

**Conclusion and Recommendations**

Edinburgh Community Physiotherapy Service aims to provide a high quality service that is both responsive and timely for the people of Edinburgh. We will continue to review our practice, service models and methods—in order to provide quicker access to specialist physiotherapy advice and management.

We appreciate feedback at all times to enable us to continually upgrade and refine the quality of care provided.

# Edinburgh Community Physiotherapy Service Patient Satisfaction Survey Results –2010



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## Introduction

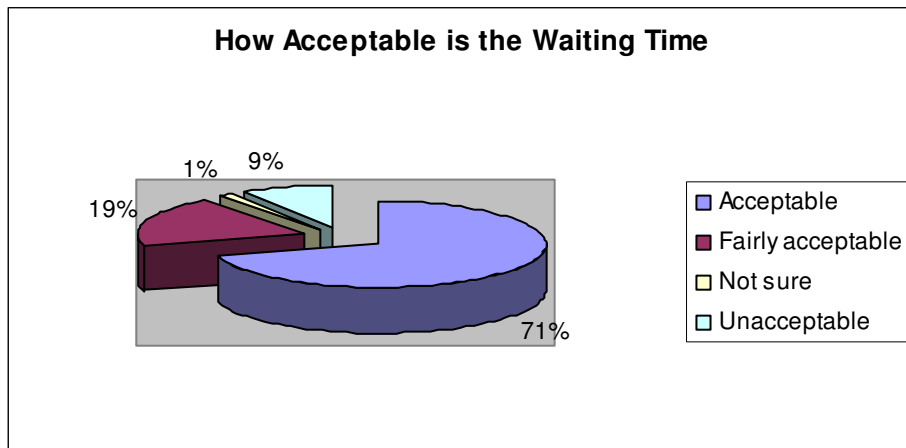
Edinburgh Community Physiotherapy Service aims to provide a high level of service to patients. In March 2010 we asked patients how satisfied they were with the physiotherapy service.

## Results

588 questionnaires were distributed between the physiotherapy clinics within Edinburgh Community Health Partnerships. In total 406 questionnaires were returned—giving a response rate of 69%.

### **1. Appointment and waiting times:**

The graph below shows how patients felt about the length of time they had to wait for their first appointment.



The average waiting time for physiotherapy was 5 weeks. Some comments received on the length of time waited were:

*"I was pleasantly surprised by how fast I was seen", "bit too long"*

- \* Almost all patients (99%) found the appointment times offered to them were suitable.
- \* Most (95%) patients felt they were able to contact the physiotherapy department to arrange an appointment without any problems.

Comments included:

*"often had to phone next day to make appointment as reception closed", "Quite easy!"*

- \* Most patients (90%) felt the length of time of the appointment was adequate to address their problems.

### **2. Privacy:**

- \* Almost all patients (99%) felt they were given all the privacy they needed during an appointment.
- \* However, some patients were *"Not so keen on the curtained cubicles"*
- \* Most patients (90%) felt if they were left alone during a treatment they were aware of how to contact the physiotherapist.

### **3. Information:**

80% of patients referred had received and read the information which was sent out to them, of which 99% found the information easy to understand.

### **4. Physiotherapist:**

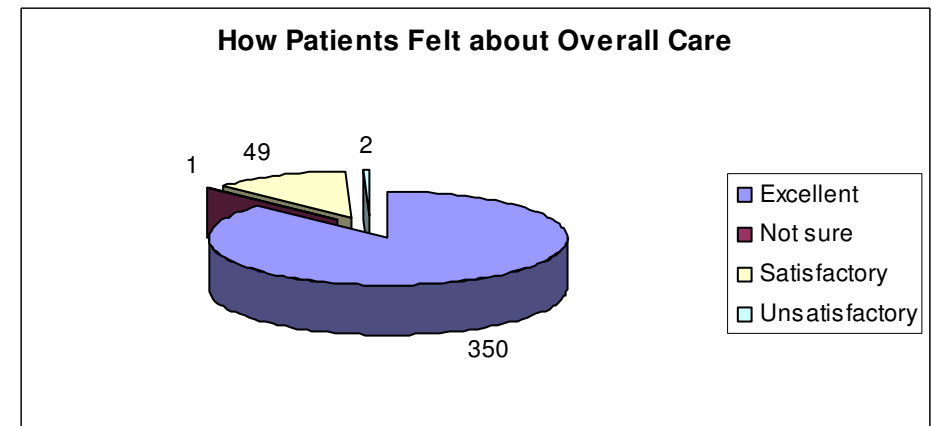
- \* All patients (100%) reported that the physiotherapist was courteous and considerate at all times.
- \* Nearly all patients (99%) felt that their physiotherapist gave them a helpful explanation of their condition.

Comments included:

*"Always phrased things well and made sure I understood", "Printouts were very good and websites provided to get more info"*

### **5. Overall opinion of service:**

Patients were asked if they agree with the statement 'overall, I was satisfied with the care I received', their response is shown in the graph below.



Comments included:

*"all treatment was excellent could not find fault with any stage of appointments. All staff were most helpful", "Delighted with the advice I received - thank you".*