

Nigel Bassett's Osteopathic Practice

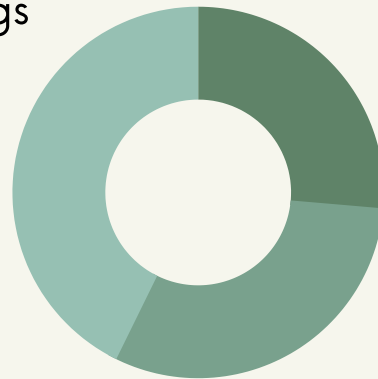
PATIENT SATISFACTION SURVEY 2022

WE ASKED A SAMPLE OF 110 PATIENTS ACROSS OUR THREE CLINICS TO PROVIDE THEIR FEEDBACK IN AN OPTIONAL SURVEY, IN ORDER TO HELP US IMPROVE THE SERVICE.

PRACTICE

The patients that participated in the survey attended this practice on the day of answering.

Hastings
47



Rye
29

Bexhill
34

DEMOGRAPHICS

GENDER

What is your gender?



41 Male

62 Female

0 Other

7 Prefer not to say

What is your race?

104 White

1 Black/African/Caribbean/Black-British

0 Asian/Asian-British

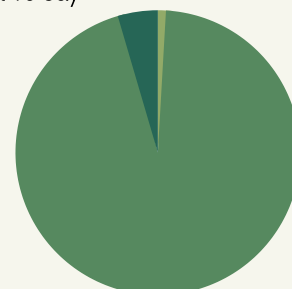
0 Other Ethnic Group

5 Prefer Not To Say

RACE

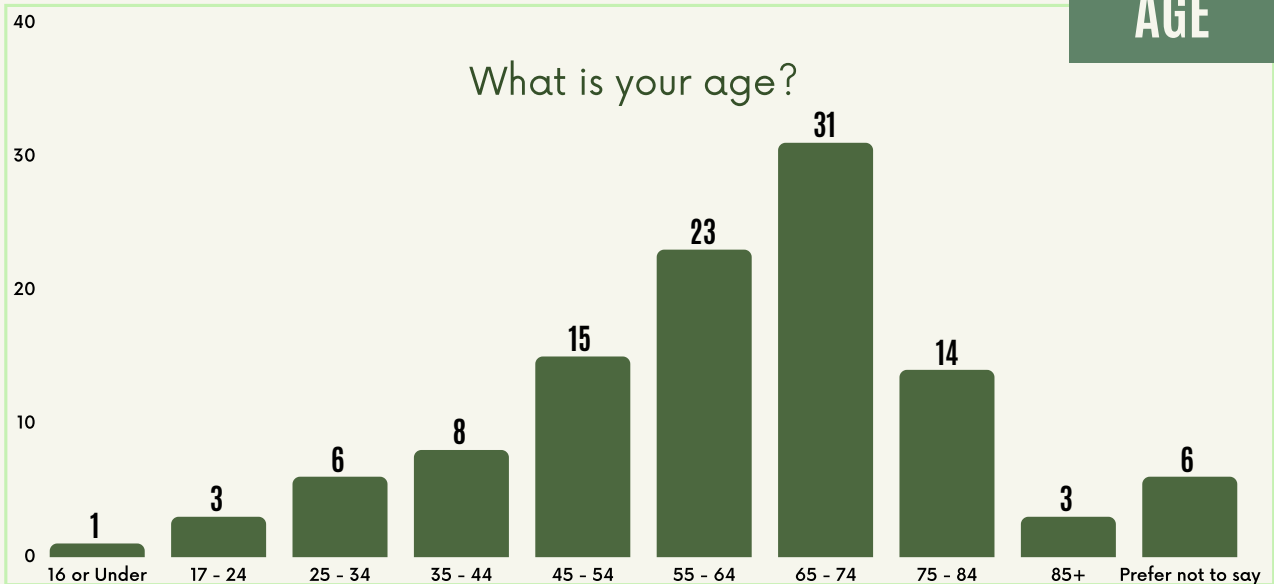
Prefer Not To Say
5

Black
1



White
104

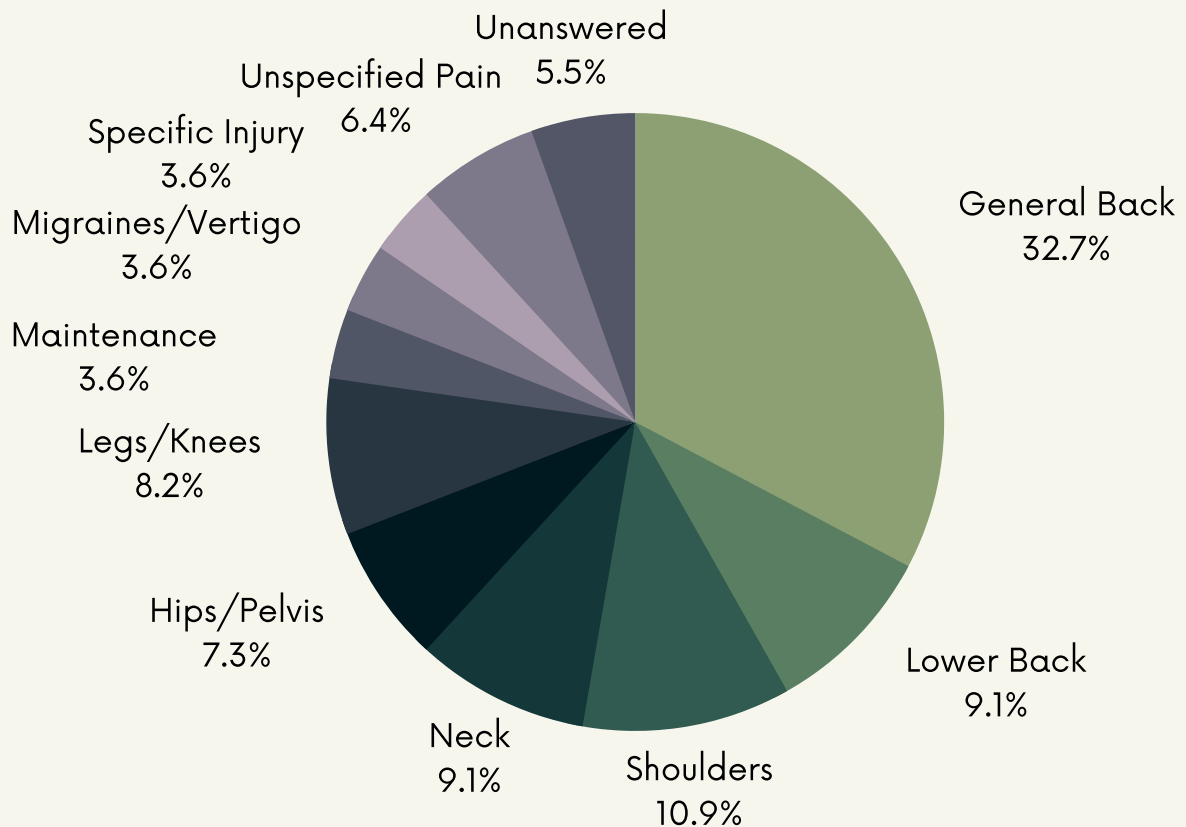
AGE



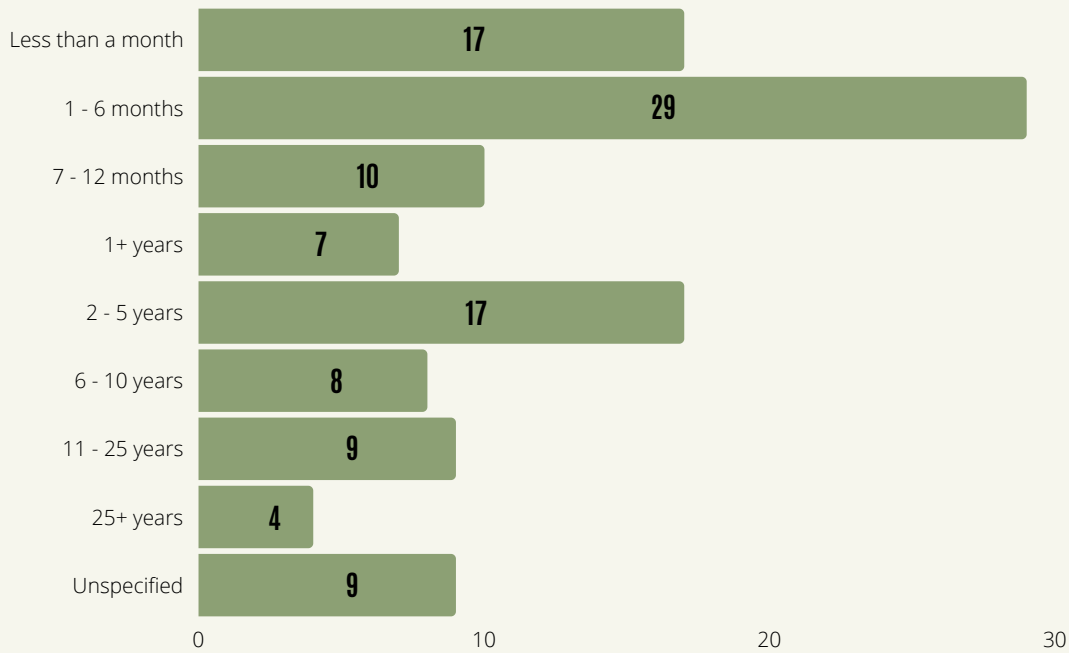
REGARDING TREATMENT

We asked patients a variety of questions to gain better insight into their experience of osteopathic treatment.

