

Friends & Family Audit April 2024

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	71	4				

Extremely Likely 94.70%
 Likely 5.30%
 Neither Likely/or unlikely
 Unlikely
 Extremely Unlikely
 Don't know

Everyone has been very helpful and informative, from initial booking to procedure. All questions answered and supportive staff.
 Easy appointment process. Very polite & informative staff.
 All staff were friendly. At every stage, the Dr explained what was going to happen clearly. I felt I had the opportunity to ask any questions I needed to.
 Staff were lovely, very caring and were attentive to my needs. Very supportive throughout the appointment. Atmosphere not dead, dull and lifeless like regular hospitals !
 Cheerful professionals -took great care of me. Thank you.
 The whole team were excellent and the procedure, although unpleasant, was not as bad as expected. Thank you team.
 5 star *
 Quick & Easy, Lovely staff made me feel comfortable and safe. Had a laugh and joked after
 The Clinic is very calm, the staff are friendly and welcoming. My procedure was as comfortable as it could be and I felt I was in very good hands.
 I highly appreciate the excellent service I had at the Spire Dunedin Hospital. Particularly I'd like to say thank you to Nurse Kim, Dr Vin, Jose, Naheed & Marie. Heartfelt thanks to everyone in this hospital
 Surgeon and his assistants were exceptional, very reassuring. Reception & Alison very good and reassuring.
 Procedure is not as easy one to put up with. Staff today were immensely helpful and reassuring. Many Thanks.