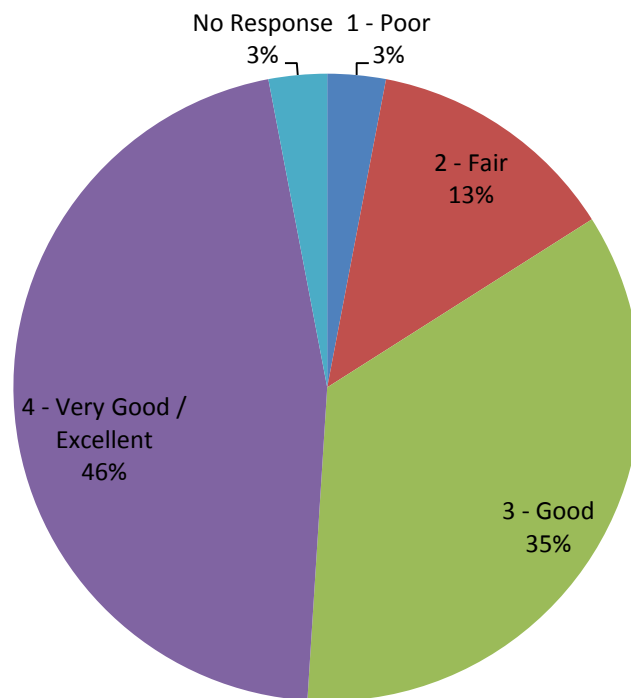
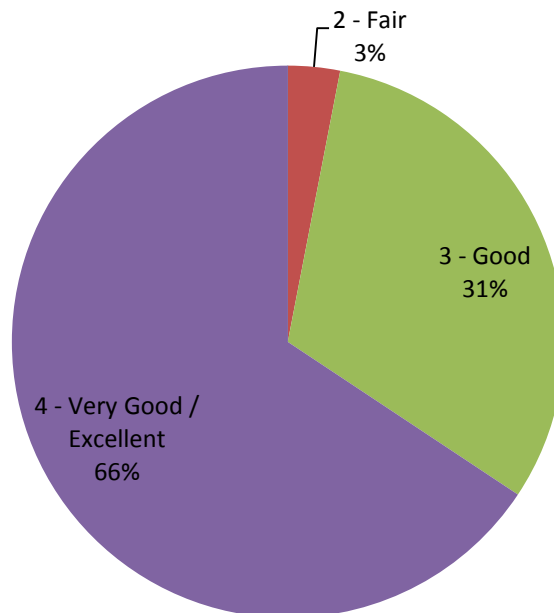


Physiotherapy Service Questionnaire Results September 2016 to July 2017

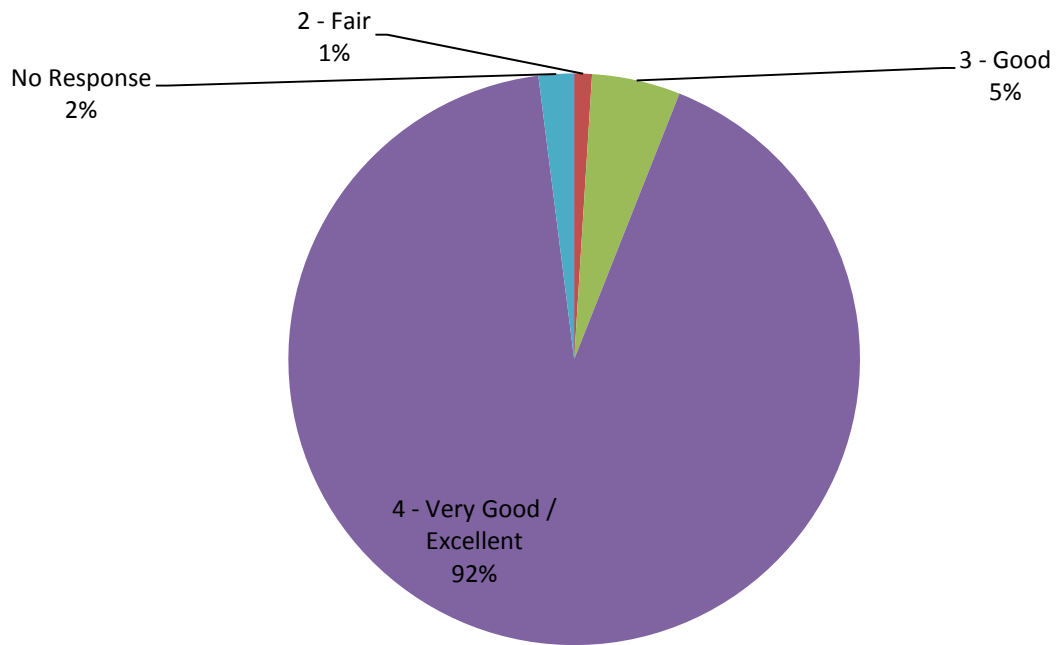
1. Interval between seeing your GP and seeing the physiotherapist