What symptoms caused you to consult an osteopath?



How long had you had those symptoms?



YES NO NO ANSWER

Were you able to ask your osteopath about anything connected to the treatment	107	2	1
Were you seen promptly?	109	6	0
Did you expect the treatment to remove your pain immediately?	6	102	2
Did your practitioner listen to to what you had to say?	110	0	0
Did you have confidence that your practitioner knew what he/she was doing?	110	0	0
Did you expect to have to do exercises in addition to our treatment?	88	20	2
Were the treatment sessions offered at a convenient time?	108	1	1
Did you feel the treatment was fully explained to you?	109	1	0
Would you recommend osteopathic treatment to others?	109	1	0

REGARDING YOUR VISIT

Regarding the Covid-19 protocols that we have in place, how safe do you feel in our practice?



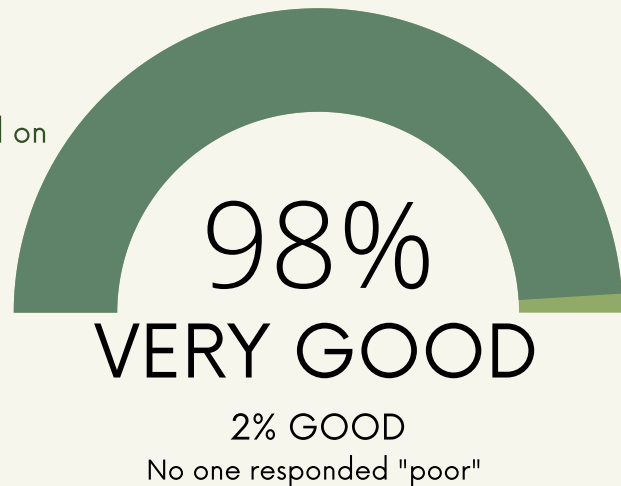
Our protocols:

- Information given over the telephone.
- Pre-screening
- PPE
- Clinical Procedures
- Cleaning of treatment rooms and communal areas.
- Practitioners rotating rooms for ventilation

Thinking about your visits: Overall what is your experience with our reception team?

Our reception team provide:

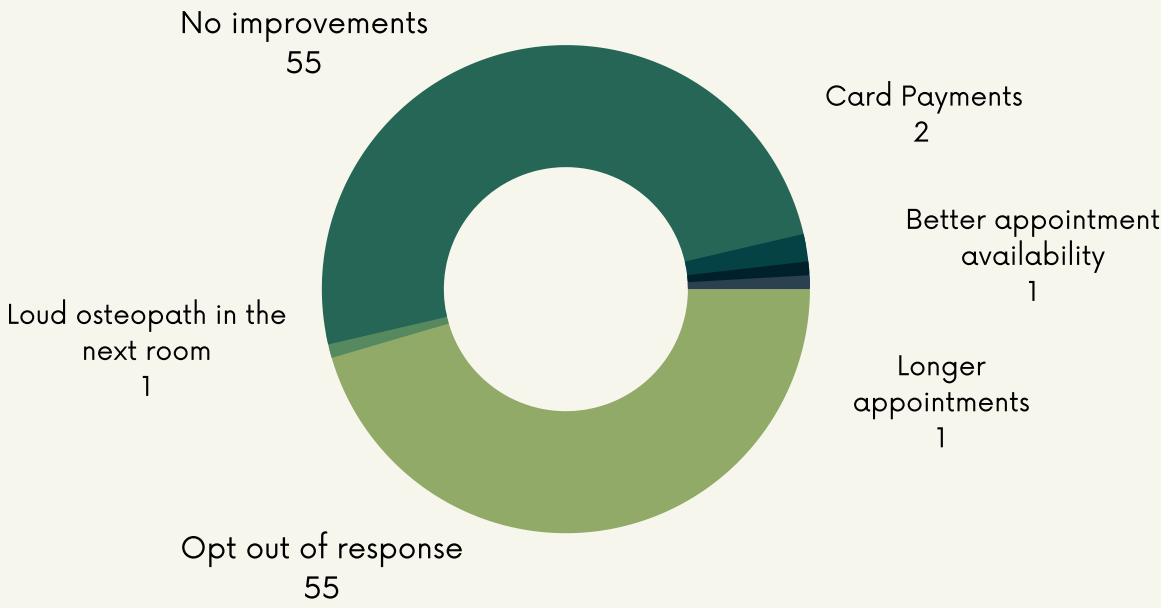
- Pre-appointment information
- Booking appointments in person and on the telephone
- Updating information on file
- Reminder calls before each appointment



