

B-Well Therapy customer satisfaction survey 4th Quarter 2023-2024



54 Completed Responses  

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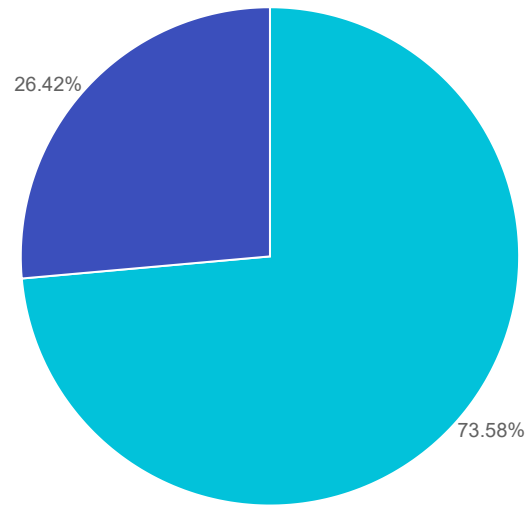
0 Partial Responses



Q1

1. How likely are you to recommended our services to friend and family if they needed similar care or treatment?

Answered: 53 Skipped: 1



Extremely likely

Likely

Neither likely or unlikely

Unlikely

Extremely unlikely

Don't know

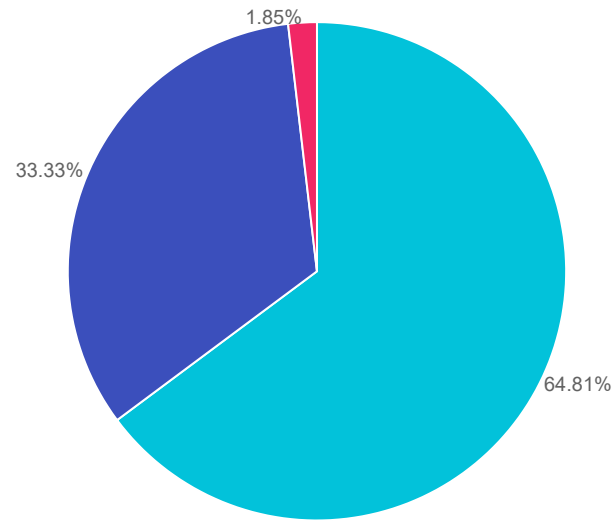
Choices	Response percent	Response count
Extremely likely	73.58%	39
Likely	26.42%	14
Neither likely or unlikely	0.00%	0
Unlikely	0.00%	0
Extremely unlikely	0.00%	0
Don't know	0.00%	0

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Q2

2. I feel my initial contact was dealt with professionally and efficiently.

Answered: 54 Skipped: 0



● Strongly Agree

● Agree

● Neither Agree nor disagree

● Disagree

● Strongly disagree

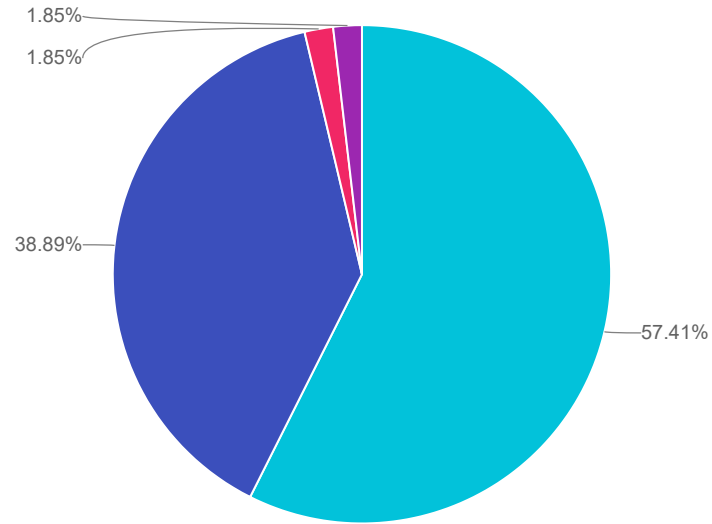
Choices	Response percent	Response count
Strongly Agree	64.81%	35
Agree	33.33%	18
Neither Agree nor disagree	1.85%	1
Disagree	0.00%	0
Strongly disagree	0.00%	0

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Q3

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

Answered: 54 Skipped: 0



Strongly Agree

Agree

Neither Agree nor disagree

Disagree

Strongly disagree

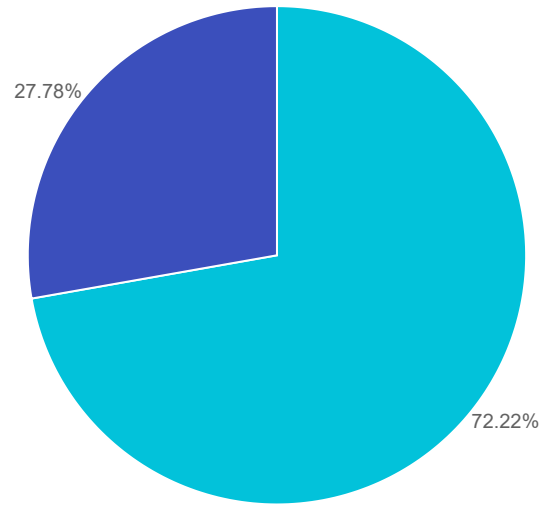
Choices	Response percent	Response count
Strongly Agree	57.41%	31
Agree	38.89%	21
Neither Agree nor disagree	1.85%	1
Disagree	1.85%	1
Strongly disagree	0.00%	0

