

Customer Satisfaction Survey < Name Organisation >

Dear Client,

With this research we like to measure the quality of our health care, for this we need your assistance. It is important for us to know how you will judge our services. With your opinion, we can customize and jointly improve our care, if necessary. This survey will take you about 10 minutes.

Would you be so kind to indicate as of question 2, the extent to which you agree on following theorem:

The application:

1. How did you reach < Name Organisation >?

redirector	sportclub	Word-to-mouth	folder	website	other

2. The application process went well.

fully disagree	disagree	neutral	agree	fully agree	N/A

First visit/ first treatment

3. The first visit / the intake met my expectations.

fully disagree	disagree	neutral	agree	fully agree	N/A

4. The approach proposed was good.

fully disagree	disagree	neutral	agree	fully agree	N/A

5. The follow-up treatments were good.

fully disagree	disagree	neutral	agree	fully agree	N/A

6. The offered physiotherapeutic care was to my complete satisfaction.

fully disagree	disagree	neutral	agree	fully agree	N/A

The shutdown process

7. I am pleased with the time of the termination of the treatment.

fully disagree	disagree	neutral	agree	fully agree	N/A

8. De end report sent to my specialist was good.

fully disagree	disagree	neutral	agree	fully agree	N/A

9. My final judgment of the treatment is good.

fully disagree	disagree	neutral	agree	fully agree	N/A

10. We reached the predetermined goals.

fully disagree	disagree	neutral	agree	fully agree	N/A

11. Your condition has been treated according to the protocol.

fully disagree	disagree	neutral	agree	fully agree	N/A

General matter

12. The practice establishment is good.

fully disagree	disagree	neutral	agree	fully agree	N/A

13. The waiting area and dressing room meet my wishes

fully disagree	disagree	neutral	agree	fully agree	N/A

14. The delay for the use of practice equipment is acceptable.

fully disagree	disagree	neutral	agree	fully agree	N/A

15. The practice establishment meet the daily hygiene.

fully disagree	disagree	neutral	agree	fully agree	N/A

16. The accommodation of the treatmentrooms are good.

fully disagree	disagree	neutral	agree	fully agree	N/A

17. The general establishment quality is good.

fully disagree	disagree	neutral	agree	fully agree	N/A

18. The quality of the treatment is good.

fully disagree	disagree	neutral	agree	fully agree	N/A

19. The quality of physiotherapeutic is good. (presentation, explanation, helpfulness and personal attention)

fully disagree	disagree	neutral	agree	fully agree	N/A

Per closure, we would like to raise three open questions:

20. Would you recommend our services to others?

Yes. Why?

No. Why not?

21. What were your expectations in relation to the physiotherapeutic care?

22. We highly appreciate any idea or opinion! Room for improvements, comments and suggestions:

Thank you very much for your cooperation! We will bring in the results of this research in our continuous efforts to improve our practice. Our services will be adjusted, where necessary.

All employees < Name Organisation >

Request Customer Satisfaction Survey, Consumer Market.

Background information:

Annually Customer Satisfaction Survey. The aim is alignment of the service with the expectations of the customer. The organisation is committed to a customer satisfaction of 98%.

1. Design a questionnaire where all practical matters are discussed. The study will be conducted annually.
2. The questionnaire is given to all clients, after treatment is completed. The questionnaire can be deposited in a separate box and is anonymous. A digital version is under development, where clients can fill in the questionnaire digitally in the future.
3. Deliver reporting of results, conclusions and recommendations, including comparison with scores from previous years.