





## Chiropractic Practice Assessment Questionnaire

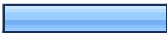


1. In the past 12 months, HOW MANY TIMES have you seen a chiropractor at your clinic?

		Response Percent	Response Count
None		3.1%	1
1 or 2 times		3.1%	1
3 or 4 times		18.8%	6
5 or six times		31.3%	10
<b>7 or more times</b>		<b>43.8%</b>	<b>14</b>
		<b>answered question</b>	<b>32</b>
		<b>skipped question</b>	<b>0</b>

## 2. How do you rate the way you are treated by the RECEPTIONIST/S at your clinic?

		Response Percent	Response Count
Very poor		0.0%	0
Poor		0.0%	0
Fair		3.1%	1
Good		3.1%	1
Very good		31.3%	10
<b>Excellent</b>		<b>62.5%</b>	<b>20</b>
		<b>answered question</b>	<b>32</b>
		<b>skipped question</b>	<b>0</b>

### 3. How do you rate the HOURS that your clinic is open for appointments?

		Response Percent	Response Count
Very poor		0.0%	0
Poor		0.0%	0
Fair		0.0%	0
Good		12.5%	4
<b>Very good</b>		<b>53.1%</b>	<b>17</b>
Excellent		34.4%	11
		<b>answered question</b>	<b>32</b>
		<b>skipped question</b>	<b>0</b>

**4. What ADDITIONAL HOURS would you like the clinic to be open? (please tick all that apply)**

		Response Percent	Response Count
Early morning	<input type="checkbox"/>	6.3%	2
Lunchtimes	<input type="checkbox"/>	0.0%	0
Evenings	<input type="checkbox"/>	3.1%	1
Weekends	<input type="checkbox"/>	12.5%	4
<b>None, I am satisfied</b>	<input checked="" type="checkbox"/>	<b>81.3%</b>	<b>26</b>
		<b>answered question</b>	<b>32</b>
		<b>skipped question</b>	<b>0</b>

## 5. Thinking of times when you want to see a PARTICULAR chiropractor:

(a) How QUICKLY do you get to see that chiropractor?

	Same day	Next working day	2 working days or less	3 working days or less	4 working days or less	5 or more working days	Does not apply	Response Count
(choose one item from each list)	<b>40.6% (13)</b>	25.0% (8)	18.8% (6)	9.4% (3)	0.0% (0)	3.1% (1)	3.1% (1)	32

(b) How do you rate this?

	Very poor	Poor	Fair	Good	Very Good	Excellent	Does not apply	Response Count
(choose one item from each list)	0.0% (0)	0.0% (0)	3.1% (1)	15.6% (5)	28.1% (9)	<b>50.0% (16)</b>	3.1% (1)	32
<b>answered question</b>								<b>32</b>
<b>skipped question</b>								<b>0</b>

## 6. Thinking of times when you are willing to see ANY chiropractor:




(a) How QUICKLY do you usually get seen?

	Same day	Next working day	2 working days or less	3 working days or less	4 working days or less	5 or more working days	Does not apply	Response Count
(choose one item from each list)	<b>40.6% (13)</b>	18.8% (6)	9.4% (3)	3.1% (1)	0.0% (0)	0.0% (0)	28.1% (9)	32

(b) How do you rate this?

	Very poor	Poor	Fair	Good	Very Good	Excellent	Does not apply	Response Count
(choose one item from each list)	0.0% (0)	0.0% (0)	0.0% (0)	15.6% (5)	9.4% (3)	<b>46.9% (15)</b>	28.1% (9)	32
<b>answered question</b>								<b>32</b>
<b>skipped question</b>								<b>0</b>

7. If you need to see a chiropractor URGENTLY, can you normally get seen on the same day?

		Response Percent	Response Count
Yes		65.6%	21
No		3.1%	1
Don't know/never needed to		31.3%	10
		<b>answered question</b>	<b>32</b>
		<b>skipped question</b>	<b>0</b>

## 8. Thinking about WAITING TIME when you are at your clinic:

(a) How LONG do you usually have to wait at the clinic for your appointment to begin?

	5 mins or less	6 to 10 mins	11 to 20 mins	21 to 30 mins	30 mins or more	Response Count
(choose one item from each list)	34.4% (11)	<b>59.4% (19)</b>	6.3% (2)	0.0% (0)	0.0% (0)	32

(b) How do you rate this?

