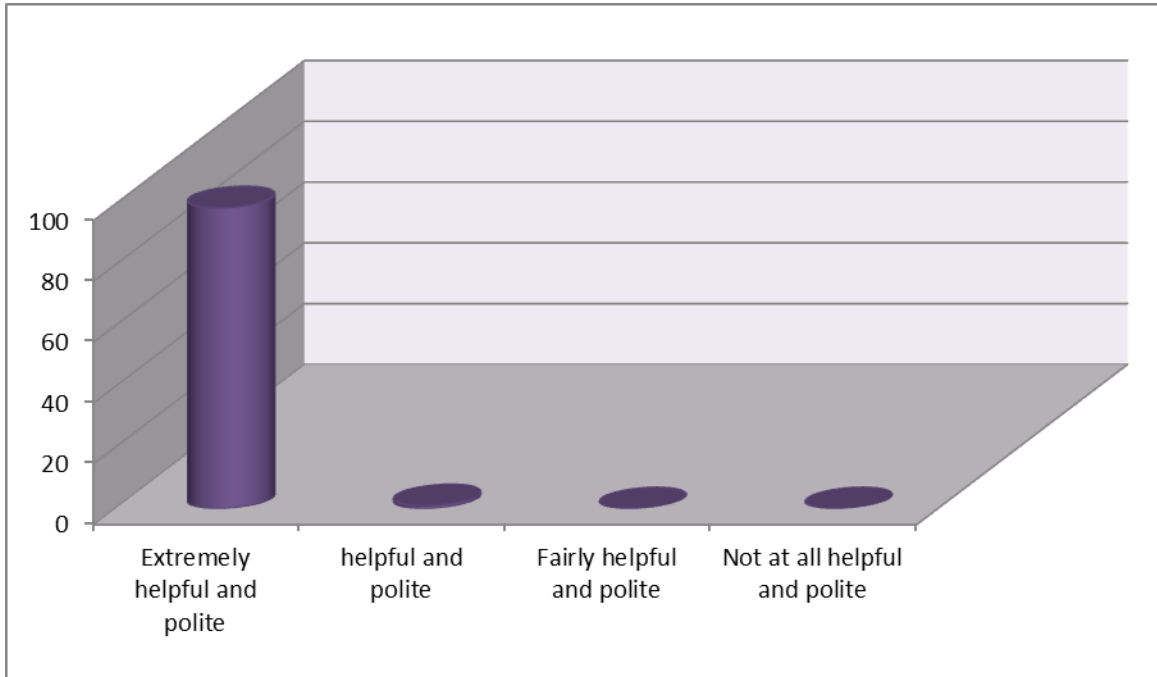


Cherish-UK Patient Satisfaction Survey
February 2016 – July 2016

1) Were the staff at Cherish-UK helpful, polite and respectful?



Comments:

Jacqui was wonderful! She was so kind and caring and provided me with amazing reassurance.

20/7/2016 19:20

So reassuring. Very professional but warm and friendly also.

20/7/2016 17:59

Felt welcome, and would highly recommend cherish to friends and family! Excellent service! Thank you

20/7/2016 12:30

Friendly and comforting

20/7/2016 23:52

Jacqui was very caring and reassuring.

20/7/2016 18:24

Very helpful and reassuring as well as honest and informative.
16/7/2016 23:47

She was very caring and professional and made us feel very comfortable.
16/7/2016 21:54

From the 1st greeting I felt calm, comfortable and relaxed. Lovely staff in a relaxing setting.
14/7/2016 17:26

This is the definition of excellent care and service
15/7/2016 13:47

Jackie was fantastic!! Went in very nervous with bleeding at 11 weeks and jackie reassured me straight away!! And made me feel at ease very quickly!
14/7/2016 6:02

So reassuring
13/7/2016 20:54

Absolutely lovely lady!
4/7/2016 16:21

We were seen on the day of our phone call and treated brilliantly. Feel very reassured and very glad we came to you.
1/7/2016 16:39

Cherish provides a first rate highly professional service
30/6/2016 19:47

Diana has been wonderful and really informative. I felt really comfortable asking as many questions I needed to.
30/6/2016 18:51

The lady that was doing the ultrasound was lovely.
30/6/2016 0:53

Diana was great. She worked well with me in explaining everything and keeping me calm.
11/6/2016 10:46

