

An audit of patients who fail to complete their treatment

Questionnaire to identify why patients did not complete their course of treatment

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.

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

Where were the symptoms that caused you to consult an osteopath _____

How long had you had those symptoms? _____

Did you have previous experience of osteopathy? Yes No

Did you know what to expect from treatment? Yes No

Did you find the treatment sessions long enough? Yes No

Did you feel the osteopath listened to what you had to say? Yes No

Did you have confidence that the osteopath know what he/she was doing? Yes No

Did you expect to have to do exercises in addition to my treatment? Yes No

Was the treatment more painful than you anticipated? Yes No

Were there any other reasons why you didn't return for further treatment? Yes No

If yes, please tell us why in the space below:

Finally, please answer the questions below by ticking the appropriate box

Your sex		Your age		Your employment status	
Male	<input type="checkbox"/>	18-29	<input type="checkbox"/>	Full time	<input type="checkbox"/>
Female	<input type="checkbox"/>	30-39	<input type="checkbox"/>	Part time	<input type="checkbox"/>
		40-49	<input type="checkbox"/>	Not employed	<input type="checkbox"/>
		50-59	<input type="checkbox"/>	Carer	<input type="checkbox"/>
		60-69	<input type="checkbox"/>	Student	<input type="checkbox"/>
		70-79	<input type="checkbox"/>	Retired	<input type="checkbox"/>
		80-89	<input type="checkbox"/>	Other	<input type="checkbox"/>

Thank you very much. We greatly appreciate your help.

This audit tool is based on work by Hills¹, and Rees^{2,3}.

1. Hills R, Kitchen S. Toward a theory of patient satisfaction with physiotherapy: Exploring the concept of satisfaction. *Physiotherapy Theory and Practice*. 2007;23(5):243-254
2. Rees R. <http://www.acumedic.com/books/bk3236.pdf>
3. Rees R: http://www.rccm.org.uk/static/Research_patient.aspx