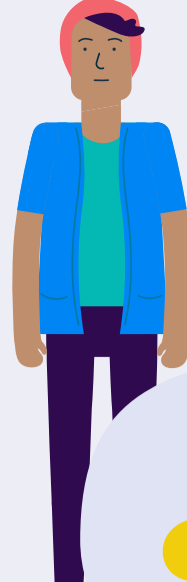
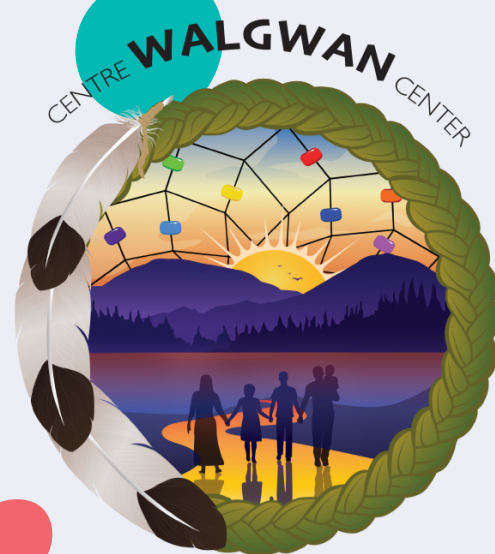


# Referral Satisfaction Survey 2021-2022



66.67% FIRST REFERRAL  
33% SEVERAL

How many referrals have you made to our Centre in the past?

Was your initial phone call informative, did you get the information you requested?

57.41% EXCELLENT  
28.57% VERY GOOD  
14.29% GOOD

42.86% EXCELLENT  
28.57% VERY GOOD  
28.57% GOOD

Did you find the referral forms met your needs of your client?

Have you viewed our website at any time, in order to get more information?

85.71%

85.71% NO  
14.29% YES

Did you experience any significant difficulties in referring a client to Walgwan

Did you find the assistance to be helpful

45% EXCELLENT  
45% VERY GOOD  
10% GOOD

71.43% YES  
28.57% UNSURE

During the healing period do you feel the needs and goals of your client were being met?

Do you have any suggestions how we could improve our service?

Organise a visit  
Better communication  
Information session on admission process