They were very detailed and put my mind at rest
9/6/2016 11:15

Jacqui was fantastic from first contact to the end. Made me feel very comfortable.
3/6/2016 18:38

Jacqui was lovely and made us feel comfortable straight away. I loved that everything was explained to us in great detail, such a fantastic and reassuring experience!
31/5/2016 22:21

First class service was given
27/5/2016 23:53

Very pleased with the service provided
19/5/2016 18:48

Diana put us totally at ease when we arrived. Very relaxed and helpful throughout appointment
16/5/2016 23:25

Very helpful as i rang in the morning and got an appointment 2hrs later.
6/5/2016 14:39

Jacqui was amazing so lovely & reassuring xx thank you xx
5/5/2016 12:32

Diana was fantastic both on the phone and in person. Such a lovely manner speaking to myself and my husband.
29/4/2016 17:08

We decided to go for a 9 week scan to check on the progress of our baby, and we are delighted we did so. Diana was extremely comforting and reassuring, we could not ask for a nicer experience. We look forward to going back and having our gender scan early!
25/4/2016 22:48

Really cannot praise the staff enough, always welcoming and friendly, wouldn't go anywhere else.
24/4/2016 16:45

I was made to feel very comfortable
22/4/2016 11:40

Jackie went out of her way to ensure I got a follow up with the hospital. Thank you very much.
20/4/2016 18:43

Jacqui was extremely kind, reassuring, honest and totally put our minds at ease.
14/4/2016 8:43

Diana was even more informative than fertility specialists I've seen on nhs and explained everything in laymans terms to me.
11/4/2016 21:40

Very professional but warm
10/4/2016 16:52

So helpful and always there when i had questions and made me feel at ease.
8/4/2016 20:54

Jacqui was lovely, completely put me at ease
22/3/2016 15:40

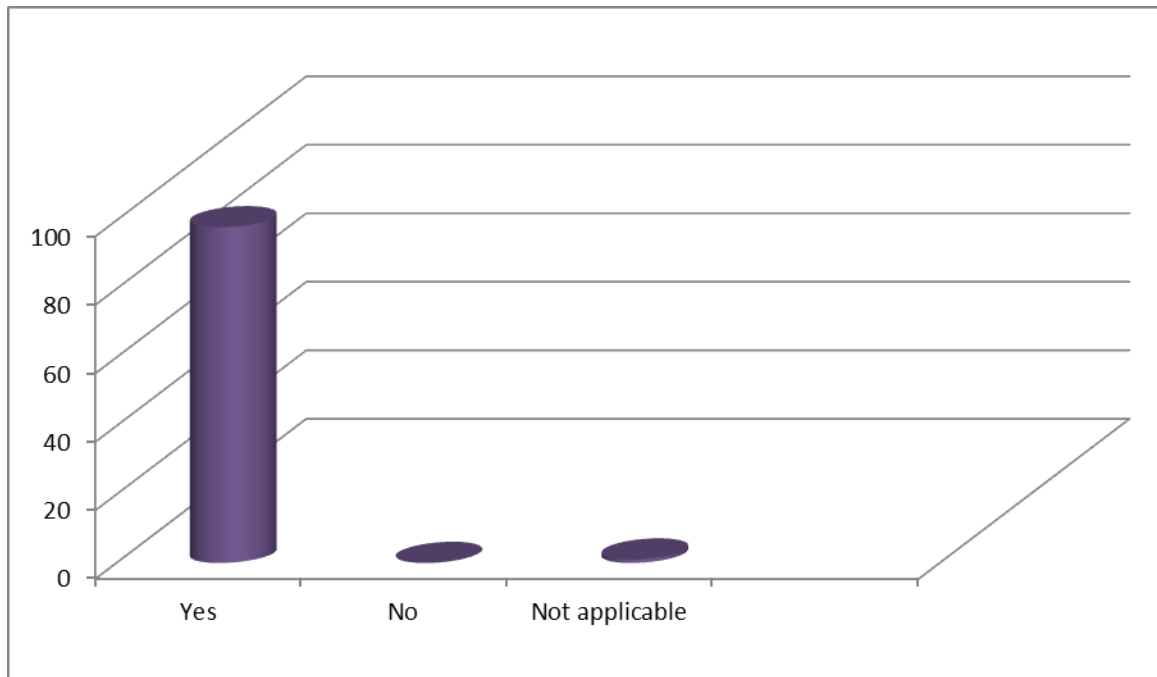
Absolutely wonderful kind and understanding people.
22/3/2016 10:33

