

PATIENT SURVEY RESULTS 2017

“Please tell us about your experience with us!”

Sample size 100 patients (October – November 2017)



Below is a collation of all patient feedback forms.

By totalling the ticks in the boxes that clients awarded us, we have achieved a full survey rating as follows:

| Please tick the box that best describes how you feel. | | Very Satisfied | Satisfied | Acceptable | Slightly Dissatisfied | Very Dissatisfied |
|---|--|-------------------------------|-------------------------------------|---------------------------|----------------------------|------------------------------------|
| 1 | My questions were fully answered before my treatment. | 94% | 6% | - | - | - |
| 2 | The treatment outcome was sufficiently explained to me | 90% | 10% | - | - | - |
| 3 | I was made sufficiently aware of any possible risks and side effects | 90% | 10% | - | - | - |
| 4 | I was given enough time to make up my mind about having a treatment | 95% | 5% | - | - | - |
| 5 | I felt the treatment was performed with care and respect for my dignity | 95% | 5% | - | - | - |
| 6 | During the treatment I felt that I was “in good hands” at all times | 94% | 6% | - | - | - |
| 7 | After the treatment I was given post treatment aftercare instructions. | 96% | 4% | - | - | - |
| 8 | Overall, how do you feel about the service by Dr Xavier and his team? | 97% | 3% | - | - | - |
| | | I've already booked to return | I am more likely to come back again | I would come again anyway | I am less likely to return | I will not be booking to come back |
| 9 | As a result of your most recent experience, are you more or less likely to book again with us? | 76% | 19% | 5% | - | - |

Clients' OWN comments from our survey forms

Have been coming to the clinic for a few years now. Have always found the staff very friendly, informative and helpful. Would not go anywhere else! Ms Philpott

As an 'older' person who is a bit wary of cosmetic procedures, it is very reassuring to know I am in safe hands of a highly skilled professional who is very well respected in his field. Ms Wight

The entire team is incredibly welcoming and friendly and at no point are you made to feel uncomfortable or under any pressure. Also, everyone is very informative. I would definitely recommend here based on my experiences so far.

Mrs Banks

Every experience & visit at Dr Xavier's is an extremely pleasant one. The whole team are lovely, very friendly, patient and explain everything thoroughly. Been a client for over 10 years and will continue to be. Ms Armstrong

I have been attending the clinic for many years and have always felt that my needs and wishes are catered for in the utmost professional and courteous way. I have always been more than happy with Dr Xavier, Martin and the team. Mrs Weeks

It's always a pleasure coming into the clinic & I have been using this clinic for over 6 years and it's always been very professional and friendly with excellent treatments. Ms Smith

I've been coming to this clinic for several years. I always find it a treat to come. The staff are always friendly and helpful and make you always feel special. The treatments are always done with care. I love Dr Xavier and all the staff. Mrs Cole

Dr Xavier is very professional, and all his girls are lovely and make you feel so welcome. Nothing is too much trouble. If you want the best treatment, Xavier's clinic is the place to come. I would not go anywhere else. Mrs Williams

From the moment I began treatment Dr Elina and the rest of the staff have been amazing! They are always friendly helpful and make you feel welcome! Mr King

Dr Elina calmed my initial nerves - she was extremely professional, and the results were over and above what I was hoping for - thank you! Miss Long

I was nervous about 'Botox' but since coming here I feel confident and well looked after. 5-STAR treatment from Dr Xavier and whole team. Miss Hinsford

My Faceplan (monthly payment plan) was the best thing I ever did! After many years I look forward to being even younger looking in my 70's! Thank you all for the excellent service and confidentiality. Mrs Stead

I have been coming to Dr Xavier for many years now, and always made to feel valued, the whole team is very professional, friendly and courteous. Would strongly recommend this clinic also have invited my friends. And they are also very happy too! One VERY HAPPY CLIENT! Mrs Baker