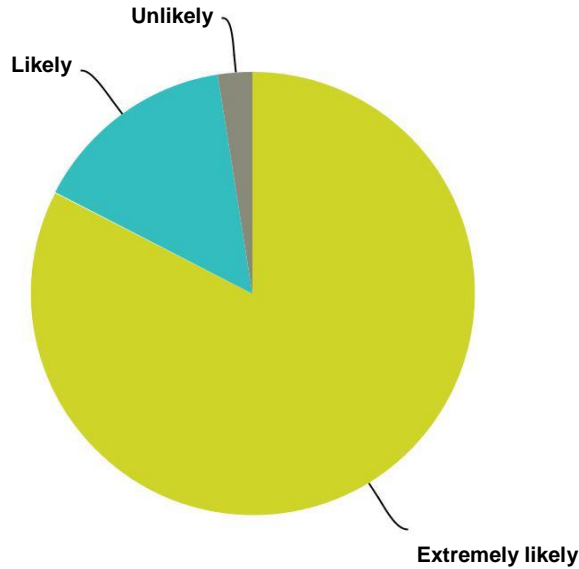


**B-Well Therapy Limited**  
**MK Falls Prevention Service**  
**Service Users Satisfaction survey**  
**2016 -17**

**Q1 How likely are you to recommend our services to friends and family if they needed similar care or treatment?**

Answered: 40      Skipped: 2

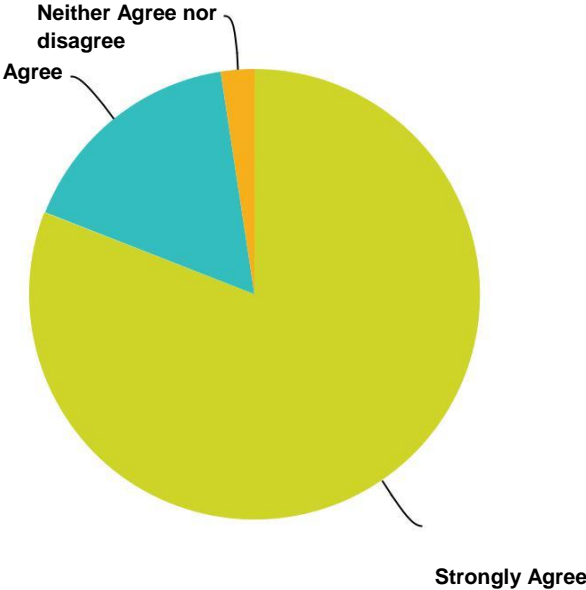


Answer Choices	Responses	
Extremely likely	82.50%	33
Likely	15.00%	6
Neither likely or unlikely	0.00%	0
Unlikely	2.50%	1
Extremely unlikely	0.00%	0
Don't know	0.00%	0
<b>Total</b>		<b>40</b>

## Q2 I feel my initial contact was dealt with professionally and efficiently

Answered: 42

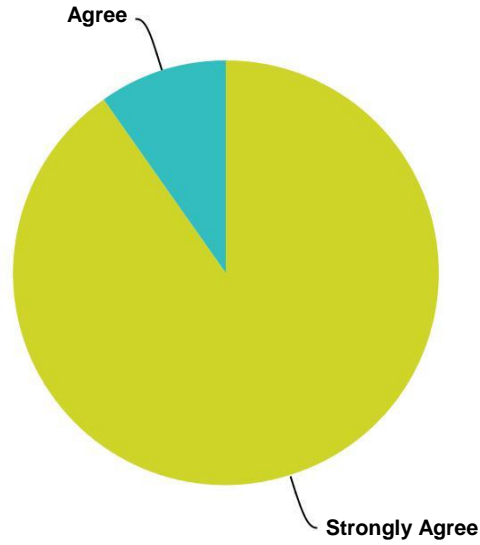
Skipped: 0



Answer Choices	Responses	
Strongly Agree	80.95%	34
Agree	16.67%	7
Neither Agree nor disagree	2.38%	1
Disagree	0.00%	0
Strongly disagree	0.00%	0
<b>Total</b>		<b>42</b>

### Q3 B-Well provided an appointment that suited me.

Answered: 41 Skipped: 1

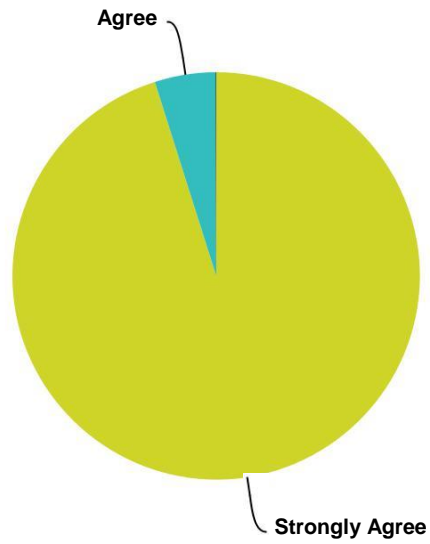


Answer Choices	Responses	
Strongly Agree	90.24%	37
Agree	9.76%	4
Neither Agree nor disagree	0.00%	0
Disagree	0.00%	0
Strongly disagree	0.00%	0
<b>Total</b>		<b>41</b>

