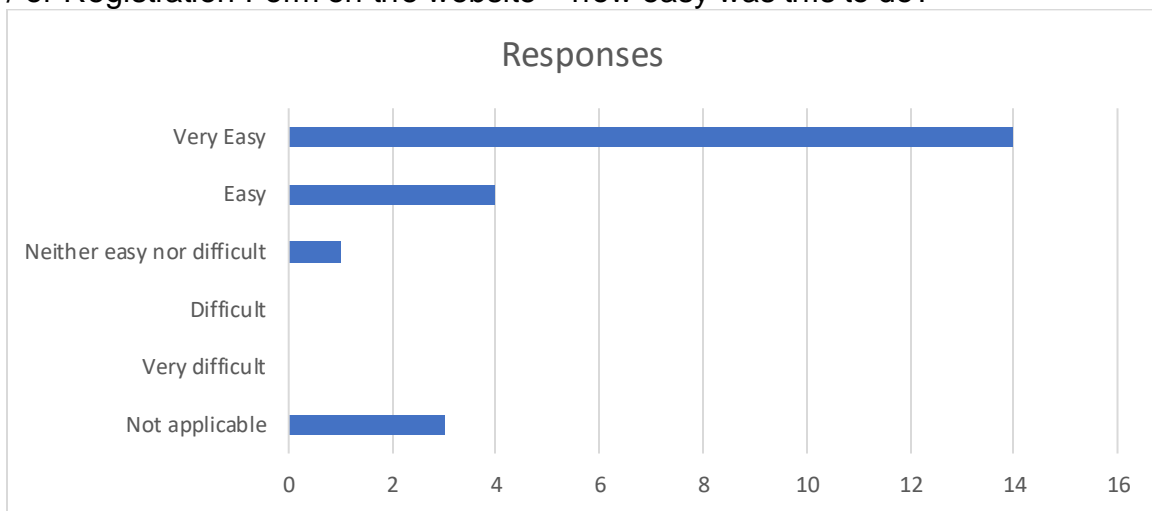


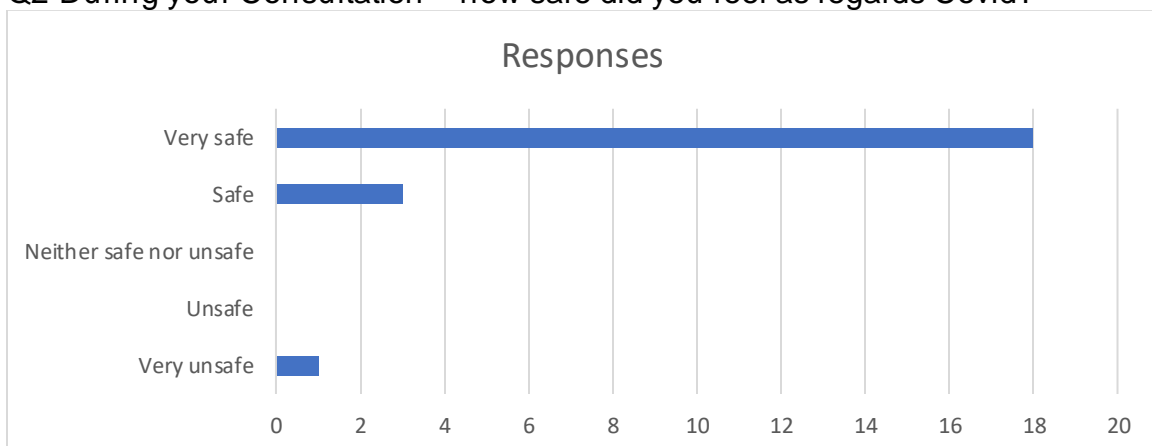
Stafford Skincare – Lichfield Patient Experience Survey Dr. Anne Ward 2023

In 2023, people were asked to complete a short, 6-question survey, initially using an online survey tool, then through the website function. All answers are anonymous. The survey is ongoing and will be updated as new replies are received.

Q1 For people attending the Lichfield Clinic – if you completed the Contact Form and / or Registration Form on the website – how easy was this to do?

