

Client Feedback Sheet Review

Purpose: Although the Client Survey is conducted on an annual basis we believe there is much benefit to be had from asking our clients for their opinions on a more routine basis. It is anticipated that more regular feedback will ensure that we are listening to the needs of our clients and act on them in a timely manner. It is hoped it will also add further checks and balances to our quality assurance systems and as a result facilitate the delivery of quality assured treatment and care to our clients.

Clinic: Altrincham

Review Month: April 09

Number of Clients Reviewed: 10

Question 1: Were you attended to promptly and your treatment started at the correct time?

Client Feedback: Every respondent commented that they had been attended to promptly and seen on time.

Question 2: If not, was it explained to you that the clinician was running late, and how long did you wait?

Client Feedback: N/A

Question 3: Before your treatment was started were you asked:

Client Feedback:	Yes	No
1. How did your skin react after your last treatment?	9	1
2. Have you taken or changed your medication?	9	1
3. Have you exposed your skin to any form of tan?	6	4

Question 4: Was your treatment carried out thoroughly?

Client Feedback: Again every respondent considered that they had received a through treatment.

Question 5: Were you given aftercare advice at the end of your treatment?

Client Feedback: 8 clients agreed that they had been given aftercare advice, one adding that the advice given was excellent. The remaining two clients said they had not received aftercare advice, however both commented that they had been attending the clinic for some time and had received it in the past.

Question 6: During your time at the clinic, were you treated respectfully?

Client Feedback: Without exception all of the clients believed they had been treated with respect whilst at the clinic. Additional comments, which were made were “Yes it was great” “Yes, very” “Yes, well respected and managed to chat to staff” and “Yes, everyone also polite. Louise is excellent and an asset to the company”.

Question 7: Do you feel there is anyway we could improve our standard of service?

Client Feedback: None of the respondents could offer any suggestions in respect of improvements we could make to our service other than to ensure we have a good radio station on. The additional comments were all positive “No its perfect, cannot think of anything to raise the service” “No very happy with the service as always” “No, very happy” “I was very pleased with all care and treatment given” “Standard of service is brilliant! No improvements needed!” “No it doesn’t need improving it’s a good clinic”

Summary

This has been the first Client Feedback Report and has been a revealing and rewarding exercise. The clients clearly felt that they were receiving excellent treatment and care with a high degree of customer care, which is rewarding for all. That having been said from a clinical point of view it has helped highlight areas where improvements are needed for example ensuring all clients are asked important questions prior to treatment. Although I take onboard that sun tans can often be seen none the less the client may have used a sun bed or the therapist may not have treated the client before, it must not be left to chance. I was disappointed to see one client reporting that they had not been asked about medication and would expect this to be an alert for all staff to ensure all necessary questions are asked prior to treatment. I understand were clients have been attending the clinic for sometime it maybe a little repetitive to discuss aftercare at every visit however it would be advisable in situations such as this to enquire if the client is familiar with the aftercare or would they like further guidance.

It has always been the ethos at Cristianos to provide the highest quality of service in a caring and supportive environment and it was gratifying to see that our clients could not, at this time suggest any improvements in the service we provide. Praise for individual staff members was pleasing to see and no doubt will be rewarding to read for those individuals. I believe the Client Feedback form is further encouragement that we are providing for our clients needs.

Thanks as always to our staff for their dedication, professionalism and belief.

Chris Hart

MD Cristianos

May 09