

INDEPENDENT PATIENT SURVEY

RESULTS TO DATE 17th June 2015

Mulberry House Clinic & Laser Centre
Hardingstone, Northampton, UK



INTRODUCTION

We are delighted to publish the initial 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.

Following our first comprehensive patient satisfaction survey 2014, we now undertake a comprehensive yearly research study. This is an extensive, independent and anonymous invitation to all our patients to get feedback on their level of satisfaction in a number of key areas.

100% rated their overall experience with the clinic good or very good

Really just carry on doing what you are doing. The costs are reasonable and the service friendly and informative.

Thought the whole experience was great... great calming atmosphere .

A fabulous place to visit

Nice relaxing place to have treatment

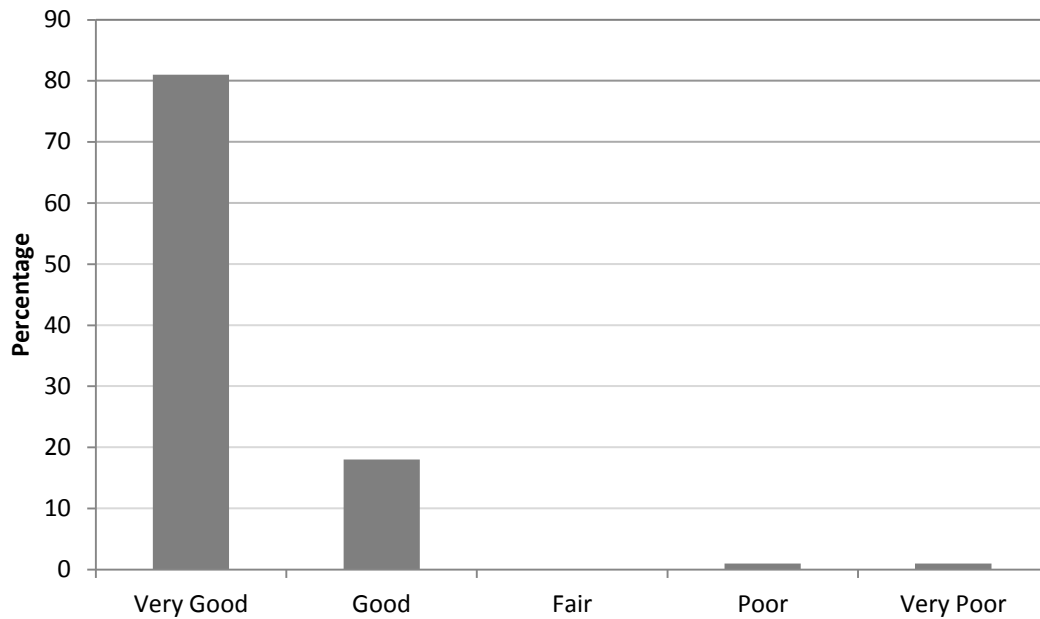
Continue doing what you do, I wouldn't go anywhere else for non-invasive treatment.

The reason I have continued going to Mulberry House is that I trust John & Liz

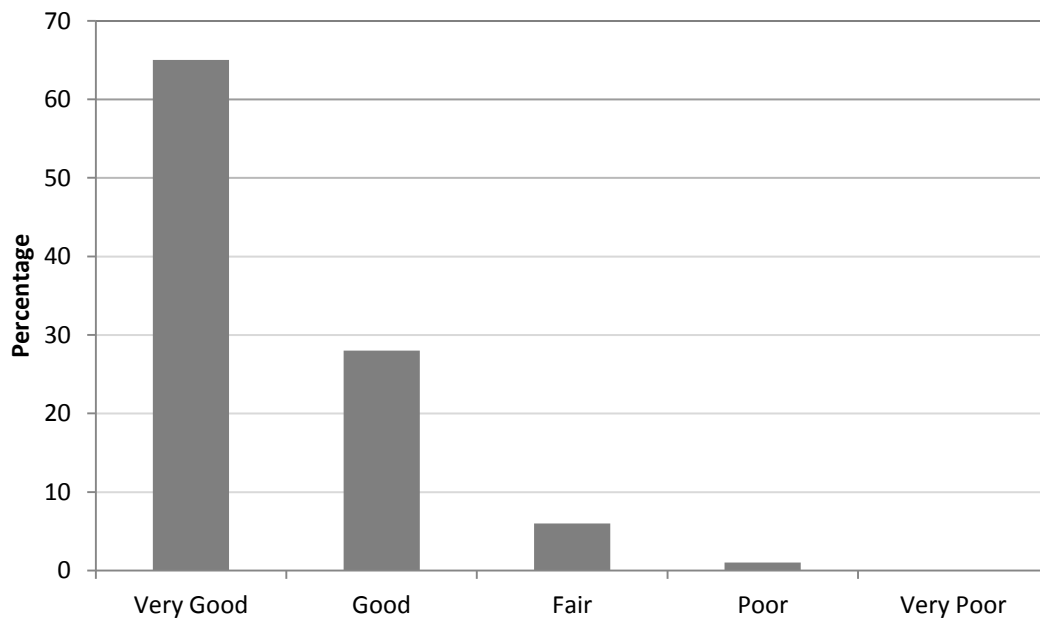
Mulberry House Clinic & Laser Centre is independent and doctor-managed based in Hardingstone, Northamptonshire; and as the following results illustrate, remains with its patients' best interests placed firmly at the heart of the business.

