

**Friends & Family Audit December 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
December	42	4				

Extremely Likely                      91.0%  
 Likely                                      9.0%  
 Neither Likely/or unlikely  
 Unlikely  
 Extremely Unlikely  
 Don't know

Kindness & support of the staff, reassurance of staff, explaining the procedure to me clearly and going over the results. All staff were wonderful from the moment you walk through the door. Really gentle procedure Dr Sheth

Amazing ! Lovely friendly staff, nursing team made me feel comfortable. They were really caring. The Dr was lovely and made me feel less stressed about the procedure.

Office team were lovely and informative for my next steps after leaving.

The overall experience was fantastic from the telephone following the failed delivery of the solution to use prior to the procedure, to the warm welcome this morning.

The personnel were outstanding. The Dr & nurses were brilliant providing detailed information which made me feel at ease throughout. Thank you for the quality of the service and experience.

Service was very good and organised, it was just an unpleasant procedure.