Exceptional service
16/3/2016 7:49

Diana has been amazing throughout the whole process very helpful, friendly and kind. Although we have not met Jacqui yet we have communicated via phone and email and she too is very helpful.
16/3/2016 5:37

Scan was provided by Jacqui. She was very friendly and reassuring, in spite of the negative outcome of our scan. She was genuinely concerned and referred us to the hospital promptly.
2/3/2016 22:50

2) Were you given clear information about the price of your scan?



Comments:

Worth every penny spent!

20/7/2016 19:20

Very clear from the website

20/7/2016 17:59

Was told the price over the phone and online

20/7/2016 23:52

Good price, and made clear of price when booking

20/7/2016 18:24

Online and over the phone.

14/7/2016 17:26

Really helpful

13/7/2016 20:54

Costing was clear. Received verbal confirmation - costs are also clearly available on line

30/6/2016 19:47

Clear information on website and Jacqui re-confirmed upon arrival

3/6/2016 18:38

Understood the prices from the onset

19/5/2016 18:48

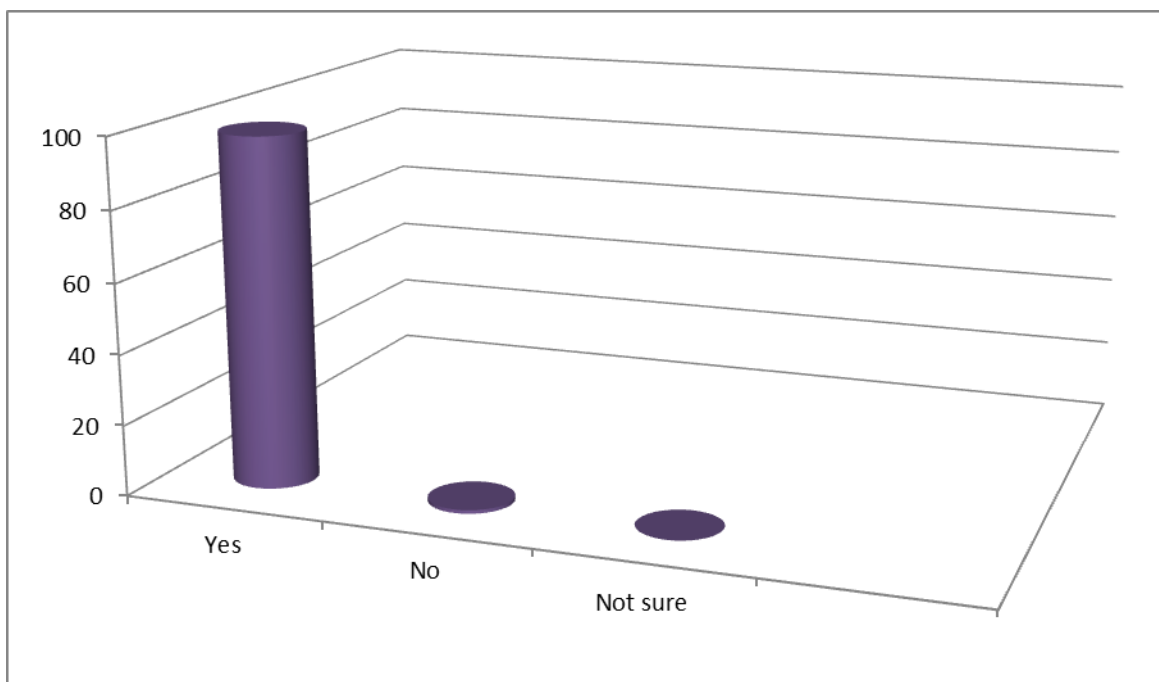
Excellent price for how detailed and thorough the scan was and how much reassurance it provides.

22/3/2016 10:33

Upfront and honest- no hidden costs

16/3/2016 7:49

3) Were you given clear directions to Cherish-UK?



Comments:

When phoning I was given clear directions and where Cherish was located.

3/6/2016 18:38

Could have done with a small description of where it was from the high street - then again perhaps i didn't listen!

