

**FYSICL clinic**

**Patient Feedback x 18  
v1 2020**

**SPORTS INJURY CLINIC**

Send and collect responses to your form. Got it

ANONYMOUS 360 PATIENT FEEDBACK FORM - FYLDE SPORTS INJURY CLINIC - Saved

Questions Responses 10

4. How would you rate the service you received at reception? \*

☆☆☆☆☆

5. How would you rate the actual time the clinician spent with you? \*

☆☆☆☆☆

6. How would you rate the knowledge and specialist skills of the clinician? \*

☆☆☆☆☆

7. How well did the clinician communicate with you and explain things? \*

☆☆☆☆☆

8. OVERALL: How would you rate FYSICL to friends and family? \*

☆☆☆☆☆

9. How did the doctor rate in providing or arranging treatment for you?

☆☆☆☆☆

10. What is your feeling about how trustworthy, open and honest is the doctor?

☆☆☆☆☆

Questions Responses 18

B	C	D	E	F
Start time	Completion time	Email	Name	Who are you compl
11/11/20 14:55:14	11/11/20 14:55:54	anonymous		Yourself

## ANONYMOUS 360 PATIENT FEEDBACK FORM - FYLDE SPORTS INJURY CLINIC

1. Feedback is important for FYSICL as we develop the clinic and provide patient feedback for our professional bodies like the GMC.

2. The questionnaire is ANONYMOUS - see excel extract sample above.

3. Please can you take a moment or two to click responses on this short questionnaire.

4. There is a comments box if you want to leave a short note.

Thank you for taking the time.

1. Who are you completing this form for? \*

Yourself

your spouse or partner

a relative or friend

2. How would you rate the overall environment and cleanliness of the FYSICL clinic? \*

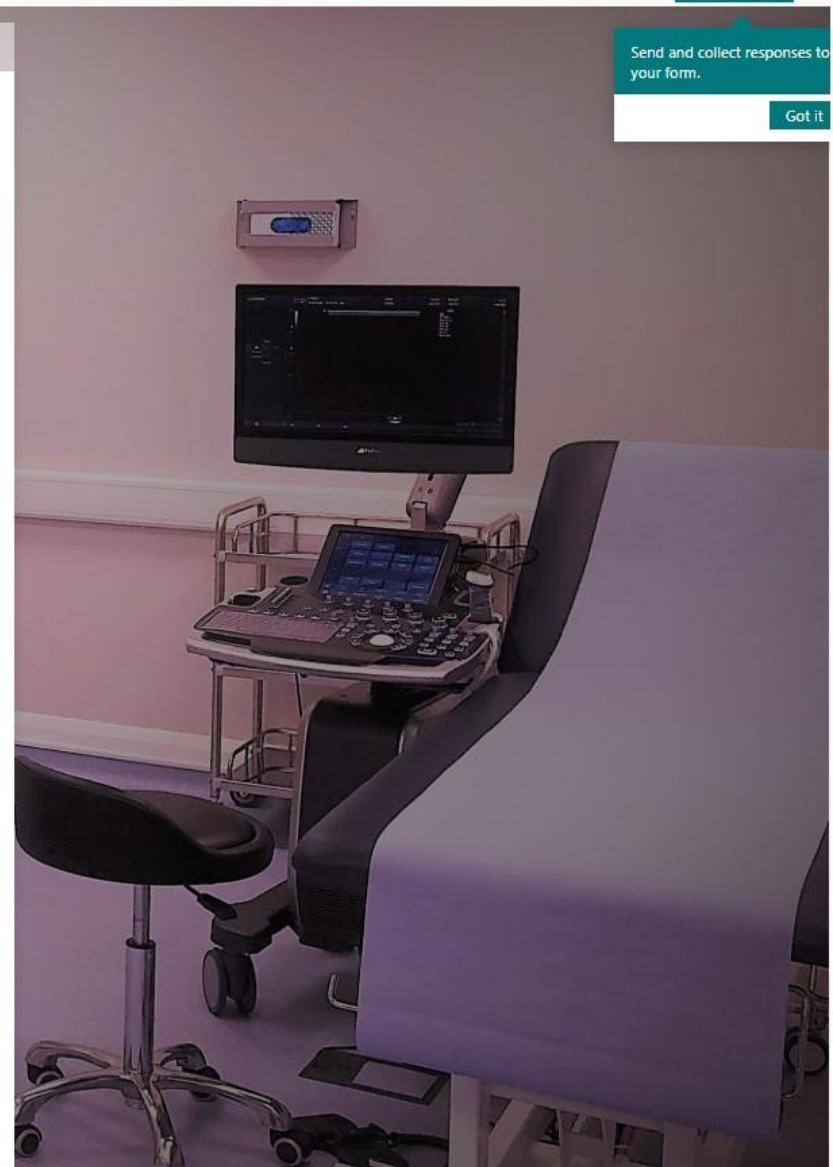
☆☆☆☆☆

3. Why did you attend Fylde Sports Injury Clinic? \*

For Advice on your diagnosis - with or without a scan

for an Injection

for other treatment or exercise therapy advice



Questions

Responses 18

- 5. How would you rate the actual time the clinician spent with you? \*  
☆☆☆☆☆
  
- 6. How would you rate the knowledge and specialist skills of the clinician? \*  
☆☆☆☆☆
  