SURVEY RESULTS

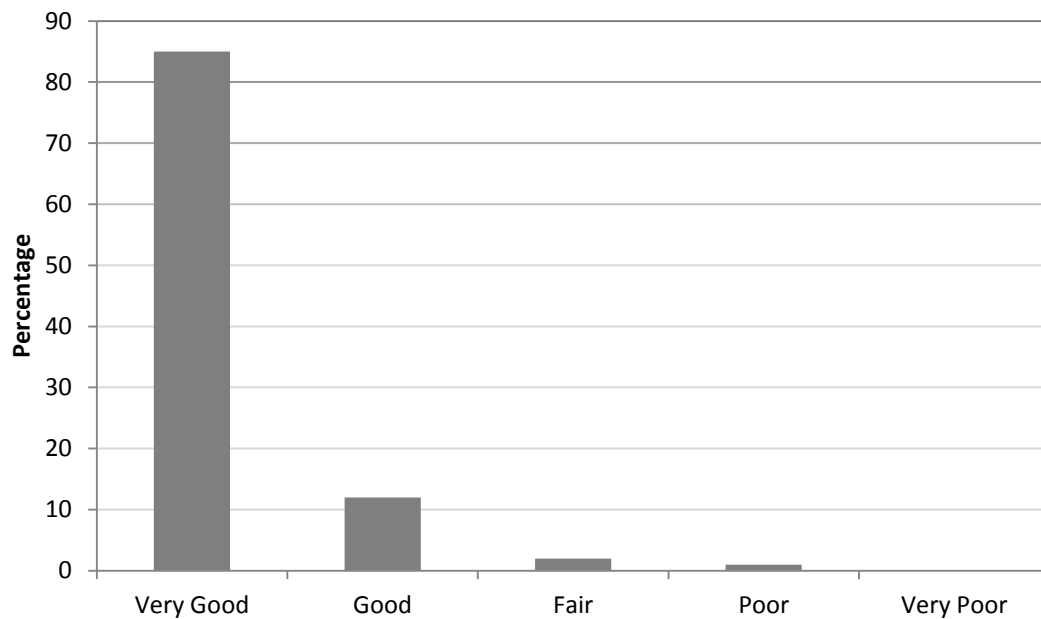
Please rate the handling of your phone call when you made your appointment:



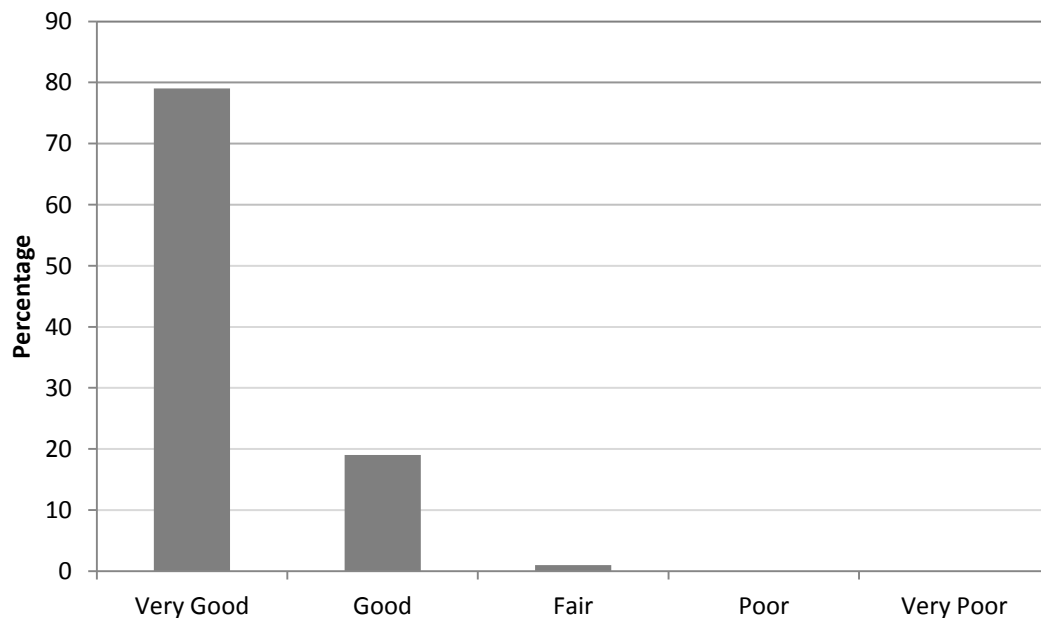
Please rate the information you received from us prior to your appointment:



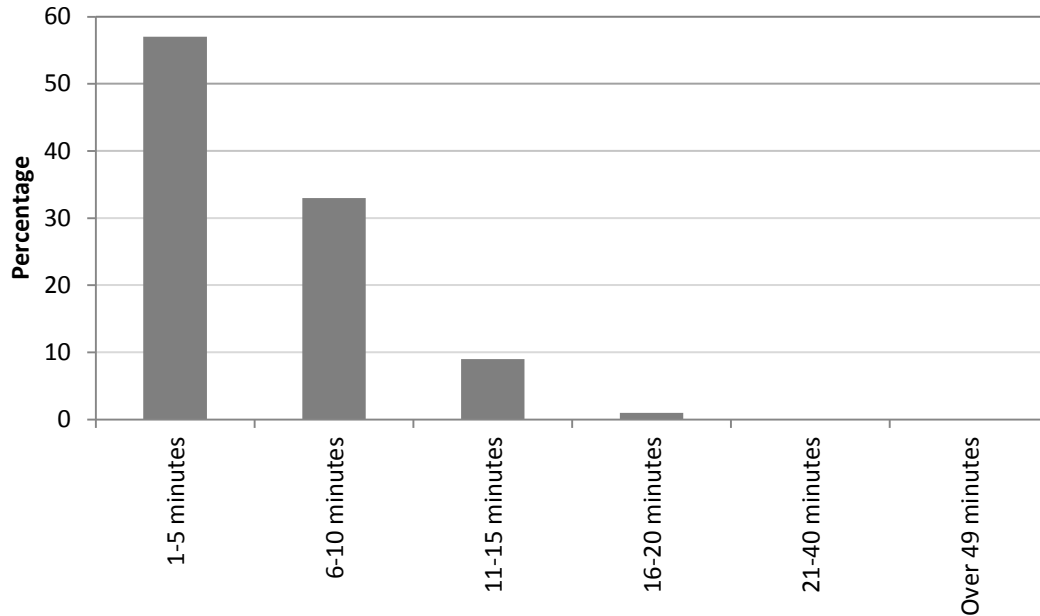
Please rate the appearance of our facility:



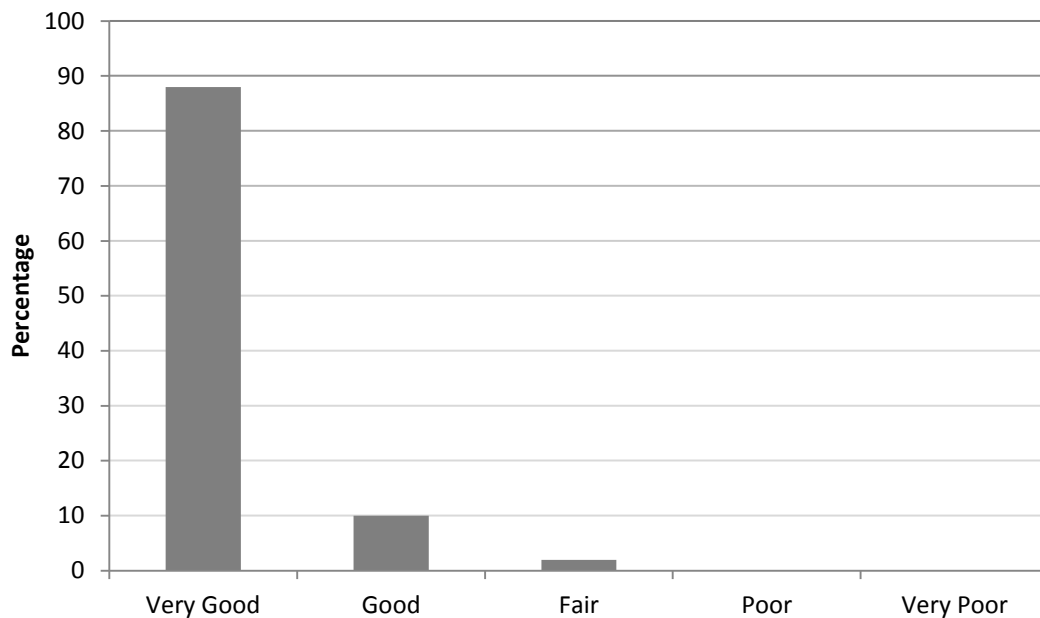
Please rate the person who greeted you when you arrived for your appointment:



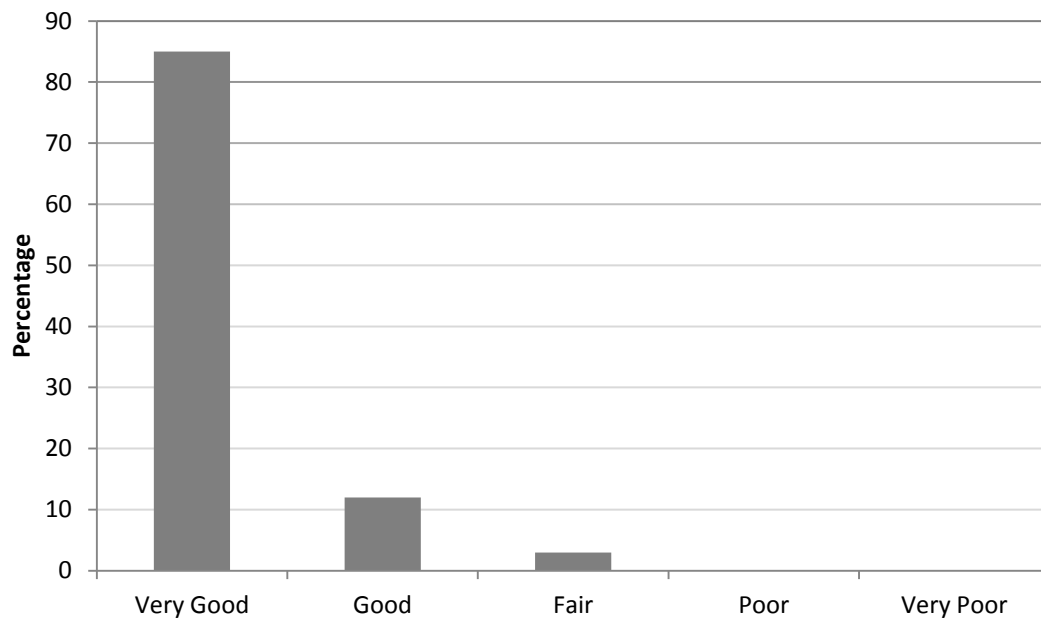
How many minutes did you wait in the reception area before being taken to the consult room?



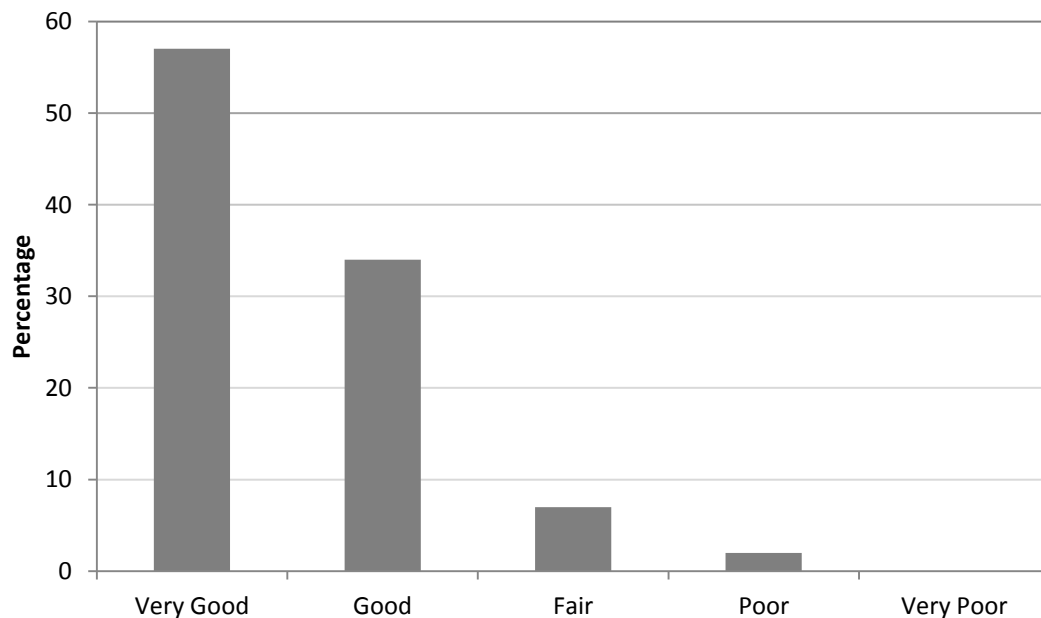
How well Dr. Tanqueray listened to you:



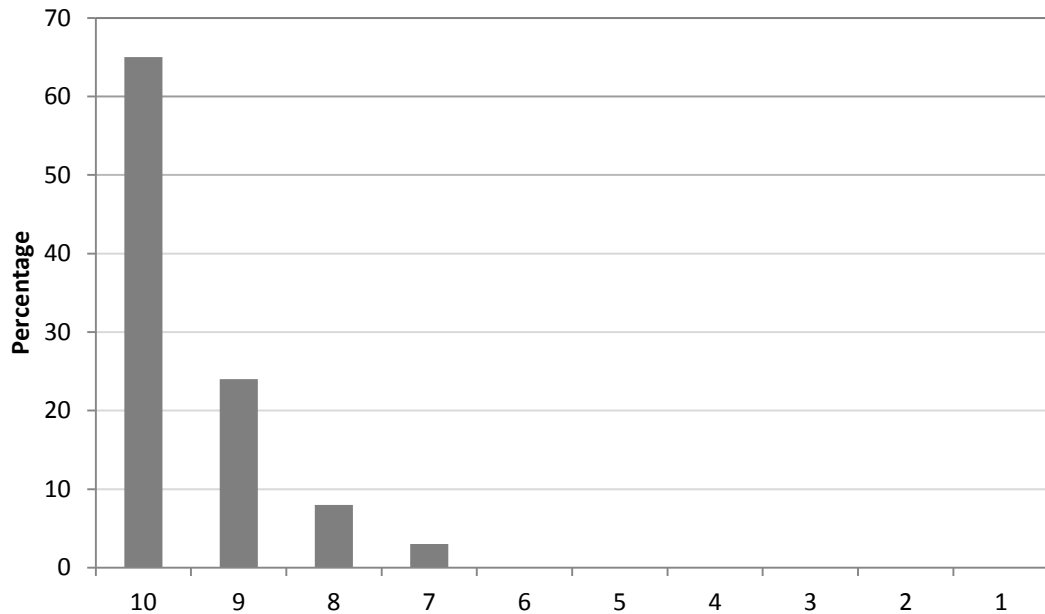
How well Dr. Tanqueray explained the treatment options:



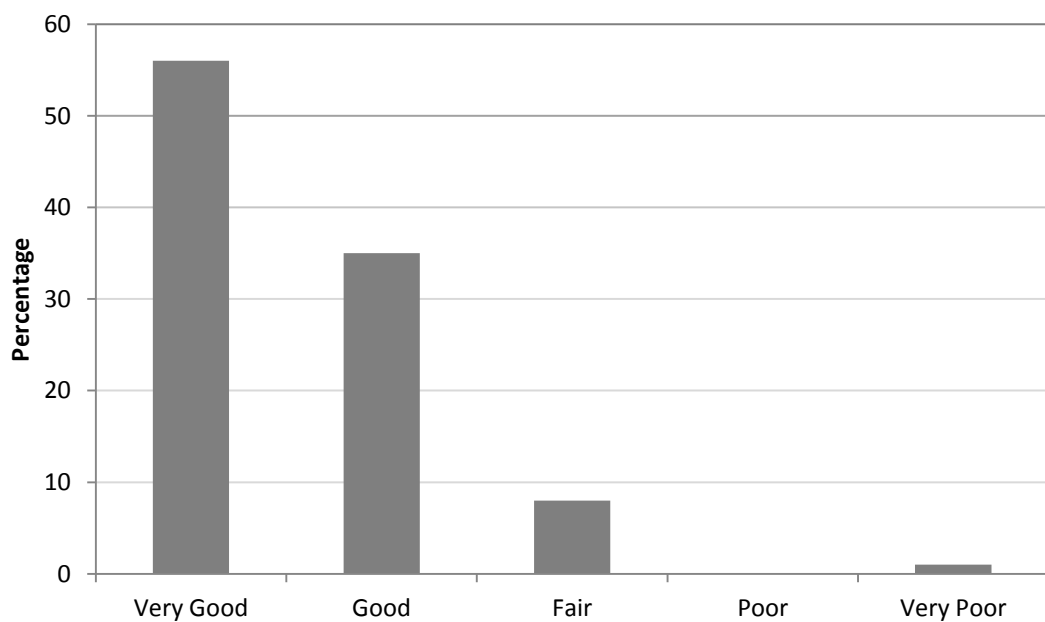
Please rate the value of any written information you were given regarding possible treatments:



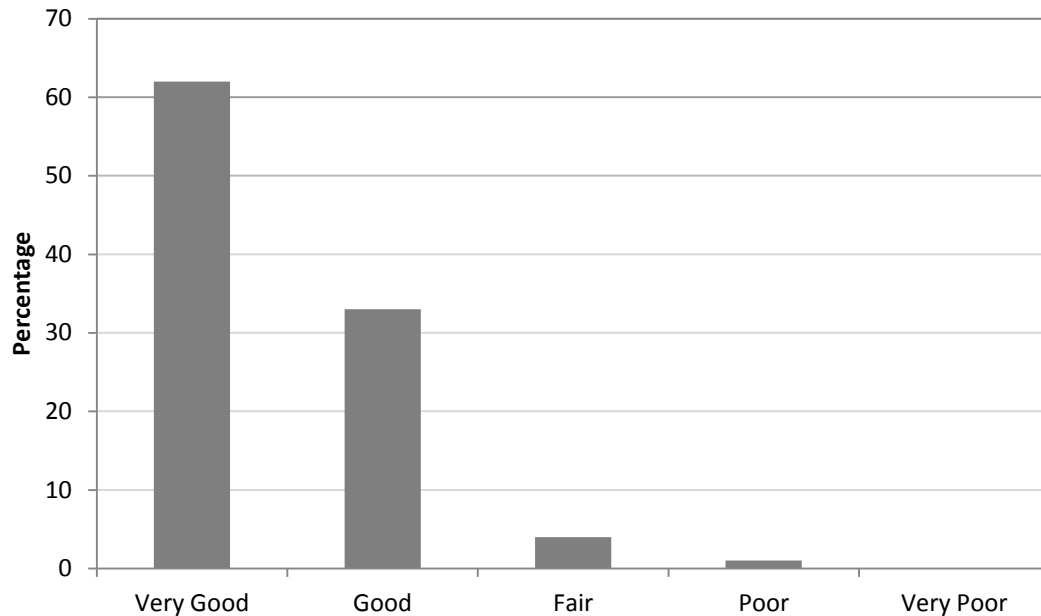
Using any number from 1 to 10, where 1 is the worst Provider possible and 10 is the best Provider possible, what number would you use to rate this Provider?



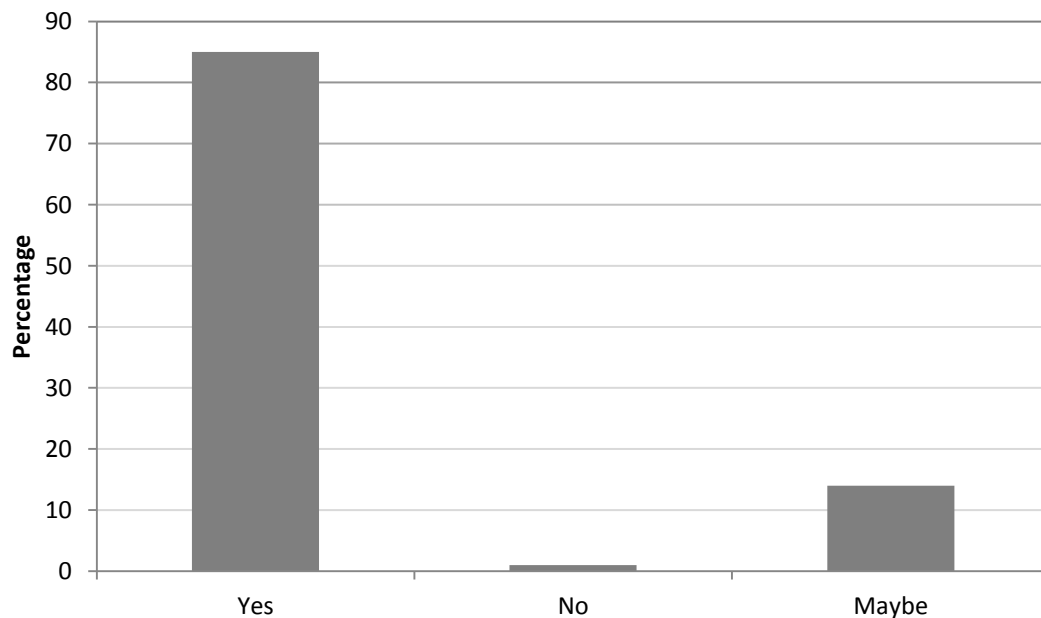
If you had a procedure, please rate your satisfaction with the results of that procedure:



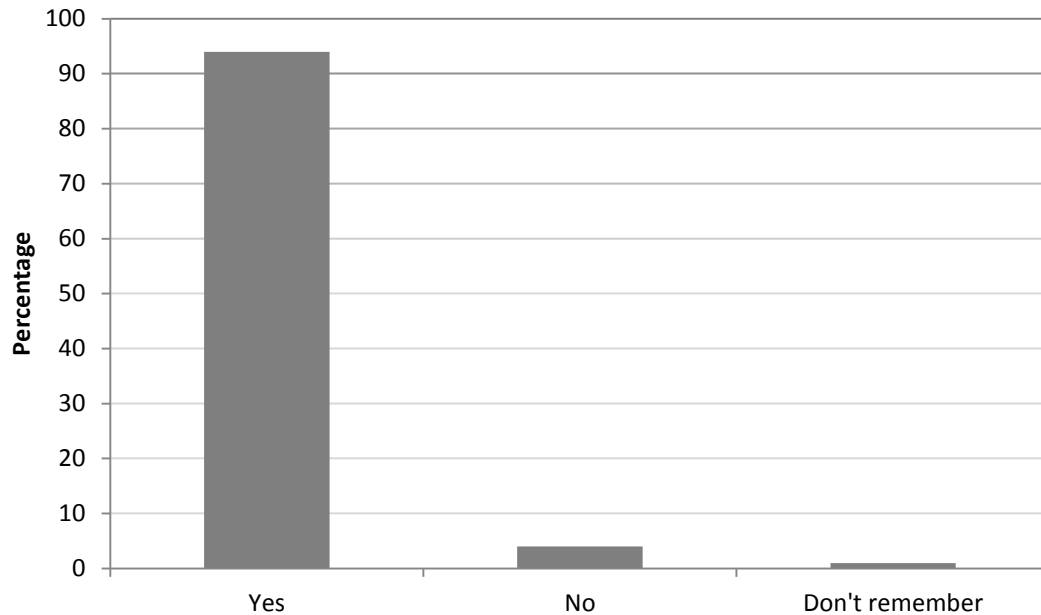
When discussing fees for your visit or procedure, how would you rate our staff?



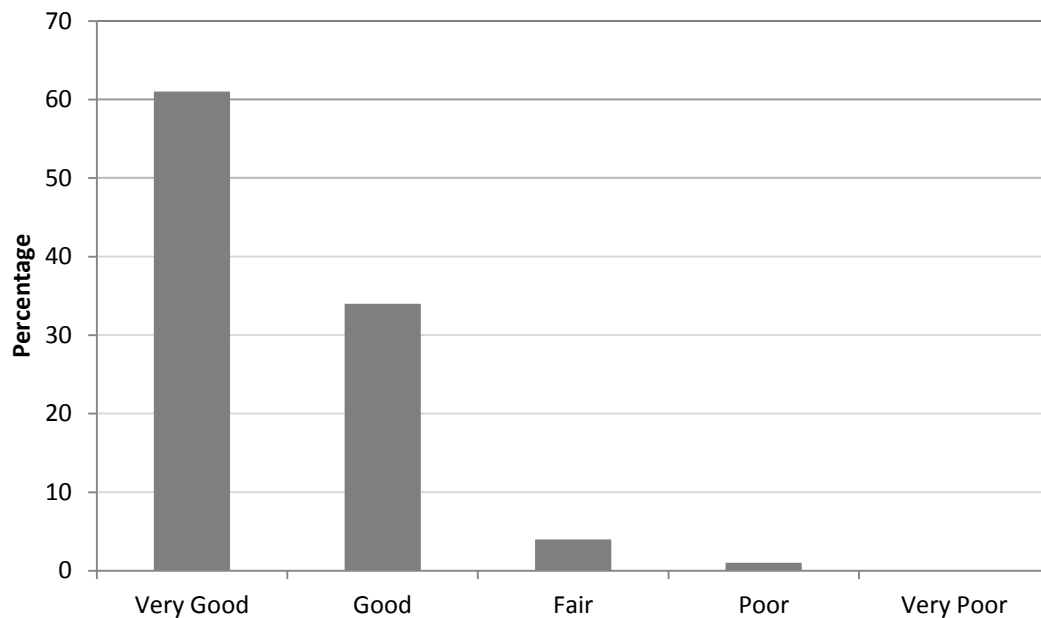
Are you interested in additional aesthetic treatments in the future?



