

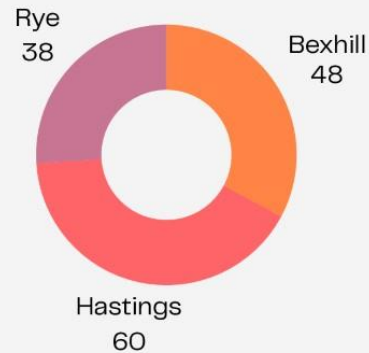
# NIGEL BASSETT'S OSTEOPATHIC PRACTICES

## PATIENT SURVEY 2025

WE ASKED A SAMPLE OF 144 PATIENTS ACROSS OUR 3 CLINICS TO PROVIDE THEIR FEEDBACK IN AN OPTIONAL SURVEY IN ORDER TO IMPROVE THE SERVICE WE PROVIDE.

### PRACTICE

Patients attended this practice on the day of answering

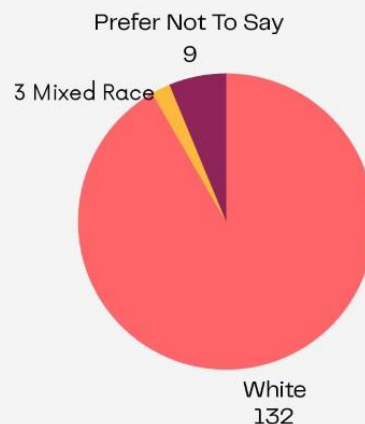
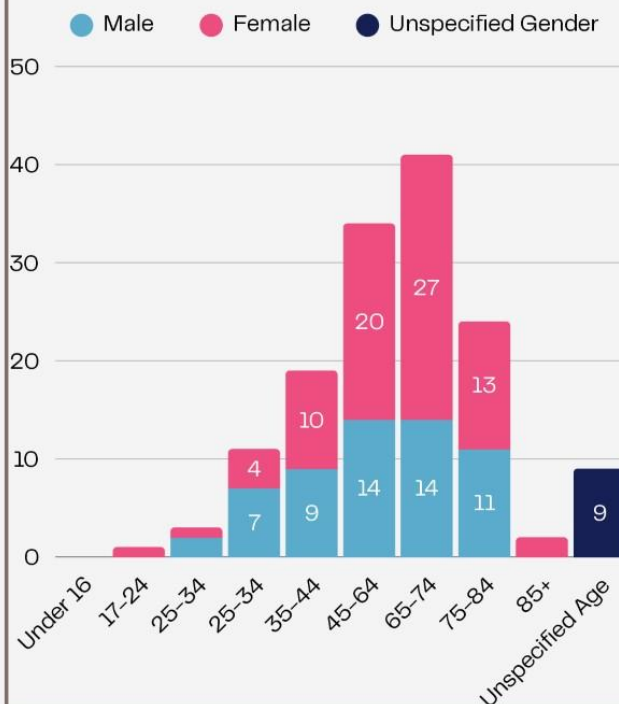


### DEMOGRAPHICS

We asked our patients to answer some questions about their age, race and gender.



