An audit of patient satisfaction

<table>
<thead>
<tr>
<th>Patient Satisfaction Audit – questionnaire</th>
</tr>
</thead>
<tbody>
<tr>
<td>This practice is looking at ways in which it can improve the services offered to patients. It would be very helpful if you could complete this short questionnaire: it should only take a few minutes to fill in. All of the information you give is anonymous and will be treated in strict confidence.</td>
</tr>
</tbody>
</table>

**PLEASE DO NOT WRITE YOUR NAME ON THIS FORM**

When you have completed the form, please place it in the envelope provided and post it

1. Where were the symptoms that caused you to consult an osteopath? ____________________________

2. How long had you had those symptoms? ____________________________

3. Were you able to ask the osteopath about anything connected with treatment?  
   Yes □  No □

4. Were you always seen promptly for your sessions?  
   Yes □  No □

5. Did you expect the treatment would remove your pain immediately?  
   Yes □  No □

6. Did the osteopath did listen to what you had to say?  
   Yes □  No □

7. Did you have confidence that the osteopath knew what he/she was doing?  
   Yes □  No □

8. Did you expect to have to do exercises in addition to your treatment?  
   Yes □  No □

9. Was it important for you to see the same osteopath throughout your treatment  
   Yes □  No □

10. Were the treatment sessions always at convenient times?  
    Yes □  No □

11. Did you feel the treatment was fully explained to you?  
    Yes □  No □
12. Were you able to easily contact the osteopath outside of treatment hours?
Yes ☐ No ☐

13. Would you recommend osteopathic treatment?
Yes ☐ No ☐

Do you have any other comments? If yes, please add your comments below:

Finally, please tick the number to answer the questions below

<table>
<thead>
<tr>
<th>Your sex</th>
<th>Your age</th>
<th>Your employment status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male ☐</td>
<td>18-29 ☐</td>
<td>Full time ☐</td>
</tr>
<tr>
<td>Female ☐</td>
<td>30-39 ☐</td>
<td>Part time ☐</td>
</tr>
<tr>
<td></td>
<td>40-49 ☐</td>
<td>Not employed ☐</td>
</tr>
<tr>
<td></td>
<td>50-59 ☐</td>
<td>Carer ☐</td>
</tr>
<tr>
<td></td>
<td>60-69 ☐</td>
<td>Student ☐</td>
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<td></td>
<td>70-79 ☐</td>
<td>Retired ☐</td>
</tr>
<tr>
<td></td>
<td>80-89 ☐</td>
<td>Other ☐</td>
</tr>
</tbody>
</table>

Thank you very much. We greatly appreciate your help

This audit tool is based on the work by Hills (2007)*