30/5/2016 13:23

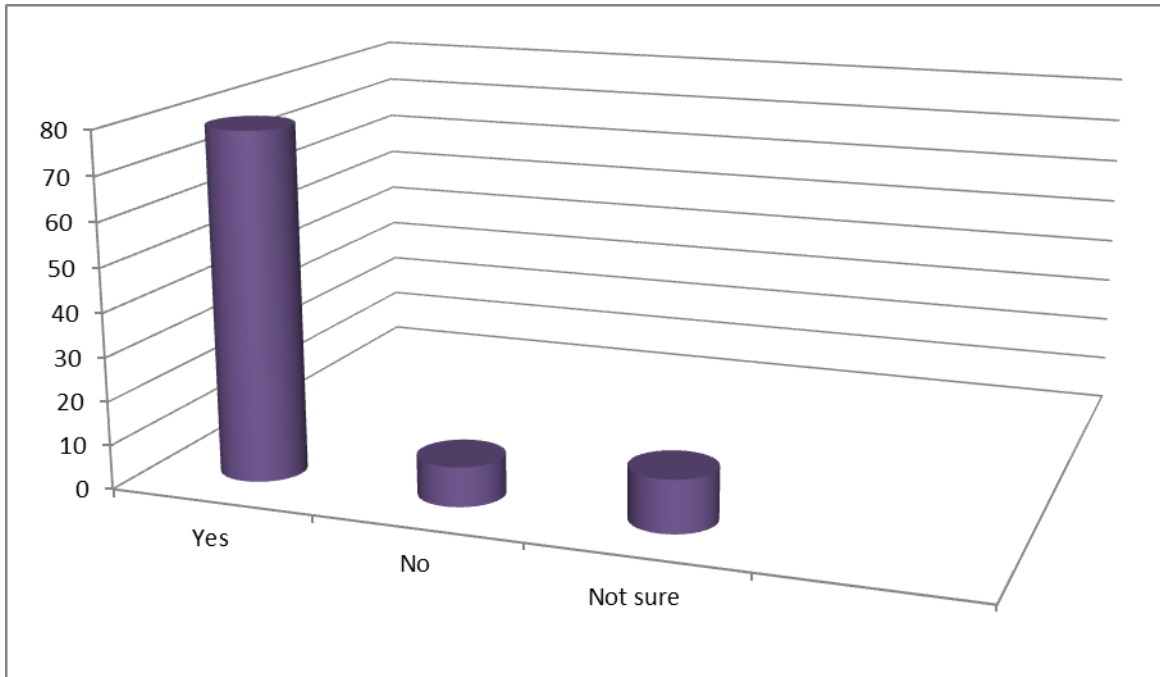
Together with advice on where to park

22/4/2016 18:57

Excellent information provided

16/3/2016 7:49

4) Were you informed that there were two flights of stairs to climb at Cherish-UK?



Comments:

Can't remember

20/7/2016 23:52

Not really important

20/7/2016 21:54

My husband took the instructions.

11/6/2016 10:46

Didn't matter.

