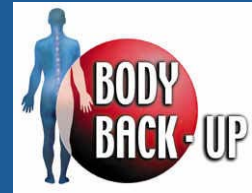


What our patients think of us

(Please Note: all information is based on the results of patients who completed one of our questionnaires and not across all patients)



Osteopathy &
Sports Injury Clinic

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Our patient questionnaire: on-line

You can complete a form on-line - go to the Home Page on our website, or if you prefer you can complete a form when you attend the clinic for your treatment,

It takes just a few minutes of your time and helps us improve our patient care.

During the last several months we have collected all your feedback to find out what you think about us—we thought it would be a good idea to share this information with you!

How do our patients hear about us?



The majority of our patients have been either referred to us by their local GP or by a member of their family or a friend.

This is the best type of recommendation we can have.

Feedback received:

"Keep up the good work". "Great"

Previous treatment

61% of our clients who completed our questionnaire had undergone other forms of treatment before coming to Body Back-Up

Feedback received:

"The 'all round' and 'progressive' approach seemed to work quite well with me"

"We think Robin is more of a magician than an Osteopath! He can see what causes our troubles better than we can"

"For a number of years I suffered discomfort in my upper shoulder area and down my left arm. I had tried a number of different treatments ranging from Chiropractors to Back Pain Relief Clinics" "Robin Lansman was recommended to me" "If only I had done this two years earlier!"

How did we look after you?

This covers the reception team as well as our Osteopaths.

We lost a couple of points with our directions to the clinic, so we have taken this on-board and our new website has much better maps to guide you to us safely. A cuppa while waiting for treatment was also mentioned!

Feedback received:

"Very content with services".

"After one session, walked out of the surgery, started training again and completed the Half Marathon" "All the best"

"Tea or coffee would be nice whilst waiting would be great!"

What were your problems?

43% of you came to see us for pain relief / manipulation / massage.

24% for advice, reassurance & information.

14% for Posture Checks & remedial exercises

11% for maintenance treatment—our Body MOT service!

The rest as an alternative to medication

Are you happy to recommend us?

Very positive feedback - all of you said you would recommend us to friends, family and colleagues.

Feedback received:

"I can wholeheartedly recommend Body Back-Up."



Are you aware of all we treat?

Only 9% of you knew we can treat pregnant ladies.

We now have information sheets available to keep you better informed.

Our website has been updated to ensure this type of information is clearer.

We also run special clinics at our Maidenhead & Farnham Rod Clinics.

We now have many Information sheets on Sciatica, Whiplash, Sport Injuries—just ask at reception or go onto our website and download them.

How was your overall experience?

We are proud to say we scored a overall "Good/Excellent experience!" We almost got a round of applause!

Feedback received:

"Keep up the good work". "Great""Thank you Body Back-Up".



Further help & information

To find out more about Body Back-Up and how we may be able to help you call the number below or visit our website.

www.bodybackup.co.uk

Info129 V2 (11.11.08)

For appointments call 01628 624544 or 020 8969 0247
Maidenhead • Slough • London W9 (Maida Vale)