

Patient Satisfaction Survey September 2018

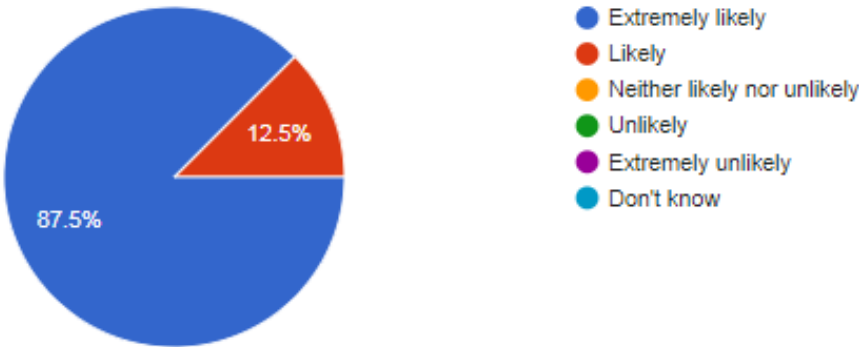
Were you involved as much as you wanted to be in decisions about your care and treatment?

16 responses



How likely are you to recommend Face & Eye to friends and family if they need similar care?

16 responses



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

16 responses



- Yes, definitely
- Yes, to some extent
- No
- I had no worries or fears

Were you given enough privacy when discussing your condition or treatment?

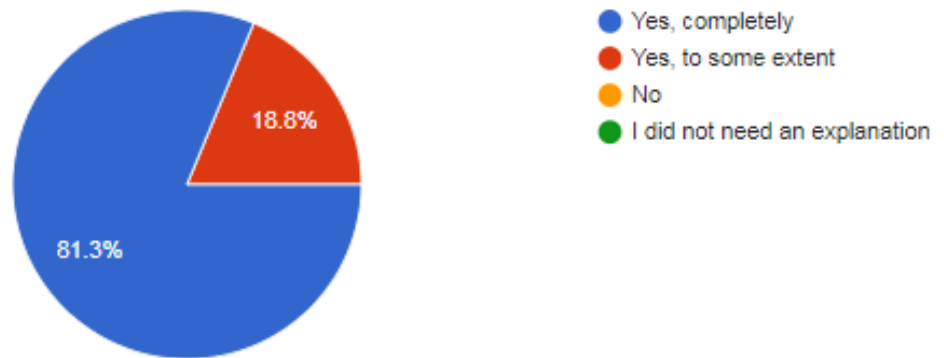
16 responses



- Yes, always
- Yes, sometimes
- No

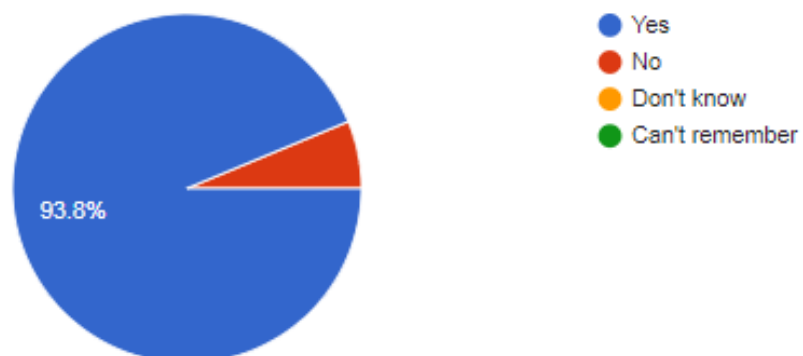
Did a member of staff tell you about medication side effects to watch for when you went home?

