

# PATIENT SURVEY RESULTS 2015

**"Please tell us about your experience with us!"**

**Sample size 100 patients** (Sep 15 to Dec 15)



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.	95%	5%	-	-	-
2	The treatment outcome was sufficiently explained to me	92%	8%	-	-	-
3	I was made sufficiently aware of any possible risks and side effects	89%	11%	-	-	-
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	100%	0%	-	-	-
7	After the treatment I was given post treatment aftercare instructions.	92%	8%	-	-	-
8	Overall, how do you feel about the service by Dr Xavier and his team?	98%	2%	-	-	-
		<b>I've already booked to return</b>	<b>I am more likely to come back again</b>	<b>I would come again anyway</b>	<b>I am less likely to return</b>	<b>I will not be booking to come back</b>
9	As a result of your most recent experience, are you more or less likely to book again with us?	58%	34%	8%	-	-

# *VERBATIM* client comments from our feedback forms

*Very friendly staff who made me feel relaxed and welcome.* Mrs Matthews

*I felt a bit embarrassed before coming and vain, but was made to feel so comfortable.* Anon

*I have been overwhelmed with the treatment - the staff have been absolutely fantastic. It's a joy to come each week. I cannot talk highly enough of everything.* Mrs Robertson

*I travel from Bristol because I feel safe in the care of Dr Xavier.* Tanya

*I have been coming to the clinic for some years. The treatment by Dr Xavier is relatively painless, minimally invasive. All the staff are welcoming and considerate.* Ms Shepherd

*Always treated friendly with full explanation of all possible procedures. The most important thing, apart from great skills of the doctor, is the total honesty of the clinic. If you want something that you do not need/may not work they will explain it instead of letting you pay for it. Very strongly recommended.* Sylvia

*Everyone is lovely and makes you feel very comfortable. The treatments are fabulous.* Mrs Sawyer

*I am very satisfied with the treatment and friendly staff.* - Mrs Hampton

*We have been coming here for many years. Always excited to come back and see fantastic results. Made to feel very welcome. Cannot fault the service.* Miss Hawkins

*Wonderful, friendly staff - always feel welcome! Pleasant comfortable surroundings. Always very happy with the results from my treatment.* Miss Groom

*I think you do everything more than well! It is an all-round excellent, friendly, professional service from everybody (I have ever met here) and Dr Xavier is brilliant.* Anon

*I have received excellent care every time. The support and encouragement have been of great value to me. My treatments have been effective and I can only help you for helping me.* Mrs Durrant

*I always recommend my friends and new people I meet for treatment here, as I've been more than happy with customer care and my treatment I have had done over many years.* Mrs Norman

*I have been coming to see Dr Xavier for 10 years I first came as a training model and then have continued ever since. Dr Xavier and his team are always very kind and friendly and always professional at all times and the Arbonne products are amazing. My husband uses the men's products and his skin is amazing now too. Extremely happy and satisfied. Thank you all.* Mrs Needham

*I can't complain about anything. Customer service is great and the girls are very helpful. I am recommending the clinic to everyone.* Mrs Musedale