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Q4

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

Answered: 54 Skipped: 0



● Strongly Agree

● Agree

● Neither Agree nor disagree

● Disagree

● Strongly disagree



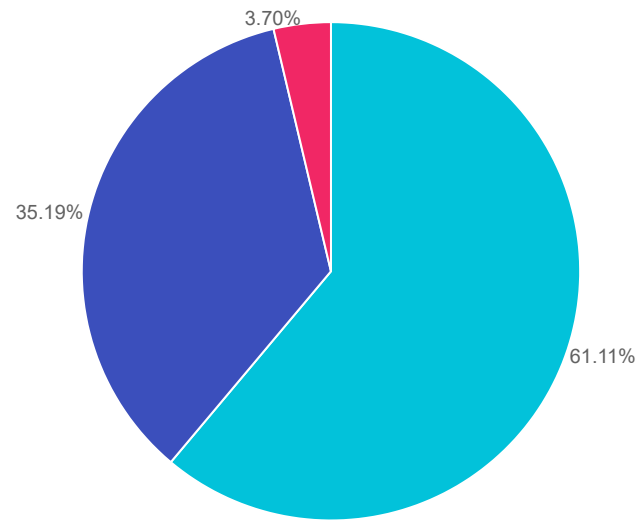
Choices	Response percent	Response count
Strongly Agree	72.22%	39
Agree	27.78%	15
Neither Agree nor disagree	0.00%	0
Disagree	0.00%	0
Strongly disagree	0.00%	0

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Q5

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

Answered: 54 Skipped: 0



● Strongly Agree

● Agree

● Neither Agree nor disagree

● Disagree

● Strongly disagree

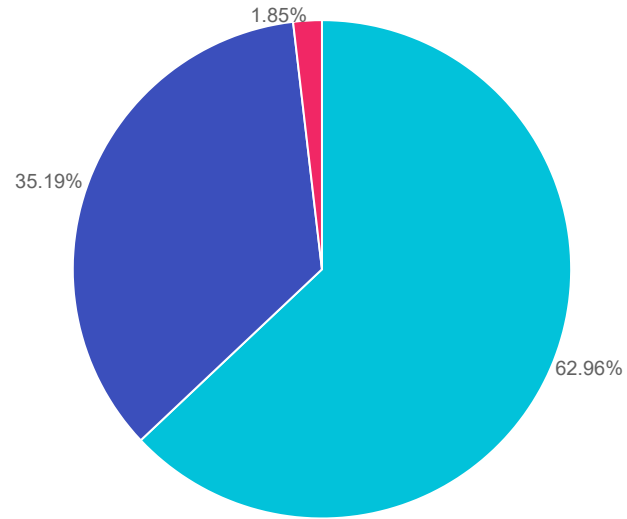
Choices	Response percent	Response count
Strongly Agree	61.11%	33
Agree	35.19%	19
Neither Agree nor disagree	3.70%	2
Disagree	0.00%	0
Strongly disagree	0.00%	0

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Q6

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

Answered: 54 Skipped: 0



● Strongly Agree

● Agree

● Neither Agree nor disagree

● Disagree

● Strongly disagree

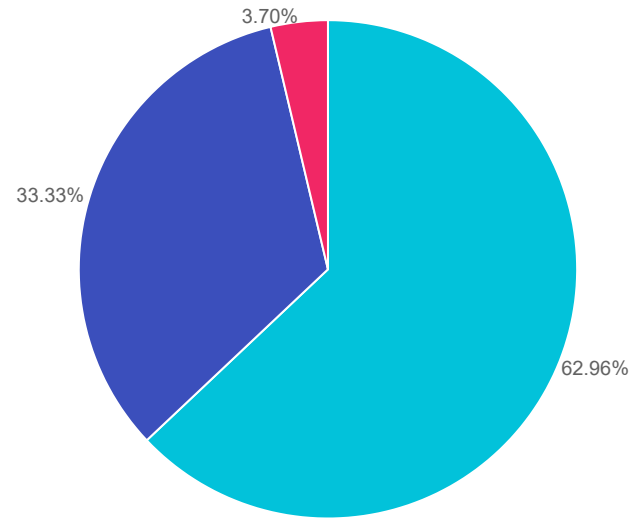
Choices	Response percent	Response count
Strongly Agree	62.96%	34
Agree	35.19%	19
Neither Agree nor disagree	1.85%	1
Disagree	0.00%	0
Strongly disagree	0.00%	0

