



Client Information

<i>Client Name</i>	Generic Client
<i>Date of birth (age)</i>	14 December 1980 (42)

Assessment Information

<i>Assessment</i>	Client Satisfaction Survey (CSS)
<i>Date administered</i>	13 September 2023
<i>Assessor</i>	Dr David Hegarty
<i>Time taken</i>	0 minutes 26 seconds

Results

	Raw Score	Percentile
Total Score	32	17
Practitioner satisfaction	20	16
Reception staff satisfaction	4	24
Scheduling satisfaction	4	26
QoL improvement satisfaction	4	32

Scoring and Interpretation Information

A total score between 0 and 40 is presented, where higher scores indicate higher levels of satisfaction. Scores are also presented for individual questions as they address different aspects of client satisfaction.

Percentiles are displayed for the total score and for individual questions, comparing the respondent's score with benchmark data. A percentile of 50 indicates a typical pattern of responding compared to the benchmark data, and indicates a high level of satisfaction (given that most respondents in the benchmark sample were satisfied).

The maximum score of 40 corresponds to a percentile of 71, indicating that the respondent is in the top 29% of satisfaction compared to the normative sample. Percentiles of 17 correspond to a score of 32, which indicate the respondent, on average, "agreed" with the statements. Scores 31 or below (percentiles 12 or below) are indicative of dissatisfaction and suggest reflection on that client's experience is warranted.

When the maximum score was given the percentiles are presented with a ">" symbol and "Top XX%", indicating that the respondent is in the top percentile category. Likewise, when the minimum score was given the percentiles are presented with a "<" symbol and "Bottom XX%", indicating that the respondent is in the bottom percentile



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Scoring and Interpretation Information (cont.)

category.

Optional Questions 9 and 10 ask the respondent to write areas of strength and suggestions for improvement, so careful review of these responses are suggested.

Client Responses

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1	The practitioner was prepared for my visits	5	4	3	2	1
2	The practitioner understood my concerns	5	4	3	2	1
3	The practitioner gave me as much information as I wanted about what I could do to manage my condition	5	4	3	2	1
4	Therapy has helped me improve the quality of my life	5	4	3	2	1
5	I was able to schedule appointments at times that suited me	5	4	3	2	1
6	The information I received (materials, what staff/practitioners told me, etc.) was consistent	5	4	3	2	1
7	The reception staff were friendly and helpful (skip if not applicable)	5	4	3	2	1
8	All things considered, I am satisfied with the service I received	5	4	3	2	1
9	Other areas of strength					
	DUMMY					
10	Suggestions for improvements					
	DUMMY					