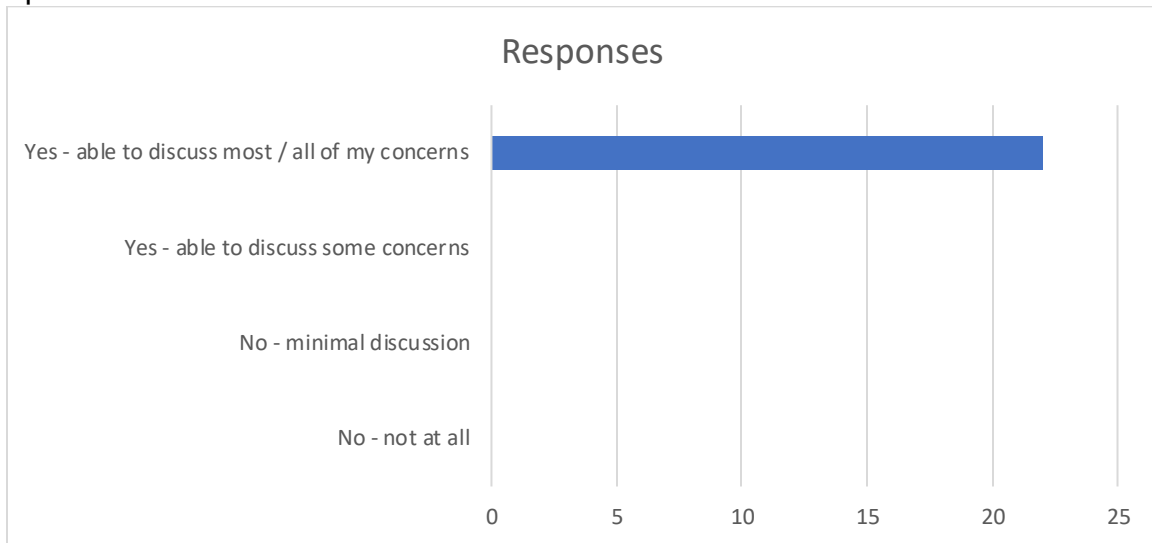


Q2 During your Consultation – how safe did you feel as regards Covid?

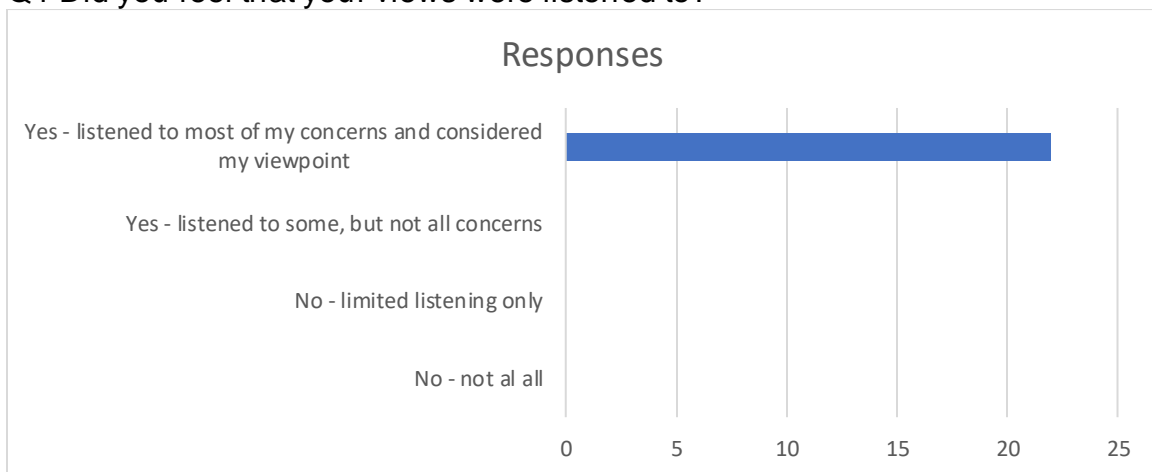


I am hoping that the "very unsafe" response was made in error – the person completing the survey wrote a very nice comment about the clinic which seems out of sync to this response (see below).