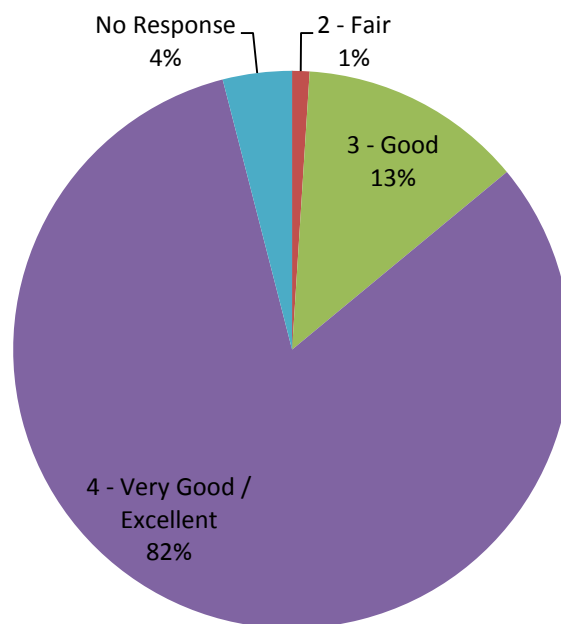
2. Satisfaction with day and time of your physiotherapy appointment



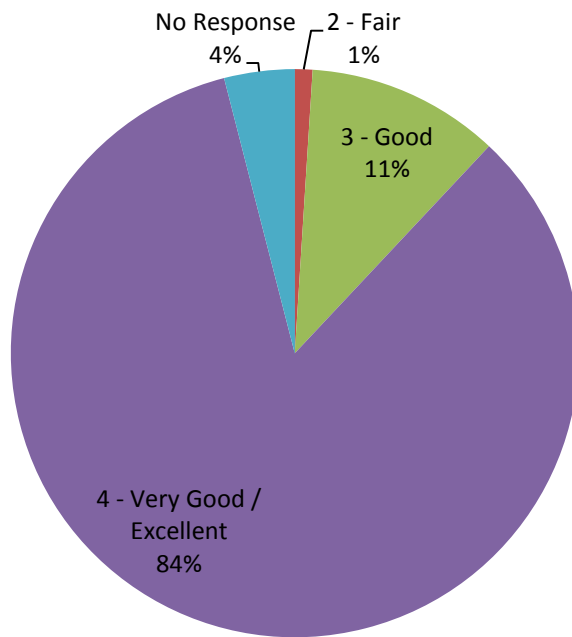
3. The physiotherapist treated you with courtesy and respect



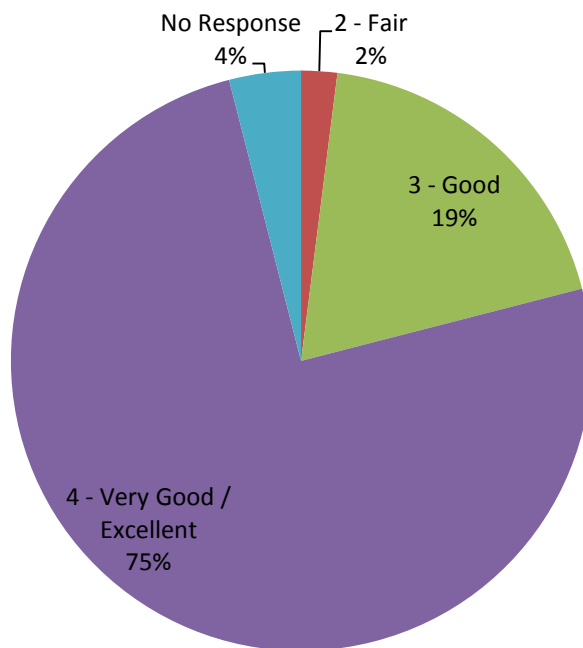
4. The physiotherapist explained the nature of your planned treatment



