Patient satisfaction survey results
(April – September 2019)

01. How well we informed patients about available services:

02. How well we understood your needs:

03. The overall organisation of the therapy programme:

04. How well we communicated the time and location of sessions:

05. The quality of the supporting documentation:

06. The length of sessions:
Patient satisfaction survey results
(April – September 2019)

07. The skills of your therapist:

08. The courtesy, attitude and respect shown to you by staff:

09. The comfort of the therapy rooms:

10. The general cleanliness of the Wellbeing Centre:

11. The state and repair of the Wellbeing Centre and furniture:

12. The overall quality of care you received at the Wellbeing Centre:
Patient satisfaction survey results
(April – September 2019)

07. The skills of your therapist:
- Excellent
- Very good
- Good
- Fair
- Poor

08. The courtesy, attitude and respect shown to you by staff:
- Excellent
- Very good
- Good
- Fair
- Poor

09. The comfort of the therapy rooms:
- Excellent
- Very good
- Good
- Fair
- Poor

10. The general cleanliness of the Wellbeing Centre:
- Excellent
- Very good
- Good
- Fair
- Poor

11. The state and repair of the Wellbeing Centre and furniture:
- Excellent
- Very good
- Good
- Fair
- Poor

12. The overall quality of care you received at the Wellbeing Centre:
- Excellent
- Very good
- Good
- Fair
- Poor