



## WHITEHOUSE QUESTIONNAIRE

Here at the Whitehouse Physiotherapy Clinic we are committed to continually assessing and improving our services to our clients. We would appreciate your help in providing feedback on your experience.

The survey should only take a few minutes to complete. **Feel free to add further comments as you wish.**

**Date:** ..... / ..... / 20.....

### **How did you hear about the Whitehouse?**

Advert	Website
Recommendation	Referred by insurance company
Referred by GP	Referred by consultant
Google	Yell.com/Yellow Pages
Other (please state) .....	

### **Which of our clinics did you attend?**

Sheffield	Worksop	Doncaster
Barn Clinic	Dronfield	Hathersage

### **FIRST CONTACT:**

#### **How would you rate the response time for answering the phone or replying to emails?**

Excellent                      Good                      Satisfactory                      Poor

#### **How would you rate the availability of convenient appointment times?**

Excellent                      Good                      Satisfactory                      Poor

#### **How would you rate the availability of parking at the clinic?**

Excellent                      Good                      Satisfactory                      Poor

#### **How would you rate the facilities at the clinic (in terms of cleanliness, overall appearance & ambience?)**

Excellent                      Good                      Satisfactory                      Poor

#### **How would you rate the service of reception staff (in terms of professionalism, attentiveness & friendliness?)**

#### **Over the telephone**

Excellent                      Good                      Satisfactory                      Poor



**Face to face**

Excellent                      Good                      Satisfactory                      Poor

**Were you asked to complete a 'Patient details/Assessment form' prior to your initial consultation?**

Yes                      No

**TREATMENT:**

**Which practitioner did you see? (If you have seen more than one, choose the person you have seen the most)**

Jason Howard	Christine Antunes
Steve Canning	Andrew Hewlett
Katie Bell	Sally Fawcett
Julia Baron	Dave Nicholls (Podiatry)
Hayley Mount	Jill Saxby (Massage therapy)
Simon Leonard	Tom Doran (Golf specialist)
Irralee Andrejowska	Kayleigh Wright
Anna Wilkinson	

**How would you rate your treatment experience?**

Punctuality of therapist

Excellent                      Good                      Satisfactory                      Poor

Friendliness / Approachability of therapist

Excellent                      Good                      Satisfactory                      Poor

Professionalism of therapist

Excellent                      Good                      Satisfactory                      Poor

Explanation of diagnosis

Excellent                      Good                      Satisfactory                      Poor

Manual (Hands on) treatment

Excellent                      Good                      Satisfactory                      Poor

Treatment/Appointment length

Excellent                      Good                      Satisfactory                      Poor



Overall treatment experience

Excellent                      Good                      Satisfactory                      Poor

Price/Value for money

Excellent                      Good                      Satisfactory                      Poor

**How effective was your treatment in helping you achieve your goals for recovery?**

Fully achieved                      Partially achieved                      Not achieved

**OTHER:**

**Would you return to the Whitehouse for further treatment in the future?**

Yes                                      No

**Would you recommend a friend/relative to us for treatment?**

Yes                                      Maybe                                      No

**Have you accessed the Whitehouse website?**

Yes, Once                                      Yes, Several times                                      No

**If 'Yes', how would you rate it?**

Excellent                      Good                      Satisfactory                      Poor

**If 'Yes', what did you use it for? (tick all that apply)**

- |                             |                             |
|-----------------------------|-----------------------------|
| Contact details             | Map/location details        |
| Physiotherapist info        | Information on our services |
| Advice on your condition    | FAQ's                       |
| Other (please detail) ..... |                             |

**Would you be interested in our other services\*? (tick all that apply)**

- Pilates
  - Podiatry
  - Massage
  - Acupuncture
  - Athletic screening\*\*
  - Ergonomic /Workplace assessments\*\*
- (\*\*Currently being developed)



**thewhitehouse**

physiotherapy and sports injury clinics

**Are you happy for us to contact you regarding these or new services in the future?**

Yes                      No

**Any additional comments. Please use this space to provide any further feedback or tell us anything else that you think might improve our service**

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**Please could you provide some personal details in order for us to ensure we only receive feedback from clients who have used our service. Your details will not be used for any further marketing or contact, unless you have requested feedback or further information from us as indicated.**

**Name** .....

**Email address** .....

**Would you like us to contact you regarding your feedback from this survey?**

Yes                      No

Thank you for completing this survey. Your feedback is very much appreciated.

The Whitehouse Physiotherapy Clinic