



Patient Satisfaction Questionnaire

1. How did you first hear about Coates Physiotherapy Clinics?

Word of Mouth	
Doctor/Consultant Referral	
Online/Search Engine	
Other (please note)	

2. Which Clinic did you visit?

Chepstow	
Monmouth	
Newport	

3. How long did you wait for your first physiotherapy appointment?

Less than 1 week	
1 – 2 weeks	
2 – 3 weeks	
More than 3 weeks	

4. My appointment was cancelled by my physiotherapist:

Never	
Once or Twice	

5. The information I received before attending my appointment gave me all the information I needed:

Strongly agree	
Agree	
Disagree	
Strongly disagree	
Doesn't apply	

6. I was able to contact the physiotherapy clinic to arrange my appointment without any problem:

Strongly agree	
Agree	
Disagree	
Strongly disagree	
Doesn't apply	

7. The appointment times offered to me were suitable:

Strongly agree	
Agree	
Disagree	
Strongly disagree	
Doesn't apply	

8. My physiotherapist was courteous and considerate at all times:

Strongly agree	
Agree	
Disagree	
Strongly disagree	
Doesn't apply	

9. My physiotherapist gave a helpful and accurate explanation of my condition:

Strongly agree	
Agree	
Disagree	
Strongly disagree	
Doesn't apply	

10. I was given clear instructions and understood everything the physiotherapist said:

Strongly agree	
Agree	
Disagree	
Strongly disagree	
Doesn't apply	

11. I was able to discuss my treatment and any questions I had with my physiotherapist:

Strongly agree	
Agree	
Disagree	
Strongly disagree	
Doesn't apply	

12. The length of the appointment was adequate to address my problems:

Strongly agree	
Agree	
Disagree	
Strongly disagree	
Doesn't apply	

13. My physiotherapist was often interrupted during appointments:

Strongly agree	
Agree	
Disagree	
Strongly disagree	
Doesn't apply	

14. I was given all the privacy I needed:

Strongly agree	
Agree	
Disagree	
Strongly disagree	
Doesn't apply	

15. If left alone during a treatment I was aware of how to contact the physiotherapist:

Strongly agree	
Agree	
Disagree	
Strongly disagree	
Doesn't apply	

16. Overall I was satisfied with the care I received:

Strongly agree	
Agree	
Disagree	
Strongly disagree	
Doesn't apply	

17. Any further comments?

--

--

Thank you for taking the time to complete the questionnaire.

August 2012