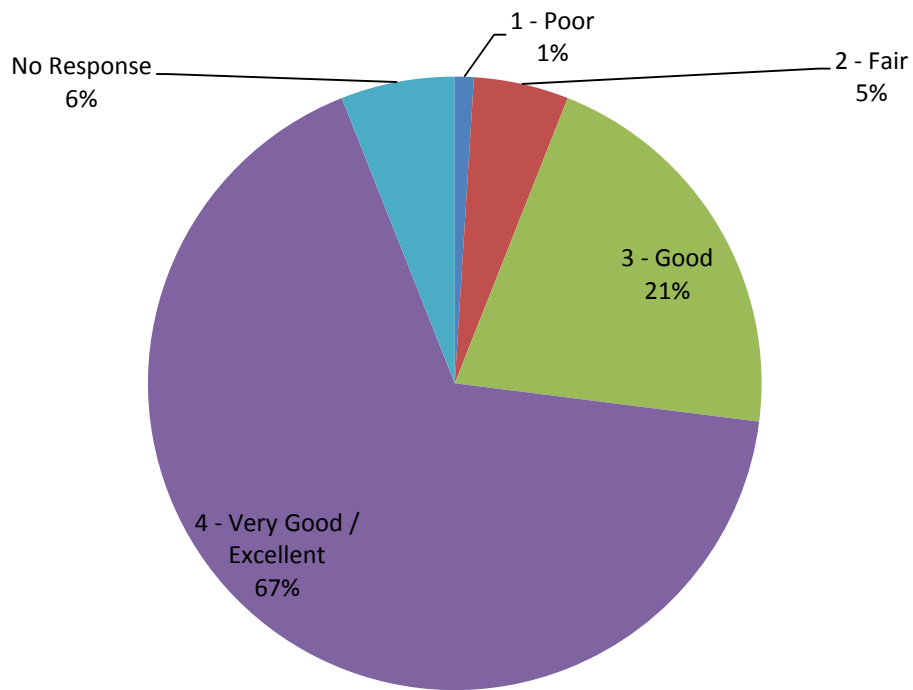
5. Felt able to ask questions and discuss treatment freely with the therapist



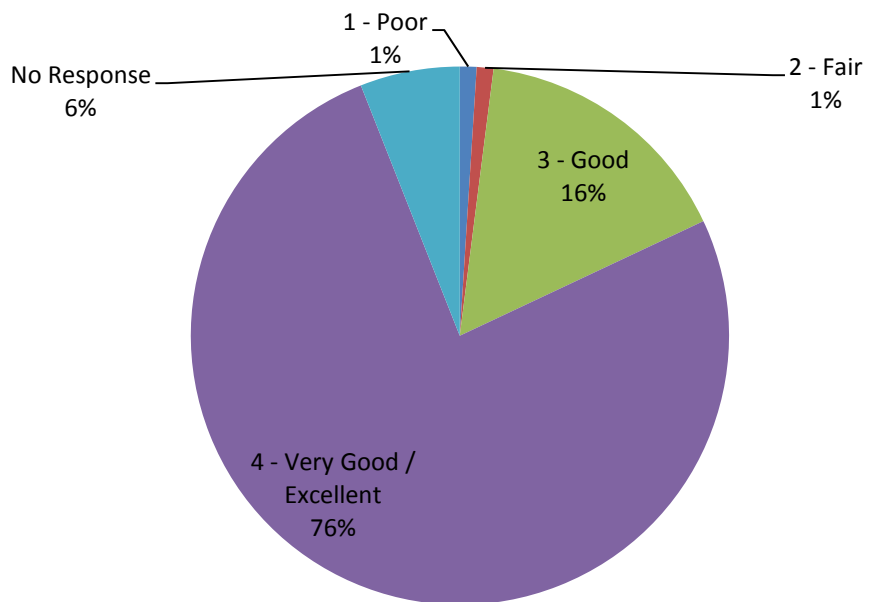
6. Felt the physiotherapist had sufficient time to understand and manage the condition



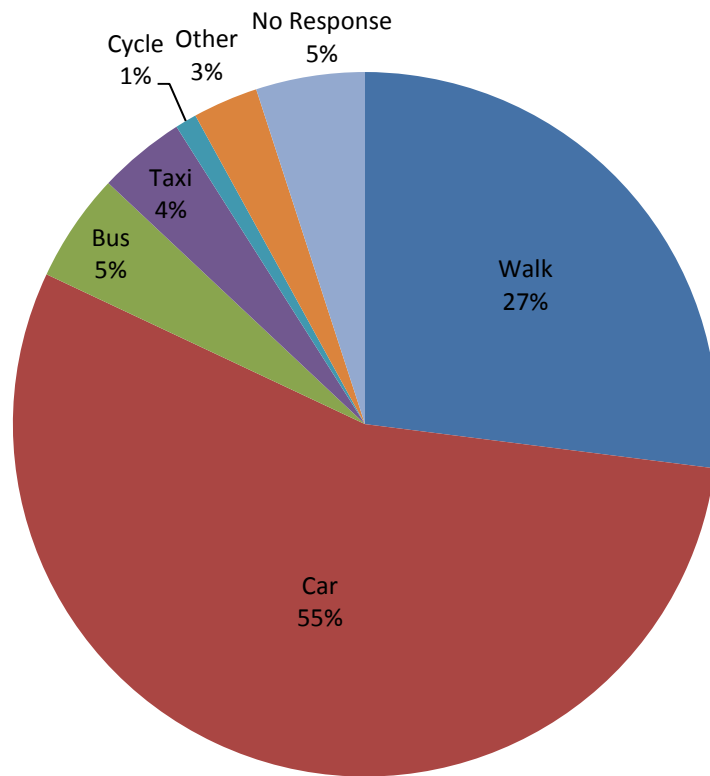
7. Upon discharge felt confident to continue / progress your treatment plan



