

## CONSUMER FEEDBACK- ALLIED HEALTH CLINICIANS

March 2014

### Summary

The satisfaction of allied health services delivered by [REDACTED] is extremely high - 98% of consumers feel their clinician is highly professional, and 96% would recommend the service to a family member or friend. Only one participant felt the location wasn't convenient for their needs. Verbal feedback about the value of the service was extremely positive. For example;

'I feel the best I have felt for a very long time. Jennifer has made such a difference I tell everyone'

Individual clinician feedback is as follows;

#### Jen Elliot (12)

12 of the 12 respondents would recommend the service to someone else

12 of the 12 respondents plan to have further sessions

12 of the 12 respondents felt that they were given information in a way that they could understand (health literacy)

11 of the 12 respondents strongly agreed that their clinician was professional

11 of the 12 felt that their health was greatly improved as a result of treatment and the other 1 rated as improved

50% of consumers had their first appointment within 1-3 weeks the other 50% waited 3-6 weeks. No one waited greater than 6 weeks.