

One of the best ways we can ensure that our services are meeting your needs is to ask you about your experience at this clinic. Please take a few minutes now to complete this brief survey rating your experience with the physical therapy services you received at *England Physical Therapy*. (To ensure your confidentiality, your name is not required.) For your convenience, postage is affixed. Simply fold on the dotted lines and return it with the stamped side out.

Thank you for your time and suggestions,

Teresa England, PT, MPT
Director

1. What did you like best about having your therapy at this facility?

2. What could we do to better serve our clients?

For the following statements, please circle the number which best describes your experience:

	Strongly Agree		No Opinion		Strongly Disagree		Not Applicable
3. Phone contacts with the clinic have been professional, helpful, courteous.....	1	2	3	4	5		N/A
4. Billing procedures were clear, understandable.....	1	2	3	4	5		N/A
5. My first appointment was timely, convenient	1	2	3	4	5		N/A
6. The clinic environment is clean, comfortable.....	1	2	3	4	5		N/A
7. Time spent waiting in the clinic for my appointment was reasonable	1	2	3	4	5		N/A
8. Regarding the professional services:							
Space and equipment are adequate	1	2	3	4	5		N/A
The therapist was knowledgeable about my condition	1	2	3	4	5		N/A
I am satisfied with how the treatments were performed	1	2	3	4	5		N/A
Instructions, education, advice concerning my condition were clear, understandable	1	2	3	4	5		N/A

Comments:

Therapist: Teresa England, PT, MPT
 Sherri Bower, BS, PTA

Chris Telesmanic, PT, DPT
 Sonya Huizar, PT, DPT