




OUT PATIENT SATISFACTION QUESTIONNAIRE REGARDING PHYSIOTHERAPY

1= not acceptable, 2= average, 3=very good

Date: _____

		1	2	3
				
1.	Evaluate the administrative clerk regarding:			
	Politeness, friendliness, feel welcome			
	Assistance with making an appointment – <i>personally or telephonically</i>			
	Did you receive enough information of what was expected of you?			
	Any discriminatory behaviour			
2.	Evaluate the physiotherapist and treatment given:			
	Did the physiotherapist introduce him/herself?			
	Was the physiotherapist politeness and helpfulness?			
	Was the physiotherapist's general appearance professional			
	Was the interpersonal relationship with you/available to discuss questions/problems/empathy			
	Were you satisfied with the physiotherapy treatment received?			
	Were you evaluated before treatment?			
	Was consent asked before commencement of treatment?			
	Did you receive adequate explanation about your condition?			
	Was the physiotherapy procedures and purpose explained before treatment commenced			
	Did your treatment session start on time? If NO, was the reason for the delay explained to you?			
3.	Administration			
	Did you have any problems with your account rendering?			
	Did you feel you had value for money?			
	Did you have to phone the practice with any queries?			
	Were they answered professionally and promptly?			
4.	Facilities and equipment:			



	Evaluate the neatness and cleanliness of the Physiotherapy practice			
	Was the temperature setting comfortable?			
	Was the toilet neat and tidy?			
	Was the equipment in good working order?			

Give comments if values of 1 and 2 are recorded: