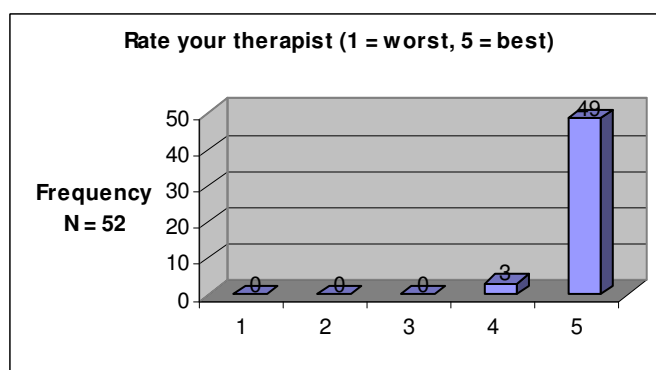
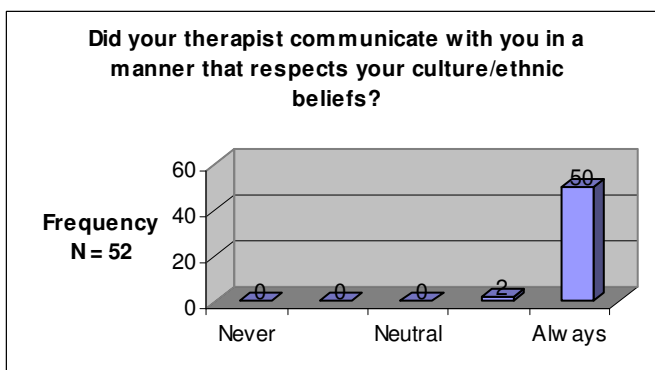
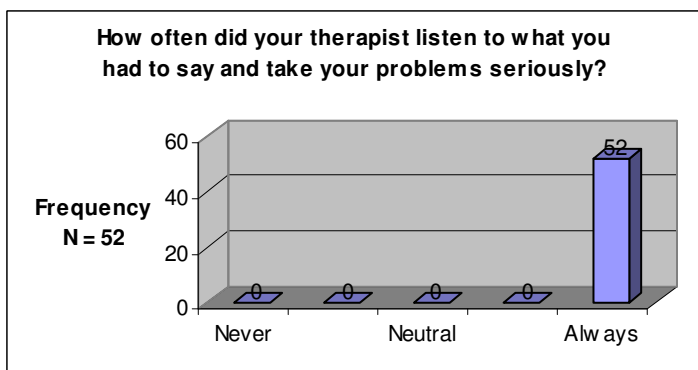
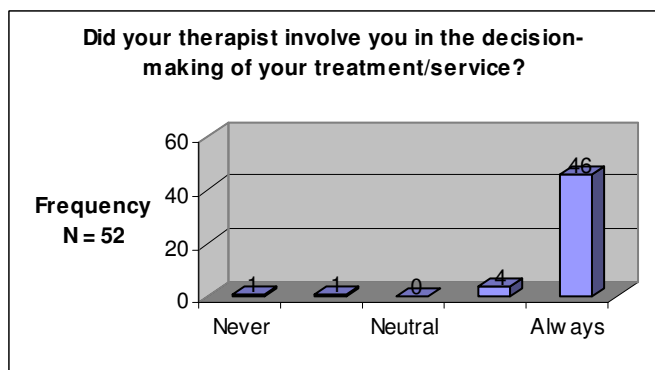
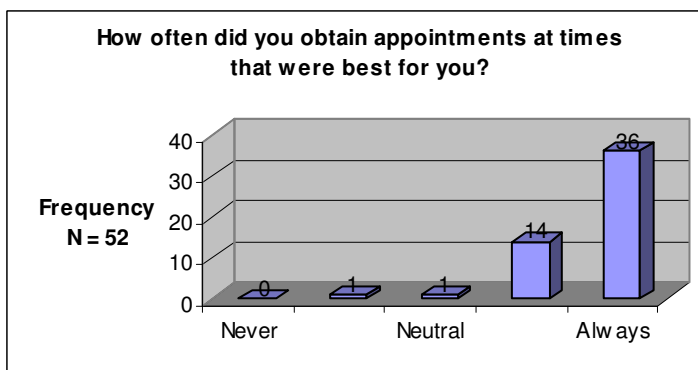
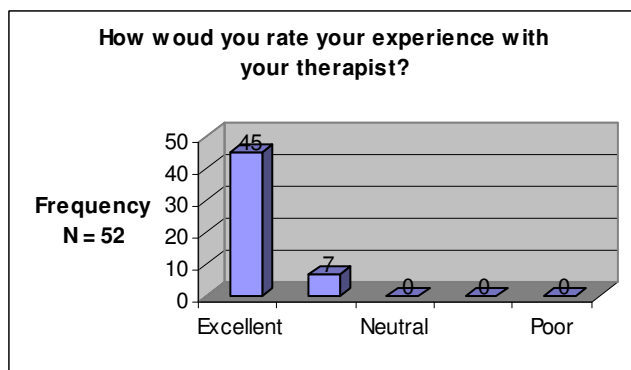
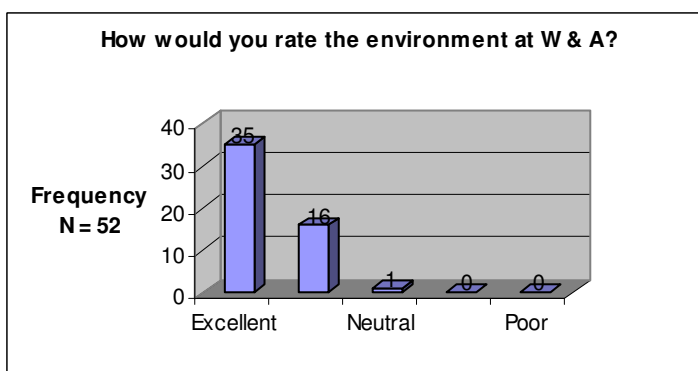
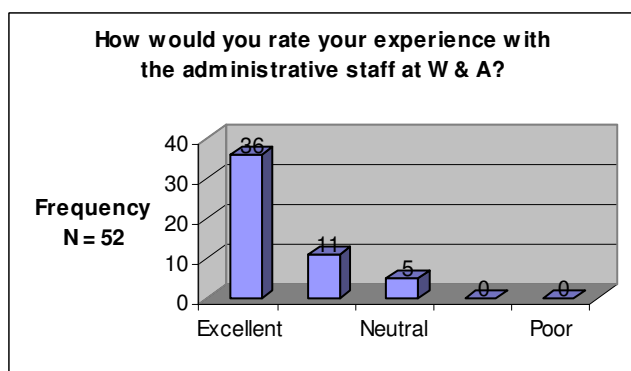