16 responses



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

16 responses



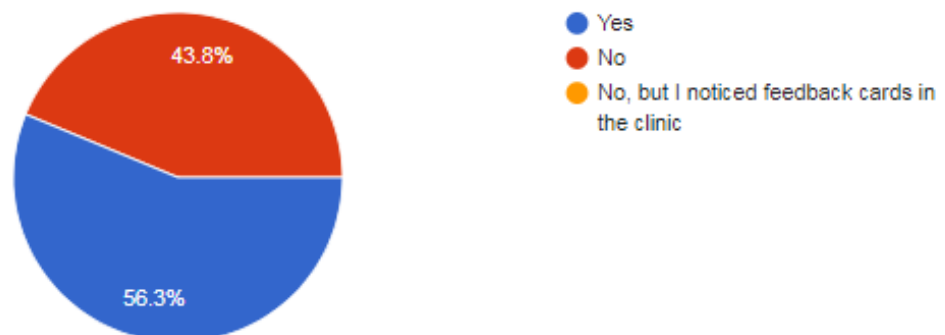
Overall, did you feel you were treated with respect and dignity while you were in the clinic?

16 responses



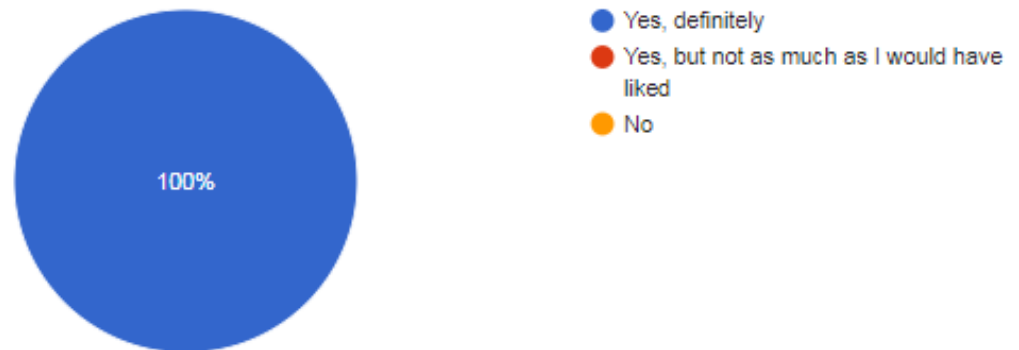
Were you asked to provide feedback about your visit?

16 responses



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

16 responses



Please feel free to provide any comments about our service below

9 responses

A very friendly atmosphere and a comfortable experience. Completely satisfied.

There was a considerable difference between the two procedures. The first operation on my right eye was successful and at its best my vision is all that I could expect. However, I had problems with the prescribed eye drops and had ans still have some discomfort with this eye. For much of the time my vision is affected by an effect which I cn best describe as looking through a not quite completely transparent film. Most of the time my eye feels as though there is dust under the eyelid. I was given the opportunity to discuss this with the consultant on my second visit. He carried out a detailed examination and told me that everything seemed fine. He provided lubricating drops and told me the discomfort would eventually pass. The problems with the drops were resolved by very helpful discussions with Ingrid, who was understanding and keen to help throughout. The second operation was successful to the point of perfection. I have had no problems with the drops,. Within 24 hours, the vision is as close to perfect as I could have wished and I had no discomfort at any stage.

You have an excellent clinic the care and aftercare are excellent also.

The consultant was thorough but I felt admin let the service down. . Still waiting for a letter to go to my GP with correct dry eye medication, even after several phone calls

From first consultation to aftercare I was treated very professionally and respectfully and would certainly recommend Face & Eye to anyone.

Superb. I was always made to feel cared for and well looked after.

My treatment at Face & Eye Clinic has been absolutely first class. The treatment was explained to me in detail and this gave me confidence to go ahead with the surgery. I have been delighted with the results - my vision has improved enormously - giving me so much more confidence in everything I do. I can't recommend Mr Ikram and the Face & Eye Clinic highly enough.

Sorry can't remember names but the girl who looked after me throughout my day of surgery was really good and also the male anaesthetist who was really chatty and pleasant and put me at ease are the people who are a credit to the team and stood out for me. My name is Lynne Buckley in case it is not linked to me?

I was very happy and confident having my care in the hands of the best consultants and the staff members.