



PATIENT SATISFACTION SURVEY

Final Results: 6th June 2017

Mulberry House Clinic & Laser Centre
Hardingstone, Northampton, UK



INTRODUCTION

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

This, our 3rd major survey, was conducted in March 2017 and was completed by 260 participants. This is an extensive, independent and anonymous survey of our patients conducted independently by a third party.

This year, for the first time, results include a 'benchmark' which compares Mulberry House Clinic & Laser Centre to over 7,000 clinics worldwide, providing an insight into how service and patient satisfaction compares to other establishments.

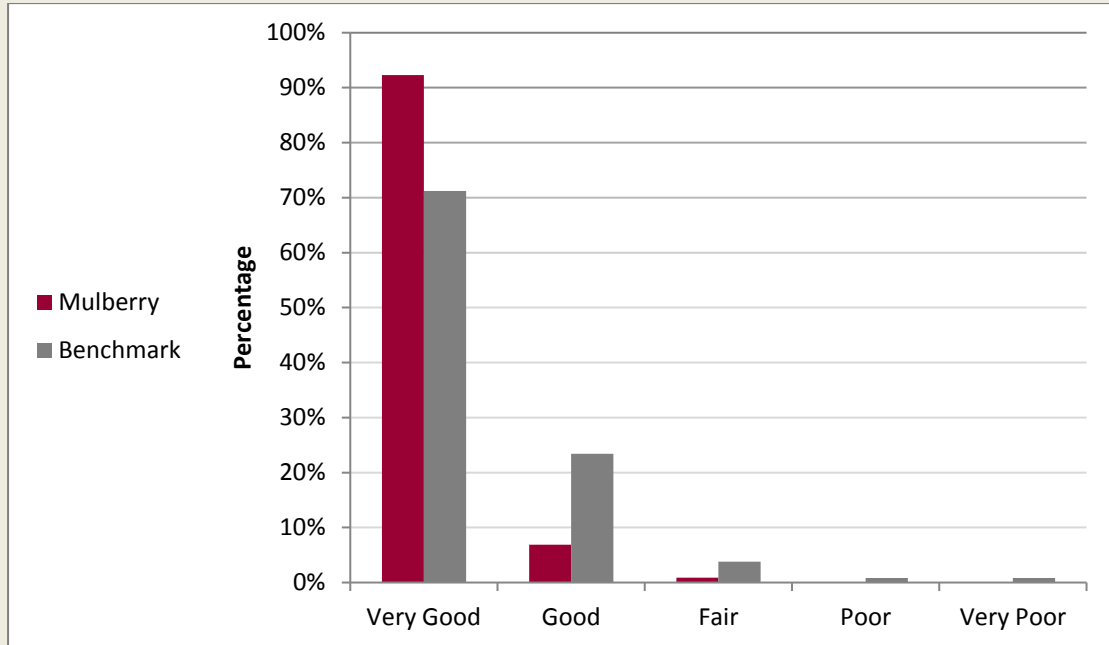
Key Findings:

- 94% of Mulberry House Clinic patients rated 'how well the provider listened' as **very good**, compared to 71% in the global benchmark group
- 94% of Mulberry House Clinic patients rated explanations of treatment options as **very good**, compared to 70% in the global benchmark
- 91% of Mulberry House Clinic patients rated 'how well the provider answered your questions' as **very good**, compared to 57% in the global benchmark
- 86% of Mulberry House Clinic patients rated 'the amount of time the provider spent with you' as **very good**, compared to 69% in the global benchmark
- 87% of Mulberry House Clinic patients rated their overall experience as **very good**, compared to 68% in the global benchmark
- 90% of Mulberry House Clinic patients would strongly recommend the clinic to friends or family, compared to 64% in the global benchmark

