

Musculoskeletal Interface Service Patient Experience Survey

Jane Mitchell MSc MCSP
Musculoskeletal Clinical Lead
January 2013

Patient Comments

- Would have like a pre-booked appointment rather than an open invitation to contact them at a later date if I wished
- The lady I have seen today was lovely and very helpful
- Very good service, made to feel at ease and very helpful advice and everyone very friendly
- Really happy. Very impressed. Thanks.
- It all seems to have gone very well
- Absolutely brilliant
- Very good
- Absolutely brilliant. Gave me answers to things I've been really worried about. Lovely man. Helpful kind, thoughtful. A credit to the team you run
- Very good!
- I was impressed with the efficiency and professionalism of "Mr X" in the Musculoskeletal Interface Service, Thank you
- Very satisfactory
- V. good & clear help + advice for managing o/arthritis situation
- I had excellent clear explanations of the damage and the possible remedy
- On meeting Miss X she instantly stated she knew the private physio Mr X with whom I had had lots of treatment's, this made me feel so at ease and able to explain in details what was my problem and we discussed his approach to treatments I'd received already from him.
- All very good. Care & attention to all of what I was asking. Felt I was being treated in the correct manner.
- The service I have just received was excellent. Thank you

- I feel I have complete trust in Dr X. I understood everything he explained & appreciate very much the help he can provide. As I am disabled it is so very convenient to be treated by my local hospital.
- The treatment I received was very thorough and I felt the clinician had my best interests in view
- Very happy with the service
- Feel it was informative & that queries were answered wish service was offered with onset of first x-ray etc and subsequent diagnosis
- Excellent
- Very satisfied
- Saw Ms X who I thought was excellent. An expert at her job and explained everything to me. Also she was polite and cheerful. Couldn't have asked for better
- I am very pleased with the service I was given today but disappointed that the exercises were not given to be to do seven years ago or the benefits of exercise not explained to me previously
- Good