



A fine result for Physiotherapy London

In this newsletter, we take a look at the clinic's performance during 2007.

It's been another good year for Physiotherapy London, which was highlighted at the recent East London Chamber of Commerce Business Awards & Gala Dinner 2008. The clinic's Director, Anne Roebuck, was short-listed for the **Business Person of The Year Award 2008**; which finally went to Richard Gooding OBE (Chief Executive London City Airport).

Gay Harrington, the Business Liaison

Officer for Canary Wharf Group, confirmed that Anne Roebuck was one of the top three finalists 'in this fiercely contested award' and that:

'Since 2002, Anne has developed a unique business in her field and her unwavering vision and business acumen has resulted in a successful, innovative, fast-growing business with excellent financial results'.



The 2007 results from our Patient Satisfaction Survey:

'Would you recommend this clinic to others?'

Results: Yes: 100% - No: 0%

Percentage rated as 'good', 'very good' or 'excellent':

Specialists

Knowledge & explanation of problem	98%
Effectiveness of treatment	91%
Speed of recovery	87%
Level of professionalism	100%
Timekeeping	99%

Clinic

Appointment availability	97%
Courtesy of reception staff	100%
Efficiency of reception staff	100%
Overall opinion of clinic	99%
Level of satisfaction overall	96%

Patients' written comments 2007

Anne and Miffy. Thank you for your effective treatment of my hamstrings. Your professional and friendly approach to my care and healing was very much appreciated. Wishing you and yours a very Merry Christmas and a successful 2008! [L. S. 10/12/2007](#)

Lower limbs now in excellent order, thanks to brutality of Miffy, to whom I send best regards and seasonal best wishes. Thanks. [C. A. 05/12/2007](#)

Treatment provided has given me full function of my shoulder back. Tendayi, the physio, I rate as excellent – in manner and skill. Please thank him very much. As I am really very impressed with what you have achieved. [E. W. 05/12/2007](#)

Have been making very good progress. I like the fact that the focus is on achieving rapid improvement.

[S. U. 21/11/2007](#)

Just wanted to say a huge 'Thank you' to Debbie who was absolutely brilliant and helped me get fit enough to enjoy my baby. If I have any problems in the future I will definitely be back, and I've already told everyone I know if they need a physio to give you a call.

[K.L. \(undated\)](#)

Felt very comforted by the level of knowledge and ability to explain the problem. Found the exercises suggested to do at home very helpful.

[L.L. 17/11/2007](#)

Continued overleaf



PHYSIOTHERAPY
LONDON

Really a very impressive service!

A. L. 20/11/2007

I found the service received (by Peter) to be exceptionally good. He took a genuine interest in my condition, put a lot of thought and consideration into my treatment, and gave me excellent help/service. The only reason all boxes are not ticked as excellent [2 x Very Good] is my condition is chronic, and there is no quick cure. But that does not diminish in any way from the excellence of the treatment I received. I will definitely recommend Peter. In fact, I already have! I just want to stress, I feel like Peter went above and beyond what I normally would expect from a medical practitioner. Really was very impressed, and it is very much appreciated. **D.S. 17/11/2007**

Only that I would without doubt return should the need arise and recommend to others. The friendly staff, efficiency as high as you can get. 100% pleased.

F. C. 02/10/2007

I felt very comfortable attending the clinic. It was a much more pleasant experience than visiting a doctor or a hospital. I almost forgot the pain a few times.

R.C. 25/09/2007

Thanks for looking after me so well.

C.W. 05/09/2007

Overall extremely happy with your service, extremely friendly and professional. Would definitely recommend your clinic.

M.S. 24/09/2007

I could not be happier with my treatment – a big thank you. **C. H. W. 17/08/2007**

I have bought myself a new chair for work as you recommended and have seen a great improvement from that. Huge thanks for sorting me out - for your very convenient appointment times and for seeing me so quickly originally. Am recommending you to everyone. Magic hands! **C.D. 16/08/2007**

Great staff, gave me good explanation of causes for my spinal injury – followed up with a phone call – which appreciated. Thank you. **V.K. 16/08/2007**

Course update: Recent attendance by the clinic's team

- » From Pain to Performance 2008. One day International Sport & Exercise Medicine Conference
- » Three day Sports Medicine Conference 2008 (Boston, USA). Organized by Harvard Medical School
- » Myths & Misconceptions about Psoas Major
- » A Call to Arms. Two Day OCPPP Conference
- » Co-C3 An Integrated Approach to Management of the Upper Cervical Spine & Headaches
- » Three day British Elbow & Shoulder Society Conference

Thank you! **A.A. 15/08/2007**

Hope to not need to visit again. But if I do need more physio in the future I'll certainly come to you. Excellent service and even though you could have extended the treatment you didn't. Thank you!

(No name & undated)

Well done, feel very good, dealt with all the issues. Thank you. **H.S. (undated)**

I was really impressed with everything about Physiotherapy London. My physio, Miffy, was excellent – really professional and warm – a completely relaxed experience, with easy exercises to keep the issue at bay. **S.G. 19/07/2007**

Anne/Peter Many thanks for all your help and advice, your layman explanations of my issue were just right, and really helped in understanding what I needed to do to help both you and myself. Life back to normal is great again. Best regards to you both.

T.S. 11/06/2007

Excellent service. Have already recommended to many co workers and colleagues.

L.G. 07/06/2007

Many thanks for everything! **16/05/2007**

Miffy was fantastic and very thorough. She got me fit to ski and back to running quickly and I have recovered very well. I would definitely recommend the clinic to others.

C.F. 16/05/2007

Full recovery from painful injury within 2 weeks and with no recurrence is more than enough to justify these ratings.

D.W. 16/05/2007

Extremely happy with the service I received and would definitely recommend to others.

L.S. 25/05/2007

Thank you! **D.E. 23/05/2007**

Staff very friendly, felt very relaxed.

S.F. 12/05/2007

Quick response to enquiries. Therapist made me feel very relaxed and explained things clearly. **R.F. 12/05/2007**

Great stuff! **J.B. 10/05/2007**

Treatment at this clinic has changed my opinion of having a preference for Chiropractors/Osteopaths to believing that physiotherapy can and does help my spinal problems. **J.M. 06/04/2008**

Everything went really smoothly and the staff are super friendly! **G.S. 28/02/2007**

Peter was excellent. He solved the problem very quickly and I've had no problems at all since. I would definitely recommend him to others. **R. S. 27/09/2007**

I've had this problem for 10 years and have seen many physiotherapists. Debbie took more time to analyse the problem and provided more relief than any other physio I've ever seen! **G.J. 18/06/2007**



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L O N D O N

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