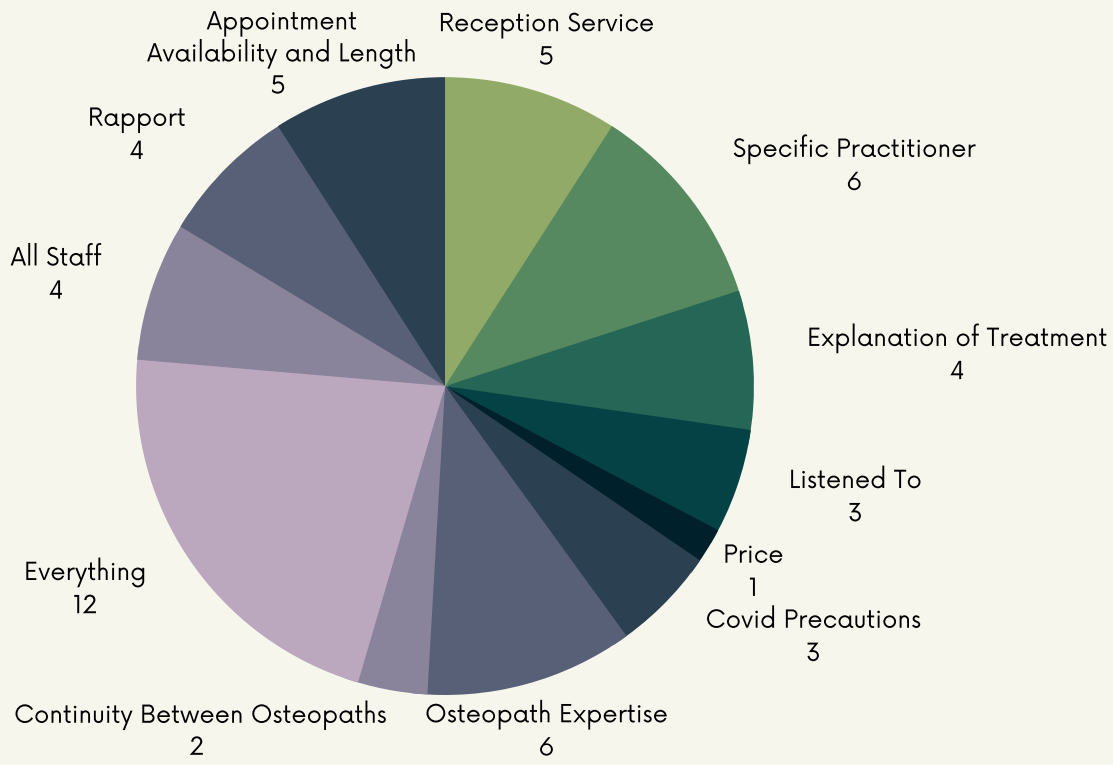
OPTIONAL QUESTIONS

We provided two optional questions, with space for patients to answer in their own words. For ease, we have categorised their responses and will also provide specific quotes that represent the general response.

Q1 - Please tell us anything that you think we could have done better.



Q2 - Please tell us anything that you think is particularly good.



"The team work well together. The reception call if there is a problem and always confirm the appointment."

"Very good at fitting in at short notice."

"Excellent, friendly and professional service. Would recommend to everyone."

"I felt better by the end of the first treatment and confident that the osteopath would help me going forward."

"Welcoming practice, always clean."

"Amazingly hard work throughout the entire session. Very effective for a longterm problem."

"Not very easy to get an appointment as so busy"

"My osteopath understand the issues associated with my work and sport."

"Very pleasant staff - friendly and professional."

"Great all round experience, especially given the situation with Covid-19."

"I would like to have the option of card payments."

"My osteopath put me at ease."

"Always impressed with the treatment and explanations I have received."

"Everything - I have been attending for years."

"Helped me to understand my pain and what could be done about it."

CONCLUSIONS

The results of our survey demonstrate that our patients have a generally positive experience regarding all elements of the service.

Upon reviewing the feedback provided, we have started the process of making card payments available across our practices and hope to implement this later this year.

We are committed to providing excellent service to our patients by ensuring patients are able to communicate with us about their needs and by actioning their feedback.