

PATIENT SURVEY RESULTS 2024



dr xavier & associates
MEDICAL CLINIC | OUR EXPERIENCE MAKES YOURS

“Please tell us about your experience with us!”

Below is a collation of our 2024 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.	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.	94%	5%	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.	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.	95%	4%	1%	-	-
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?	72%	22%	6%	-	-

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!

Been coming here nearly 20 years – would not go anywhere else. Dr Xavier is so professional and his wonderful staff! – **Julie**

I have been coming for 15-plus years. I love the place, the treatments and the staff. – **Natalie**

Great client care. Always makes me feel at ease and amazing results every time. – **Lee**

From my initial appointment to my first treatment, I have found everyone very friendly and professional to what for me is a rather embarrassing condition in a private area. – **Karyn**

I feel safe and confident in Dr Xavier's experience and abilities and never once felt pressurised to purchase any treatments. – **Rhona**

Always happy with the treatment from Dr Xavier – I travel far to see him at times! – **Cecile**

The team are always so friendly and helpful and Dr Xavier so professional and confidence-boosting. I'm always nervous and he inspired confidence. – **Barbara**

I have attended the clinic for over 10 years and wouldn't go anywhere else. The staff and Dr Xavier are great! – **Matthew**

I love coming here! I completely trust Dr Xavier and Luis. They are so professional and friendly, and I'm always extremely pleased with the results. Thank you! – **Lizzie**

Very happy with my results and actually better than expected. Every member of staff is very friendly and welcoming. – **Francis**

Dr Xavier is always warm and friendly and understanding, and his technique and clinic are professional and helpful and always friendly. I would highly recommend his services. – **Heidi**

Always enjoyed my visits and felt in safe hands with the doctor. Happy to recommend. Reception staff always delightful and with such great memories making the visits feel very homely. – **Natalie**

Dr Xavier was very professional and explained the procedures in detail. I felt relaxed at all times. All the team were very welcoming and made me feel at ease. I would definitely book again! – **Kathleen**

Would never go anywhere else! Always incredibly happy with the service and treatments received at Dr Xavier's Clinic. – **Claire**

I have been coming to see Dr Xavier and his wonderful team for many years. All very professional and very kind. – **Chris**

I am a customer for life! It feels great to have such faith and confidence in my practitioner. I am so pleased with all the procedures I have had with Dr Xavier! – **Anna**

Fabulous! I love the staff here and Dr Xavier is just awesome. I have been coming for many years now. Excellent service always. – **Cathy**

I keep returning because of the safety aspect, with both Dr Xavier and Nurse Luis being highly qualified. Also, treatments are updated with trends and research. The team are friendly, and kind and I feel comfortable. – **Amanda**

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, 140 New Cavendish Street, London W1W 6YE



dr xavier & associates
MEDICAL CLINIC | OUR EXPERIENCE MAKES YOURS