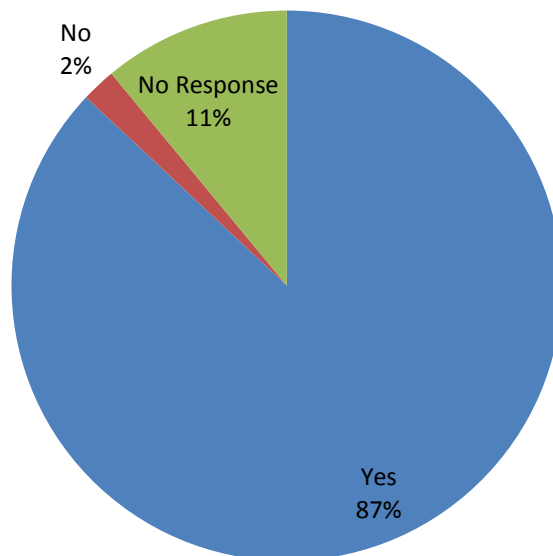
8. Overall satisfaction with the physiotherapy service



9. How did you travel to your appointment



10. Was access to the surgery satisfactory



Patients Comments:

- As the only treatment offered by the GP was mild pain relief which he said i needed to buy from the pharmacy. T decided to try the physio. Not being aware of what the treatment was. I was surprised to just be given 1 short list of exercises to do no reflection on physio.
- Awkward to get to.
- Back problems have improved and have been provided with exercises to continue this improvement in the future.
- Ben was a very good physio and I was very happy with my treatment.
- Ben was very understanding and easy to talk to. This helped us both with my present and future care.
- Besides the fact that it took 3 to 4 weeks to get the first appointment, I had excellent service, Thanks.
- Couldn't have asked for more. The physiotherapist (Ram) couldn't have been more helpful. Great service. 10/10.
- Everything about the treatment was perfect I had complete confidence.
- Excellent service from a very professional physio.
- He was very helpful and reassuring.
- I have problems with distant walking and find financial difficulty for bus fares as I am on benefits.
- I was pleasantly surprised with the absolute success of this treatment, when achieved a very good result with my problem together with continued practice of the recommended exercise. Thank you.
- I was very pleased with the speed I received my first appointment after seeing the doctor. Ben, the physio, was excellent throughout I cannot recommend him highly enough.
- My physio left half way between my sessions and I was given no prior warning or explanation when I arrived for my next session that I had a different physio which was a surprise. The new physio didn't know the exercises previously given to me and also hit a nerve when doing acupuncture, I had lots of problems from this and had to take days of work and see a doctor. When I was asking questions he didn't to understand anything which made it very awkward. I had to wait sometimes over a month between sessions by which times the physio would forget the previous treatment. I told the physio I felt better just because I was fed up with the sessions.
- My physiotherapist was very attentive and explained every Part of my treatment he made sure I was relaxed throughout the treatment. He had a very nice manner and was very kind. In general a very nice man who I hope will stay with the practise because he made me feel very calm and relaxed and not made to feel like I was fussing over nothing.
- Nas is brilliant in communicating to the patients.
- Physiotherapy appointments were at Blean and this was a great help. As a not very mobile non-driver, it can be difficult to access Northgate and almost impossible to attend at Lombard House. The physiotherapist (Nas) who treated me at Blean was excellent. Very kind, caring and helpful.
- Really can't fault the service and the therapist couldn't have been more helpful.
- Ref no.1 this took quite a long time due to waiting for my MRI results etc.
- The big problem was the time between each appointment - one of which was 6 weeks! The service is obviously very much in demand so unless appointments are block booked for a number of weeks in advance, there is at least three weeks in between each appt, this doesn't help recovery.
- The Northgate surgery is more convenient for me from Chartham.
- The physiotherapist was very helpful, caring & gentle. I am delighted as the pain in my arm has gone.
- Very efficient, professional.
- Very good and very sorry when the treatment had finished.
- Very pleased with treatment by Asim.