

Friends & Family Audit April 2023

Month	Extremely Likely	Likely	Neither Likely /Unlikely	Unlikely	Extremely Unlikely	Don't Know
April	86	2	1			1

Extremely Likely	95.6
Likely	2.2
Neither Likely/or unlikely	1.1
Unlikely	
Extremely Unlikely	
Don't know	1.1

Excellent Service

The procedure went smoothly & quickly and was easier to bear than I expected. The staff was extremely nice and friendly.

Thank you for your exemplary care

Lovely Staff, quick procedure, expertly cared for.

Friendly, professional, ran to time. Booking was the same with helpful advice.

Lovely friendly staff, put me at ease in a not nice procedure.

The procedure was much less onerous than I had feared. All staff were extremely kind and reassuring. I shall not be so afraid next time I come.

Calm, understanding & friendly staff. Accommodating, however did feel overwhelmed when getting prepped for procedure. Prefer less people talking at the same time.

Whilst I am aware of what to expect the procedure is not very pleasant, having said that the staff are very professional and put you at ease.

Very Difficult as in terms of care and understanding and the procedure itself, the Doctor, nurses and receptionists were great. However, I don't think I could do the procedure without sedation a second time if I had the choice. Thanks for the great Care.