5.5	4.5	3.5	2.5	1.5			17.50
(N)*(P)	27.5	18	0	0	0	45.5		45.50
HR	3					3	5.50	3.00
Midpoint P	5.5	4.5	3.5	2.5	1.5			17.50
(N)*(P)	16.5	0	0	0	0	16.5		16.50
Unknown+MC	10	5	1			16	5.06	16.00
Midpoint P	5.5	4.5	3.5	2.5	1.5			17.50
(N)*(P)	55	22.5	3.5	0	0	81		81.00
All							5.17	0.00

Coverage of all osteopathic and medical concerns

	Excellent	Good	Average	Needs Improving	No Applicable			
JOL	10	6	1			17	5.03	17.00
Midpoint P	5.5	4.5	3.5	2.5	1.5			17.50
(N)*(P)	55	27	3.5	0	0	85.5		85.50
FW	4	5	0	0	0	9	4.94	9.00
Midpoint P	5.5	4.5	3.5	2.5	1.5			17.50
(N)*(P)	22	22.5	0	0	0	44.5		44.50
HR	3					3	5.50	3.00
Midpoint P	5.5	4.5	3.5	2.5	1.5			17.50
(N)*(P)	16.5	0	0	0	0	16.5		16.50
Unknown+MC	10	6	1			17	5.03	17.00
Midpoint P	5.5	4.5	3.5	2.5	1.5			17.50
(N)*(P)	55	27	3.5	0	0	85.5		85.50
All							5.13	0.00

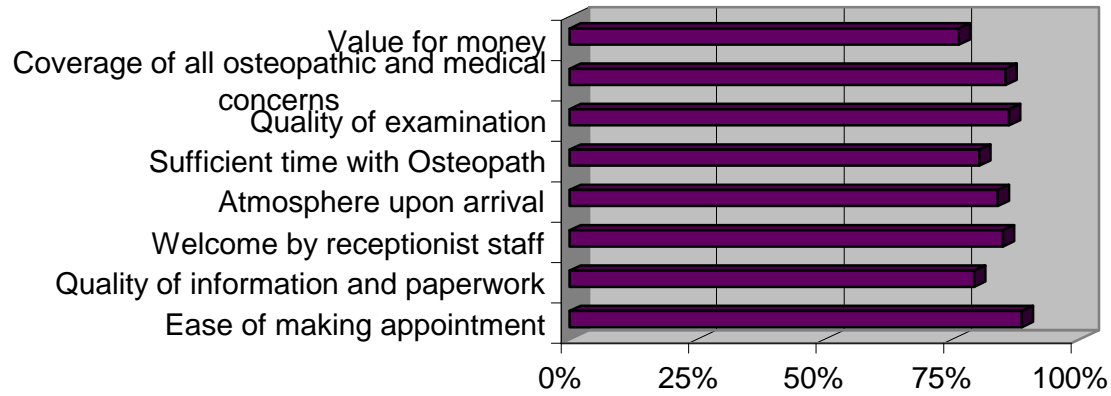
Value for money

	Excellent	Good	Average	Needs Improving	No Applicable			
JOL	8	4	4			16	4.75	16.00
Midpoint P	5.5	4.5	3.5	2.5	1.5			17.50
(N)*(P)	44	18	14	0	0	76		76.00
FW	1	7	1	1		10	4.30	10.00
Midpoint P	5.5	4.5	3.5	2.5	1.5			17.50
(N)*(P)	5.5	31.5	3.5	2.5	0	43		43.00
HR	1	1	1			3	4.50	3.00
Midpoint P	5.5	4.5	3.5	2.5	1.5			17.50
(N)*(P)	5.5	4.5	3.5	0	0	13.5		13.50
Unknown+MC	8	4	4			16	4.75	16.00
Midpoint P	5.5	4.5	3.5	2.5	1.5			
(N)*(P)	44	18	14	0	0	76		
All							4.58	

