



## Virgin Exclusive

Physiotherapy London has secured the opportunity to offer in-house gait analysis to members of Kensington's Virgin Active Classic Club. Should this service prove a success it may be extended as an exclusive offer to members of all 4 Virgin Active Classic Clubs in London.

(8 out of 10 patients who purchased customised foot orthotics in 2008, as a result of gait analysis by Physiotherapy London's Lower Limb Specialist, confirmed via questionnaire that they 'would recommend orthotics to others' and that they 'consider orthotics to represent value for money'; the orthotics having significantly improved their symptoms plus they're ability to return to sport.)

## Editor in Chief

Physiotherapy London's Director, Anne Roebuck, was recently offered the position of Editor in Chief for the physiotherapy section of a new online healthcare journal. Though eager to promote evidence based physiotherapy, her decision will ultimately depend on her ability to dedicate sufficient time to scrutinising the accuracy of articles forwarded to the journal.

## Quality Control

Despite the size of the potential contract, Physiotherapy London recently declined the opportunity to offer in-house physiotherapy to a large company in Canary Wharf; due to concern that they would not be able to guarantee the same degree of excellence achieved by Physiotherapy London's team working together in their well equipped clinic.

## The 2008 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	92%
Speed of recovery	88%
Level of professionalism	100%
Timekeeping	92%

### Clinic

Appointment availability	95%
Courtesy of reception staff	98%
Efficiency of reception staff	98%
Overall opinion of clinic	100%
Levels of satisfaction overall	98%

## Patients' written comments 2008

Romy was excellent, knowledgeable and personable. I have recommended the clinic to others. **K. T. 15/12/2008**

Helped enormously with my intermittent chronic problem, thanks! **H. P 14/12/2008**

Excellent service. Found the root cause of the problem, which is amazing. Excellent, no rush treatment, and I will definitely recommend. I even prefer to visit again. **S. N. 11/12/2008**

Super dooper. **R. M. 09/12/2008**

Excellent job. **R. F. 20/11/2008**

The entire experience was fabulous! Thanks **G. W. 15/11/2008**

Addressed my concerns, especially regarding running. Explained problem well. Arranged appropriate follow up. Very friendly and efficient service. No problems since, but would know what to do to manage it if it returned. **Z. L. 14/11/2008**

Romy is great – very patient and effective. **A. C. 19/10/2008**

An excellent service all round. **W. M. 15/10/2008**

Thank you very much indeed! **14/10/2008**

Great service, expertise and professionalism. **C. T. 09/10/2008**

Debbie was excellent. **W. S 04/10/2008**

Best explanations I have ever received at a physio. It really helped! Thank you. **B. W. 26/09/2008**

Miffy went to great efforts to try and find a solution to my long-standing patella tendonitis – even raising my case at a weekend course she attended. **J. E. 09/09/2008**

It has been an amazing experience EVERY TIME at Physiotherapy London. Peter is a very well trained, excellent professional with a very friendly approachable style, a great sense of humour and the best healing hands. Anne runs the BEST physiotherapy clinic in London. **B. K. 09/09/2008**

Cannot rate Peter highly enough - very professional and could explain things even to a lay person. Would happily recommend. **S. F. 06/09/2008**

*continued overleaf*



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# Patient's written comments 2008

Everything to do with the clinic was excellent – best physio I've had by a long way. Romy was fantastic, very helpful and professional. **B.N (Undated)**

The speed of recovery is down to me and doing my exercises, if I forget the pain comes back but the exercises work! The clinic was recommended to me and I have also recommended the clinic to friends. I think it is great, people are fantastic, very professional. **M. W 08/07/2008**

Practitioner and reception staff friendly, helpful and made what could have been an unpleasant experience bearable if not fun. Hope not to need future treatment, but glad Physiotherapy London are there if I do. **R. S. 07/07/2008**

Excellent service by Romy. Immediately correctly diagnosed condition, this enabled me to adjust training so I could successfully run the FLM'08 **P. G. 06/07/2008**

