

User satisfaction with physiotherapy service in a special needs school

Study start date: 2007

Funding: Chailey Research Fund

Research team: Clare Emery, Physiotherapist

Introduction

Semi-structured interviews of 11-19 year old school pupils with a neuro-disability

The aim of this study is to evaluate the level of user satisfaction and attitudes towards a physiotherapy service in a special needs school. The object of the study is to identify any areas of the service pupils are happy with or areas which need improvement. Data will be gathered through semi-structured interviews with 15 current pupils at Chailey Heritage School with neuro-disability. The pupils are aged between 11 and 19 years of age. All pupils need to be able to communicate using a reliable system of communication which may be verbal or non-verbal.

Research Question

Are pupils with neuro-disability currently attending Chailey Heritage School aged between 11 and 19 years of age satisfied with their current physiotherapy service?

Objectives/Aims

1. To identify areas of satisfaction with the physiotherapy service.
2. To identify areas of dissatisfaction with the physiotherapy service.
3. To allow students an opportunity to voice their own ideas and opinion about the physiotherapy they receive.
4. To make recommendations to the physiotherapy service for areas of good practice and areas for improvement.

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