	Very poor	Poor	Fair	Good	Very Good	Excellent	Response Count
(choose one item from each list)	0.0% (0)	0.0% (0)	15.6% (5)	<b>28.1% (9)</b>	<b>28.1% (9)</b>	<b>28.1% (9)</b>	32
						<b>answered question</b>	<b>32</b>
						<b>skipped question</b>	<b>0</b>

**9. Thinking of times you have PHONED your clinic, how do you rate the following:**

**a) Ability to get through to the clinic on the phone?**

	Very poor	Poor	Fair	Good	Very good	Excellent	Don't know/never tried	Response Count
(choose one item from each list)	0.0% (0)	0.0% (0)	0.0% (0)	9.4% (3)	28.1% (9)	<b>59.4% (19)</b>	3.1% (1)	32

**b) Ability to speak to a chiropractor on the phone when you have a question or need advice?**

	Very poor	Poor	Fair	Good	Very good	Excellent	Don't know/never tried	Response Count
(choose one item from each list)	0.0% (0)	0.0% (0)	3.1% (1)	3.1% (1)	6.3% (2)	12.5% (4)	<b>75.0% (24)</b>	32

**answered question 32**

**skipped question 0**

10. The remaining questions ask about your usual chiropractor. If you don't have a 'usual chiropractor', please answer about the chiropractor who you know best at your clinic. If you don't know any of the chiropractors, please indicate this below:

	Response Percent	Response Count
I don't know any of the chiropractors	0.0%	0
	<b>answered question</b>	<b>0</b>
	<b>skipped question</b>	<b>32</b>

## 11. Thinking about a TYPICAL appointment with your USUAL CHIROPRACTOR, how do you rate the following:

	Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply	Response Count
a) How thoroughly the chiropractor asks about your symptoms and how you are feeling?	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	28.1% (9)	<b>71.9% (23)</b>	0.0% (0)	32
b) How well the chiropractor listens to what you had to say?	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	28.1% (9)	<b>71.9% (23)</b>	0.0% (0)	32
c) How well the chiropractor puts you at ease during your physical examination?	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	28.1% (9)	<b>71.9% (23)</b>	0.0% (0)	32
d) How much the chiropractor involves you in decisions about your care?	0.0% (0)	0.0% (0)	0.0% (0)	6.3% (2)	31.3% (10)	<b>62.5% (20)</b>	0.0% (0)	32
e) How well the chiropractor explains your problems or any treatment that you need?	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	28.1% (9)	<b>71.9% (23)</b>	0.0% (0)	32
f) The amount of time your chiropractor spends with you?	0.0% (0)	0.0% (0)	0.0% (0)	9.4% (3)	34.4% (11)	<b>56.3% (18)</b>	0.0% (0)	32
g) The chiropractor's patience with your questions or worries?	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	21.9% (7)	<b>78.1% (25)</b>	0.0% (0)	32
h) The chiropractor's caring and concern for you?	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	28.1% (9)	<b>71.9% (23)</b>	0.0% (0)	32
<b>answered question</b>								<b>32</b>
<b>skipped question</b>								<b>0</b>

**12. After seeing the chiropractor do you FEEL:**

	<b>Much more than before the visit</b>	<b>A little more than before the visit</b>	<b>The same or less than before the visit</b>	<b>Does not apply</b>	<b>Response Count</b>
(a) Able to UNDERSTAND your problems?	<b>61.3% (19)</b>	25.8% (8)	6.5% (2)	6.5% (2)	31
(b) Able to COPE with your problems?	<b>64.5% (20)</b>	22.6% (7)	6.5% (2)	6.5% (2)	31
(c) Able to KEEP YOURSELF healthy?	<b>46.7% (14)</b>	30.0% (9)	10.0% (3)	13.3% (4)	30
				<b>answered question</b>	<b>31</b>
				<b>skipped question</b>	<b>1</b>

**13. Is there anything particularly good about your chiropractic care?**

	<b>Response Count</b>
	16
<b>answered question</b>	<b>16</b>
<b>skipped question</b>	<b>16</b>



**14. Is there anything that could be improved?**

	<b>Response Count</b>
	13
<b>answered question</b>	<b>13</b>
<b>skipped question</b>	<b>19</b>







**15. Any other comments?**

	<b>Response Count</b>
	9
<b>answered question</b>	<b>9</b>
<b>skipped question</b>	<b>23</b>


16. Finally, it will help us to fully understand your answers if you could tell us a little about yourself. Are you:

		Response Percent	Response Count
Male		37.5%	12
<b>Female</b>		<b>62.5%</b>	<b>20</b>
		<b>answered question</b>	<b>32</b>
		<b>skipped question</b>	<b>0</b>




