

PATIENT SURVEY RESULTS 2020



“Please tell us about your experience with us!”

Below is a collation of our 2020 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 100 patients in October and November.



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	95%	5%	-	-	-
3	I was made sufficiently aware of any possible risks and side effects	94%	6%	-	-	-
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	95%	5%	-	-	-
6	During the treatment I felt that I was “in good hands” at all times	95%	4%	1%	-	-
7	After the treatment I was given post treatment aftercare instructions.	95%	3%	2%	-	-
8	Overall, how do you feel about the service by Dr Xavier and his team?	97%	2%	1%	-	-
		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?	69%	25%	6%	-	-

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

Clients' OWN comments

All quoted directly from our surveys

Thank You

"I'm over the moon with results from my first treatment, all the staff make you feel at home from the second you enter the building." - Mrs Parker.

"Staff are exceptionally bubbly and friendly and really go out their way to make me feel welcome on every visit, especially when I was slightly nervous. Amazing treatment and would definitely recommend." – Miss Bradford.

"Always worth the 2-hour drive. I'm always super happy with the results and the care and professionalism shown by the staff." – Mrs Brown.

"I have been coming to Dr Xavier's for 6 years and wouldn't go anywhere else. Always feel in safe hands and always thrilled with the outcome of my treatment. The staff are always lovely." - Mrs Budden.

"I have been seen by Dr Xavier et all since 2006 and they are fabulous! I've had a range of different injectable treatments over the years and I have kept my youthful look while not compromising my individual look. Super happy!" – Mrs Martill.

"You only have one face so why not come to the best in my eyes! They are outstanding" Never go anywhere else. Have helped me so much with my scars and skin health. Thank you!" – Mrs Macey.

"Won't let anyone else treat my scar other than Dr Xavier!!" – Mrs Ing.

"Fantastic service! It was my first time for the procedures, and they made me feel very comfortable. A* place! The staff are so friendly - Dr Xavier is amazing! Would definitely recommend to everyone!" - Mrs Beale.

"I have been very happy with the treatment I receive at Dr Xavier's. All the staff are friendly and professional. They put you at ease and I would recommend the clinic." – Mrs Cole.

"Fantastic team - treatment received fantastic as always. Most importantly during these strange times felt incredibly safe!" – Mrs Ross.

"Always a pleasure to see Dr Xavier and his team. A great boost having treatment. A+ for cleanliness." – Mrs Walter.

"Extremely professional and knowledgeable with a friendly approach which is reassuring when you're having treatment which will visibly change your appearance.!" – Mrs Dawkins.

"As a very good client, I strongly recommend Dr X Clinic to all my friends. The team are very polite, very friendly, always helpful, this is the reason why I only come to this clinic - 10/10!" – Mrs Baker.

"I won't go anywhere else!" - Mrs Bifford.