



SKIN | FACE | BODY



PATIENT SATISFACTION SURVEY



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We are delighted to share with you the results of our patient satisfaction survey conducted in January 2018.

This anonymous survey was conducted independently by a third party and was completed by 150 participants.

“ I have always had total confidence in all members of staff. My treatment has always been professional, discreet and highly effective. I am more than satisfied with the results every time and hope to be attending the clinic for many years to come to maintain the work that has been done. Without wanting to sound dramatic, it literally changed my life and gave me back some of my youth and confidence. ”



## HOW WE HANDLE YOUR ENQUIRIES

At Norwich Cosmetic Clinic we pride ourselves on offering a truly five star service from your very first contact with us.

“*A truly professional service. All staff are friendly, confidential, articulate and very knowledgeable about treatments that are provided.*”




**100%**  
of patients rated their telephone experience as good or very good.

**92%**  
of patients found our website to be good or very good.

**85%**  
of patients waited less than 10 minutes for their appointment.\*

\*In a global benchmark, only 60% of patients are seen in under 10 minutes.

“*Visiting the clinic is always a pleasant experience, I've never been kept waiting for long and the treatment is always excellent.*”



# WHAT YOU THINK OF OUR CLINIC

Norwich Cosmetic Clinic is a purpose-built, state-of-the-art clinic operating to CQC (Care Quality Commission) guidelines and **our doctors are NHS consultants** registered with and operating under the GMC (General Medical Council) guidelines for good medical practice.



**98%**  
of patients rated  
the clinic good or  
very good.

“ *I believe the clinic and its staff should be commended. The level of professionalism, the cleanliness of the clinic and the knowledge of the staff inspire immediate confidence.*

*The clinic is clean and the girls are really polite and friendly.*

*Very friendly team, lovely waiting area and relaxing environment*

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## HOW WE TAKE CARE OF YOU

We know that our clients are often nervous about the prospect of their treatment or simply looking for caring, honest and professional advice at a time when they might feel vulnerable. We work hard to ensure that everyone leave Norwich Cosmetic Clinic feeling the best they possibly can.

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When asked how well our aestheticians listened to you, a staggering

**92%**

said their practitioner was very good.

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Most importantly, when asked how caring the provider was,

**94%**

said good or very good, which is 6% higher than the global benchmark.

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Our survey revealed that

**96%**

of respondents felt we were good or very good at explaining treatments.

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“ *The staff are most helpful and caring. I would recommend your clinic to others. Thank you.*

*Wonderful caring and professional nature and service by all staff at this clinic.*

*The atmosphere is very friendly, yet professional; all treatment and procedures, their possible side effects are clearly explained; every issue is taken seriously and good advice follows; it's a great pleasure being at the clinic* ”

# HOW YOU RATE OUR TREATMENTS

Norwich Cosmetic Clinic offers an extensive range of treatments, delivered by cosmetic surgeons Mr Bijan Beigi and Miss Rachna Murthy, and their team of qualified skincare practitioners and they pride themselves on delivering natural and tangible results, which focus on the protection, maintenance or restoration of the health of their clients.

When asked to score the clinic from 1 to 10 (1 being the worst and 10 the best) our survey revealed that

**93%**

scored the clinic 8 or above. This is 13% higher than the global benchmark.

**91%**

rated good or very good for their satisfaction with the results of their procedure.

“ *Very competent and friendly team that offers the best services. I got an eyelid surgery, different laser treatments and cellulite treatments. I am extremely satisfied in every way. Thank to Dr. Beigi!*

*Love the products that are available to buy and even more impressed with the results of my treatment. My skin is so much better now.*

*I have always been satisfied with the procedures and results.*

*I have had several treatments at the clinic with Dr. Beiji and I was very pleased with the results.*

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# FEEDBACK FROM OUR CLIENTS

“ *A truly professional service. All staff are friendly, confidential, articulate and very knowledgeable about treatments that are provided. I have already recommended many friends to Norwich Cosmetic Clinic and will continue to do so. And I am truly thankful you are in Norwich!*

*I was very unsure as to where to go for my IPL treatment but fears were immediately dispelled on meeting Jo. I have since undergone a series of treatments which have made a significant difference to my skin. All procedures are carefully explained and care and concern has always been shown to me at a time when one can be rather vulnerable. This has been very much appreciated. The professionalism of the staff is second to none.*

*A great service to have locally with well renowned doctors and clinicians.*

*The staff at the clinic are friendly but very professional. I have been happy with all the treatments I have had so far. Pleasant environment. Thank you.*

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