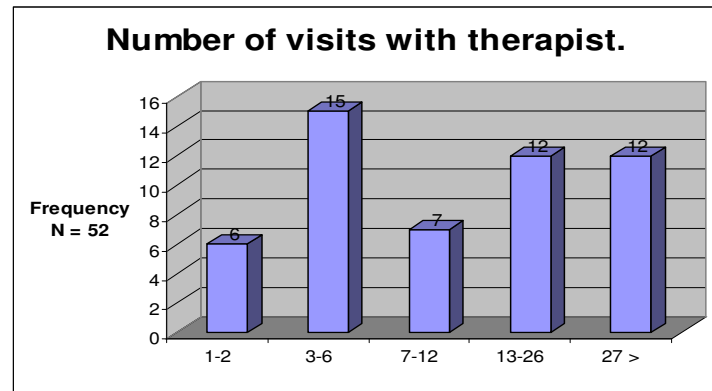
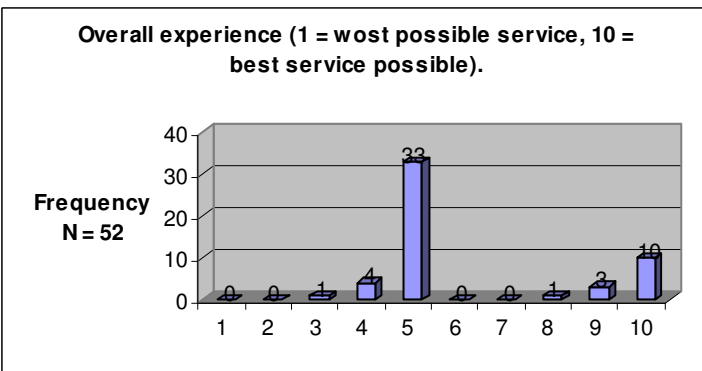
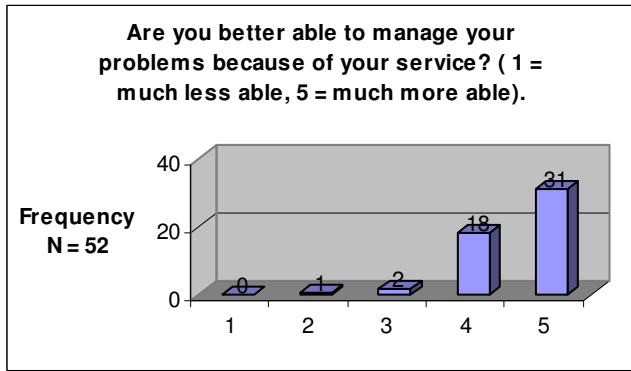
## CLIENT SATISFACTION SURVEY REPORT