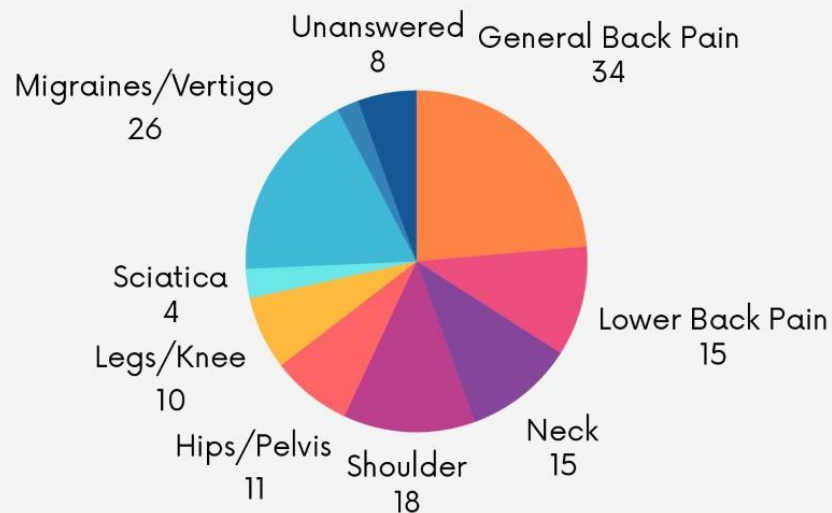
81 Female  
54 Male  
9 Unspecified



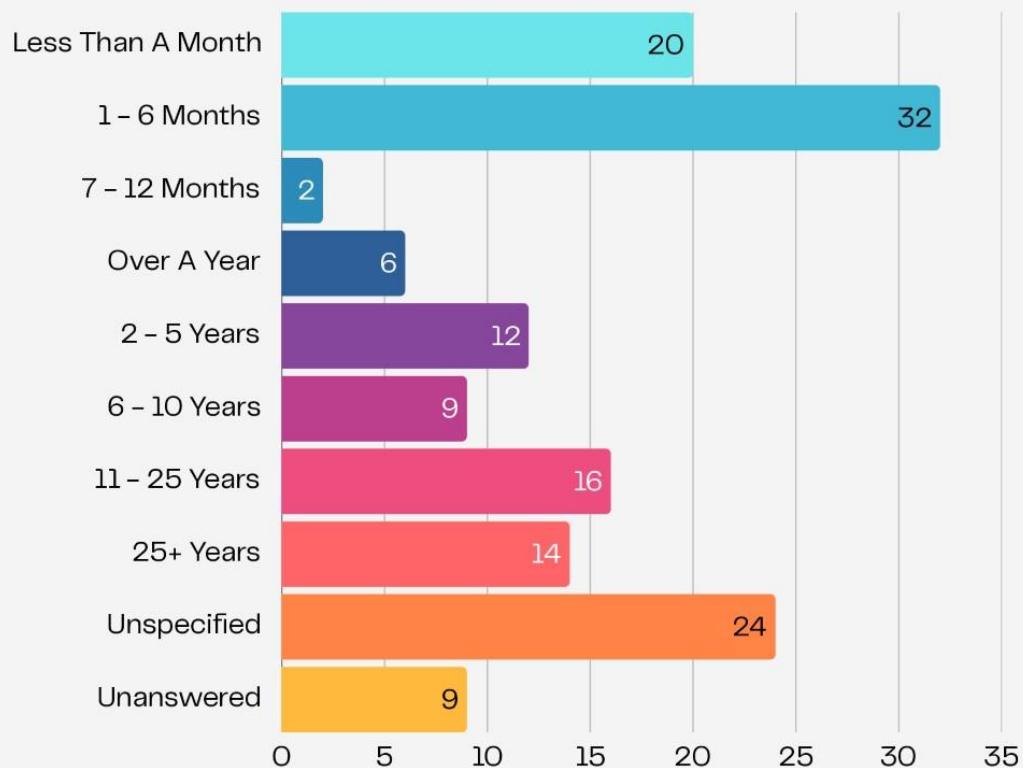
## REGARDING TREATMENT

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

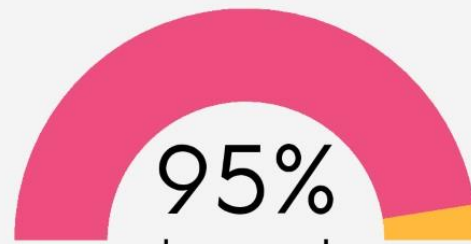
What symptoms caused you to consult an osteopath?



How long had you experienced those symptoms?



How would you describe how your case history was taken?



Thorough

5% Satisfactory

No one responded "incomplete"

YES

NO

NO ANSWER

Were you able to ask your osteopath about anything connected to the treatment	139	0	5
Were you seen promptly?	141	0	3
Did you expect the treatment to remove your pain immediately?	19	122	3
Did your practitioner listen to to what you had to say?	141	0	3
Did you have confidence that your practitioner knew what he/she was doing?	140	1	3
Did you expect to have to do exercises in addition to our treatment?	105	36	3
Were the treatment sessions offered at a convenient time?	141	0	3
Did you feel the treatment was fully explained to you?	141	0	3
Would you recommend osteopathic treatment to others?	141	0	3

## RECEPTION TEAM

We asked our patients to share their experience of our reception team during their visits and the booking process.

100%

Felt the receptionist satisfactorily answered any questions they had.

100%

Felt the receptionist provided sufficient information regarding their appointment.

