

PATIENT SURVEY RESULTS 2022



dr xavier & associates
MEDICAL CLINIC | OUR EXPERIENCE MAKES YOURS

“Please tell us about your experience with us!”

Below is a collation of our 2022 patient feedback forms. By totalling the ticks in the category that patients scored us on, we achieved a survey rating as follows.

Feedback could be given anonymously or with names provided and the sample size was over 100 patients in October and 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. | 95% | 4% | 1% | - | - |
| 2. The treatment outcome was sufficiently explained to me. | 94% | 6% | - | - | - |
| 3. I was made sufficiently aware of any possible risks and side effects. | 88% | 12% | - | - | - |
| 4. I was given enough time to make up my mind about having a treatment. | 94% | 5% | 1% | - | - |
| 5. I felt the treatment was performed with care and respect for my dignity. | 96% | 4% | - | - | - |
| 6. During the treatment I felt that I was “in good hands” at all times. | 97% | 3% | - | - | - |
| 7. After the treatment I was given post treatment aftercare instructions. | 94% | 6% | - | - | - |
| 8. Overall, how do you feel about the service by Dr Xavier and his team? | 95% | 5% | - | - | - |
| | 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? | 57% | 36% | 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!

'I have always felt that I am in safe hands at Dr Xavier's Clinic. I would never trust anyone else - that's how confident I am with all my treatments at Dr Xavier's Clinic.' – **Mrs Marsh**

'I have been coming to Dr Xavier for 10 years and have always felt in safe hands, with no pressure to have additional treatments or buy products. I always recommend to my friends Dr Xavier.' - **Mrs Richards**

'Always very professional. Great team who give me confidence in the treatment I receive. I have attended this clinic for 8+ years and am very satisfied with all aspects of my care and treatment. Highly recommended!' – **Mrs Graft**

'I have been attending Dr Xavier's Clinic 8 years and counting. Always made to feel welcome. Staff are friendly and helpful and I am always happy with my results.' - **Mrs Cullen**

'Have been visiting Dr Xavier for over 10 years and have always received a fantastic service and been very happy with my treatments. Would highly recommend!' – Mrs Budden

'Very professional, friendly clinic. I've been returning for 16 years.' - **Mrs Hanslip**

'I feel that I get the exact outcome that I am looking for from the clinic. I have never come away feeling that I look overdone or artificial looking. I feel confident that Dr Xavier is administering carefully.' – **Mrs Webb**

'Staff are always friendly and inviting. Such a relaxed atmosphere. Wouldn't go anywhere else for my treatment, always willing to offer advice.' - **Mrs Robinson**

'I have been attending clinic for years. Excellent customer care. The clinic team and Dr Xavier are the best. I would not go anywhere else.' – **Mr Shephard**

'Excellent customer service, everyone always friendly, staff all know you as a person and remember the last conversation you had! Very personal. Very nice team.' - **Mrs Gregan**

'I am always impressed by the professionalism and care at Dr Xavier's practice. They perform to exceptionally high standards, and I am always happy and confident in their care.' - **Mrs Eyres**

'Staff always very welcoming. Always felt safe even during covid. Always been helpful when discussing new treatments and never felt I was being pushed. Overall, very pleased and happy to recommend.' – **Mrs George**

'It's always a pleasant experience, the girls are great, and Dr Xavier is a Master.' - **Mrs Brown**

'I love the team, always polite and chatty, friendly. Dr Xavier is the best in the business. Wouldn't go anywhere else for my treatments.' - **Mrs Whitfield**

To book a **NO-OBLIGATION CONSULTATION** call us on **023 80 637 638**
or visit **www.xavier-g.com**

Dr Xavier & Associates Clinic, 25 Queen's Terrace, Southampton SO14 3BQ
Some treatments also at Dr Xavier's Clinic, 11-12 Gee's Court, Marylebone, London W1U 1JN



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