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Q7

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

Answered: 54 Skipped: 0



● Strongly Agree

● Agree

● Neither Agree nor disagree

● Disagree

● Strongly disagree

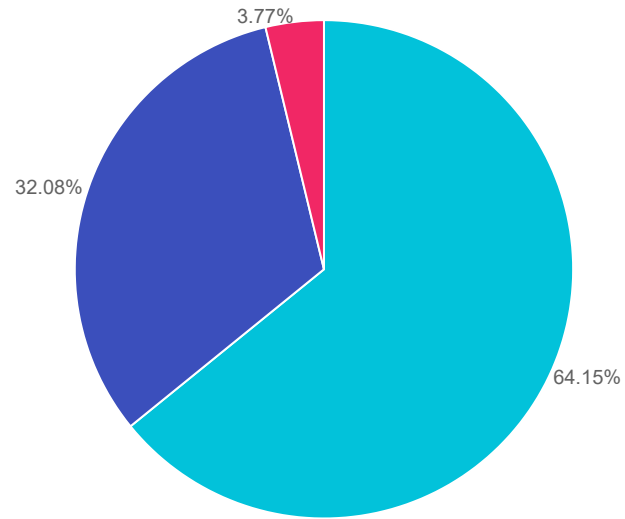
Choices	Response percent	Response count
Strongly Agree	62.96%	34
Agree	33.33%	18
Neither Agree nor disagree	3.70%	2
Disagree	0.00%	0
Strongly disagree	0.00%	0

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Q8

8. I am very satisfied with the outcome of my treatment.

Answered: 53 Skipped: 1



● Strongly Agree

● Agree

● Neither Agree nor disagree

● Disagree

● Strongly disagree



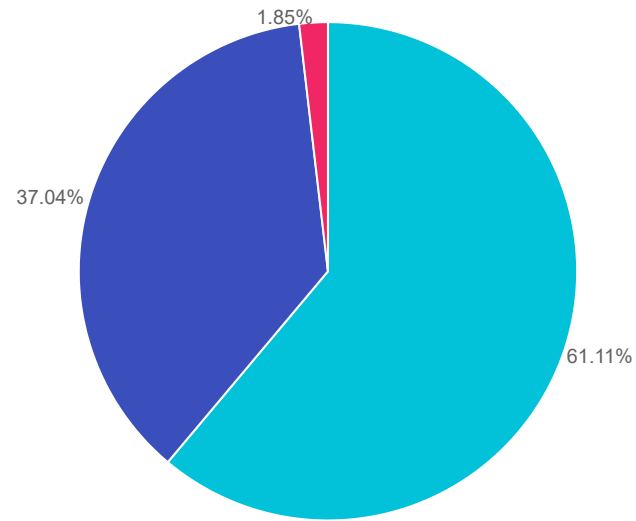
Choices	Response percent	Response count
Strongly Agree	64.15%	34
Agree	32.08%	17
Neither Agree nor disagree	3.77%	2
Disagree	0.00%	0
Strongly disagree	0.00%	0

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Q9

9. I am motivated to continue my self care management advice by B-well team.

Answered: 54 Skipped: 0



● Strongly Agree

● Agree

● Neither Agree nor disagree

● Disagree

● Strongly disagree

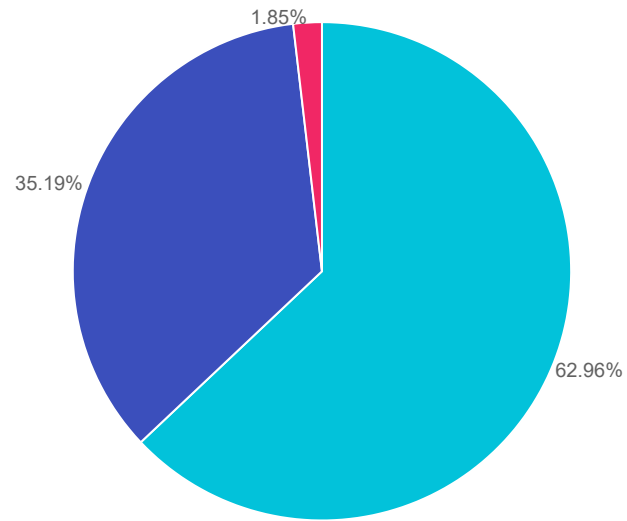
Choices	Response percent	Response count
Strongly Agree	61.11%	33
Agree	37.04%	20
Neither Agree nor disagree	1.85%	1
Disagree	0.00%	0
Strongly disagree	0.00%	0

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Q10

10. I feel I am safe using B-Well service from Covid.

Answered: 54 Skipped: 0



● Strongly Agree

● Agree

● Neither Agree nor disagree

● Disagree

● Strongly disagree

Choices	Response percent	Response count
Strongly Agree	62.96%	34
Agree	35.19%	19
Neither Agree nor disagree	1.85%	1
Disagree	0.00%	0
Strongly disagree	0.00%	0

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