

# Are we meeting the wants and needs of our clients and their relatives? A cross-sectional survey of the Royal Rehab Brain Injury Physiotherapy Service

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## AIMS

1. Determine clients' and their relatives' level of satisfaction with the physiotherapy service
2. Determine what factors influence satisfaction
3. Determine expectations of physiotherapy
4. Explore the preferred physiotherapy model of service delivery
5. Determine willingness of clients to participate in self practice

## METHOD

Eligible clients and their relatives were invited to participate in the survey a week prior to discharge. A Likert style questionnaire was used along with open ended questions. The survey was conducted by a staff member who did not work on the unit.

Eligibility: clients with adequate cognition and communication skills and relatives who visited often during the weekdays and/or had been involved in some physiotherapy sessions.

Data were analysed using descriptive statistics. Logistic regression analyses were used for the overall satisfaction with the physiotherapy service.

## RESULTS

Data collection: 93 discharges over 18 months  
No. of participants: 78 (participation rate: 84%)

Satisfaction: 70% of clients and 85% of relatives were 'highly satisfied'

Most satisfaction with:

- Quality of physiotherapy treatment
- Environment (therapy areas)
- Interaction with physiotherapy staff

Lower satisfaction with:

- Follow up arrangements after discharge
- Amount of physiotherapy

Expectations: ~ 35% of participants indicated on admission that they did not know what to expect from physiotherapy

Preferences

- 70% of clients preferred individual sessions
- 30% preferred a combination of group and individual therapy
- 71% of clients indicated a preference for time of day (morning)
- >80% of participants indicated they would like physiotherapy at least 5 days a week

Self practice: Barriers to self practice and relatives' involvement were identified

SUMMARY: Key findings from the survey and practical considerations have been tabled and discussed.