100%

Felt welcomed by the reception team.

100%

Felt they were treated with respect and courtesy.

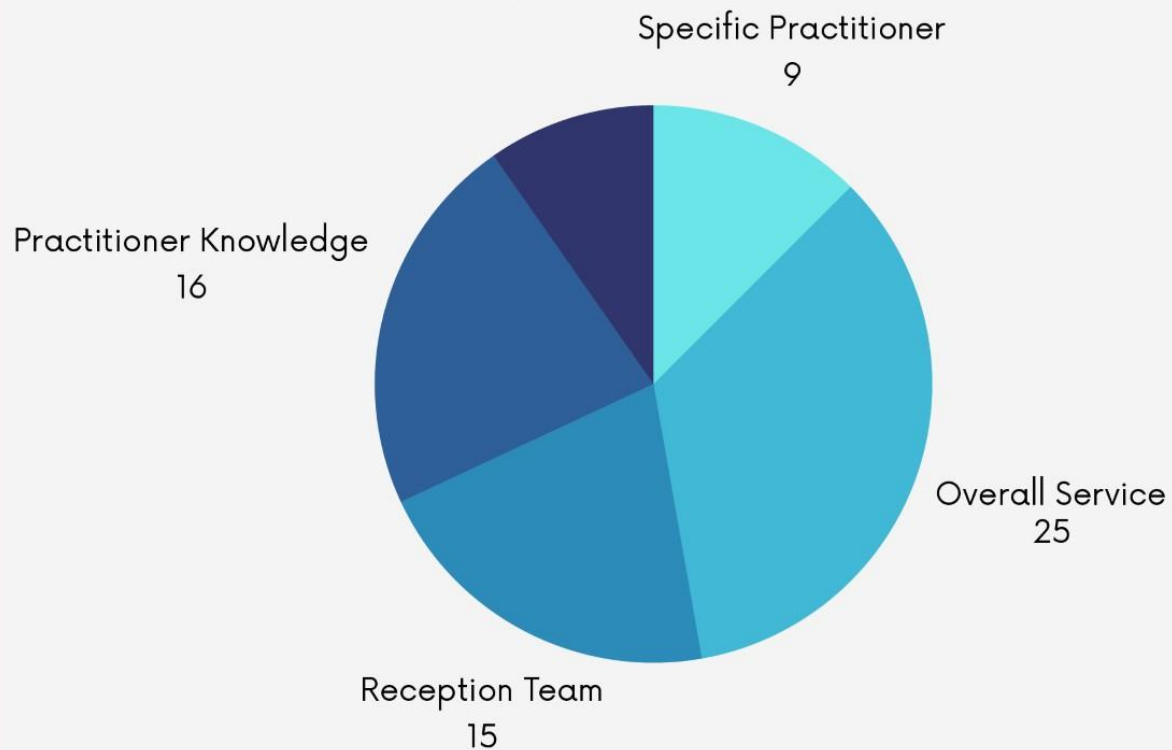
What was your overall experience of the reception team?



## OPTIONAL QUESTIONS

We asked two optional questions to find out what our patients think is particularly good about the service and what they think could be improved. For ease, we have categorised their responses.

Please tell us anything you thought was particularly good about your visit



Please tell us anything you think we could do better

Many respondents used this space to be complementary or responded "nothing". We only received three pieces of feedback:

"Offer occasional longer treatments."

"I prefer continuity in my practitioners."

"Sometimes it can be hard to get an appointment as you are so busy."



"Skilled Osteopath who put me at ease"

"The new card readers are a good asset!"

"Efficient and friendly staff in all areas"

"Lots of appointments available outside of working hours"

"Always take time to explain treatments and to listen to me"

"Reception staff are exceptional, patient and thorough"

"Have attended for years, makes a real difference to my condition"

"Osteopaths to suit all needs"

"Feel as though you know me better than I know myself"

"The complete trust I feel in the practice and treatment"

"Make you feel at ease always"

"All practitioners are extremely personable and knowledgeable"

"Exceptional Osteopaths"

"There is nothing you can do better"

## CONCLUSION

The results of our survey demonstrate that our patients have a generally positive experience regarding all elements of the service. Our patients feel confident and satisfied with the service we provide them.

In our 2022 Patient Survey, we learned our patients wanted the option of card payments. We have since implemented card readers and have found that this has improved their experience.

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.