### 1<sup>st</sup> QUARTER Feb. 2009

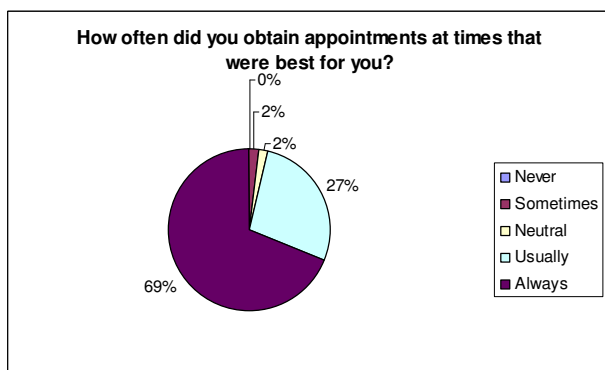
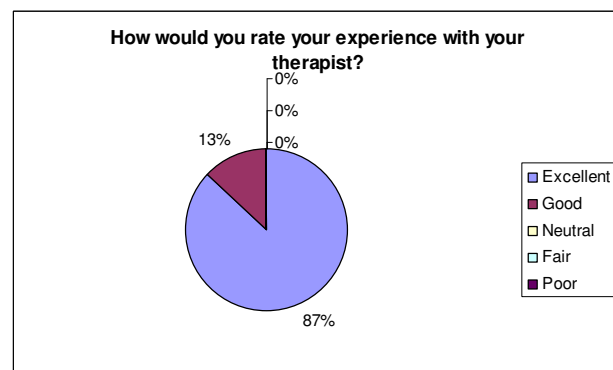
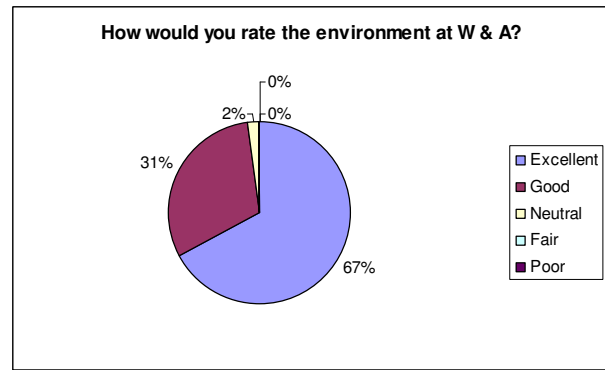
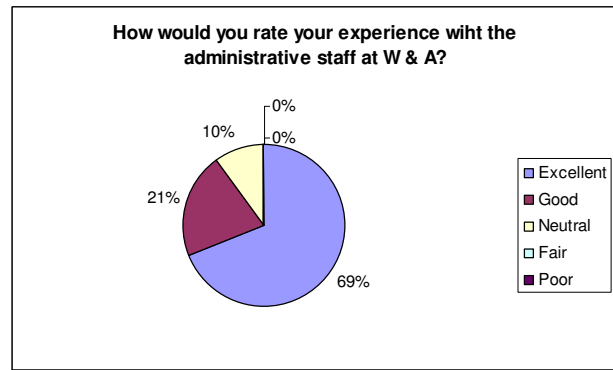
Overall, Wentworth & Associates is an excellent choice for our clients. Data was compiled from 52 valid surveys, and comments were also noted. Below you will find the data in raw scores and percentages for each question asked on the client satisfaction survey.