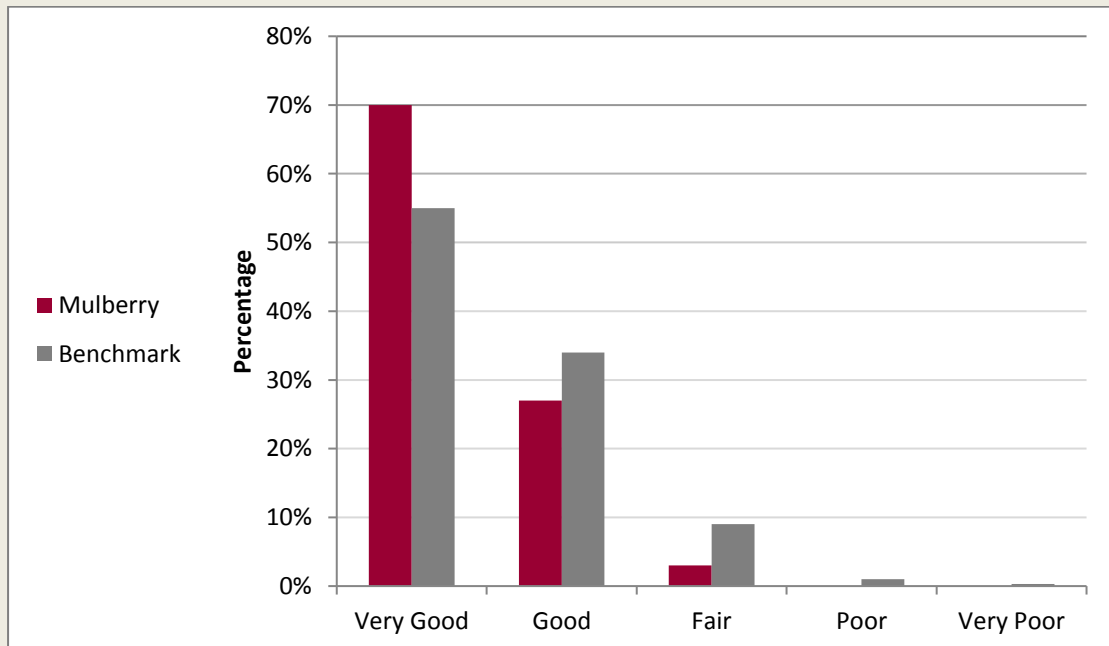
Mulberry House Clinic & Laser Centre is an independent and doctor-managed clinic with its patients' best interests placed firmly at the heart of all we do - as these results illustrate.

SURVEY RESULTS

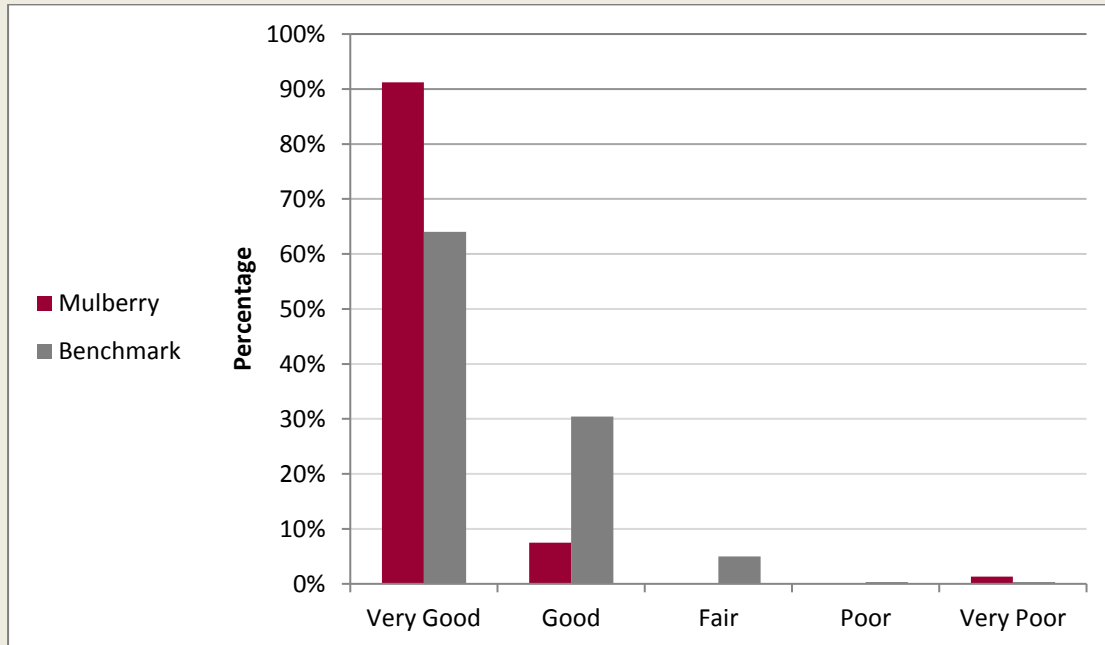
Please rate the handling of your phone call when you made your appointment:



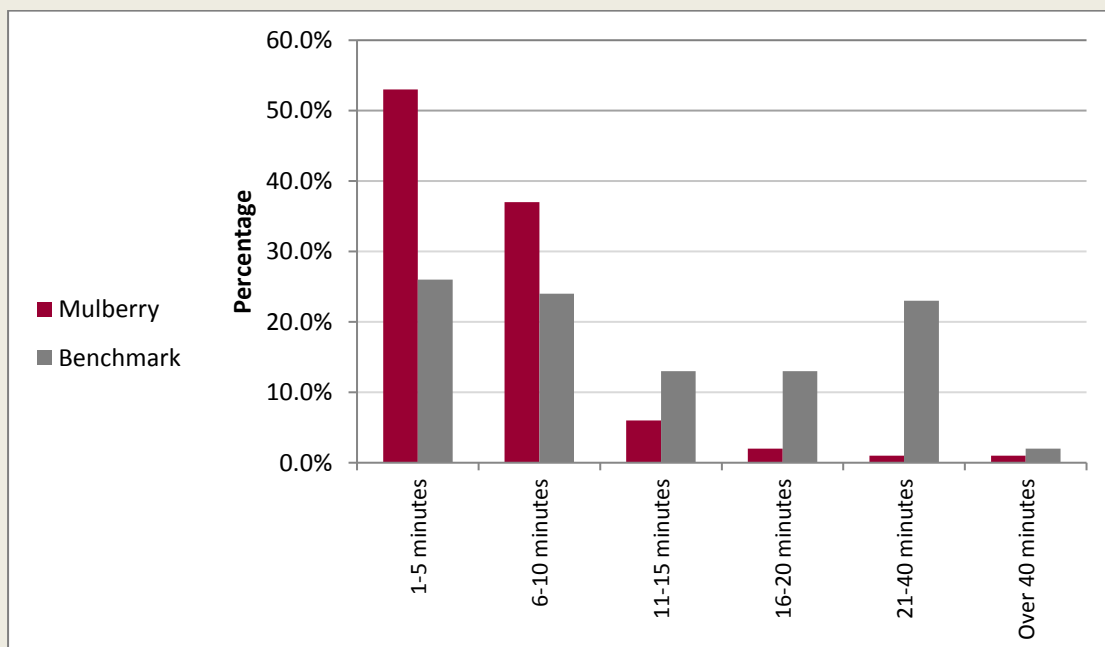
Please rate the location of our clinic:



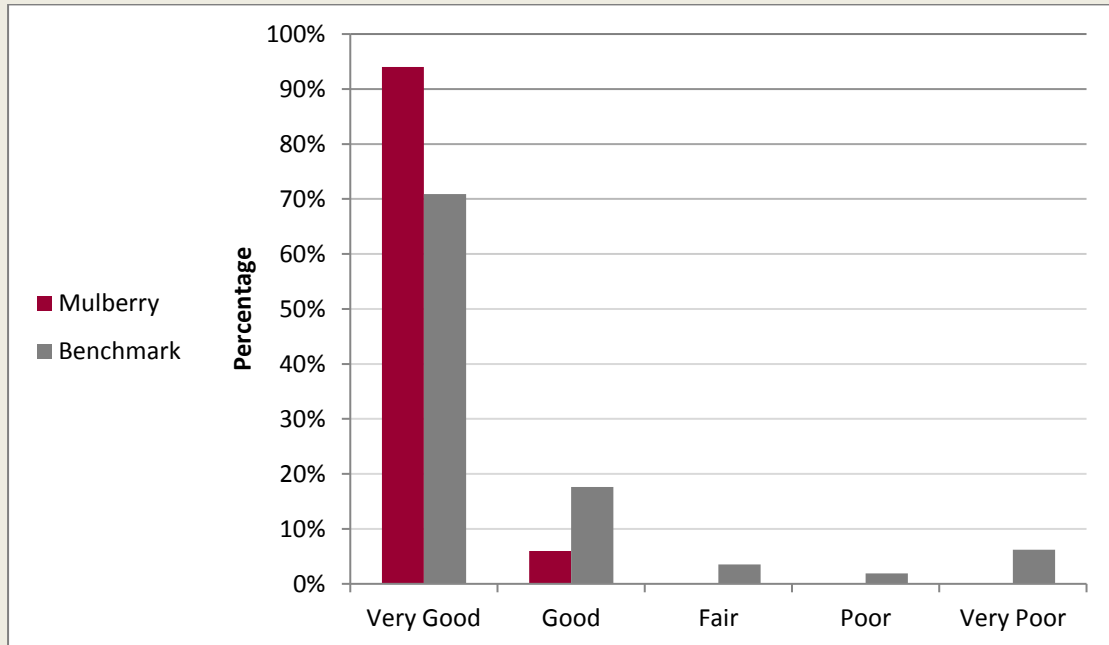
Please rate the appearance of our facility:



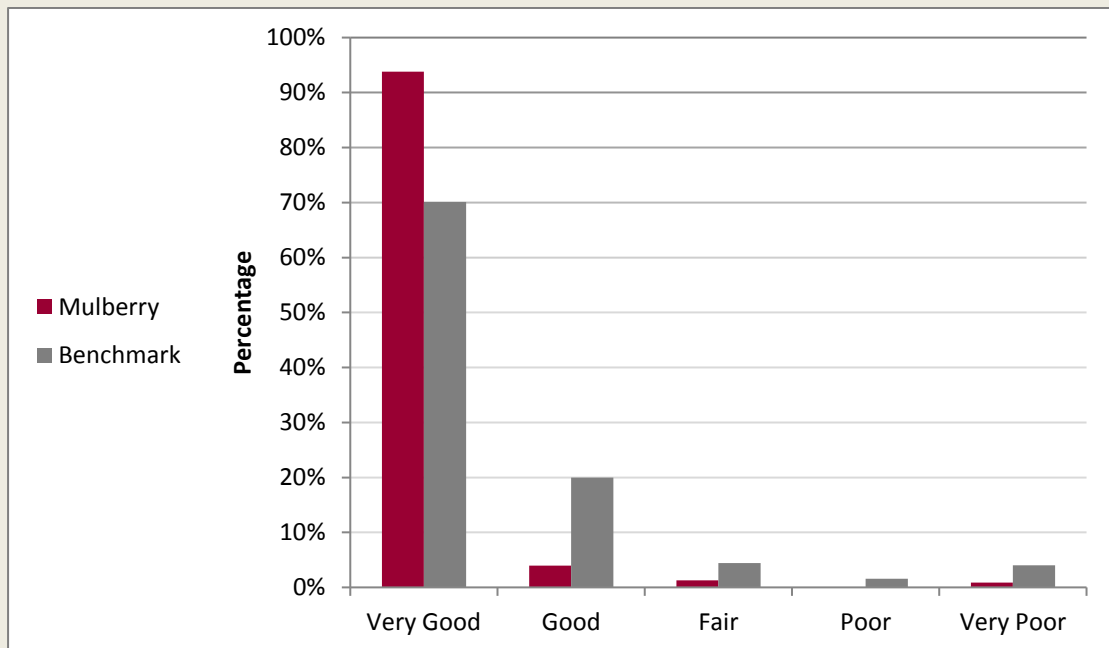
How many minutes did you wait in the reception area before being taken to the consult room?



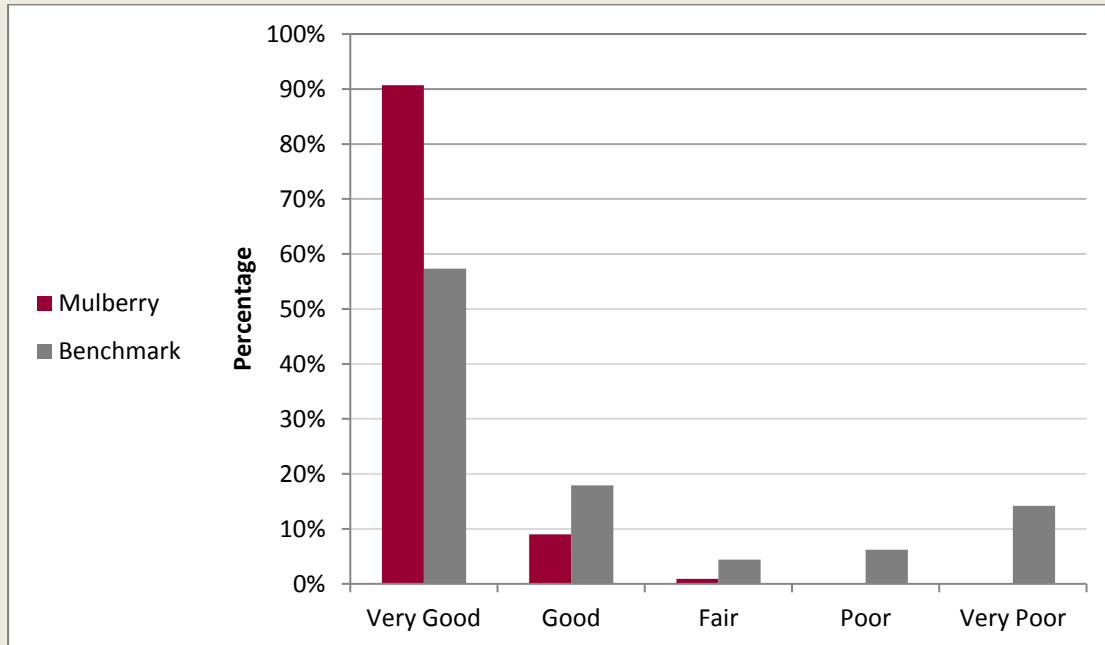
How well the provider listened to you:



