

CONSUMER FEEDBACK- ALLIED HEALTH CLINICIANS

March 2014

Process

During the month of May all consumers visiting the allied health services were given a consumer feedback form and a reply paid envelope.

Responses

Employee	Returned	Male	Female	ATSI
Jen Elliott Dietitian	12	5	7	1

Summary

Individual clinician feedback is as follows;

Jen Elliot (12)

12 of the 12 respondents would recommend the service to someone else

12 of the 12 respondents plan to have further sessions

12 of the 12 respondents felt that they were given information in a way that they could understand (health literacy)

11 of the 12 respondents strongly agreed that their clinician was professional

11 of the 12 felt that their health was greatly improved as a result of treatment and the other 1 rated as improved

50% of consumers had their first appointment within 1-3 weeks the other 50% waited 3-6 weeks. No one waited greater than 6 weeks.

Client comments

1. I have tried many diets and this is the first time anyone has explained why and how food affects my body. The only improvement I can see is to expand the service so more people can get the benefits.
2. The service given to me from the dietitian was the best I have had from all medical personal. I learnt more in one hour with her than several years with others.
3. I was very pleased with Jennifer, she was easy to understand and she explained things very well.
4. Jennifer explained everything to me on a level I could understand. She is fantastic!
5. Maintain the standard. This is the first time I have ever had a simple explanation of my problem and why I should have an eating plan. I was extremely impressed.
6. Any further assistance offered to Jennifer would be resources well used. Her empathy and practical knowledge are rare assets and we are very lucky to have them.
7. I found Jennifer not only interested in my diet but my general wellbeing and mental health. She is a very caring and professional person.
8. Jennifer was excellent, listened well and treated me with respect and did not make me feel like a "fat pig" which most others had.