

**INDEPENDENT
PATIENT
SURVEY
RESULTS
2014**

Mulberry House Clinic & Laser Centre
Hardingstone, Northampton, UK



INTRODUCTION

We are delighted to publish the results of an independent survey into customer satisfaction.

Mulberry House Clinic & Laser Centre is a privately owned clinic which has been established for over 10 years, providing professional, doctor-led skin treatments in the Northamptonshire area. We have recently undertaken an extensive, independent and anonymous survey of our patients to explore their level of satisfaction in a number of key areas. The results are outstanding on every level.

98% rated the Company 8 or more out of 10, 61% 10 out of 10

In a simple 'marks out of 10' rating, 61% of clients would give Mulberry House Clinic a full 10 out of 10 with a staggering 98% grading it 8 or more. 98% also graded their overall experience 'good' or 'very good', with over 78% in the latter category.

98% would happily recommend Mulberry House Clinic to friends or family for future skin treatments, with one patient commenting:

"I have been a customer for a while and really rate the services provided. I have recommended to several people who have also been pleased."

100% of patients were happy with the explanation of treatment options, which is a very important statistic especially for new patients, who might be unfamiliar with the range of treatments available. Good expert advice is vital to helping them make the right decision and can be quite a complex matter, involving consideration of a range of factors.

Mulberry House Clinic has an unusual breadth of choices for anti-ageing and skin treatments. As well as popular anti-ageing injections, they also offer advanced skin technology with LED skin therapy, laser, radiofrequency, PRP (platelet rich plasma) and plasma energy skin regeneration treatment. Patients particularly appreciate expert medical advice for difficult medical conditions such as rosacea, thread veins and even hyperhidrosis; while the extensive treatment options enable the right approach to be offered to each individual patient.

100% of respondents were happy with the location of the clinic, with 66% rating it very good and 30% rating it good. The location close to Northampton is conveniently located for transport, yet the clinic itself is spacious, tranquil and well-appointed with ample free on-site parking.

Similarly high scores were achieved for the booking process, accommodation of appointment, how well the provider listened and the all-important treatment results.

Dr Tanqueray MB BCH MRCP DCH DRCOG DipOccMed BCAM welcomes the findings of the survey, commenting:

"Many companies say they aspire to providing great customer care, yet few are able to prove their delivery with quantifiable research. We're delighted that our patients have chosen to rate us so highly and also appreciate that so many have taken the time to complete the survey."

"Mulberry House Clinic was started in 2003 and over the last 11 years, we have always held close to our simple philosophy; which is to make patients' ongoing well-being our priority, with a promise and commitment to ensure the highest standards of service and clinical care throughout."

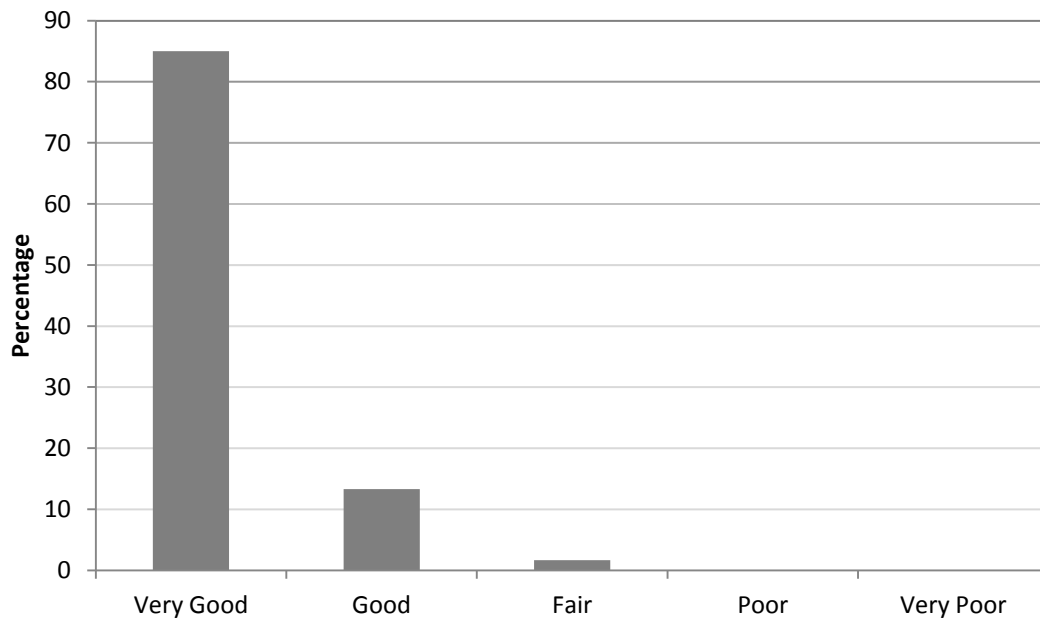
"As well as our commercial success and patient loyalty, these survey results clearly show that our dedication is valued by our patients. Yet while we welcome the positive feedback from our patients, we won't rest on our laurels; as it is by constant development and delivery of new treatments as well as excellent customer service that we will remain at the leading edge of non-surgical skin treatment in the UK."