## 17. To which AGE GROUP do you belong?

		Response Percent	Response Count
19 or younger		0.0%	0
20 to 29		6.3%	2
30 to 39		31.3%	10
<b>40 to 49</b>		<b>43.8%</b>	<b>14</b>
50 to 59		6.3%	2
60 to 69		6.3%	2
70+		6.3%	2
		<b>answered question</b>	<b>32</b>
		<b>skipped question</b>	<b>0</b>

## 18. To which ETHNIC GROUP do you belong?

		Response Percent	Response Count
White		100.0%	32
Black or Black British		0.0%	0
Asian or Asian British		0.0%	0
Mixed		0.0%	0
Chinese		0.0%	0
Other ethnic group		0.0%	0
		<b>answered question</b>	<b>32</b>
		<b>skipped question</b>	<b>0</b>

**19. Which of the following BEST DESCRIBES you? (please tick one box)**

		<b>Response Percent</b>	<b>Response Count</b>
<b>Employed (full or part time, including self-employed)</b>		<b>84.4%</b>	<b>27</b>
Unemployed and looking for work		0.0%	0
At school or in full time education		0.0%	0
Unable to work due to long term sickness		0.0%	0
Looking after your home/family		9.4%	3
Retired from paid work		6.3%	2
Other		0.0%	0
		<b>answered question</b>	<b>32</b>
		<b>skipped question</b>	<b>0</b>



**Page 5, Q13. Is there anything particularly good about your chiropractic care?**

1	Individual care and attention provided by chiropractor	Oct 24, 2011 11:16 AM
2	It works and keeps my back in good condition	Oct 24, 2011 10:11 AM
3	Efficient and effective and also he allowed me to bring my 2 yr old twins to the appointment which meantime could attend any appointment.	Oct 24, 2011 9:01 AM
4	They take the time to explain in simple terms what's wrong and how they can help	Oct 21, 2011 5:21 PM
5	I always feel very at ease and confident that the chiropractor will be able to help.	Oct 21, 2011 4:43 PM
6	It always addresses the whole problem and not just target area	Oct 21, 2011 3:43 PM
7	It,s very clear what it happening to me.	Oct 19, 2011 9:31 AM
8	It's very precise	Oct 19, 2011 9:18 AM
9	That they offer other advice eg vitamins and other care	Oct 17, 2011 1:55 PM
10	Honest and thorough	Oct 17, 2011 10:38 AM
11	Adult empowering approach, able to use variety of approaches skills. Always beneficial	Oct 14, 2011 4:23 PM
12	Very through	Oct 14, 2011 4:07 PM
13	It genuinely helps my condition in a way that other medical interventions have not been able to previously.	Oct 14, 2011 2:53 PM
14	Good staff all round and I am never forced to have more care than I need	Oct 14, 2011 1:57 PM
15	A speedy diagnosis was made which was great not at present	Oct 14, 2011 9:12 AM
16	Convenient clinic	Oct 13, 2011 8:05 AM



**Page 5, Q14. Is there anything that could be improved?**

1	Not really	Oct 24, 2011 10:11 AM
2	No	Oct 24, 2011 9:01 AM
3	Nothing, very good	Oct 21, 2011 5:21 PM
4	Possibly more info about different exercises that will help with recurring back problems but I am generally very satisfied.	Oct 21, 2011 4:43 PM
5	No	Oct 21, 2011 3:43 PM
6	I don,t think so so far.	Oct 19, 2011 9:31 AM
7	No	Oct 19, 2011 9:18 AM
8	Nothing could be improved	Oct 17, 2011 1:55 PM
9	Nothing	Oct 17, 2011 10:38 AM
10	Waiting times but only rarely had to wait 30mins or so	Oct 14, 2011 4:23 PM
11	Occasional waiting times	Oct 14, 2011 1:57 PM
12	Nos	Oct 14, 2011 9:12 AM
13	Tea and coffee	Oct 13, 2011 8:05 AM

**Page 5, Q15. Any other comments?**

1	Overall, an excellent service that I would happily recommend to family and friends	Oct 24, 2011 11:16 AM
2	Do not know what we would do without regular treatments and extras when required.	Oct 24, 2011 10:11 AM
3	No	Oct 24, 2011 9:01 AM
4	None	Oct 21, 2011 5:21 PM
5	No	Oct 21, 2011 3:43 PM
6	No	Oct 19, 2011 9:18 AM
7	Fab clinic, as good as it gets! Others bis could learn a lot from here.	Oct 17, 2011 10:38 AM
8	All staff seem very professional and approachable, excellent all round and I have recommended others to this practice.	Oct 14, 2011 4:23 PM
9	All round superb service	Oct 14, 2011 1:57 PM