

PATIENT SURVEY RESULTS 2016

“Please tell us about your experience with us!”

Sample size 100 patients (Nov 16 to Dec 16)



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.	96%	4%	-	-	-
2	The treatment outcome was sufficiently explained to me	94%	5%	1%	-	-
3	I was made sufficiently aware of any possible risks and side effects	93%	4%	3%	-	-
4	I was given enough time to make up my mind about having a treatment	97%	3%	-	-	-
5	I felt the treatment was performed with care and respect for my dignity	98%	2%	-	-	-
6	During the treatment I felt that I was “in good hands” at all times	98%	2%	-	-	-
7	After the treatment I was given post treatment aftercare instructions.	95%	5%	-	-	-
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?	72%	18%	10%	-	-