

Survey Patients November 06	06/11/2006
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8 Questions **Overall Satisfaction** **5.12**
As % **85.35%**

	%	5.12
1 Ease of making appointment	87.79%	5.27
2 Quality of information and paperwork	82.14%	4.93
3 Welcome by receptionist staff	88.57%	5.31
4 Atmosphere upon arrival	85.23%	5.11
5 Sufficient time with Osteopath	83.73%	5.02
6 Quality of examination	87.70%	5.26
7 Coverage of all osteopathic and medical concerns	86.11%	5.17
8 Value for money	81.50%	4.89
		5.12

Sent out	110	
October 2006 Distribution		%
Replies [Number]	43	39.09%

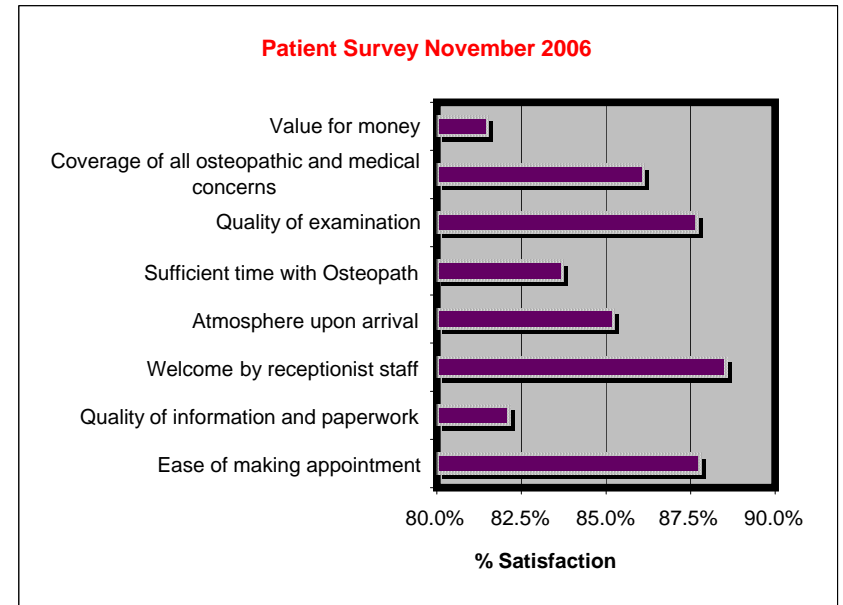
2006	85.35%
2005	80.69
2004	83.17
2003	83.87

Ease of making appointment

	Excellent	Good	Average	Needs Improving	Not Applicable	
(N)	5	4	3	2	1	
ALL	33	10	0	0	0	43 JOL
Midpoint P	5.5	4.5	3.5	2.5	1.5	Midpoint P
(N)*(P)	181.5	45	0	0	0	226.5 (N)*(P)

Quality of information and paperwork

	Excellent	Good	Average	Needs Improving	Not Applicable	
ALL	19	22	1	0	0	42 JOL
Midpoint P	5.5	4.5	3.5	2.5	1.5	Midpoint P
(N)*(P)	104.5	99	3.5	0	0	207 (N)*(P)



Satisfaction

Levels
Average Responses

5.27	43.00
17.50	
226.50	
0.00	
0.00	
4.93	42.00
17.50	
207.00	

Welcome by receptionist staff

	Excellent	Good	Average	Needs Improving	Not Applicable			
ALL	35	8	0	0	0	43 JOL	5.31	43.00
Midpoint P	5.5	4.5	3.5	2.5	1.5	Midpoint P		17.50
(N)*(P)	192.5	36	0	0	0	228.5 (N)*(P)		228.50

Atmosphere upon arrival

	Excellent	Good	Average	Needs Improving	No Applicable			
ALL	27	17	0	0	0	44 JOL	5.11	44.00
Midpoint P	5.5	4.5	3.5	2.5	1.5	Midpoint P		17.50
(N)*(P)	148.5	76.5	0	0	0	225 (N)*(P)		225.00

Sufficient time with Osteopath

	Excellent	Good	Average	Needs Improving	No Applicable			
ALL	26	12	4	0	0	42	5.02	42.00
Midpoint P	5.5	4.5	3.5	2.5	1.5			17.50
(N)*(P)	143	54	14	0	0	211		211.00

Quality of examination

	Excellent	Good	Average	Needs Improving	No Applicable			
ALL	33	8	1	0	0	42	5.26	42.00
Midpoint P	5.5	4.5	3.5	2.5	1.5			17.50
(N)*(P)	181.5	36	3.5	0	0	221		221.00

Coverage of all osteopathic and medical concerns

	Excellent	Good	Average	Needs Improving	No Applicable			
ALL	28	14	0	0	0	42	5.17	42.00
Midpoint P	5.5	4.5	3.5	2.5	1.5			17.50
(N)*(P)	154	63	0	0	0	217		217.00

Value for money

	Excellent	Good	Average	Needs Improving	No Applicable			
ALL	18	21	2	0	0	41	4.89	41.00
Midpoint P	5.5	4.5	3.5	2.5	1.5			17.50
(N)*(P)	99	94.5	7	0	0	200.5		200.50

Overall Satisfaction 40.97
Mean 5.12
As % 85.35%

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

