

**Friends & Family Audit Januray 2024**

Month	Extremely Likely	Likely	Neither Likely /Unlikely	Unlikely	Extremely Unlikely	Don't Know
December	90	3				

Extremely Likely                    96.80%  
 Likely                                    3.20%  
 Neither Likely/or unlikely  
 Unlikely  
 Extremely Unlikely  
 Don't know

Lovely, welcoming, smiling, friendly staff. Clearly know that the procedure isn't comfortable, which is nice because some doctors don't have empathy but you have loads of it. Cant thank you enough !  
 The Procedure is quick, every member of staff made me feel relaxed and explained everything as the procedure was done.  
 Fantastic service ! Wonderful staff, especialy receptionist Marie & Nurse manager Pearl.  
 Friendly staff, efficient, short waiting time for appointment, explained everything clearly, put me at ease, will recommend it to my patients.  
 All staff -Reception, Nurses, Veena, Naheed, Jose and Doctor Grantham so nice & Kind, made me relaxed.  
 Everyone was very friendly, from receptionist to clinical team. Information pack prior to appointment was very comprehensive. Felt very supported during a not very nice procedure.  
 I was treated brilliantly, Thank you to all, especially Marie & Renata.  
 Made me feel so at ease, excellent care provided, got to watch the procedure too! Very interesting -Thank you.  
 All staff members were kind, compassionate & showed they cared. They spoke with consideration & empathy, infact to be honest the care and attention delivered was inspiring. A reminder good people are always around too. I am grateful for everyone. Highly recommend. Thank you All.  
 Very thoughtful team -Bumped my appointment early as there was space.