

Friends & Family Audit July 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
July	80	1				

Extremely Likely 98.80%
 Likely 1.20%
 Neither Likely/or unlikely
 Unlikely
 Extremely Unlikely
 Don't know

Made to feel very welcome.(Marie) Staff very accomodating & friendly.
 All staff were very polite, reassuring & professional in their manner. Thank you for reducing my anxiety levels. It wasn't something I was looking forward to -10/10
 Friendly staff, I liked the way everything was explained, with no rush. This is from time of booking the appointment, reception, preparation and during the actual investigation/procedure. This reduced anxiety.

Thank you to the very kind and patient staff from being so welcoming, professional and kind. They made an uncomfortable procedure a lot less unpleasant. The clinic al team during the precedure were all very kind and I feel privaledged to know all work within the NHS. Thank you, thank you, thank you! To all the nurses, receptionist and all the wider team, as a fellow NHS staff I am proud to have received a procedure today done by staff that care about what they do.

I thought the staff(Carolyn & Pearl) were very nice and helped me to relax explaining everything and the nurses and doctors were very kind.