29/5/2016 16:18

On the telephone

19/5/2016 18:48

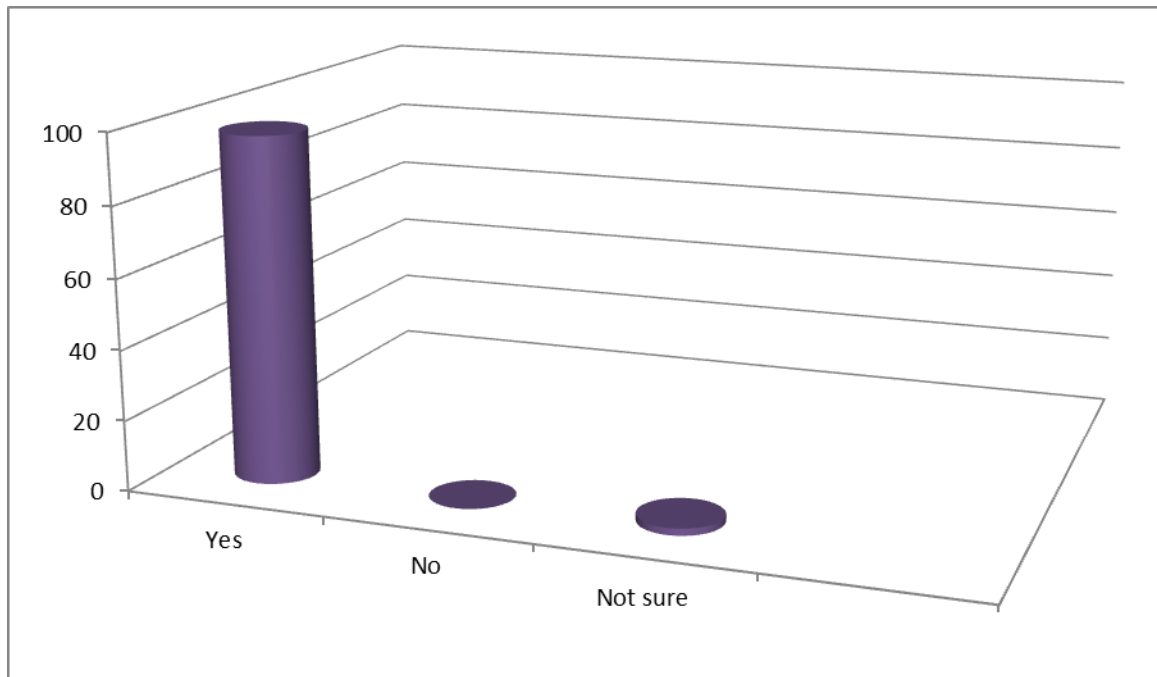
But this was No issue at all

2/5/2016 21:52

They weren't that steep!!!

22/3/2016 10:33

5) Did the Cherish-UK staff introduce themselves by name when you arrived?



Comments:

Everything was explained more thoroughly than our last scan for our last child at the NHS Hospital where we had him.

20/7/2016 23:52

Staff are very kind, helpful and friendly.

20/7/2016 17:26

Very friendly

19/5/2016 18:48

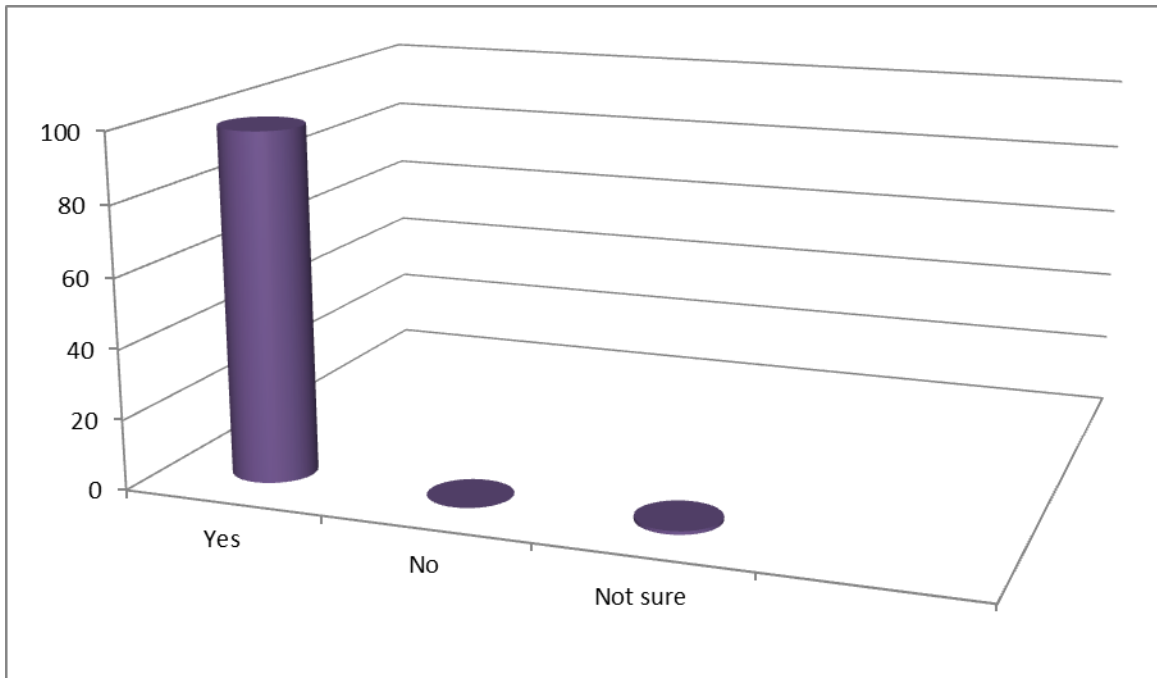
Cannot remember

4/4/2016 10:40

Very warm welcome from Jacqui felt comfortable instantly.