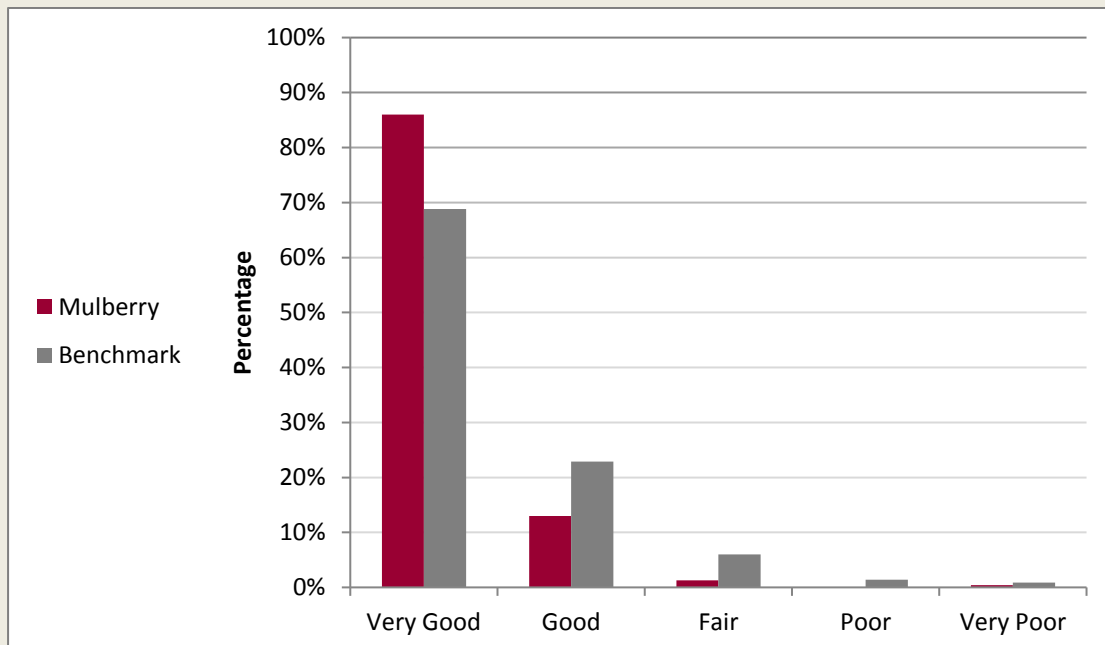
How well the provider explained the treatment options:



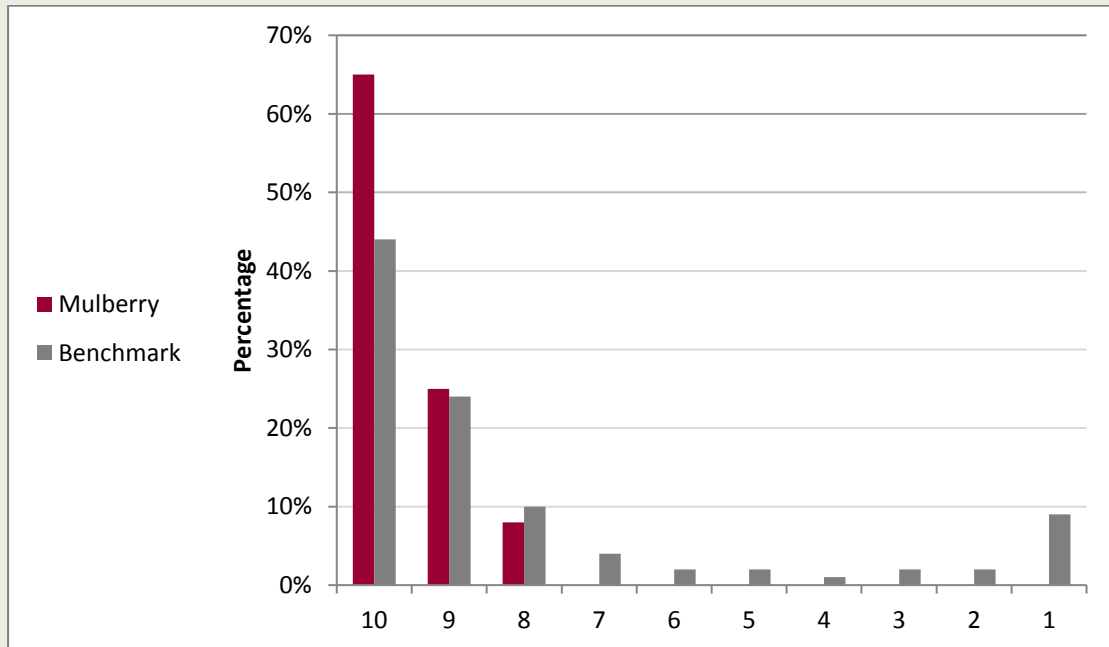
How well the Provider answered your questions:



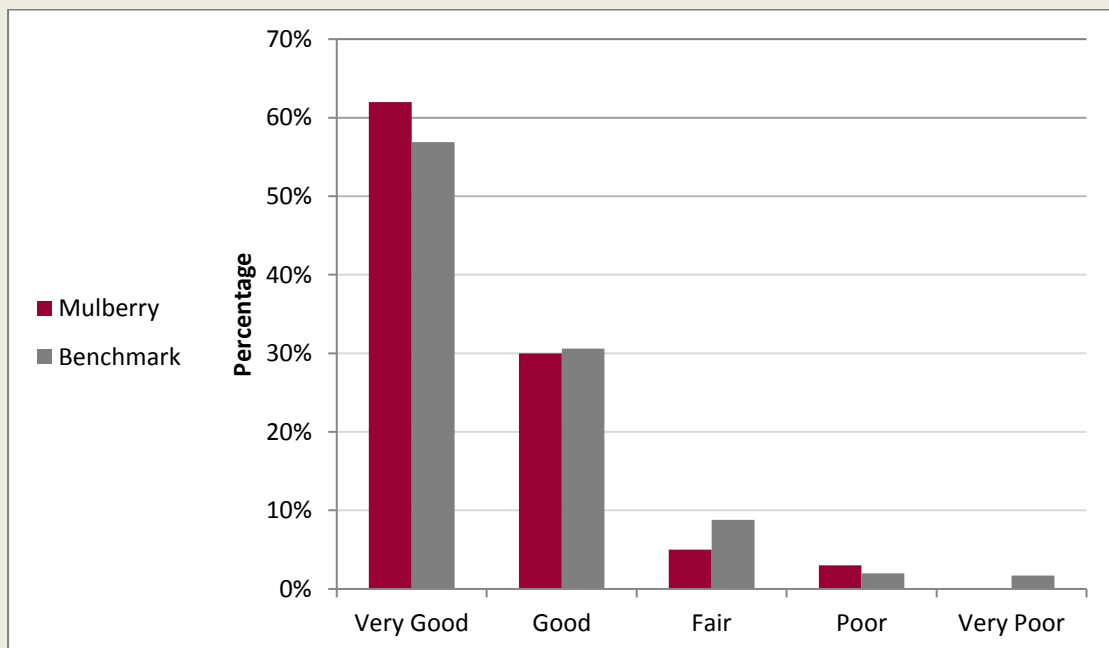
The amount of time the Provider spent with you:



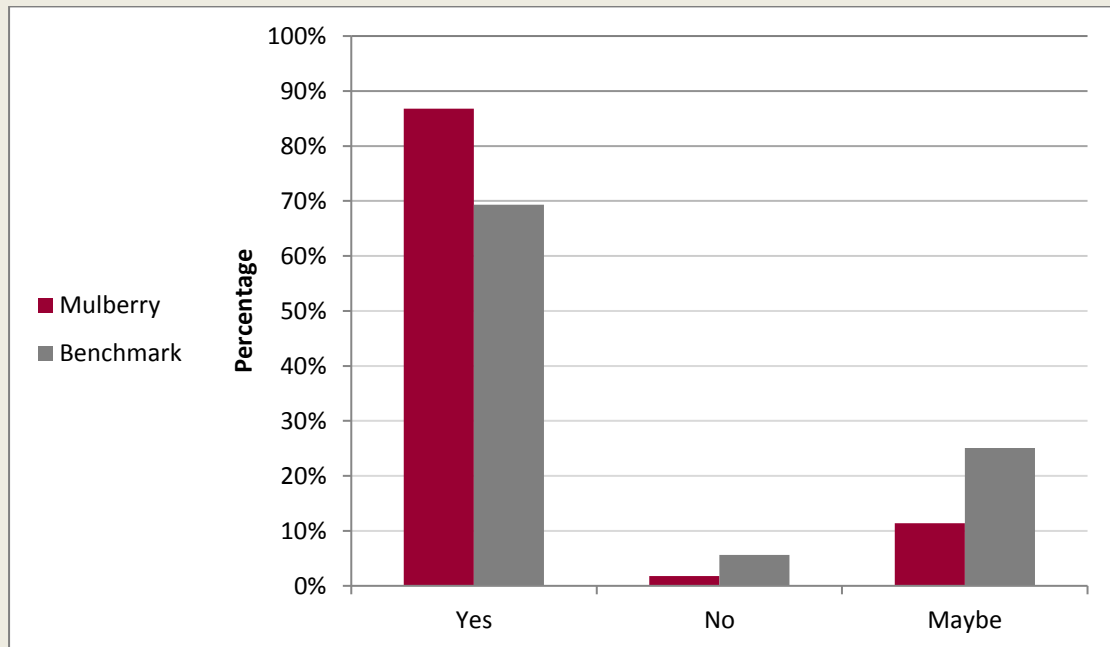
Using any number from 1 to 10, what number would you use to rate this Provider (where 10 is the best and 1 is the worst Provider possible)?



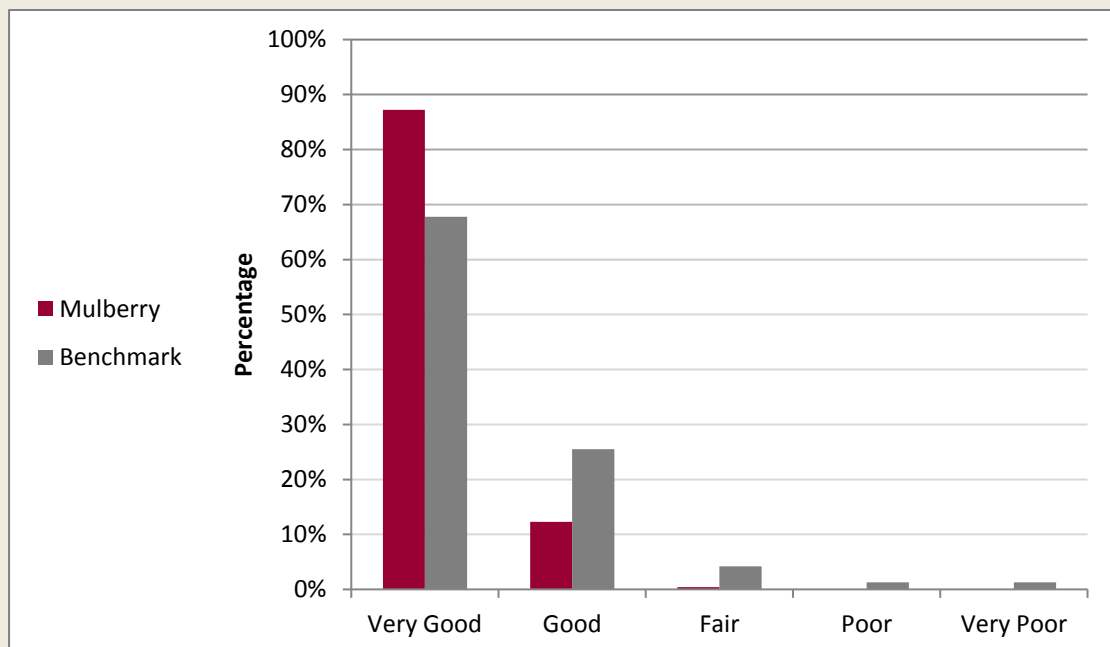
If you had a procedure, please rate your satisfaction with the results of that procedure:



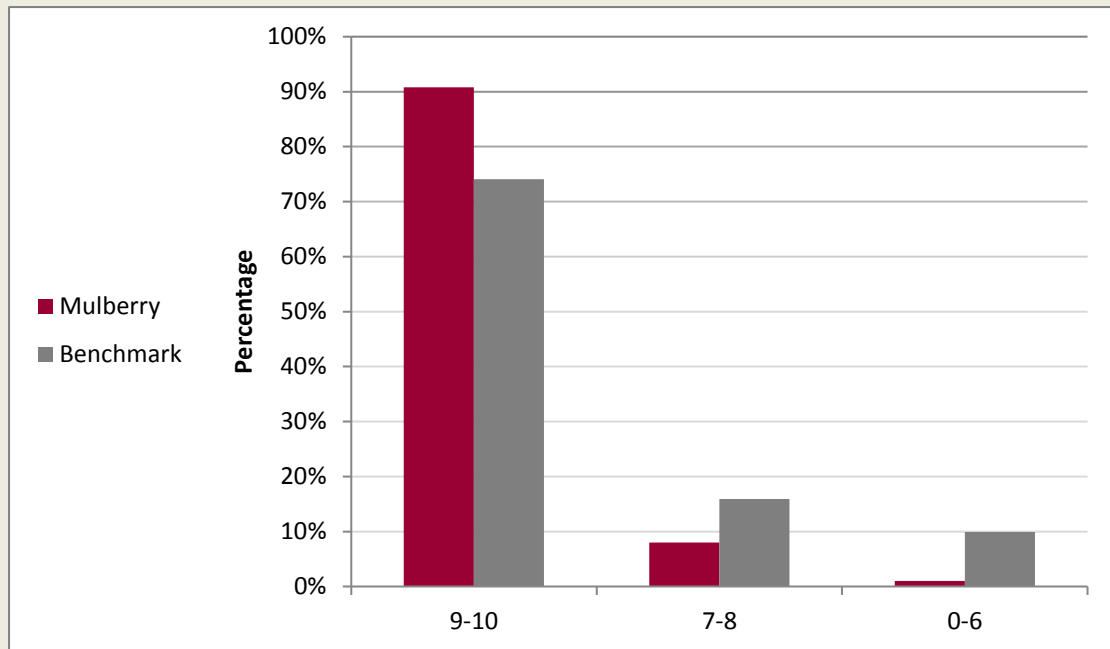
Are you interested in additional aesthetic treatments in the future?



Please rate your overall experience with our clinic:



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



ADDITIONAL COMMENTS

"The procedure was made as pain free as possible, it was a procedure I had had at another provider and was improved by its application. I was happier with the results from Mulberry House"

"Everything very well explained, very professional, it feels as I am being treated as a VIP. The doctor remembers conversations from last time, the treatment is painless and works every time how it should"

"Results were exactly as expected and the procedure was exactly as described and painless"

"Staff were lovely, place is welcoming, prices are outlined on the website so nothing is a surprise"

"This will be my 4th visit, very pleased with the high standard of care. Recommended to many of my friends and they have all been so happy with the service given too"

"I was recommended Mulberry House by a friend, I found it extremely relaxed and welcoming upon arrival and subsequently my consultation was very helpful. I would definitely recommend to family and friends."

"Very happy with everything, my lips look great!"

"Excellent clinic with high standards and expertise."

"Just to continue offering very good advice, treatments & support."

"I always recommend John to friends and family as I'm confident they'll receive fantastic results, as I did."

"I was recommended Mulberry House by a friend. I found it extremely relaxed and welcoming upon arrival and subsequently my consultation was very helpful. I would definitely recommend to family and friends."

"Very good service"

"Amazing friendly professional service - don't change a thing!!!"

"Very pleased with all treatments I have had at Mulberry House. Always feel very confident with the doctors' work and the whole experience is a pleasure."

CONTACT US

Mulberry House Clinic & Laser Centre is a privately-owned clinic which was established in 2003; providing professional, doctor-led skin treatments in the Northamptonshire area.

The 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.

Mulberry House Clinic & Laser Centre offer 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.

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 hope to meet you soon.

John Tanqueray Liz Tanqueray

Dr John Tanqueray, Cosmetic Physician

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