

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: 7

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

Client Feedback: Every respondent except one commented that they had been attended to promptly and seen on time. The one deviation from this response was the client who commented that she had in fact been late for her appointment.

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?	7	0
2. Have you taken or changed your medication?	6	1
3. Have you exposed your skin to any form of tan?	6	1

Question 4: Was your treatment carried out thoroughly?

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

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

Client Feedback: All clients agreed that they had been given aftercare advice at the end of their treatment

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.

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

Client Feedback: For the second month none of the respondents could offer any suggestions in respect of improvements we could make to our service. Additional comments made were all positive “Brilliant service”, “No, it’s great”, No, the clinic is excellent and the staff make treatment as relaxing as possible. Very happy.” And “No, the standard of service is 1st class and always has been. All the girls are very good at carrying out my treatment and looking after me”.

Summary

The number of clients being asked to complete Client Feedback Forms has remained low in this second month and staff have been asked to ask all clients for their co-operation and time in completing the forms. Overall the responses to the questions have been excellent and in line with our vision of providing quality assured treatment and care that meets the needs of our clients. However I remain alarmed that one client reported not having been asked important pre-treatment questions. In the interests of providing a safe treatment these questions must be asked and recorded prior to each treatment, there are no exceptions. In April's Feedback Review a small number of clients had reported not having been given aftercare advice post treatment it is pleasing that no clients have reported this in the current report. This is a pleasing improvement and bears testament to the benefit of more regular feedback from clients.

The last question on the feedback sheet gives clients the opportunity to comment on the level of service they have received and without exception the comments made are positive and very complimentary. It is clear from reading these comments that whilst policies, procedures and protocols and the professionalism of our staff lead to the delivery of safe quality assured treatment, the care component is often the one that makes the biggest difference to the client in terms of their experience. Caring for the needs of clients cannot, in my opinion be taught it is a matter of truly being committed to your client and believing in the treatment you are providing. This reinforces my belief that the staff at Cristianos make the difference. Thank you.

Chris Hart
MD Cristianos
June 09