22/3/2016 10:33

6) Were the premises, including the toilet facilities, clean and tidy?



Comments:

Very clean!
11/6/2016 10:46

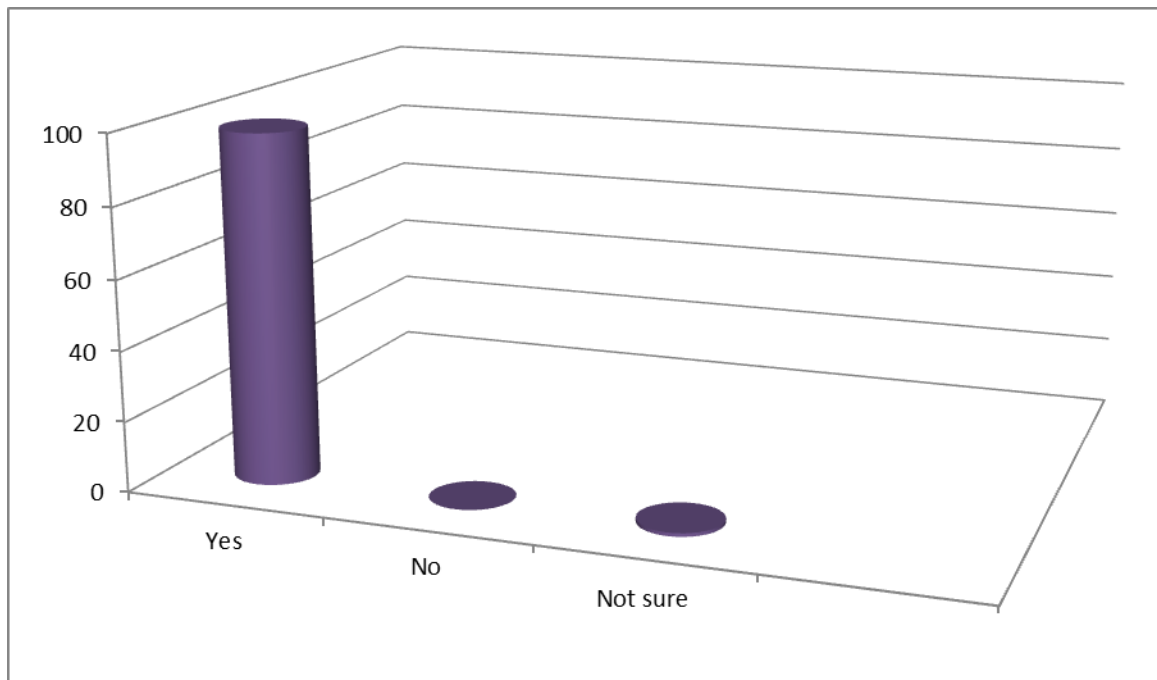
Very clean
3/6/2016 18:38

Very clean
10/4/2016 16:52

Very clean and comfortable.
22/3/2016 10:33

Outstanding environment
16/3/2016 7:49

7) Did you feel you were able to ask questions during your consultation?



Comments:

All questions were answered very clearly
20/7/2016 17:59

Very professional would definitely use again and highly recommend to anyone with any worries.
20/7/2016 23:52

Felt very comfortable
18/7/2016 18:24

I gained more information during one scan than I have from my two NHS scans. There was no rush and a lot of time was taken to answer my questions.
18/7/2016 17:26

Very helpful and supportive
15/7/2016 13:47

Cherish provides an opportunity to obtain clear early & pre-pregnancy advice as well as providing a scanning service
30/6/2016 19:47

I even emailed Diana after my appointment with further questions and she replied really quickly.

30/6/2016 18:51

Diana was very approachable. Very friendly.

11/6/2016 10:46

Felt extremely comfortable to ask anything

3/6/2016 18:38

Extremely helpful, and explained everything thoroughly

27/5/2016 23:53

Felt very comfortable and at ease

19/5/2016 18:48

So friendly and helpful, very reassuring!

2/5/2016 21:52

Everything explained in detail, time taken to answer our questions.