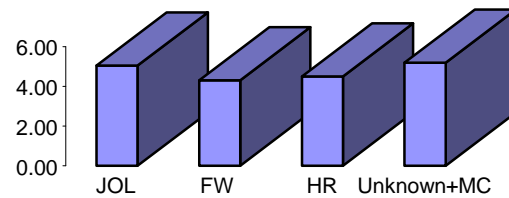
Overall Satisfaction
As %

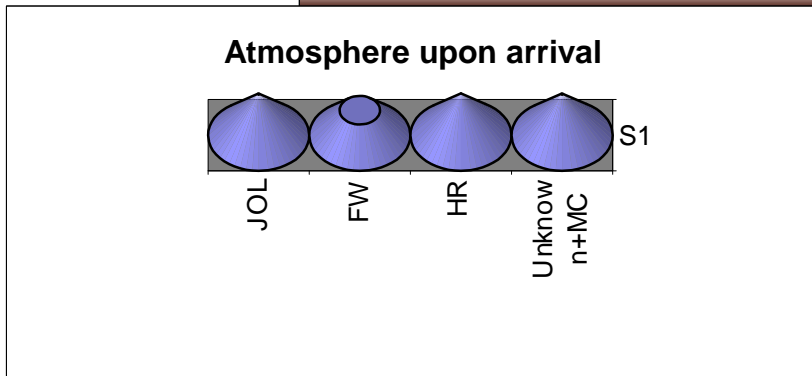
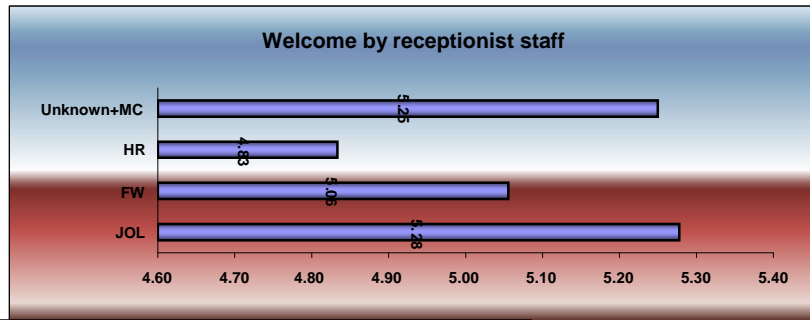
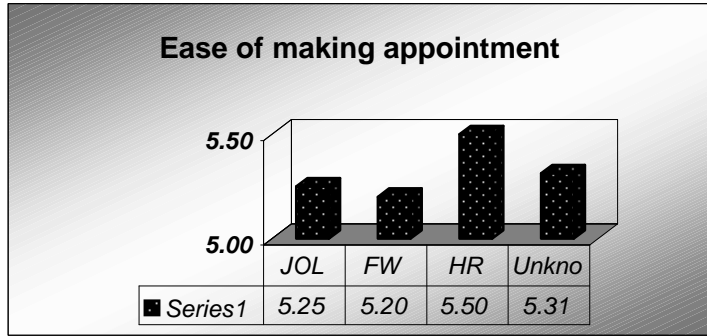
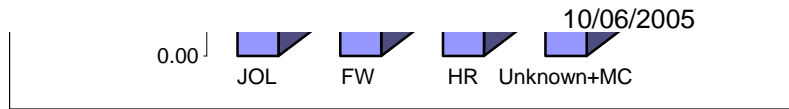
4.99
83.17%

**Patient Survey June 2004 - Mean 4.99 (83.17%) [83.87
June 2003]**

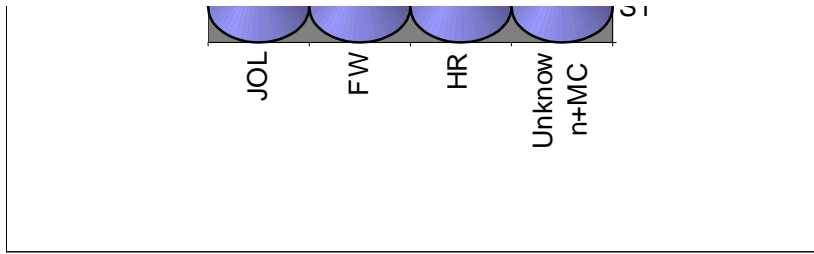


Quality of information and paperwork





7



10/06/2005

Survey Pts Jun 04