

**Friends & Family Audit April 2025**

How likely are you to recommend our Service to Friends & Family if they need similar care or treatment?

Month	Extremely Likely	Likely	Neither Likely /Unlikely	Unlikely	Extremely Unlikely	Don't Know
April	48	2	1			

Extremely Likely 94.10%  
 Likely 3.90%  
 Neither Likely/or unlikely 2.00%  
 Unlikely  
 Extremely Unlikely  
 Don't know

This is my first experience with any procedure in my life, but it was very smooth and painless. Staff is also very caring and helpful.

Fabulous treatment, fabulous Drs & Nurses. Very quick & extremely efficient.

Faultless experience.

From the moment I set foot in the clinic, everyone was superfriendly. I was met by Carolyn, who greeted me and explained everything. Maria then took me to be clerked, and was friendly but professional.

The procedure was carried out by Dr Grantham assisted by Renata who was reassuring and kept me calm throughout the procedure. The procedure it self is quite an awful experience, but the professional team on the day made it ok.

Care was fine, everything well explained and staff friendly. Would have preferred sedation.