



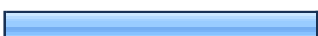


1. How did you become aware of our services?

		Response Percent	Response Count
Internet search		66.7%	12
Personal Recommendation		38.9%	7
A local advertisement		0.0%	0
My GP or other Health Professional referred me		0.0%	0
	Other (please specify)		6
answered question			18
skipped question			6

2. How helpful did you find the information available on the Burghley Park Clinic website?

		Response Percent	Response Count
Not at all helpful		0.0%	0
Somewhat helpful		16.7%	4
Mostly helpful		33.3%	8
Extremely helpful		50.0%	12
answered question			24
skipped question			0

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

		Response Percent	Response Count
Unclear and difficult to understand		0.0%	0
Slightly unclear and difficult to understand		0.0%	0
Quite clear and easy to understand		29.2%	7
Extremely clear and easy to understand		66.7%	16
Not applicable		4.2%	1
answered question			24
skipped question			0

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

		Response Percent	Response Count
Not at all suitable		0.0%	0
Somewhat suitable		0.0%	0
Mostly suitable		13.0%	3
Extremely suitable		87.0%	20
answered question			23
skipped question			1


5. How would you rate the cleanliness of the clinic's equipment, facilities and treatment rooms?

		Response Percent	Response Count
Not at all suitable		0.0%	0
Somewhat suitable		0.0%	0
Mostly suitable	<input type="checkbox"/>	4.3%	1
Extremely suitable	<input checked="" type="checkbox"/>	95.7%	22
answered question			23
skipped question			1

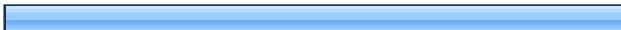
6. Before commencing treatment, did the nurse/doctor talk to you about the following aspects of treatment? (Please tick all the boxes that apply)

		Response Percent	Response Count
The potential risks associated with treatment	<input checked="" type="checkbox"/>	95.8%	23
The potential benefits associated with treatment	<input checked="" type="checkbox"/>	95.8%	23
Discuss fully your future treatment plan and its cost	<input checked="" type="checkbox"/>	79.2%	19
Describe what was involved in your treatment	<input checked="" type="checkbox"/>	100.0%	24
Advice on pre treatment and post treatment care	<input checked="" type="checkbox"/>	95.8%	23
answered question			24
skipped question			0



7. Did you feel that you were you treated with appropriate dignity and respect during your during your visit to the clinic?

		Response Percent	Response Count
Yes		100.0%	24
No		0.0%	0
Don't know		0.0%	0
answered question			24
skipped question			0


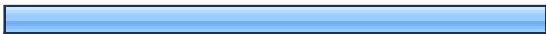
8. Did you feel that your privacy, independence and human rights were respected during your during your visit to the clinic?

		Response Percent	Response Count
Yes		100.0%	24
No		0.0%	0
Don't know		0.0%	0
answered question			24
skipped question			0


9. If you had any specific needs relating to equality, diversity and human rights were these addressed?

		Response Percent	Response Count
Yes		29.2%	7
No		0.0%	0
No specific needs		70.8%	17
answered question			24
skipped question			0



10. Did you feel that staff answered any questions that you may have had about the treatments at the outset providing you with all the information you required before treatment?

		Response Percent	Response Count
didn't have any questions		12.5%	3
answered some of my questions		0.0%	0
very helpful providing lots of information		87.5%	21
answered question			24
skipped question			0


11. Do you feel that the doctor/nurse gave you sufficient information about your treatment during treatment?

		Response Percent	Response Count
Yes		100.0%	23
No		0.0%	0
Don't know		0.0%	0
answered question			23
skipped question			1



12. Do you feel that the doctor/nurse involved you in planning your treatment?

		Response Percent	Response Count
Yes		95.8%	23
No		0.0%	0
Don't know		4.2%	1
answered question			24
skipped question			0


13. Do you feel that the doctor/nurse involved you in decisions about your care?

		Response Percent	Response Count
Yes		100.0%	22
No		0.0%	0
Don't know		0.0%	0
answered question			22
skipped question			2

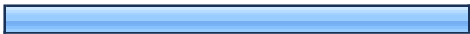
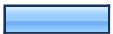

14. In your opinion, how well did the practitioner understand your health concern?

		Response Percent	Response Count
Completely understood my problem		95.8%	23
Mostly understood my problem		4.2%	1
Somewhat understood my problem		0.0%	0
Did not really understand my problem		0.0%	0
answered question			24
skipped question			0



15. Was the time allocated for your treatment adequate for your needs?

		Response Percent	Response Count
Too much time		0.0%	0
Just enough time		100.0%	24
Not enough time		0.0%	0
answered question			24
skipped question			0

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

		Response Percent	Response Count
I felt I could contact the clinic at any time if I felt at all concerned		75.0%	18
I felt I could only make contact if I was very concerned		16.7%	4
I felt I could not make contact at all		8.3%	2
		answered question	24
		skipped question	0

17. Do you feel that the outcome of your treatment is in line with your expectations?

		Response Percent	Response Count
The outcome was nowhere near what I had expected		4.2%	1
The outcome of treatment was somewhat what I expected		16.7%	4
The outcome of treatment was what I expected		50.0%	12
The outcome of treatment exceeded my expectations		20.8%	5
It is too early to say		8.3%	2
		answered question	24
		skipped question	0

18. Could you say on a scale of 1 – 10, how you would rate the service you received, (1 being excellent)

	1 very poor	2	3	4	5	6	7	8	9	10 excellent
overall rating	0.0% (0)	0.0% (0)	0.0% (0)	4.2% (1)	0.0% (0)	0.0% (0)	0.0% (0)	16.7% (4)	25.0% (6)	54.2% (13)
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