

# Face & Eye Patient Satisfaction Survey July 2018

Overall, did you feel you were treated with respect and dignity while you were in the clinic?

16 responses



Were you involved as much as you wanted to be in decisions about your care and treatment?

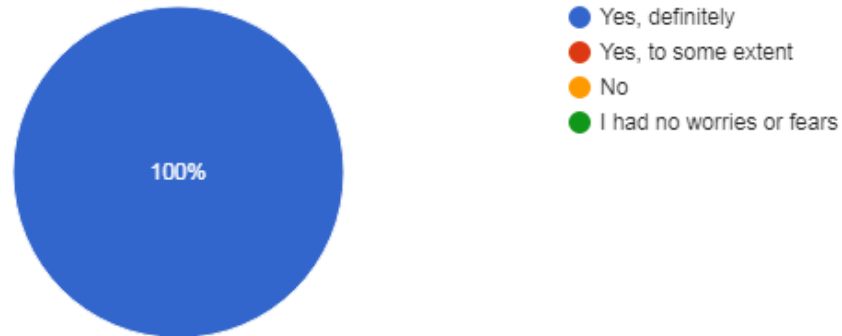
16 responses



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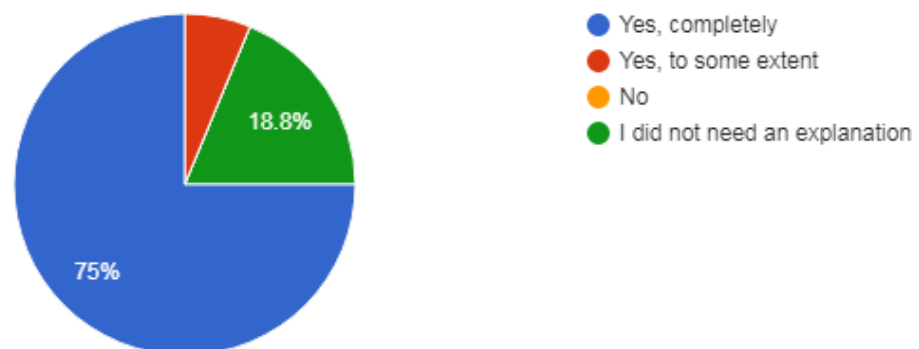
Were you given an opportunity to discuss any concerns or queries with a member of staff?

16 responses



Did a member of staff tell you about medication side effects to watch for when you went home?

16 responses



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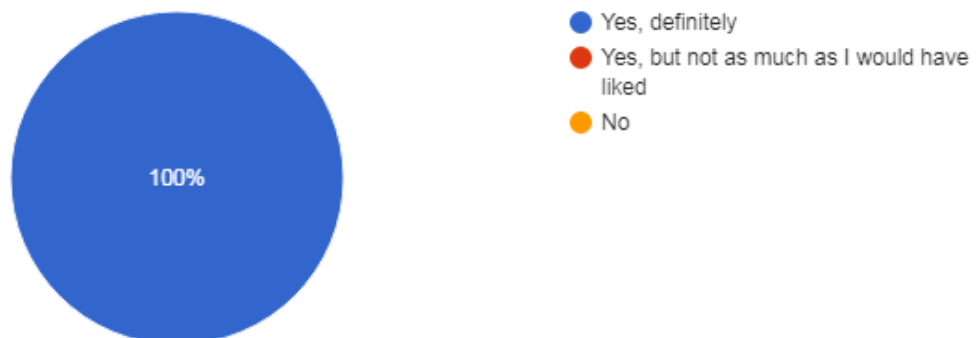
Did clinic staff tell you who to contact if you were worried about your condition or treatment after you left the clinic?

16 responses



During your care, did clinic staff take the time to interact with you?

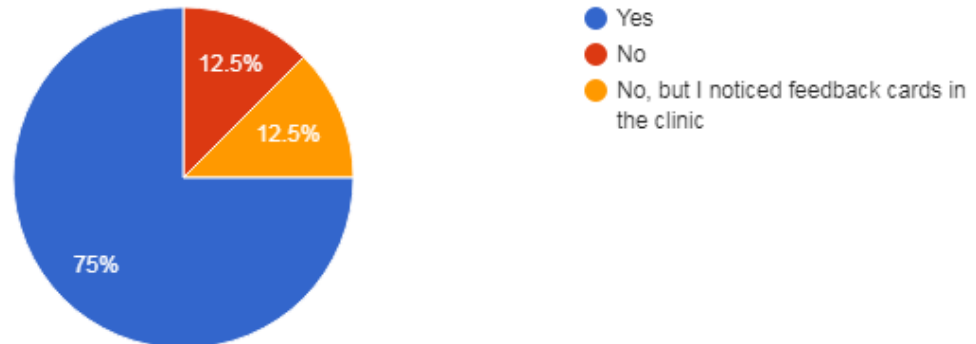
16 responses



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Were you asked to provide feedback about your visit?

16 responses



Please feel free to provide any comments about our service below

9 responses

Excellent service provided

All the staff were wonderful and friendly

Excellent service and results. Thank you.

First class care and surgery.

I would like to thank all staff, the girls on reception were lovely. Ellen was very friendly.

Thank you for an excellent experience. Mr. Leatherbarrow was kind, professional and approachable. He carefully listened to my questions and wishes, and explained everything clearly. The surgery went really well. Mr. Leatherbarrow and his team took amazing care of me every step of the way & I am really happy with the outcome. I would unquestionably recommend Mr. Leatherbarrow & his team to everyone. Thank you

I received outstanding care and attention at the clinic, and the results of the surgery far exceeded my expectations.

Excellent service from all staff. Would definitely recommend Face and Eye Clinic to anyone

All the team at Face and Eye were attentive, helpful and professional from start to finish. Mr Leatherbarrow is extremely knowledgeable, experienced and has a meticulous attention to detail. He explained every aspect of my procedure thoroughly and I never once felt rushed or unsure about what was happening. I did a good deal of research into various surgeons before choosing Mr Leatherbarrow and now that my procedure is complete, I have absolutely no regrets whatsoever. I would not hesitate in recommending Mr Leatherbarrow and the whole team at Face and Eye. Thank you very much