

# PATIENT SURVEY RESULTS 2023



dr xavier & associates  
MEDICAL CLINIC | OUR EXPERIENCE MAKES YOURS

## “Please tell us about your experience with us!”

Below is a collation of our 2023 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 September and October.



**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.	96%	4%	-	-	-
2. The treatment outcome was sufficiently explained to me.	98%	2%	-	-	-
3. I was made sufficiently aware of any possible risks and side effects.	96%	3%	1%	-	-
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.	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.	97%	3%	-	-	-
8. Overall, how do you feel about the service by Dr Xavier and his team?	98%	2%	-	-	-
	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?	77%	16%	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!

Very professional and very friendly service, Dr does not make you feel pushed to have other treatments, which some other establishments do. – **Mr Lloyd**

I have been a customer of Xavier's clinic for many years and had many different procedures from phenol peels and threads to fillers. I am always pleased with the result and feel complete confidence in Dr Xavier. Would highly recommend. – **Miss Havard**

Always excellent respect and high level of care as well as expert professionalism. – **Mrs Pell**

Dr Xavier and all the staff are so friendly and professional, I always feel I'm in good hands and any questions I have are always answered. – **Miss Gilbert**

It's so reassuring being treated by Dr Xavier, such a professional operation and I know he would never put his reputation at risk. All the staff are lovely too. – **Mrs Redhead**

All the staff are always very patient, kind and professional. – **Mrs Trant**

Advice is readily available, Staff helpful and knowledgeable, I'm confident in Dr Xaviers ability to advise my desired outcome with honest advice what is what is not advisable. – **Rebecca**

Dr Xavier waved his magic wand again; the team are amazing at this clinic!! - **Miss Scott**

I'm so happy I found this place, as soon as you walk through the door you feel you are in safe hands, the whole experience and treatment is first class, the reception team are all so friendly and Dr Xavier is exceptional - 5 stars always! – **Mrs Culpan**

Dr Xavier is fantastic. I have been having treatments for the last five years which I will continue to do so. Dr Xavier explains everything fully and makes you feel at ease during your treatments, I would not go anywhere else. Thank you, Dr Xavier, and your team. – **Ms Hainsworth**

A superb clinic I have been visiting for 15 years - amazing staff and outcome. – **Anon**

Dr Xavier is brilliant; he is so precise and makes you feel at ease. I wouldn't want to go anywhere else! Thank you, Dr X, for helping me look my best! – **Mrs Lynch**

Professional and answered all my questions was made to feel at ease, set expectations very clearly as that is important to me. – **Mr Hall**

Love coming, it's like home from home! Dr Xavier is superb, and I wouldn't trust anyone else with my face. - **Ms Greenhouse**

Superb treatment and care with excellent results- I only trust and feel confident in coming to Dr Xavier for treatment. I would never consider anyone else! Very highly recommend, my confidence has also improved since my treatments. Extremely professional and knowledgeable - Thank you so much! – **Mrs Lyall**

All the staff are always very patient, professional, and helpful. – **Mrs Trant**

I travel two hours to visit Dr Xavier and his team, its always a warm welcome, the girls always remember me. The whole experience is professional friendly with amazing results. I recommend him to everyone. – **Mrs Nicholls**

For more information or 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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