Our clinic's impressive reputation and high levels of patient satisfaction have previously been recognised publicly with a series of awards including Highly Commended in the coveted Aesthetics Awards 2013-2014 and most recently, the WhatClinic 2014 Customer Service award, placing us in the top 1% of UK treatment clinics.

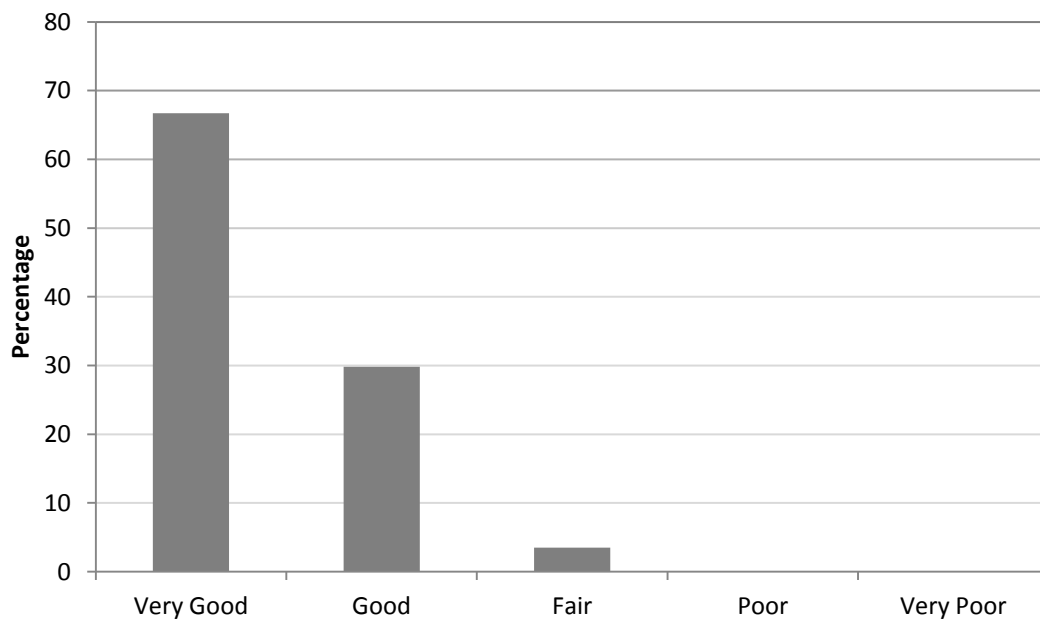
Mulberry House Clinic & Laser Centre is independent and doctor-managed based in Hardingstone, Northamptonshire; and as the following results illustrate, remains with its patients' best interests placed firmly at the heart of the business.