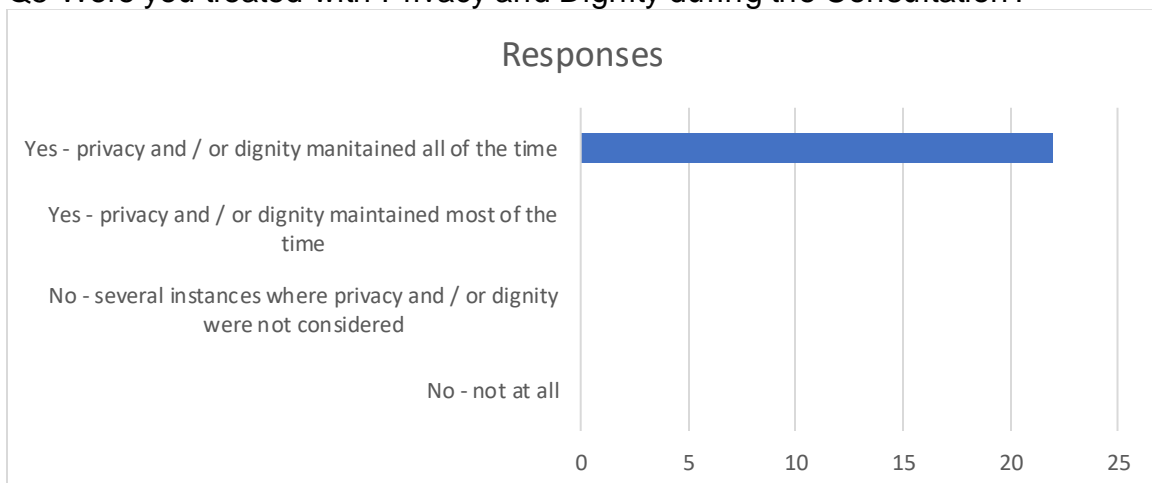
Q3 Were you given the opportunity to discuss your skin problem and treatment options?



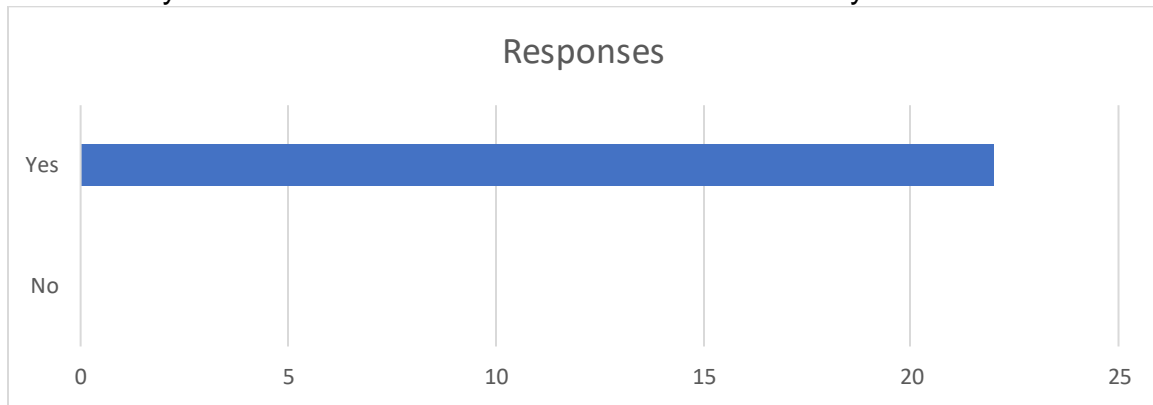
Q4 Did you feel that your views were listened to?



Q5 Were you treated with Privacy and Dignity during the Consultation?



Q6 Would you recommend this Clinic to Friends and Family?



Any additional comments?

Dr Ward is an extreme professional who really cares about her patients and listens to all their concerns. I appreciate her approach which is to take a more conservative action first before going aggressive on treatment. She provides all the pros and cons of each treatment option. I have recommended her to many of my friends and family. (comments from person leaving response that they felt very unsafe during the consultation as regards covid)

Thank you
Thank you
Thank you

Thank you. Dr Ward is friendly and approachable. She goes out of her way to make patients feel at ease and is very good at ensuring that any necessary follow up treatment is referred to the GP.

Thank you. Cannot fault the service I received at all – excellent

I found Anne through recommendation and has been excellent

Dr Ward is extremely helpful – putting her patients at ease – answering all questions asked. She explains things in a very down to earth way, taking account of the fact that her patients may not understand the medial terminology referring to a condition. I have seen her twice and would have no hesitation in seeing her again if necessary.

Dr Ward was excellent .. very pleased !

Thank you
Thank you
Thank you