

# GRESFORD SKINCARE & LASER CLINIC

29.10.13

I would like to thank all patients for returning their questionnaires I posted to you all in June 2013.

Please find included the results of the survey indicating your responses.

I am pleased to say that the overall outcome of the survey this year did not indicate any changes necessary. However, if you feel that the service/facilities here can be realistically improved, please advise me by filling in a **CLIENT SUGGESTION** form located in the waiting room.

I will be grateful for any comments that can make your treatment here more efficient and beneficial for your needs.

Many Thanks,

*Gillian Hart B.M.L.A.*

## **COMMENTS:**

**Appts** = liked late night availability / flexibility to change if required

**Info** = clear / informative / liked colour brochures

**Directions** = good description over the phone / sat nav 'got me there'

**Location** = bit out of the way / private / taxi got lost / not far to walk from the bus

**Telephone** = good answer machine advice / prompt reply / don't like answer machines

**Feedback post tmt** = very reassuring / liked the cooling device used / appreciated free sunscreen

**After-care advice** = liked the mineral makeup applied after tmt / aloe vera to take home was useful

**Quality of care** = felt confident in operator / impressed with the high-tech and equipment used

**Recommend to others** = most definitely / asked for cards to give to friends who have since booked

**OVERALL IMPRESSIONS** = PATIENT CARE IS OF A HIGH AND ACCEPTABLE STANDARD

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[www.gresford-skincare-clinic.co.uk](http://www.gresford-skincare-clinic.co.uk)