24/4/2016 16:45

Absolutely Jacqui put me at ease and was very helpful. I felt able to ask her lots of questions on a range of areas not just to do with the scan

22/4/2016 18:57

Very much so, very reassuring and made me feel very comfortable at an upsetting time.

16/4/2016 21:23

I asked lots of questions that were all answered and put my mind at rest.

11/4/2016 21:40

I was made to feel comfortable at all times.

10/4/2016 16:52

Yes and i asked lots too. ;-)

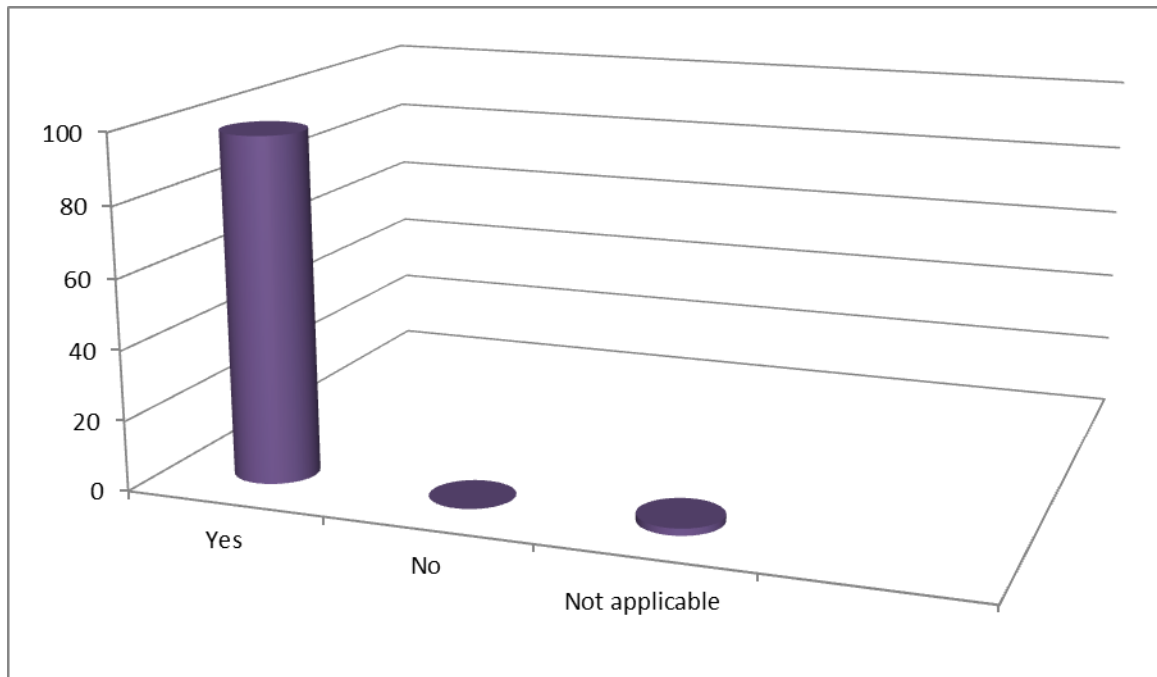
8/4/2016 20:54

Could ask Jacqui anything and she answered every question I had, unlike the NHS, the appointment was not rushed, and she explained everything in clear detail.

Brilliant!

22/3/2016 10:3

8) Did you receive your scan report promptly following your scan appointment?



Comments:

So quick

20/7/2016 11:42

Jacqui was so efficient I received it incredibly fast and even before I had finished telling my partner the good news

20/7/2016 19:20

Received the scan report within 10minutes of leaving

20/7/2016 18:24

It was available through my email before I even got home!!!!

20/7/2016 17:26

Very quick response

13/7/2016 20:54

I was able to get in that same day which was amazing

9/6/2016 11:15

Even before I got home (10 minutes away) Great service!

3/6/2016 18:38

Even though we had a late appointment still rec'd report same evening - great!

