

Friends & Family Audit May 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
May	93	5				

Extremely Likely 94.90%
 Likely 5.10%
 Neither Likely/or unlikely
 Unlikely
 Extremely Unlikely
 Don't know

The whole team were very supportive & caring. Excellent service. Thank you.

Was treated very well, waiting time was good. I would recommend this service as everybody was very nice and helpful.

Right from reception, through to checking into the service, the first meeting with the clerking nurse and then to the procedure with the nurses and dr, I was made to feel at ease

It was a premium experience with really kind people. Thank you.

The welcome from Marie on the desk was exceptional, this continued throughout. Very kind and caring and nothing was too much. You have a diamond in MARIE!

The nurses I spoke to were calm and reassuring. The dr who carried out the procedure made me feel at ease and it was a much nicer experience than the one I had many moons ago.

Quickly scheduled appointment in a clean hospital. Treated by polite, kind & professional staff who provided clear explanations and answered my questions.

Compared to last time, the gentleman that did it today wasn't as friendly and seemed impatient when I had questions. It made me leave not fully understanding.

It would be good idea if the toilets had disabled bars attached to the wall so that disabled people can lower themselves to sit on the toilet with ease. All staff were very helpful at all times during my stay. GOLD STAR.