- 7. How well did the clinician communicate with you and explain things? \*  
☆☆☆☆☆
  
- 8. OVERALL, How would you rate FYSICL to friends and family? \*  
☆☆☆☆☆
  
- 9. How did the doctor rate in providing or arranging treatment for you?  
☆☆☆☆☆
  
- 10. What is your feeling about how trustworthy, open and honest is the doctor?  
☆☆☆☆☆
  
- 11. How good was Dr Robertson at making you feel relaxed and safe in the clinic?  
☆☆☆☆☆
  
- 12. Do you have a short COMMENT ABOUT THE CLINIC OR THE PHYSICIAN - so FYSICL might improve its service.

+ Add new



Questions Responses 18

### CLINIC

18 Responses      01:46 Average time to complete      Active Status

[View results](#) [Open in Excel](#)

1. Who are you completing this form for?  
[More Details](#) [Insights](#)

● Yourself	18
● your spouse or partner	0
● a relative or friend	0

2. How would you rate the overall environment and cleanliness of the FYLDE clinic?  
[More Details](#) [Insights](#)

18 Responses      ★★★★★  
4.78 Average Rating

3. Why did you attend Fylde Sports Injury Clinic?  
[More Details](#) [Insights](#)

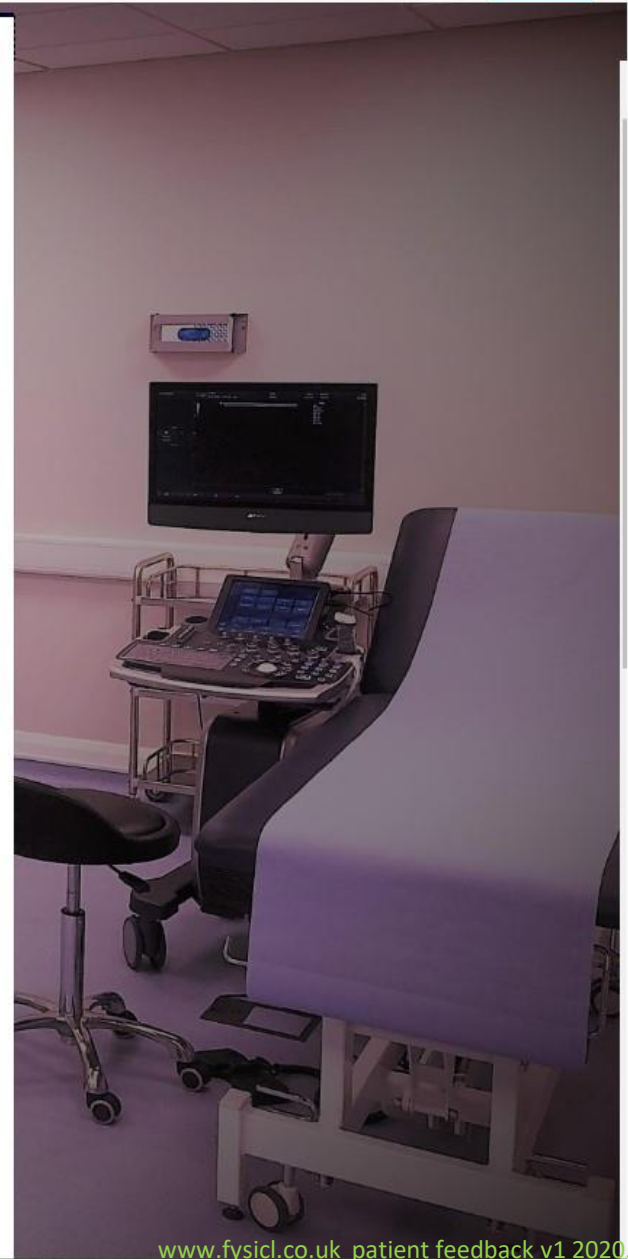
● For Advice on your diagnosis ...	12
● for an Injection	5
● for other treatment or exercis...	1

4. How would you rate the service you received at reception?  
[More Details](#) [Insights](#)

18 Responses      ★★★★★  
4.78 Average Rating

5. How would you rate the actual time the clinician spent with you?  
[More Details](#) [Insights](#)

18 Responses      ★★★★★  
4.78 Average Rating





Questions Responses 18

6. How would you rate the knowledge and specialist skills of the clinician?  
[More Details](#) [Insights](#)  
18 Responses 5 ★★★★★ 4.56 Average Rating