SURVEY RESULTS

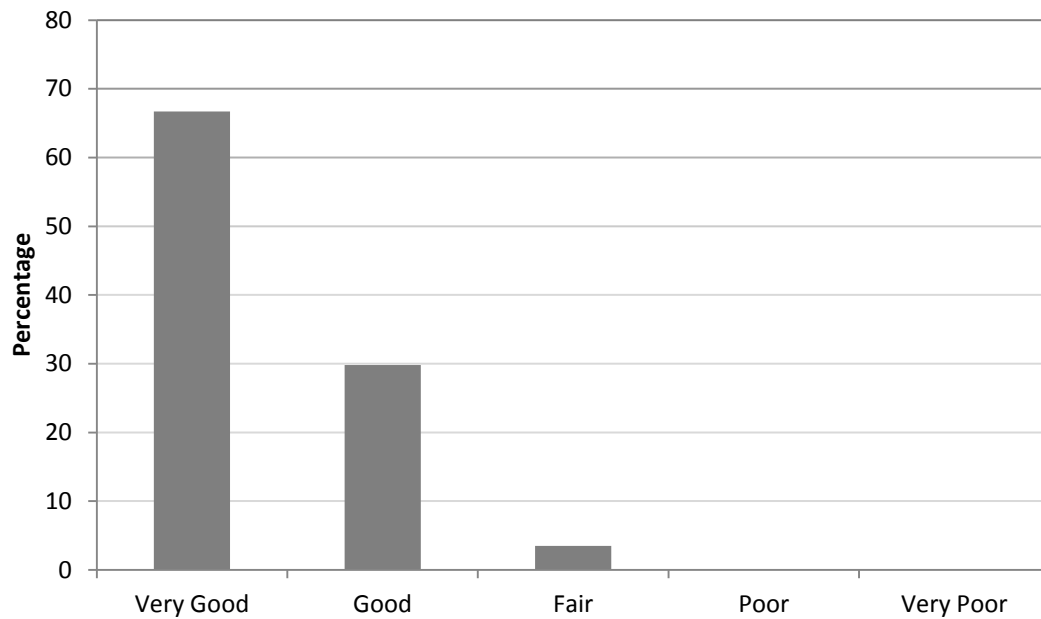
Please rate the handling of your phone call when you made your appointment:



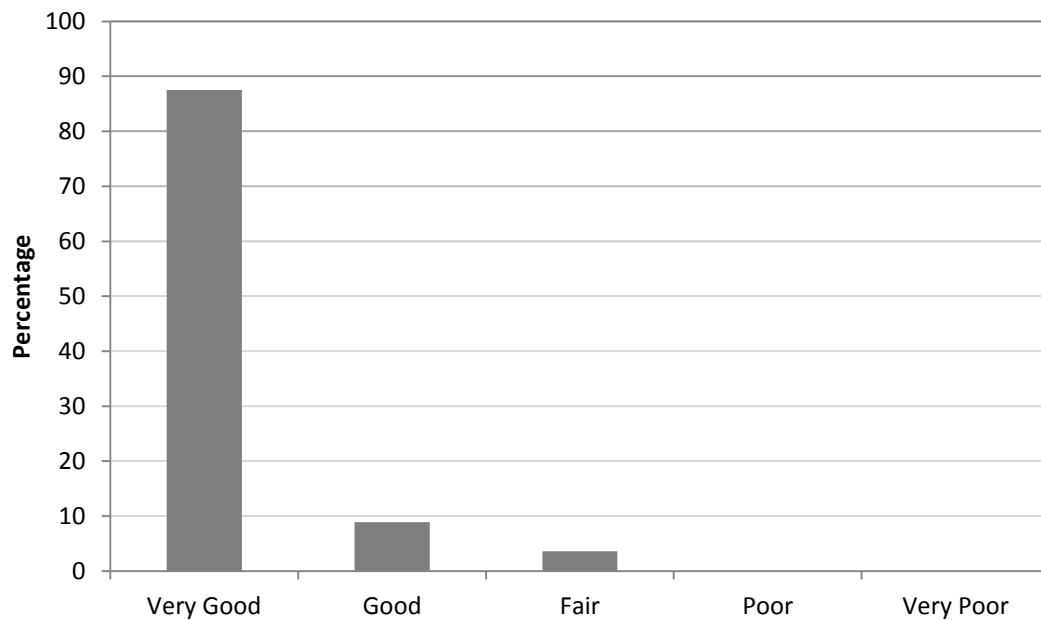
Please rate how well we were able to accommodate your appointment as soon as you wanted it:



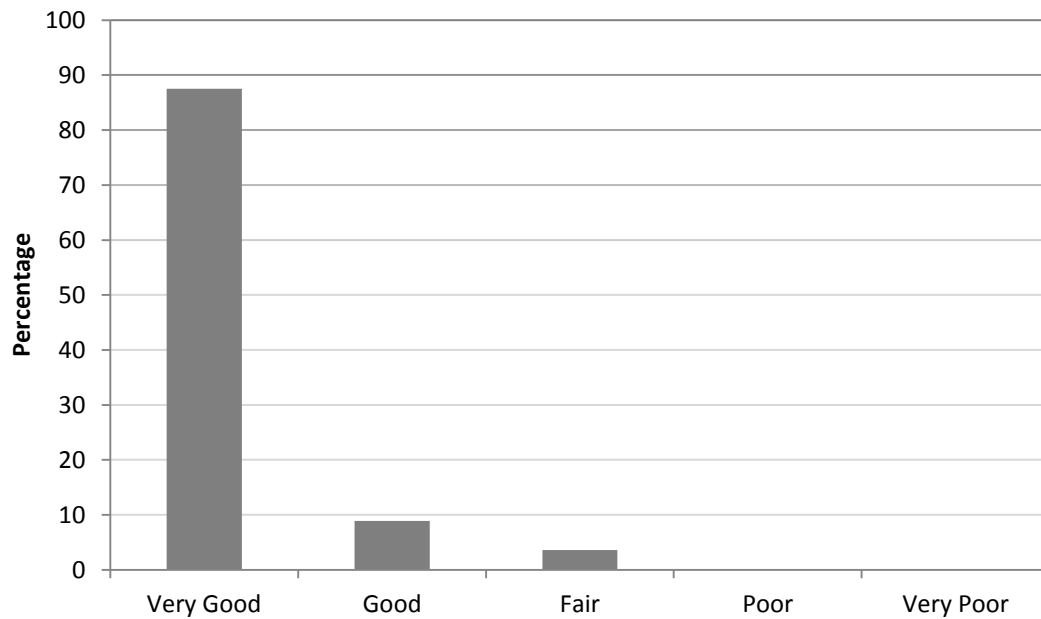
Please rate the location of our clinic:



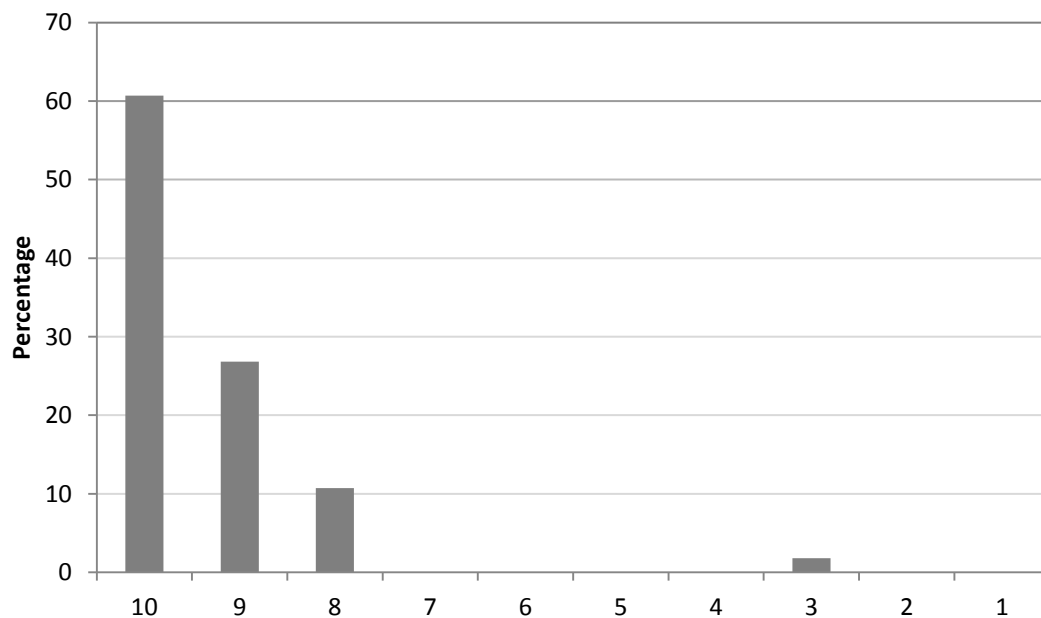
How well the Provider listened to you:



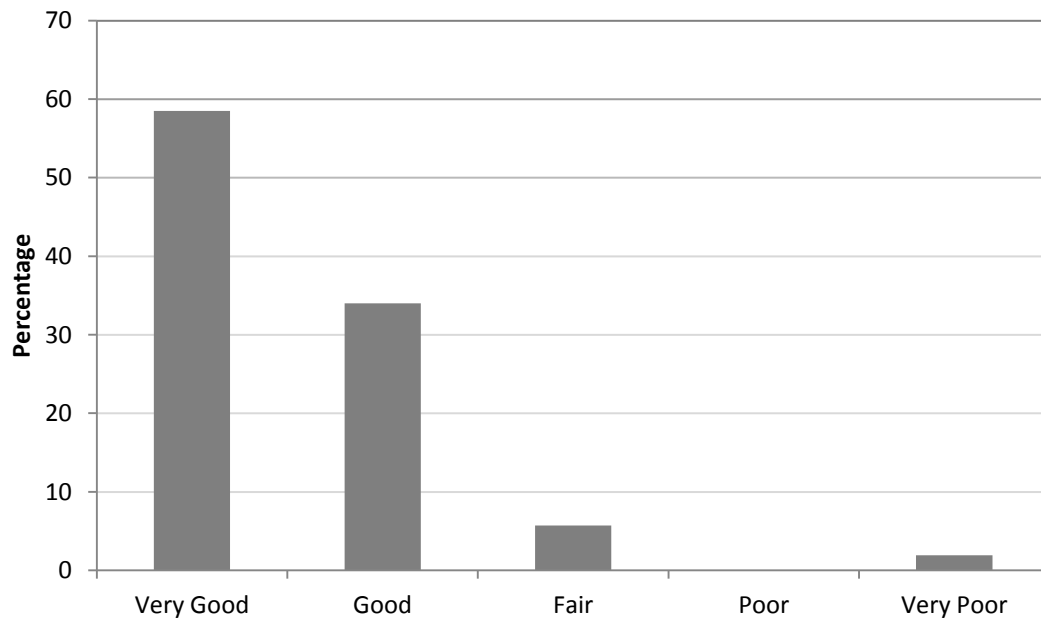
How well the Provider explained the treatment options:



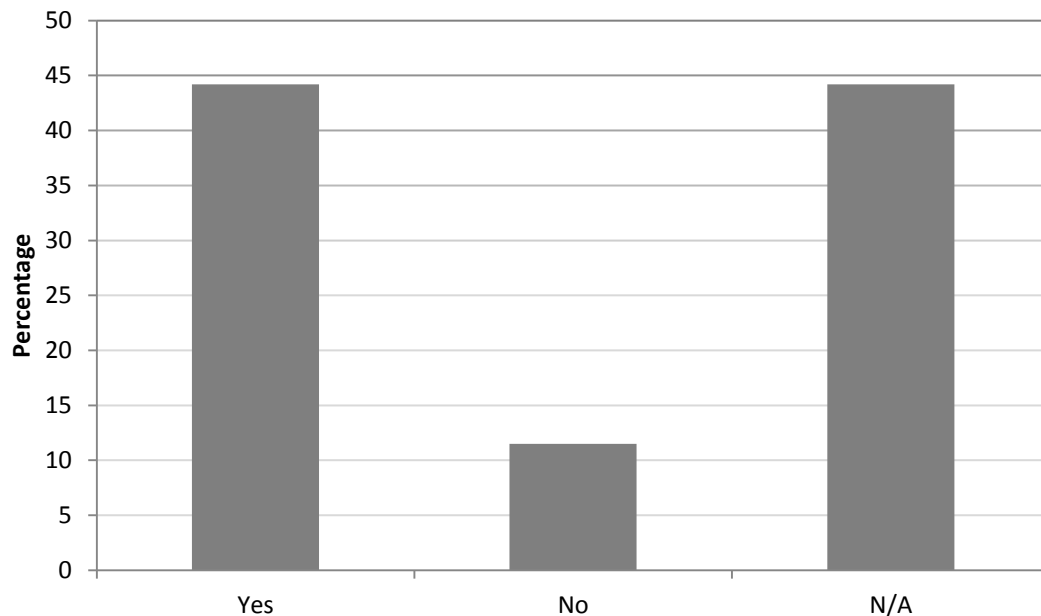
Using any number from 1 to 10, where 1 is the worst Provider possible and 10 is the best Provider possible, what number would you use to rate this Provider?



