



Tell Us What You Think: Your Feedback Matters

Please tell us about your experience with The Ben Fund **physiotherapy service**, we welcome any feedback you have to help us keep improving our service. Please return to wellbeing@nwpmf.org. Thank you in advance for taking the time to share your feedback; we really appreciate it.

Please select the centre you attended (optional):

- St Michael's Lodge, Langho Other, please specify _____
- Progress House, Stockport
- Green Lane, Liverpool
- Clemonds Hey, Cheshire
- The Green, Penrith

On a scale of 1-5, how much do you agree or disagree with each of the following statements relating to your physiotherapy appointment:

My physiotherapist was empathetic

Strongly disagree 1 2 3 4 5 Strongly agree

My physiotherapist explained my diagnosis

Strongly disagree 1 2 3 4 5 Strongly agree

My physiotherapist discussed my treatment plan with me

Strongly disagree 1 2 3 4 5 Strongly agree

My physiotherapist answered my questions

Strongly disagree 1 2 3 4 5 Strongly agree

My physiotherapist told me what to expect in terms of recovery

Strongly disagree 1 2 3 4 5 Strongly agree

Information was clear/concise

Strongly disagree 1 2 3 4 5 Strongly agree

Return email address: wellbeing@nwpmf.org

Return postal address: Clinical Services Co-ordinator, The Ben Fund, St. Michael's Lodge, Northcote Road, Langho, Lancashire, BB6 8BG
Registered Charity No. 503045



Tell Us What You Think: Your Feedback Matters

I was given too much information

Strongly disagree 1 2 3 4 5 Strongly agree

The room/area I was seen in was clean

Strongly disagree 1 2 3 4 5 Strongly agree

I was given the privacy I needed when receiving treatment

Strongly disagree 1 2 3 4 5 Strongly agree

Did you book a follow-up appointment? Yes No

If not, what was the reason for this?

On a scale of 1-5, overall, how satisfied are you with the service you received from The Ben Fund?

Very dissatisfied 1 2 3 4 5 Very satisfied

On a scale of 1-5, how likely are you to recommend this service to colleagues?

Very unlikely 1 2 3 4 5 Very likely

Return email address: wellbeing@nwpcf.org

Return postal address: Clinical Services Co-ordinator, The Ben Fund, St. Michael's Lodge, Northcote Road, Langho, Lancashire, BB6 8BG

Registered Charity No. 503045



Tell Us What You Think: Your Feedback Matters

Please use this space to provide any other comments/feedback you wish to leave regarding your Ben Fund physiotherapy experience, we welcome any suggestions on how we can improve.

Thank you for taking the time to share your feedback