## Q4 I feel I've been treated with dignity and respect by B-Well

Answered: 41

Skipped: 1

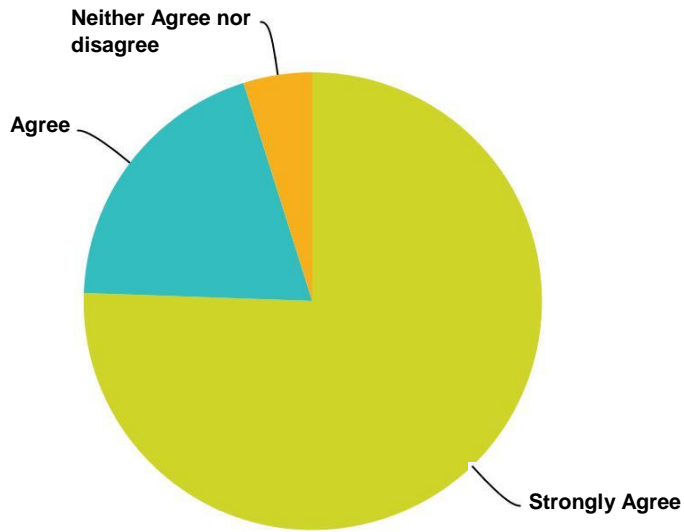


Answer Choices	Responses	
Strongly Agree	95.12%	39
Agree	4.88%	2
Neither Agree nor disagree	0.00%	0
Disagree	0.00%	0
Strongly disagree	0.00%	0
<b>Total</b>		<b>41</b>

## Q5 I feel my assessment and treatment was tailored to my personal needs/ goals.

Answered: 41

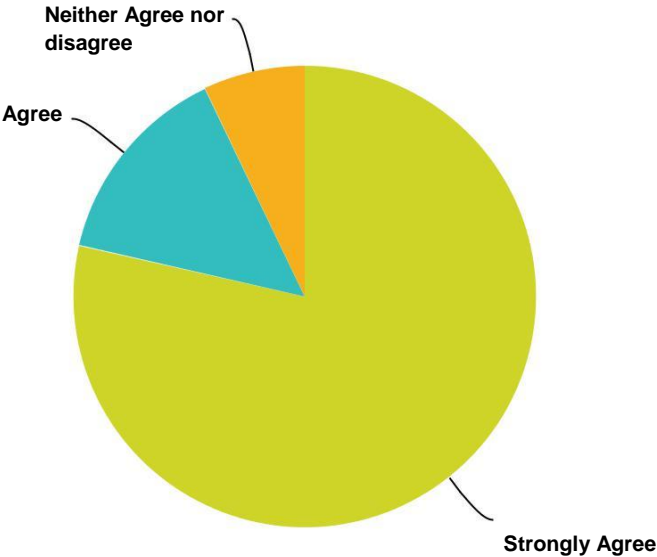
Skipped: 1



Answer Choices	Responses	
Strongly Agree	75.61%	31
Agree	19.51%	8
Neither Agree nor disagree	4.88%	2
Disagree	0.00%	0
Strongly disagree	0.00%	0
<b>Total</b>		<b>41</b>

**Q6 I was given helpful advice about how to keep in contact with the team/services should I need to**

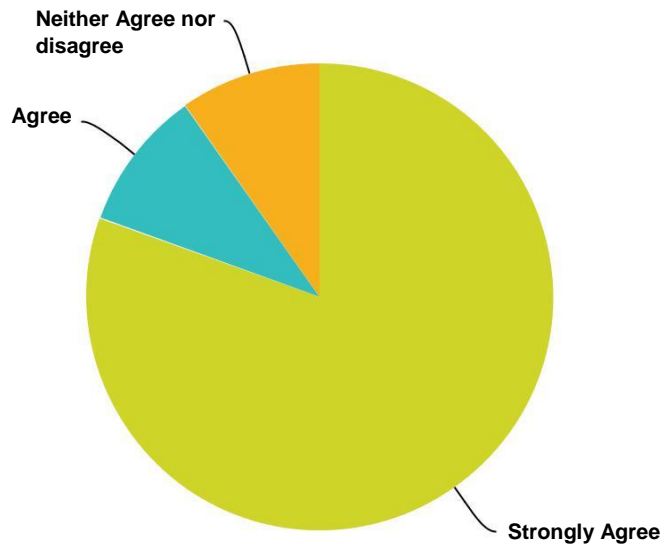
Answered: 42 Skipped: 0



Answer Choices	Responses	
Strongly Agree	78.57%	33
Agree	14.29%	6
Neither Agree nor disagree	7.14%	3
Disagree	0.00%	0
Strongly disagree	0.00%	0
<b>Total</b>		<b>42</b>

