

PATIENT SURVEY RESULTS 2018



“Please tell us about your experience with us!”

Below is a collation of our 2018 patient feedback forms. By totalling the ticks in the category that patients scored us on, we achieved a full survey rating as follows.

Feedback could be given anonymously or with names provided and the sample size was 105 patients.



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%	5%	-	-	-
2	The treatment outcome was sufficiently explained to me	94%	6%	-	-	-
3	I was made sufficiently aware of any possible risks and side effects	92%	8%	-	-	-
4	I was given enough time to make up my mind about having a treatment	95%	5%	-	-	-
5	I felt the treatment was performed with care and respect for my dignity	97%	3%	-	-	-
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.	93%	5%	2%	-	-
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?	68%	26%	6%	-	-

Thank you to all our clients for their feedback – it’s very much appreciated by all the team!

Clients' OWN comments

All quoted directly from our surveys

Thank You

"I've been coming for many years and I'd never go elsewhere. Dr Xavier and his staff are so friendly & professional. Thank you for everything (5 stars!) - lots of love" - Lina xxx

"Very happy with the treatments and care from the team. I have never had any facial treatments before, so this was a big step for me into the unknown, but I felt very looked after and welcomed." – Mrs Wilson

"Discreet, friendly, approachable staff who are always welcoming. Dr Xavier is wonderful - I feel I am in safe hands." – Mrs Smith

"After five years of coming to Dr Xavier's I am still so happy with the level of care and results I've received. The team are always so friendly and informative. I wouldn't go anywhere else!" - Mrs Bell

"Have been a very satisfied customer for many years. Staff always happy and very friendly so I shall continue to carry on being a happy regular customer. Always happy with my treatments. Thank you!" – Mrs Taret

"I have been coming to Xavier for 8 years now. I have many different treatments. Dr Xavier is amazing. Love all the staff too. Dr Xavier is the best Doctor ever! And highly recommend!" – Mrs Wood

"Love, love, love Dr Xavier + his team! The only place to come for treatments!" – Mrs Scott

"Have been coming here for many years - I travel up from Devon. The staff are very friendly. I call them my beauty friends! It's a pleasure to come and I leave very, very satisfied." - Mrs Deeley

"Everyone who works at the clinic is so lovely and I'm chatty with all the ladies! The doctors are also amazing, and the results are perfect every time." – Mrs Ross

"Always a pleasure to come to the clinic - the whole team are brilliant and super friendly! Dr Xavier always listens and advises me and never pushes me to make a decision. I recommend to my friends!" – Mrs Richards

"My wife and I come here because of the quality of staff and the overall experience. In many years of coming here we have never had anything but great service and care." – Mr Harking

"I've been coming here for a few years now and there's a reason I keep coming back! Friendly staff + Dr Xavier always does a great job!" – Mrs Morgan

"I was nervous and apprehensive about having botox and filler but the explanation & care that I received has relieved my feelings and I am confident with the results & service." – Mrs Hansforth