

CONSUMER SATISFACTION SURVEY



Thank you for using this allied health service provided by the Home and Community Care Program (HACC) at West Wimmera Health Service. The provision of Occupational Therapy and Physiotherapy is now able to be offered within the three local Shires of West Wimmera, Hindmarsh and Yarriambiack.

If you have any concerns or questions about this survey please contact Martha Karagiannis, Manager, Allied Health and Community Programs, West Wimmera Health Service on Telephone Number: 53 914 267

To assist us in evaluating this service can you please help us by completing this short survey and posting it back in the envelope provided. Your response is strictly confidential and non identifiable - it will only be used for the purpose of reviewing this HACC service. If you need more space to write - please feel free to use the back of the page or add a page.

1. Which service did you receive? Occupational Therapy Physiotherapy
Please tick the appropriate box.

2. Who referred you to this service? My local Shire My local Health Service
 Other:

3. Did this service meet your expectations? Yes No

Please write down any suggestions you have for improving this service:

Please tell us what you valued about this service:

4. Did the therapy improve the problem you were referred for?

Yes No → If no - please explain what didn't work for you:

5. Are there other allied health services you cannot access in your community?

Yes No

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If yes - what other services would you like made available?

Podiatry Counselling Speech Therapy Dietitian Continence

Other - please write down:

How far do you currently need to travel to access these services?kilometres

6. Which town do you live in:



*Thank you for completing this survey - please post it in the reply paid envelope to:
WHY Project, West Wimmera Health Service*