**Q7 .I feel everyone involved in my care from B-Well understood my needs and was working to shared goals.**

Answered: 41 Skipped: 1

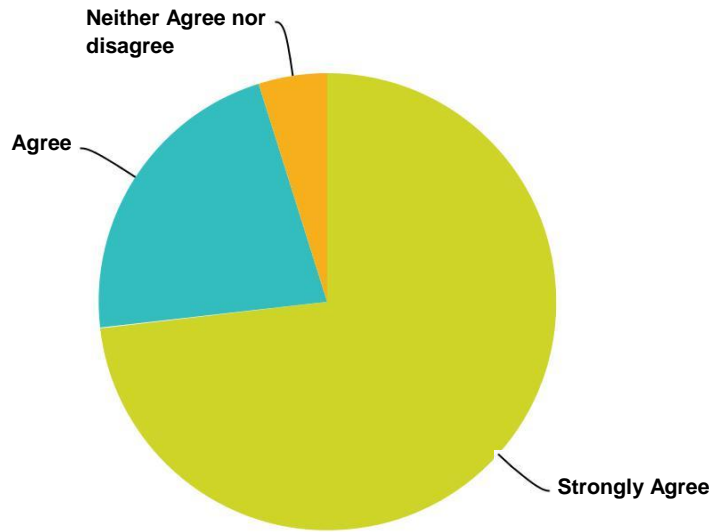


Answer Choices	Responses	
Strongly Agree	80.49%	33
Agree	9.76%	4
Neither Agree nor disagree	9.76%	4
Disagree	0.00%	0
Strongly disagree	0.00%	0
<b>Total</b>		<b>41</b>

## Q8 I am very satisfied and impressed with the outcome of my treatment.

Answered: 41

Skipped: 1

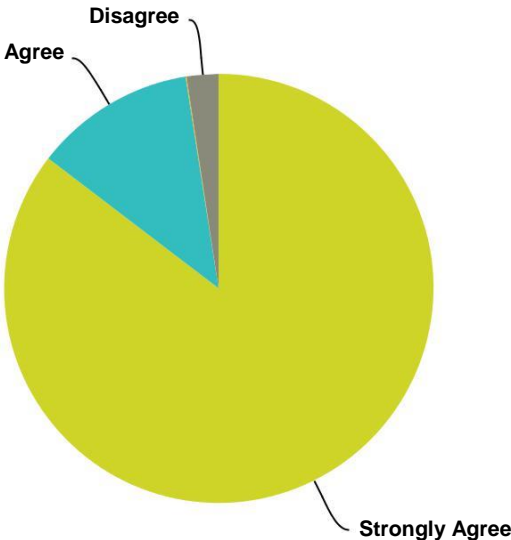


Answer Choices	Responses	
Strongly Agree	73.17%	30
Agree	21.95%	9
Neither Agree nor disagree	4.88%	2
Disagree	0.00%	0
Strongly disagree	0.00%	0
<b>Total</b>		<b>41</b>



### Q9 I am motivated to continue my selfcare management advice by B-Well team.

Answered: 41 Skipped: 1

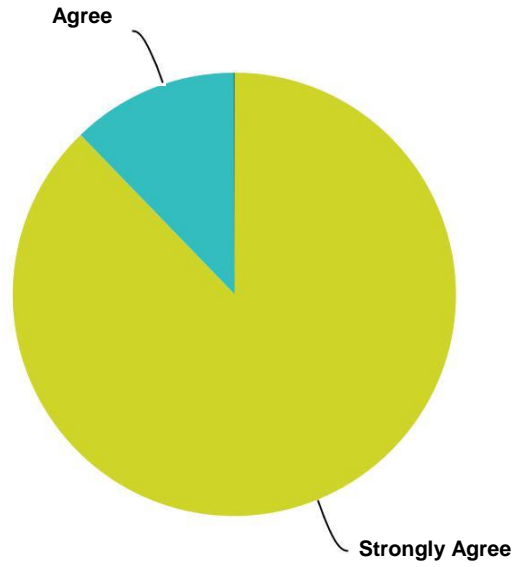


Answer Choices	Responses	
Strongly Agree	85.37%	35
Agree	12.20%	5
Neither Agree nor disagree	0.00%	0
Disagree	2.44%	1
Strongly disagree	0.00%	0
<b>Total</b>		<b>41</b>

## Q10 I feel B-Well staff respect my views and opinions.

Answered: 41

Skipped: 1



Answer Choices	Responses	
Strongly Agree	87.80%	36
Agree	12.20%	5
Neither Agree nor disagree	0.00%	0
Disagree	0.00%	0
Strongly disagree	0.00%	0
<b>Total</b>		<b>41</b>

**Thank you all for participating and providing your valuable feedback.**

**From:**



**B-Well**  
**Therapy Limited**