

Department of Physiotherapy & Rehabilitation

This is a feedback report on 100 patients who visited department of physiotherapy & Rehabilitation.

Purpose of the study

DBAJ strives to attain a highest level of patient care through evidence based care and proprietary technology. In order to maintain such high standards and continue to exceed the expectations; we have formulated a multiple choice questionnaire (feedback form) that reflects our commitments.

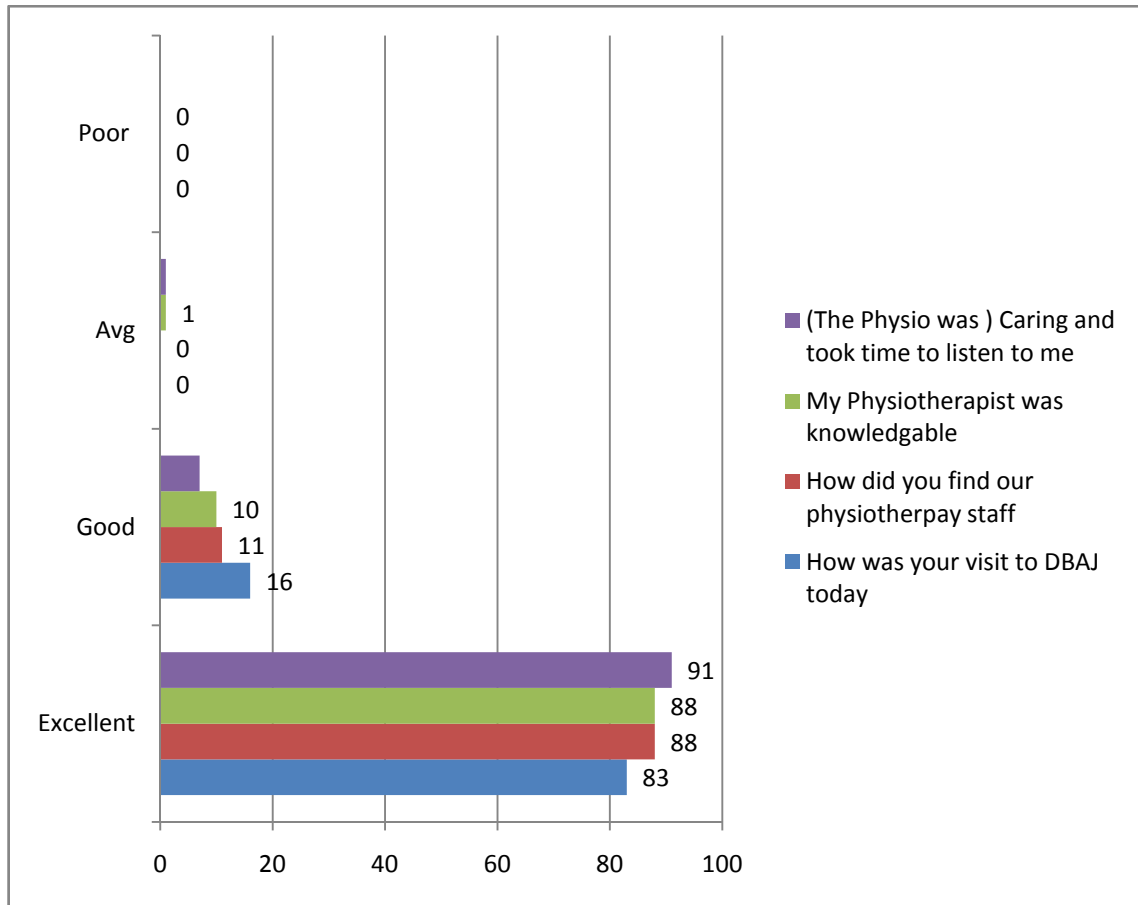
Half blinded study

- All the 100 feedback forms were numbered (1 to 100) with RED INK.
- Zulfikar (office assistant) sealed the feedback box and opened the same after 100 samples in the presence of Kavitha Mohandas, Sahar Helles (patient liaison) & Rashid (Senior Physiotherapist)
- Kavitha Mohandas (medical records supervisor) witnessed zulfikar organizing the feedback forms in serial order. (1 to 100)

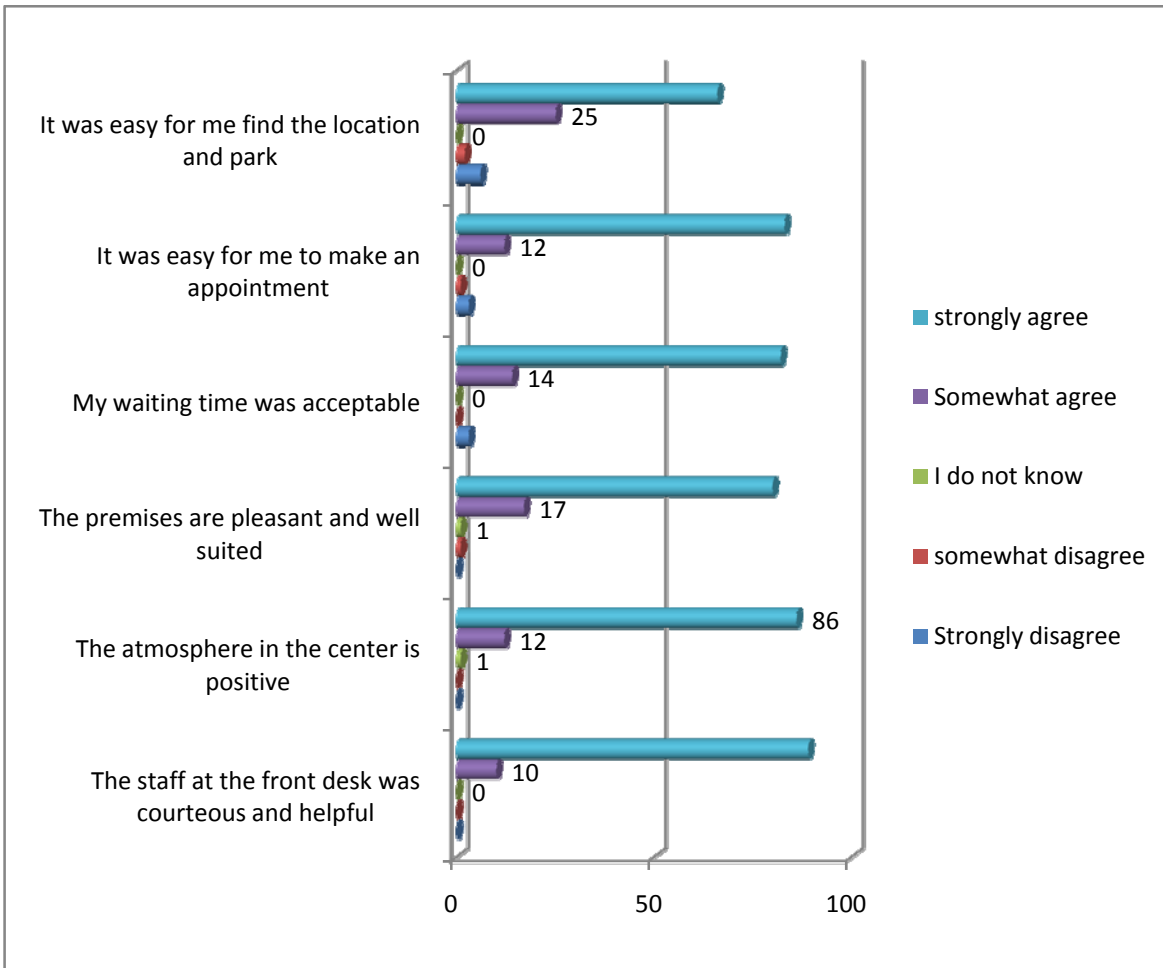
Final result:

- **We could collect only 99 feedback samples. One missing (feedback # 84) ;**
- **Feedback # 84: the patient took the form and agreed to fill and bring back but didn't have time to return it.**
- **However; Sami (patient liaison) has taken a verbal feedback over the phone on 30.4.2009 and the impression as below :**
 - o **All Columns were rated excellent with the additional comment as below:**
 - **All the staff in physio is excellent and everybody @ DBAJ is excellent.**
- For the study purpose; we have 99 written feedback forms; the summary as below :

Question	Excellent	Good	Avg	Poor
How was your visit to DBAJ today	83	16	0	0
How did you find our physiotherapy staff	88	11	0	0
My Physiotherapist was knowledgeable	88	10	1	0
(the physio was) caring and took time to listen to me	91	7	1	0



Questions	Strongly disagree	somewhat disagree	I do not know	Somewh at agree	strongly agree
The staff at the front desk was courteous and helpful	0	0	0	10	89
The atmosphere in the center is positive	0	0	1	12	86
The premises are pleasant and well suited	0	1	1	17	80
My waiting time was acceptable	3	0	0	14	82
It was easy for me to make an appointment	3	1	0	12	83
It was easy for me find the location and park	6	2	0	25	66



Patient Comments

The staff was quite caring and understanding. The receptionists were very frank and courteous in coordinating appointments. Mr. Rashid was very patient and explained everything in detail.

I found all staff very helpful and polite, special thanks to Rashid and reception.

Dr. Rashid has been excellent and really helped my wife to start walking after she had the operation. Also we would like our special thanks to Dr. Humeira Badsha who went out of her way to help us without which we had no clue what had to be done. Cheer to the DBAJ.

I have recommend B&J for its fantastic service. Never any hassle. Staff service is fantastic.

Always helpful and professional. Easy to make an appointment. Staff listens and provide good advice and service.

I feel the level of care and guidance that I received was of a very high standard.

Very Good Service and High Standard Service as well.

The warm reception of Sahar. Rashid is very organized, efficient and patient; in summary he was excellent while I was here. Shiela was my physiotherapist and she was "AMAZING." Very caring, very kind, very understanding and goes about excellently within her duties.

Mrs. Sahar was very welcoming and helpful, always smiling which makes you feel at home.(Mr) Dr. Rashed is very knowledgeable and always positive and understands your needs and works with it. Ms. Shila is very professional, caring and she does her job till perfection.

Excellent services. I got better, before it was estimated by others. I will give information to others and recommend DBAJ. VERY BIG THANK YOU TO ALL.

Overall the staff is very good and polite. They never refused me at all. Rashid & Shiela treated me with care not forgetting the reception.

Very nice staff & team, well done. Very professional as well.

The staff is very professional and competent. I always felt in safe hands. The clinic is comfortable and friendly environment.

Special thanks to Shiela, excellent service.

Amazing service from start to finish. I couldn't have done it without Rashid and his team. Thank you!

Thanks to Rashid, Shiela & Maissoun. I am very pleased by the center & the staff. I will strongly recommend this center to everyone I know.

Rashid outstanding explains every step in simple ways.

My visit was fruitful & positive. (Mr.) Dr. Rashid was very helpful in making me understand my limitations & capacity. I feel positive after my visit here. Shiela is very courteous and pleasant. Thank you very much.