

The Burghley Park Clinic
Client Satisfaction
Survey

Version 2.0

**THE BURGHELEY PARK CLINIC &
TAW HILL MEDICAL PRACTICE**

MARCH 2009

The Burghley Park Clinic & Taw Hill Medical Practice



Client Satisfaction Survey

**Version 2.
Date March 2009**

**This version supersedes all previous issues.
Please ensure that you are using the latest issue.**

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Document Version Control

Document Control	Date of release and Review
Version 1.0 Authors PAC/CL/CR	1/1/2006 – For review 1/1/2007
Version 1.1 Authors PAC/CL/CR	1/8/2007 – For review 1/8/2008
Version 2.0 Authors PAC/CR	1/3/2009 – For review 1/4/2010

Policy Requirement e.g. QoF, CQC, Internal etc.

CQC

Distribution:

Registered Manager /All Staff and practitioners with practicing privileges

BURGHLEY PARK CLINIC
Client Quality of Service Survey Result
January/February 2009

IT IS IMPORTANT FOR THE CONTINUING DEVELOPMENT AND QUALITY OF OUR CLINICAL SERVICES THAT OUR CLIENTS ARE CONSULTED IN ORDER TO OBTAIN THEIR VIEWS AND IDEAS REGARDING THE SERVICES THAT THEY ARE RECEIVING. THIS FORMS PART OF THE PROCESS OF MONITORING THE QUALITY OF SERVICE AT THE BURGHLEY PARK CLINIC.

It would be extremely helpful if you could tell us of any way you think that we may improve the service and would therefore welcome your views and assure you that all surveys are anonymous.

1 How did you become aware of our services?

- | | |
|--|--------------------------|
| Somebody I knew told me | <input type="checkbox"/> |
| A local advertisement | <input type="checkbox"/> |
| My GP or other Health Professional referred me | <input type="checkbox"/> |

2 If you received information from one of the clinic's nurses on the telephone, how helpful did you find this in answering any of your questions?

- | | | |
|--------------------|--------------------------|-----|
| Not at all helpful | <input type="checkbox"/> | |
| Somewhat helpful | <input type="checkbox"/> | |
| Mostly helpful | <input type="checkbox"/> | 47% |
| Extremely helpful | <input type="checkbox"/> | 53% |

3 How clear and easy was it to understand the costs involved regarding the treatments offered?

- | | | |
|--|--------------------------|-----|
| Unclear and difficult to understand | <input type="checkbox"/> | |
| Slightly unclear and difficult to understand | <input type="checkbox"/> | |
| Quite clear and easy to understand | <input type="checkbox"/> | 42% |
| Extremely clear and easy to understand | <input type="checkbox"/> | 58% |

4 How would you rate the suitability of the clinic's equipment, facilities and treatment rooms?

- | | | |
|---------------------|--------------------------|-----|
| Not at all suitable | <input type="checkbox"/> | |
| Somewhat suitable | <input type="checkbox"/> | |
| Mostly suitable | <input type="checkbox"/> | 37% |
| Extremely suitable | <input type="checkbox"/> | 63% |

5 Before commencing treatment, did the nurse/doctor talk to you about the following aspects of treatment? (Please tick all the boxes that apply)

The potential risks associated with treatment	<input type="checkbox"/>	100%
The potential benefits associated with treatment	<input type="checkbox"/>	94%
Discuss fully your future treatment plan and its cost	<input type="checkbox"/>	94%
Describe what was involved in your treatment	<input type="checkbox"/>	100%
Advice on pre and post care	<input type="checkbox"/>	100%

6 Were you **treated with appropriate dignity and respect during your treatment?**

Yes 100% No Don't know

7 Do you feel the doctor/nurse has addressed your concerns appropriately?

I felt my concerns were addressed completely	<input type="checkbox"/>	89%
I felt my concerns were mostly addressed	<input type="checkbox"/>	11%
I felt my concerns were somewhat addressed	<input type="checkbox"/>	
I felt my concerns were ignored	<input type="checkbox"/>	

8 In your opinion, how well did the practitioner understand your health concern?

Completely understood my problem	<input type="checkbox"/>	68%
Mostly understood my problem	<input type="checkbox"/>	32%
Somewhat understood my problem	<input type="checkbox"/>	
Did not really understand my problem	<input type="checkbox"/>	

9 Did you feel that you could ring the clinic between or after appointments if you were concerned about any aspect of your treatment?

I felt I could ring the clinic at any time if I felt at all concerned	<input type="checkbox"/>	100%
I felt I could only ring if I was very concerned	<input type="checkbox"/>	
I felt I could not ring at all	<input type="checkbox"/>	

