SPA project	**Patient feedback questionnaire**

This questionnaire has been developed by the Chartered Society of Physiotherapy, the professional organisation for chartered physiotherapists, in order to improve physiotherapy services. You have been selected to take part in this important survey about the physiotherapy care you have received. If you are happy to participate we would be grateful for a few minutes of your time to complete this questionnaire. (http://www.csp.org.uk/uploads/documents/SOPPaudit.pdf)

If you would like to talk to someone about the questionnaire or ask any questions, please contact:…………………………….

There are no right or wrong answers. It is for you to decide on the quality of your experience. This will help the service to improve the care it provides. The information will be confidential, and you will not be identified to any of the physiotherapy staff. Please tick the appropriate box(es) and write in the spaces provided.

1 If a person other than the patient completes this questionnaire, please indicate your relationship to the patient:

Husband / wife / son / daughter	O
Parent / guardian	O
Other family	O
Carer	O

2 Were you treated by:

A student	O
A physiotherapist	O
A physiotherapy assistant	O
Other	O
Don't know	O

3 Before your first visit

How long did you have to wait for your first appointment?

Under 24 hours	O
1-7 days	O
Between 1 and 4 weeks	O
Between 1 and 2 months	O
More than 2 months	O
I was offered a choice of appointment times:	yes /no / not applicable

4 Your treatment sessions

Which statement most accurately reflects your views

I was addressed by the name of my choice	strongly disagree, disagree, uncertain, agree, strongly agree
The staff were courteous and considerate	strongly disagree, disagree, uncertain, agree, strongly agree
I was not given a chance to say what was on my mind	strongly disagree, disagree, uncertain, agree, strongly agree
I felt involved in deciding about my treatment plan	strongly disagree, disagree, uncertain, agree, strongly agree
The physiotherapists listened to what I said	strongly disagree, disagree, uncertain, agree, strongly agree
The physiotherapist told me what I could achieve	strongly disagree, disagree, uncertain, agree, strongly agree
The physiotherapist had a manner which made me feel uneasy	strongly disagree, disagree, uncertain, agree, strongly agree

5 We aim to be sensitive to your particular expectations

Did we succeed?   yes/no   If no, please explain: