

## Patient Feedback

We would appreciate to receive your feedback from your recent treatment whilst the positive experience is still fresh in your mind and body. This will help us understand the effectiveness of the treatment techniques used. It will also help us to differentiate our service and the treatment outcome compared with other specialist therapists or medical procedures.

## How to leave Feedback.

Positive Feedback can be left in writing\* by email or by given a written testimony by mail. Feedback can also be left using the contact form link on the feedback page of the website.

We would also appreciate receiving your positive feedback via external sites such as the [APS facebook page](#) (rating & feedback). Other sites where feedback can be posted included on [google](#), [google+](#), [Yell.com](#), [192.com](#) etc. Leaving feedback and ratings helps with our search and website ranking.

\* In the future a e-survey form will be produced to simplify and standardise the written feedback.

Guidelines to feedback content are given below. Any feedback received via email, mail or via the website will be reviewed before being added to the website feedback page. Feedback posted to the website may be summarised and published anonymously against the patients age, sex, occupation, condition and outcome stated, *unless* we have written permission to state your first name. Please see the examples of feedback previously posted on the website under the feedback tab.

NOTE - If your experience has not been positive, please contact us to resolve/reply to any issue you may have prior to posting anything neutral or negative, especially on any third party or public site.

## Feedback Guidelines

When leaving feedback, please state :

1. Your name, age, occupation, injury or condition.
2. Give us your first impression (in one or two words)
3. The outcome of your treatment. In your own words/experience & keep it brief.
4. State what you think differentiates the type of therapy you have experienced, and the therapist compared with any advice or therapy received from other medical professionals.
5. Please also state in a few words why you would recommend it to others.

Finally we would appreciate if you could share you positive experience with your friends, family and work colleagues. This is so as we can help as many others not to put up with musculoskeletal pain, discomfort or loss of agility. Most people are not aware of the range of conditions can be effectively treated. Please share your positive experience so as others can enjoy their work and life better.

Thanks

Advanced Physiotherapy Services (Glasgow)