

Survey Results and Testimonies

It is very encouraging to receive responses from clients telling us how OVIDIO Medical grade footwear and orthoses have helped them. After our clients have worn footwear and/or orthoses for about six months we send clients a questionnaire with two questions:

1. What discomfort were you experiencing when you first came to the clinic?
2. What improvements have you experienced by wearing our footwear and/or orthoses?

For many years client response have been very positive, revealing that:

- 95% written testimonies are positive and happy
- 3% were not happy
- 2% have returned and after minor adjustments to the footwear, were then pleased with treatment.

Interestingly in most surveys the client giving a positive response will take up to six months before replying whereas negative replies are returned within a few days.

It is disappointing that not all survey forms are returned.