

PATIENT SURVEY RESULTS 2021



dr xavier & associates
MEDICAL CLINIC | OUR EXPERIENCE MAKES YOURS

“Please tell us about your experience with us!”

Below is a collation of our 2021 patient feedback forms. By totalling the ticks in the category that patients scored us on, we achieved a full survey rating as follows.

Feedback could be given anonymously or with names provided and the sample size was over 100 patients in October & November.



Please tick the box that best describes how you feel about each question.		Very Satisfied	Satisfied	Acceptable	Slightly Dissatisfied	Very Dissatisfied
1	My questions were fully answered before my treatment.	97%	3%	-	-	-
2	The treatment outcome was sufficiently explained to me	96%	4%	-	-	-
3	I was made sufficiently aware of any possible risks and side effects	95%	5%	-	-	-
4	I was given enough time to make up my mind about having a treatment	96%	4%	-	-	-
5	I felt the treatment was performed with care and respect for my dignity	99%	1%	-	-	-
6	During the treatment I felt that I was “in good hands” at all times	99%	1%	-	-	-
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?	99%	1%	-	-	-
		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?	75%	18%	7%	-	-

Thank you to all our clients for their feedback – it is very much appreciated by all the team!

Patients' OWN comments

All quoted directly from our surveys

Thank You

“Completely trust Dr Xavier, he makes you feel at ease and listens to you and gives you the results you want. Would not go anywhere else. Plus, I can honestly say there is no up-sell and you are treated like an individual.” – Miss Gregan

“I've been seeing Dr Xavier for years and now wouldn't go elsewhere. I've always been extremely satisfied with my results and feel in safe hands at all times. Dr Xavier is so friendly & professional, and the rest of the team is great!- Mrs Ina

“I love my visits. I've been coming to Dr Xaviers since 2014. I always feel so welcome and comfortable. All of the staff are professional and friendly, always happy with my treatment results.” – Mrs Cullen

“I've been coming here since 2005 and everybody here is awesome. I love Dr Xavier as he has kept me looking good throughout the years. I love Martin for his enthusiasm and positivity. The entire crew is fantastic!” - Mrs Mia

“I have been coming to Dr Xavier's Clinic for many years now and he is the ONLY PERSON I will let touch my face with a needle!!” – Mrs Scott

“Dr Xavier and his team provide an amazing service. They have helped me manage all my skin traumas over the years and am so thankful for all their care and kindness. My acne has never been more under control.” Miss Broomfield

“Simply the best team. I have been a patient for many years.” – Mrs Thompson

“I keep coming back so that should tell you everything you need to know. Great, safe and competent practice. Great staff all warm & friendly and confidential” - Mrs Smith

“I can't recommend Dr Xavier and the team enough, they are always friendly and professional at all times. I could not imagine ever going anywhere else xx” – Mrs Hayden

“Always great treatment, respect, proper explanation of procedures and kind attitude.” - Mrs Ciser

“I've been coming here for many years and always received 5 star treatments and very friendly staff. I would 100% recommend Dr Xavier's Clinic.” - Mrs Whitlock

“I have been coming to this clinic for many years, and every time you are made to feel very welcome and relaxed, it is a delightful experience from beginning to end. I cannot speak highly enough of Dr Xavier and all the staff, and have always been very pleased with the results.” – Mrs McHale

“I love the ambiance of the clinic, very welcoming, friendly & professional. The girls are delightful & so professional. Dr Xavier is amazing at his treatments always puts the client first. He has been treating my face for over 10 years and I love the natural results.” Mrs Carey