7. How well did the clinician communicate with you and explain things?  
[More Details](#) [Insights](#)  
18 Responses 5 ★★★★★ 4.78 Average Rating

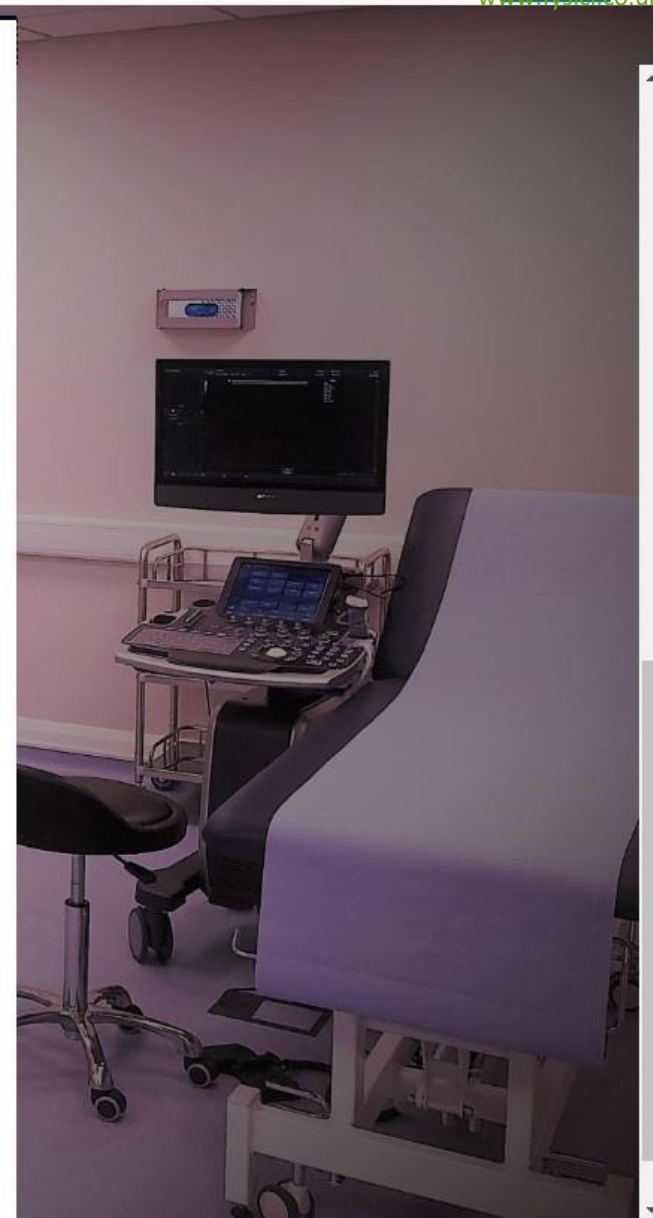
8. OVERALL, How would you rate FYSICL to friends and family?  
[More Details](#) [Insights](#)  
18 Responses 5 ★★★★★ 4.78 Average Rating

9. How did the doctor rate in providing or arranging treatment for you?  
[More Details](#) [Insights](#)  
18 Responses 5 ★★★★★ 4.78 Average Rating

10. What is your feeling about how trustworthy, open and honest is the doctor?  
[More Details](#) [Insights](#)  
18 Responses 5 ★★★★★ 4.78 Average Rating

11. How good was Dr Robertson at making you feel relaxed and safe in the clinic?  
[More Details](#) [Insights](#)  
17 Responses 5 ★★★★★ 4.76 Average Rating

12. Do you have a short COMMENT ABOUT THE CLINIC OR THE PHYSICIAN - so FYSICL might improve its service.  
[More Details](#)  
13 Responses Latest Responses  
"Excellent Doctor, explained everything so well to me"