Attn Peter Mulvey – Thank you for the treatment provided during wks 38/39 of my pregnancy. The exercises made a world of difference. Baby [E. G] was born 40 weeks exactly 7lb 13oz. **J. C 05/07/2008**

Great service. Will miss the slave driver Peter! **K. S-F 04/07/2008**

Fantastic service, excellent level of professionalism by all staff. Would definitely recommend the clinic to others. **V. L 28/05/2008**

Romy is fantastic! I was 90% better after my first visit. The exercises I was given helped a lot and I still do them now. Thanks Romy. **R. J 23/05/2008**

Excellent service and care. I wouldn't want to go anywhere else for my physio treatment. **S.S 24/04/2008**

Peter was by far one of the best persons to consult, should the need arise for physio. His professional balance of physical and psychological needs for me the patient were spot on. Enthusiastic; dynamic; empathic; and yes at times damn entertaining with his Irish quip. Excellent professional service. Thank you. **Anon 20/04/2008**

I was extremely pleased with the Spinal Specialist who was knowledgeable and caring, but also disciplined in making me do exercises to help the process. After the treatment I feel I understand the process so am better motivated to keep healthy! Very happy to recommend clinic. **Anon/Undated.**

Peter and the treatment he provided was excellent. As well as the treatment given during appointments he provided a full programme of exercises for me to do in order to aide recovery . My recovery took slightly longer than anticipated but I am now pain free. **T. S 14/04/2008**

Very impressive. I had a deadline to work towards as I was going on a golf holiday and hurt my back. Peter was very focused on getting me ready, but also recommend exercises to prevent it in the future. **N. H. 12/04/2008**

Fully recovered thanks to Miffy. Have even run my first half marathon, so thanks very much. **S. V. 06/04/2008**

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

Very friendly staff, good atmosphere, was well looked after. **01/04/2008**

Having received treatment for previous injuries at NHS and private physio, it was a welcome change to receive treatment from a physio who was able to fully explain the injury. Will definitely recommend. Thank you. **L. A 16/03/2008**

I have already recommended Peter to others. **J. S 08/03/2008**

This was the first time I went private and so I was a bit worried that the treatment may be dragged out a little. However, I need not have worried because no sooner had my problem been sorted I was sent on my way, which I thought was excellent. Peter the physio I saw was very good and had me moving in no time, and the exercises he taught me have been very useful. I would definitely recommend the practice to someone. **Anon 06/03/2008**

The price is right as well! **H.Y 06/03/2008**

Great service. Wonderful array of treatments. I certainly learnt a lot and genuinely did the prescribed exercises. Hope to hurt myself soon so I can come back. **A.L 05/03/2008**

Miffy and Peter are fantastic! Could not have gotten through my marathon without them... and got APB to boot! Thanks! **C. M 03/03/2008**

Extremely pleased with the level of service and the effectiveness of the treatment. **J. B 20/02/2008**

Absolutely 100% the right choice, so glad I picked your practice. **P. L 02/2008**

Peter is the only physio who has found the cause of my problem and effectively treated it. At present I no longer have any neck, shoulder or lower back pain. Very impressed. **D. L 15/02/2008**

I have recommended the clinic to colleagues who have also had a good experience with treatment. **S. M 14/02/2008**

Excellent. Very friendly, very professional. Superior to other clinics I have been to in nearly every way. **D. L 07/02/2008**

Miffy is extremely professional and very well informed of the condition for which I am seeing her. **A. D 06/02/2008**

Thanks for working within my time-frame for Fire Brigade physical tests – I passed and have remained fit through training! **E. L 05/02/2008**

Having been pleased with the treatment I received from Anne, I have been equally pleased with Peter; very different approach. The fact that I have not been back to you is indicative of the efficacy of his advice. **C. M 19/01/2008**

Excellent all round. Thanks. **L. C 17/01/2008**

Thank you Peter! **J. H 03/01/2008**



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