

Friends & Family Audit September 2022

| Month | Extremely Likely | Likely | Neither Likely /Unlikely | Unlikely | Extremely Unlikely | Don't Know |
|-----------|------------------|--------|--------------------------|----------|--------------------|------------|
| September | 41 | 1 | | | | |

Extremely Likely 97.7%
 Likely 2.3%
 Neither Likely/or unlikely
 Unlikely
 Extremely Unlikely
 Don't know

The service and welcome was really reassuring and welcoming. I felt I was in safe hands from the moment I arrived
 The reason is because all the staff are very friendly and helpful and have really made me feel at ease and comfortable with my procedure today.
 The whole procedure was smooth and the nurse was very helpful. Especially Pearl.
 Friendly and Empathetic staff, nice atmosphere, overall a great service.
 Short time between referral and having the process carried out. Appointment system much improved from previous year -on line option. All good thanks
 Staff very friendly and attentive, & reassuring.