

Physiotherapy Direct

Our records indicate that you were seen by the physiotherapist recently.
As you are aware, we have changed the way in which you can get an appointment to see the physiotherapist. It is no longer necessary to see your GP first.

In order for us to find out what patients think about the physiotherapy service and being able to refer themselves, we would be like to invite you to fill in this short questionnaire which should only take a few minutes and then post it back in the envelope supplied.

Completing this questionnaire is entirely voluntary and the information you provide will be processed by staff who do not have any connection with your GP practice. It will be treated confidentially in line with Data Protection legislation and at no time will you be identified. If you have any comments that you feel could help to improve the service, please feel free to include them in the comments box at the end. If you wish to talk about any issue relating to your physiotherapy management, please contact either the physiotherapy service or Practice Manager at your Health/Medical Centre

Thank you for your help

1. Please indicate whether you are:

Male

Female

2. What is your age group?

Under 16

16-20 years

21-30 years

31-40 years

41-50 years

51-64 years

65-74 years

over 75 years

3. What is the first part of your postcode i.e. FK4 or FK14 (not the last 3 letters)

4. With what type of problem did you seek help from the physiotherapist?

Low back problem

Arm/elbow/wrist/hand problem

Neck problem

Knee problem

Lower leg/ankle/foot problem

Shoulder problem

More than one problem (please state)

Other problem (please state)

5. How did you hear about physiotherapy direct?

- Practice Newsletter Your GP suggested you refer yourself
- Poster in Health Centre Other practice staff
- Through family or friend Other, please state
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6. How would you assess your knowledge of physiotherapy?

- No Knowledge Limited knowledge
- Quite knowledgeable Very knowledgeable

7. How would you rate your satisfaction with the physiotherapy you received

- Not satisfied Quite satisfied
- Satisfied Very satisfied

8. Are you still experiencing any symptoms for the problem you visited the physiotherapist about?

- Yes
- No

9. If YES, please tick the statement that most applies to your situation

- My symptoms are getting worse
- My symptoms are improving
- My symptoms do not appear to be improving or getting worse

10. If you had not been able to refer yourself for physiotherapy, what would you have done about your problem?

- Visited your GP Accessed physiotherapy privately
- Visited an osteopath Other, please state
- Nothing
-

11. Please indicate how satisfied you are with the new system for getting an appointment to see the physiotherapist

- Not satisfied Quite satisfied
- Satisfied Very satisfied

12. Since your discharge from physiotherapy, have you consulted anyone specifically about the problem you visited the physiotherapist about?

Yes

No

13. if YES, please indicate who you have consulted

GP

Practice Nurse

Hospital Doctor

Physiotherapist (at health centre)

Osteopath/Chiropractor

Other, please state

14. Please answer this section by placing a tick in the appropriate box indicating to what extent you agree with the following statements. Please record your first thoughts, not spending too much time on each statement

	Strongly disagree	Disagree	No opinion	Agree	Strongly agree
14a. Only GP's should be able to refer patients for physiotherapy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14b. Being able to make an appointment with the physiotherapist without having to see my GP first could save a lot of time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14c. Physiotherapy can offer effective treatment for conditions such as back and neck, joint or soft tissue problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14d. I am not happy for the physiotherapist to make decisions about whether I am fit for work or normal activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14e. I am confident that I know myself when I need to consult a physiotherapist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14f. Patients can learn a lot about how to help to manage their health problems themselves	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14g. I would feel happier consulting with both my GP and the physiotherapist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14h. I would use the physiotherapy service again	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14i. Being able to see a physio at the health centre is / would be much more convenient than having to go to a hospital or centralised clinic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please feel free to make any other comments about any aspect of the service in the comments box on the reverse of this sheet. All comments will be treated confidentially.

please make any comments you wish to make in the box below

A large, empty rectangular box with a black border, intended for the user to provide comments. The box is currently blank.

thank you for taking the time to complete this