

Friends & Family Audit March 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
March	78	1	1			

Extremely Likely 97.50%
 Likely 1.25%
 Neither Likely/or unlikely 1.25%
 Unlikely
 Extremely Unlikely
 Don't know

Staff made me feel extremely comfortable, procedure was fast & professional. Everyone were kind and encouraging. Thank you all so much
 The Dr and nurses were very helpful and put me at ease. So if anyone I know has to have this treatment I would recommend this hospital.
 The staff were lovely and reassuring. Helpful and relaxing. Procedure itself straight forward and talked through and results discussed. Speedy and efficient service.
 The team from coming to the procedure was just so amazing, professional, courteous, caring and I can go on. All team members were so comforting and made it so easy and bearable. Receptionist was brilliant, her attitude and approach, loved it. Best ever experience I've had through the NHS.(3/3/24)
 I felt the Dr and 2 nurses were kind, supportive and reassuring me during the procedure. The receptionist, Marie was very warm and welcoming.
 Fast service, staff throughout from arranging appointment to in clinic were amazing, showed empathy, respect and very experienced. Thank you for your care.(she mentioned Vicky with glowing regard).
 Very friendly & explained everything very well. On time. Easy to to park. Great Service.
 Staff were very friendly and understanding, but the procedure is not pleasant.
 I have nothing to compare it to, so don't know whether or not it is any better or worse.