

1. Default Section

1. My first visit was scheduled within my desired time frame.

	Strongly Agree	Agree	Neither Agree nor disagree	Disagree	Strongly Disagree
Scheduled within time frame	jq	jq	jq	jq	jq

2. The location of the clinic was convenient.

	Strongly Agree	Agree	Neither Agree nor disagree	Disagree	Strongly Disagree
Convenient Location	jq	jq	jq	jq	jq

3. Parking was available for me

	Strongly Agree	Agree	Neither Agree nor disagree	Disagree	Strongly Disagree
Parking Available	jq	jq	jq	jq	jq

4. I was welcomed on arrival by reception staff

	Strongly Agree	Agree	Neither Agree nor disagree	Disagree	Strongly Disagree
Welcomed by Reception	jq	jq	jq	jq	jq

5. When I arrived for my appointments the Physio saw me promptly

	Strongly Agree	Agree	Neither Agree nor disagree	Disagree	Strongly Disagree
Seen Promptly by Physio	jq	jq	jq	jq	jq

6. My physiotherapist was courteous

	Strongly Agree	Agree	Neither Agree nor disagree	Disagree	Strongly Disagree
Courteous Physio	jq	jq	jq	jq	jq

7. My privacy was respected during my physiotherapy care

	Strongly Agree	Agree	Neither Agree nor disagree	Disagree	Strongly Disagree
Privacy was respected	jq	jq	jq	jq	jq

8. The evaluation and treatment I received was explained in a clear and helpful manner

	Strongly Agree	Agree	Neither Agree nor disagree	Disagree	Strongly Disagree
Treatment explained clearly	jq	jq	jq	jq	jq

9. Follow up appointments were scheduled to my convenience

	Strongly Agree	Agree	Neither Agree nor disagree	Disagree	Strongly Disagree
Follow Up appointments conveniently scheduled	jq	jq	jq	jq	jq

10. Reception staff were courteous and helpful

	Strongly Agree	Agree	Neither Agree nor disagree	Disagree	Strongly Disagree
Helpful Reception staff	jq	jq	jq	jq	jq

11. The number of physiotherapy sessions I had to recover from my injury was:

- Just Right
- Not Enough
- Too Many

12. Overall, I was satisfied with the outcome of the physiotherapy I received

	Strongly Agree	Agree	Neither Agree nor disagree	Disagree	Strongly Disagree
Satisfied with outcome	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. Last page

1. My overall impression of Body in Motion is a positive one.

	Strongly Agree	Agree	Neither Agree nor disagree	Disagree	Strongly Disagree
Positive impression of Body in Motion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. I would recommend this clinic to my family and friends

	Strongly Agree	Agree	Neither Agree nor disagree	Disagree	Strongly Disagree
Recommend clinic to others	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. Please tick how your treatment costs were covered.

- ACC or other insurer and I paid the surcharge.
- ACC or other insurer and other party paid the surcharge.
- Private

*** 4. Which clinic were you seen at?**

- Baypark Stadium
- Baywave (Upstairs Baywave Aquatic Centre)
- BOP Polytech (Aquatic Centre, Windermere Campus)
- BOP Polytech (Bongard Campus)
- BOP Polytech (Health Centre, Windermere Campus)
- Greerton (1444 Cameron Rd)
- Mount (46 Girven Rd)
- Mount College
- Oceanb Papamos

*** 5. Which physio or physios did you see?**

- Roger Athy-Knibbs
- Shannon Fiskien
- Heili Swart
- Mike Ellis
- Nicola Lister
- Helen Alderson
- Scott Illingworth
- Lucy Hammond
- Trudie Kerrisk
- Tom Wilford
- Steve Broad
- Paul Cameron (Shorty)
- Grant McEwan
- Kathy Roberts
- Mal Shivnan
- Sonia Fincham
- Nicole Banks
- Other/Unknown
- Damian Banks
- Paula Loader

6. What could we do better or improve on?

	5
	6

7. What do we do well?

	5
	6

8. What other services could we offer?

	5
	6

9. Any Other Comments?

	5
	6