

Friends & Family Audit - April 2022

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

Extremely Likely 100.00%
 Likely 0.00%
 Neither Likely/or unlikely
 Unlikely
 Extremely Unlikely
 Don't know

Friendly relaxed atmosphere which made a slightly stressful experience much better -didn't feel rushed, lots of information given.

The Dr explained fullythe procedure beforehand. It was comforting to hear his voice as the procedure was active. I was explained what was deduced and given a copy of the findings. EXCELLENT.

Felt extremely nervous having this procedure but was put at ease as soon as the receptionist greeted me. When entering the procedure room the staff were amazing explaining all the details of what was going to happen and held my hand throughout the time always chatting to make sure I was ok. Doctor was brilliant.

The experience wasn't so bad as I thought it would be. The care & the encouragement I had was very good and Comforting.

Excellent service from receptionist to finish.

Extremely friendly & professional staff, was immediatley at ease upon being greeted at the door. & reassured throughout by all the staff. Despite the procedure being a little mortifying the Dr & nurses were wonderful. Thank you Everyone without exception has been reassuring, kind patient and caring. I couldn't ask for better care.