# Excel chart version

ID	Start time	Completion time	Email	Name	Who are you completing this form for?	How do you rate the overall environment and cleanliness of the FYSICL clinic?	Why did you attend Fylde Sports Injury Clinic?	How would you rate the service you received at reception?	How would you rate the actual time spent with the clinician?	How would you rate the knowledge and specialist skills of the clinician?	How well did the clinician communicate with you and explain things?	OVERALL, How would you rate FYSICL to friends and family?	How did the doctor rate in providing or arranging treatment for you?	What is your feeling about how trustworthy, open and honest is the doctor?	How good was Dr Robertson at making you feel relaxed and safe in the clinic?	Do you have a short COMMENT ABOUT THE CLINIC OR THE PHYSICIAN - so FYSICL might improve its service.
4	11/11/20 15:10:47	11/11/20 15:14:13	anonymous		Yourself	5 For Advice on your di		5	5	5	5	5	5	5	5	5 I'd like to say that Dr Robertson went above and beyond with his treatment and diagnosis with my injury. The follow up and advice I got from him was really reassuring. I wouldn't hesitate to recommend his services to anybody. Top class
5	11/11/20 15:17:17	11/11/20 15:18:24	anonymous		Yourself	5 For Advice on your di		5	5	5	1	5	5	5	5	
6	11/11/20 17:12:57	11/11/20 17:13:56	anonymous		Yourself	5 For Advice on your di		5	5	5	5	5	5	5	5	
7	11/11/20 17:12:46	11/11/20 17:14:16	anonymous		Yourself	5 For Advice on your di		5	5	5	5	5	5	5	5	No improvements but a great experience with no feeling like there was a rush to get things right. I couldn't recommend more highly and have told many similarly deteriorating middle aged friends!
8	11/11/20 17:26:23	11/11/20 17:28:25	anonymous		Yourself	5 for an Injection		5	5	5	5	5	5	5	5	5 Both Doctor Robertson and Mrs Robertson at reception were exceedingly accommodating and friendly at FYSICL and provided a great service. Highly recommend
9	11/11/20 17:28:55	11/11/20 17:29:31	anonymous		Yourself	5 For Advice on your di		5	5	5	5	5	5	5	5	
10	11/11/20 17:34:25	11/11/20 17:36:24	anonymous		Yourself	1 for an Injection		1	1	1	1	1	1	1	1	1 The Clinic is fantastic.
11	11/11/20 18:39:50	11/11/20 18:40:26	anonymous		Yourself	5 For Advice on your di		5	5	5	5	5	5	5	5	
12	11/11/20 18:39:43	11/11/20 18:43:14	anonymous		Yourself	5 For Advice on your di		5	5	5	5	5	5	5	5	5 Fantastic experience I would recommend it to anyone I know I had a really bad hamstring tear so I had an ultra sound scan and he was so accurate in the measurements of the size of the tear and I have since been back to see if it's fully healed which I'm glad it has
13	11/11/20 18:45:35	11/11/20 18:46:14	anonymous		Yourself	5 For Advice on your di		5	5	5	5	5	5	5	5	
14	11/11/20 18:43:20	11/11/20 18:47:35	anonymous		Yourself	5 for an Injection		5	5	5	5	5	5	5	5	5 From me entering the clinic I was looked after from start to finish felt no stress what's so ever Dr Roberson discussed the procedure with me and made me feel reassured
15	11/11/20 18:49:52	11/11/20 18:50:48	anonymous		Yourself	5 For Advice on your di		5	5	5	5	5	5	5	5	
16	11/11/20 19:39:53	11/11/20 19:42:02	anonymous		Yourself	5 For Advice on your di		5	5	5	5	5	5	5	5	5 Fantastic, treatment, care and support throughout my rehabilitation. Highly recommend.
17	11/11/20 20:31:09	11/11/20 20:31:57	anonymous		Yourself	5 for an Injection		5	5	5	5	5	5	5	5	5 Everything perfect
18	11/12/20 15:42:45	11/12/20 15:43:59	anonymous		Yourself	5 For Advice on your di		5	5	5	5	5	5	5	5	5 Brilliant service
19	11/12/20 15:43:54	11/12/20 15:44:37	anonymous		Yourself	5 For Advice on your di		5	5	5	5	5	5	5	5	5
20	11/17/20 20:58:17	11/17/20 20:59:37	anonymous		Yourself	5 for other treatment or		5	5	5	5	5	5	5	5	5 Excellent Doctor, explained everything so well to me
21	2/23/21 2:05:11	2/23/21 2:09:13	anonymous		Yourself	5 for an Injection		5	5	5	5	5	5	5	5	5 .....

# Reflection:

- A good solid feedback not long after starting the service.
- Might look to add email next time: interesting debate about pros cons or known feedback vs anonymous.
- But reassuring that no major negatives. But small sample.
- Since the questionnaire we have already made improvements.
- Repeat again in spring 2021.
- Staff have no concerns so far over the premises, protocols or equipment: we thought very carefully about spaces, patient journey and quality of the experience and plenty of time to see patients and so far the plan has been solid, but we will continue to reflect and improve as we develop.
- Covid19 has been a major factor is re-jigging some things (such as seating and safe distancing) but because the clinic is small and bespoke it has absorbed these unexpected demands very well we feel.
- Our clinic rooms were planned to be pretty huge anyway, and this has really helped patients feel comfortable we believe, and not in any way “hemmed in”. This “maximalist approach” to clinic space has really helped us to provide a safe and socially distanced space for patients.
- We carefully control numbers as well, so hardly ever more than 1 or 2 waiting at any time.
- We will discuss these findings with our CQC adviser next visit.