



GETFITPHYSIO LTD.
"Bringing You Fitness to Enjoy Life".

In order to evaluate the physiotherapy service provided by Getfitphysio Ltd. It would be appreciated if time could be taken to complete this short questionnaire. Responses and comments provided will be used to help improve services for all clients/patients.

This questionnaire is confidential and anonymous.

Please indicate which clinic you attended for your initial appointment?

Esporta Health & Fitness Club Park Inn

How would you describe the convenience of our clinic locations?

Very Satisfactory Satisfactory Unsatisfactory Very Unsatisfactory Not sure

How were you referred?

a. Self b. GP c. Consultant d. Insurance Company e. Other Please specify.....

If above was answered b,c or d was it explained why you were being referred and how the process would work?

Yes No

Were the instructions on how to make a physiotherapy appointment clear and easy to follow?

Yes No If "No" please explain.....

If above was answered a or e please indicate below how our services came to your attention.

Personal recommendation Business card placement Yellow Pages Internet via Yell.com

Internet via Google Other Please specify...

If via the internet how would you rate our website?

Very Satisfactory Satisfactory Unsatisfactory Very Unsatisfactory Not sure

When you telephoned to make your first appointment, how satisfactory was the response?

Very Satisfactory Satisfactory Unsatisfactory Very Unsatisfactory Not sure

If you left a message on the answerphone service how quickly was your call returned?

Within 1 working day 1-2 working days More than 2 working days Not returned

How long was it between making your appointment and seeing the physiotherapist?

Days Weeks

Were you given a choice of appointment times?

Yes No

How would you rate the clinic of your initial appointment?

Very Satisfactory Satisfactory Unsatisfactory Very Unsatisfactory Not sure

How would you rate the ability of your physiotherapist to identify and treat your problem?

Very Satisfactory Satisfactory Unsatisfactory Very Unsatisfactory Not sure

Overall how would you describe your visit for your Getfitphysio clinic appointment?

Very Satisfactory Satisfactory Unsatisfactory Very Unsatisfactory Not sure

Please add any further comments or suggestions about Getfitphysio Ltd. Physiotherapy services below.

Thank you for taking the time to complete this questionnaire.

Please return your completed questionnaires in the stamped addressed envelope provided.