

Patient Satisfaction Results 2012 /13



“Tell us about your experience!”

Patient feedback is very important to us, therefore each year we carry out a satisfaction survey. This year 100 patients (customers) who have received a treatment at our clinic are asked to complete a short survey. They are asked to score us on a number of important aspects of their experience.

We feel it is important to publish patient satisfaction results - we also believe we are the ONLY clinic, of our kind in the UK that does so!

The results show that **OVERALL 100%** of our customers are **VERY SATISFIED** or **SATISFIED** with their experience. **100%**

This feedback is very important because we are a local family-run doctor's clinic and we are passionate about what we do. The results summarised in the table below are a simple tally of these scores – giving **genuine feedback** of what our customers think about their experience with us.

In addition, customers also have the opportunity to write **comments in their own words** on the survey form and a range of these are also published below.

SURVEY QUESTIONS ...	Very Satisfied	Satisfied	Accepting	Slightly Dissatisfied	Very Dissatisfied
> “Overall, how do you feel about the service by Dr Xavier and his team?”	96%	4%	-	-	-
> “My questions were fully answered before my treatment.”	91%	9%	-	-	-
> “The treatment outcome was sufficiently explained to me.”	90%	10%	-	-	-
> “I was made sufficiently aware of any possible risks and side effects”	88%	10%	2%	-	-
> “I was given enough time to make up my mind about having a treatment.”	93%	7%	-	-	-
> “I felt the treatment was performed with care and respect for my dignity.”	94%	6%	-	-	-
> “During the treatment I felt that I was “in good hands” at all times.”	95%	5%	-	-	-
> “After the treatment I was given full post treatment aftercare instructions.”	91%	9%	-	-	-
> WILL YOU RETURN? “As a result of your most recent experience, are you more or less likely to book again with us?”	60% said <i>“I have already booked to return”</i>	31% said <i>“I am more likely to come back again”</i>	9% said <i>“I would come again anyway”</i>	I am less likely to return 0%	I will not be booking to come back 0%

Customers' Own Comments

I have been receiving a range of treatments since 2006 and have always felt cared for and listened to. I feel that we have worked together to restore both my self-confidence and my appearance. I feel absolutely confident in the quality of work and care here.

It's an excellent clinic, with wonderful staff and I highly recommend

Excellent service, polite and very helpful. I found the whole experience was fantastic. Thank you.

*Every time that I come, I am made to feel completely informed advised and relaxed. I have never felt so good!
Thank you*

I rang a lot of clinics and visited 2 others before I decided upon Dr Xavier's. They really make you feel you are in safe hands. They are also very approachable if you have any questions afterwards too.

Fantastic staff. Fantastic hands-on proprietors. The doctor is caring and considerate. Don't have to be nervous because they have had most of the procedures. Everyone is fab and caring.

Excellent service and treatments and the team is very caring. Love them all.

Very professional discreet service. The location is ideal for a man to 'pop in' without having a high street location. Would recommend to other male friends. E-mail and text reminders also well appreciated (I'd have forgotten my review appointment without it)

I have always been made to feel relaxed and in good hands. Always have my questions answered fully. On all my attendances I have been greeted warmly and taken good care of.

A friendly team who are always pleasant and polite, knowledgeable about the treatments and always show care and consideration at all times.

Team are lovely, products good, coffee excellent and branded chocolates scrummy.

Amazing expertise of Dr Xavier! He makes me feel extremely confident in any treatments I receive. Botox is always done to perfection with amazing personal approach. Love coming here.

I have known Dr Xavier for many years and feel totally confident that I will be happy with the results of my treatment. I would also feel comfortable coming back with any issues I may have.

Excellent treatment, service and professionalism at all times by Dr Xavier. I completely trust him and would never use anyone else. I have recommended him to lots of my friends and clients and they have all been very happy.

I would never go anywhere else. Dr Xavier and all the team are lovely. I feel looked after and secure in what he does. Keep up the good work.

I am always more than happy with my treatment and the results. The team at Dr Xavier's are the best! They are helpful and professional. I would and do recommend Xavier to family and friends.

I've been coming to Dr Xavier for many years now and all the time I can will continue to do so. I have gained in confidence with the way my procedures have improved my skin. I come twice a year and look forward to how my look will improve and how pain free it is

I feel like a person here and not just a number! I've been coming here for 3 years. Staff are always kind and welcoming. I will continue to come as I am a very satisfied customer.

Delivery of a highly personalised service in a professional yet friendly manner is often difficult to achieve. Arriving at the clinic is like arriving at the home of your closest confident. The staff are simply fantastic!

I have been to several clinics and this is without any shadow of a doubt the best. The ambience and atmosphere is beautiful, relaxing while you wait and the whole team are professional, friendly, caring and good at what they do.

As I have been coming to Dr Xavier's clinic for a few years now it shows my confidence in him. I have been very happy with my results and have recommended your clinic to my friends.