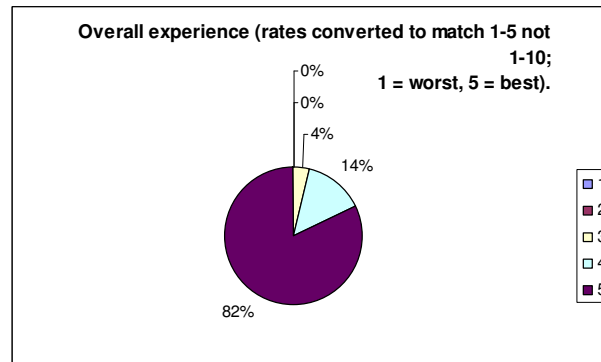
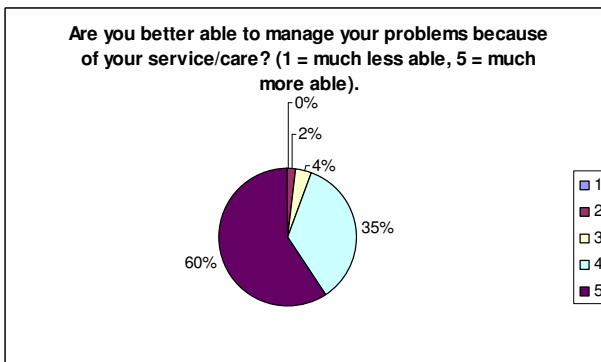
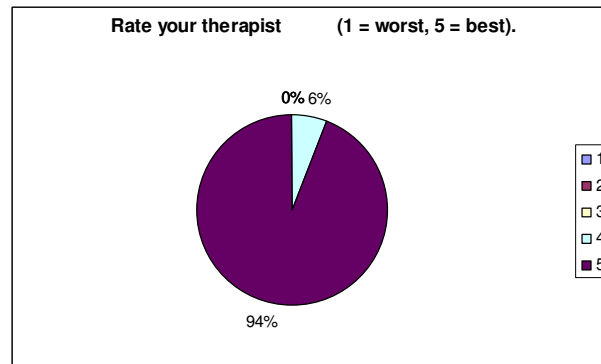
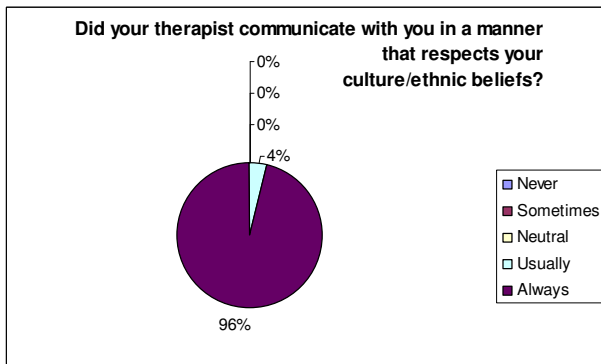
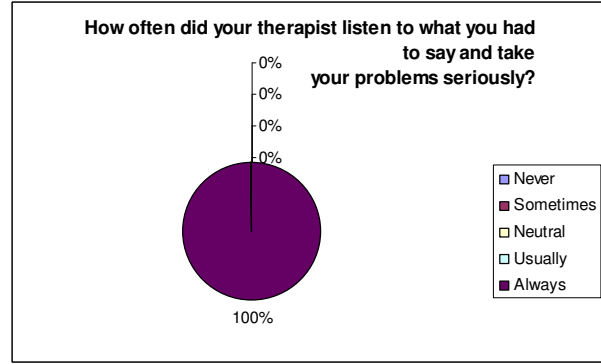
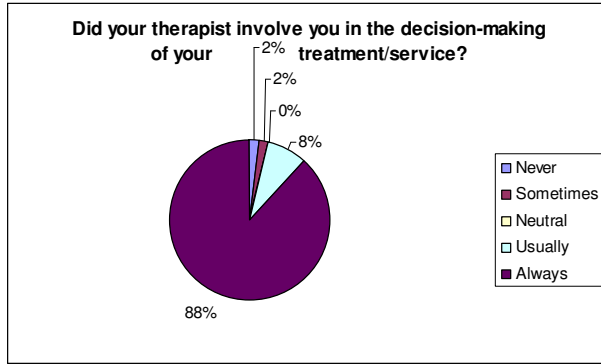
#### Raw Data





**Percentage Data**





### Comments and Suggestions from Client Satisfaction Surveys

Kerry DeVee, also Dana Howley – have been an inspiration to my life.