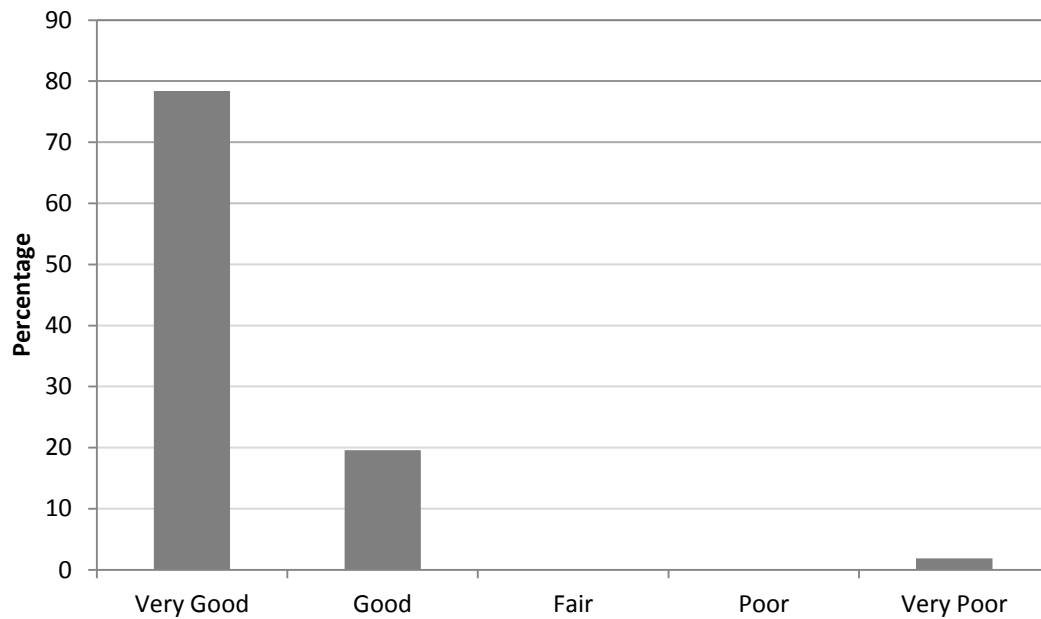
If you had a procedure, please rate your satisfaction with the results of that procedure:



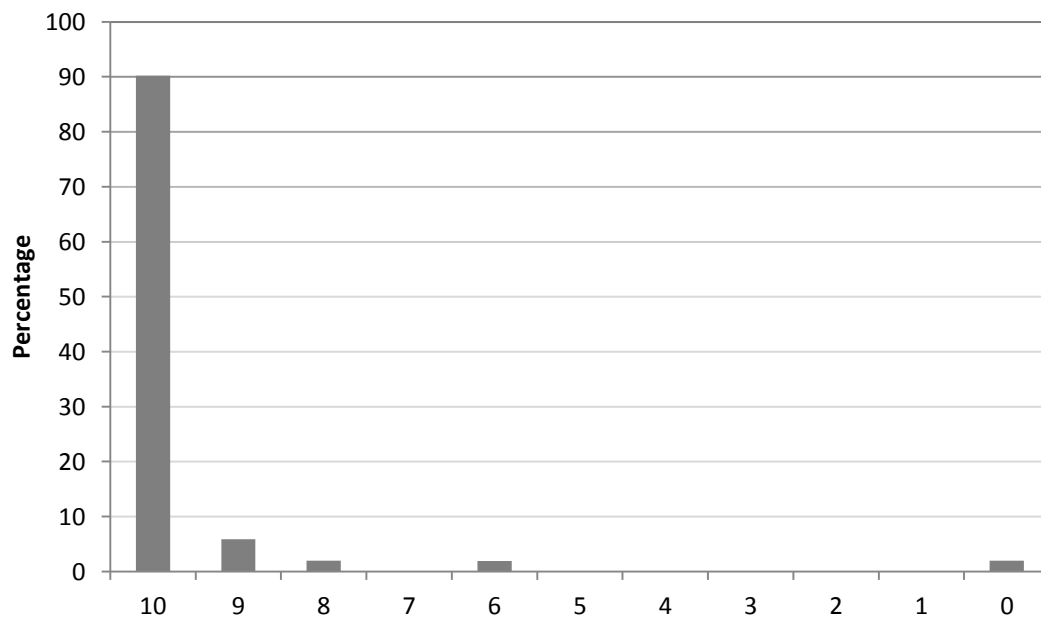
During your checkout, were you offered the opportunity to schedule your next appointment?



Please rate your overall experience with our clinic:



Would you recommend our services to your friends and family? (10 = most likely, 0 = least likely)



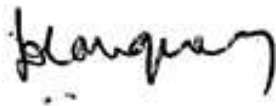
CONTACT US

I hope you've enjoyed reading this report and that you find it useful.

If you have any queries or would like to send your feedback please contact us via email at info@mulberryhouseclinic.co.uk or by telephone on 01604 702630.

We offer complimentary consultation appointments at our Northamptonshire clinic, which is the ideal opportunity to meet and discuss your requirements or concerns in person with no obligation whatsoever.

We hope to meet you soon.



Dr John Tanqueray, Cosmetic Physician

MB BCh MRCGP DCH DRCOG DipOccMed BCAM