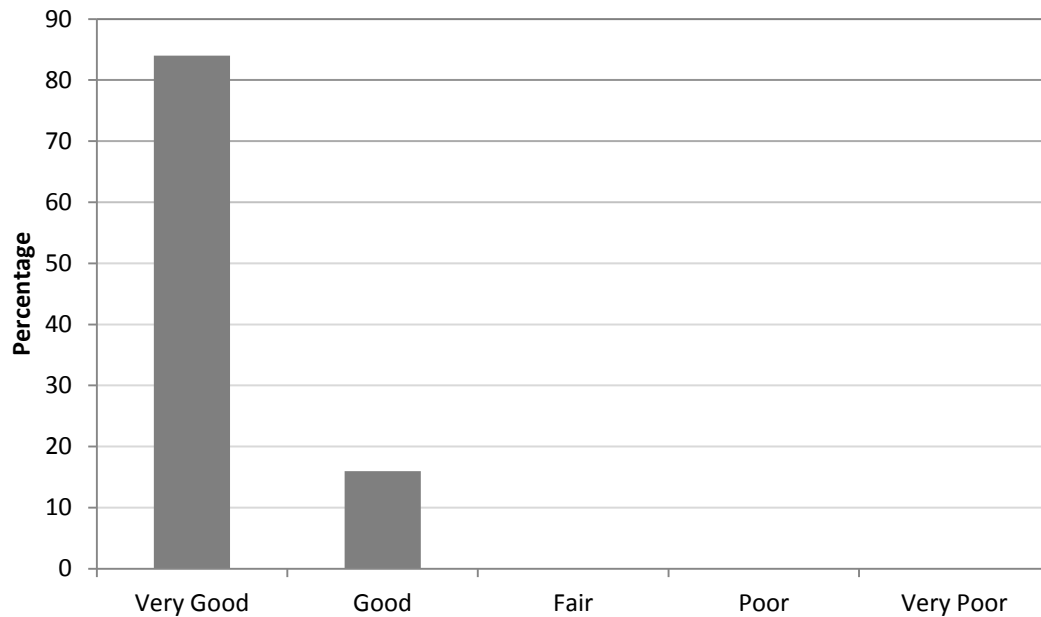
Have you visited our clinic website?



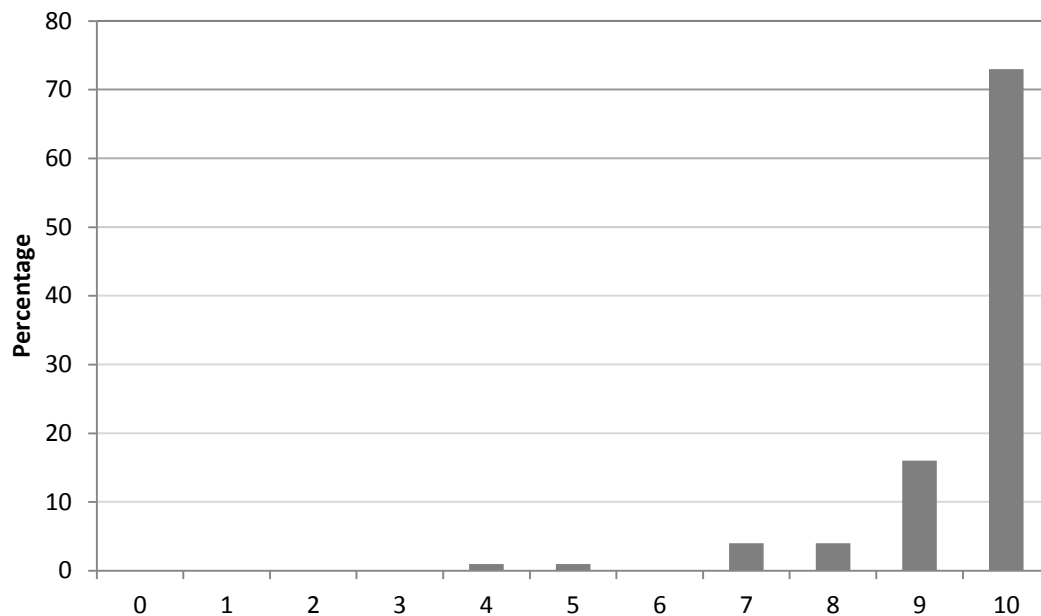
Please rate the helpfulness of our website:



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

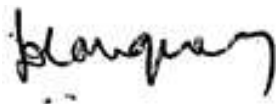
I hope you've enjoyed reading this report and that you find it useful.

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.

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.

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