Andre is very supportive.

I wish she (Michelle Lynch) was staying with this practice. Please offer her more money or whatever it takes 😊.

She (Michelle L) is great. And really helps me a lot.

My experience here has been outstanding. I have also seen Dr. Mekhael and he has been of great help. I would, however, like to make a couple of suggestions for this survey sheet. I was a bit miffed when the positive response column switched from left to right on question 4. Also, I

believe the blank regarding the number of appointments reads “less than 27” in the bottom right hand corner (27>)... (I think it is meant to read 27< / greater than 27...But all of this is ridiculously picky. My experience has been great. Thank you! **Upon further review, it appears this client is correct. Perhaps we could just change the wording to “27 or more.”**

Have recommended to others and told family doctor this is a great place.

She (Elaine V) has changed my life. I have come a long way and I know I have much more to overcome but I believe with her I can help. I will be able one day to be “normal.”

I am so glad I was referred to her (Megan A) – your staff has been so helpful and has already made me a better person☺.

Marion is a wonderful therapist and helped me believe in myself again! I would refer her to my family and friends.

Dr. Blumberg is great. I feel so comfortable with him, and he’s helping me so much.

I think Dr. B has helped me more than anyone in a long time.

Couldn’t ask for anyone (Dr. Blumberg) better, great guy.

He (Dr. Blumberg) was so easy to talk to and was very understanding of our needs. I know I will be seeing him more in the future.

Dr. Wentworth is the most kind, soft spoken, gentle, generous professional I have ever encountered in the field. He is knowledgeable, understanding, and compassionate. I am so privileged and honored to be able to see the man himself, the man who is the ABPP/ President and CEO of Wentworth and Associates. Dr. Wentworth does not flaunt his title, position, or authority. He is the most humble gentleman. I believe god’s hand is on Dr. Wentworth’s life work, and I truly believe Dr. Wentworth is anointed by god and chosen by god’s hand to be my doctor. In my opinion, EMDR is the most powerful and effective tool that can be used to treat PTSD. It is so powerful every time I engage in EMDR my life changes for the better. I have a revelation – revealed, an eye opening understanding or an epiphany. EMDR is so real, so vivid, so useful – so revolutionary. It has impacted my life’s journey, with immeasurable healing. I would recommend it to anyone who suffers from PTSD. EMDR is so effective!!!! Thank you Dr. Wentworth for engaging me in the process.

Dr. Wentworth is a good therapist who unfortunately got a patient with a bunch of people with a bunch of traumas and emotional issues.

### **Suggestions from Suggestion Box in Lobby**

1. Better magazines – People, US Weekly so people waiting will not be so bored.  
*Dr. Wentworth has invested in a new variety of magazines to suit all age groups.*
2. Fix hot water on water dispenser – So I can drink HOT coffee not cold.
3. Make hot water on machine work – I want hot tea!
4. Make sure hot water works on water machine – So I don't get pissed off.  
*The hot water tap on the machine has always worked; it has a safety latch on it.  
Administrative staff put instructions on the hot water tap describing how to use it properly.*
5. Bring back the hot cocoa please! It was very nice to have hot cocoa here to drink. I love hot cocoa.  
*Staff is reluctant to submit to this request because the hot cocoa makes an absolute disaster in the waiting room.*
6. TV in waiting room, PS2 or an XBox in waiting room, vending machine, too. To be entertained while waiting for appointment, to feel less anxious and nervous.  
*Provided information that there is a vending machine in the basement of the building. TV and Video Games are too distracting to other clients. Clients are advised to bring something to do while they wait or parents are advised to arrange for childcare services.*