



### Client Satisfaction up until July 2014

All clients are sent anonymous satisfaction questionnaires 3-6 months after their last therapy session. Up to and including July, 2014, 51% (27) returned their questionnaire:

- **100% would recommend this service to a friend** either “yes definitely” (63%) or “yes, I think so” (37%). No one replied “no, I don’t think” so or “definitely not”.
- **100% would use the service again**, either “yes definitely” (61%) or “yes I think so” (39%). No one replied “no, I don’t think so or “definitely not”.
- 60% were very satisfied, 26% satisfied and 4% had mixed feelings about the service or therapy they received. **No one was "dissatisfied" or "very dissatisfied".**
- 70% felt they had been involved in making choices about their treatment and care at all times, and 30% felt involved most of the time.
- 74% were very satisfied, 18% satisfied 4% had mixed feelings with their wait for a first appointment. **4% were dissatisfied with their wait.**
- 88% felt the service offered was good value.