16/5/2016 23:25

Within 5 minutes!
2/5/2016 21:52

I was given the hard copies at the appointment and had the report via email within a matter of approx 20 minutes. Very happy with this.
22/4/2016 11:40

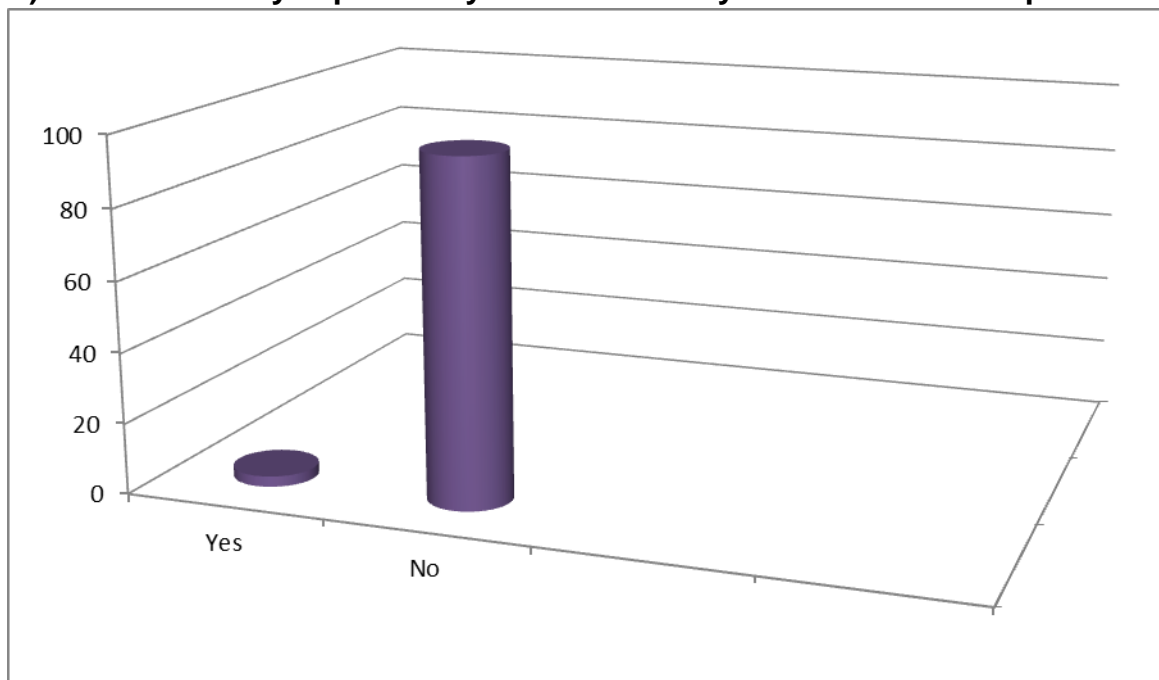
Within half an hour via email.
7/4/2016 15:02

Within half an hour!
22/3/2016 15:40

Received the report within 20 minutes of leaving the premises!!
22/3/2016 10:33

Extremely quickly
5/3/2016 18:00

9) Were there any aspects of your care which you feel could be improved?



Comments:

Everything was excellent
20/7/2016 19:20

Very happy with the care received
20/7/2016 17:59

Treated very well and very professionally, they even did our scan within an hour of us contacting them and on a Sunday even though the NHS hospital refused even though it should have been an emergency but well worth the money and a big THANK YOU

20/7/2016 23:52

A 1st class, personal, professional service. Tremendous value for money!

20/7/2016 17:26

Overall great experience!

11/6/2016 10:46

Very happy with care that was given

30/5/2016 18:57

I'm a big man and those chairs to sit on by my wife were very flimsy and looked like they would break. I would invest in a few quality sturdy comfy chairs for partners/husbands/people coming with the person being scanned.

28/5/2016 21:29

Staff are amazing at Cherish , so kind , professional and caring . Fantastic service always .

28/5/2016 10:15

Couldnt ask for more politeness or helpfulness

16/5/2016 23:25

My local clinics won't scan till at least 7 weeks and charge between £100-£120 for an early scan, with no second scan offer. I fully understood that it was my risk having an early scan as to whether much will be detected. For £80 ladies will take that risk of having scans at 6 weeks just for a slight chance of knowing that everything is in the right place. Thank you so much for your quick response and squeezing me in today, will certainly be sleeping better at night and hopefully will be back in a few weeks just to double check its ok ;) Thank you again

7/5/2016 11:45

Excellent service

2/5/2016 21:52

Everything was great

28/4/2016 20:54

I am very pleased with the service I have received. My only wish is that it wasn't quite so far to travel for an appointment!

22/4/2016 18:57

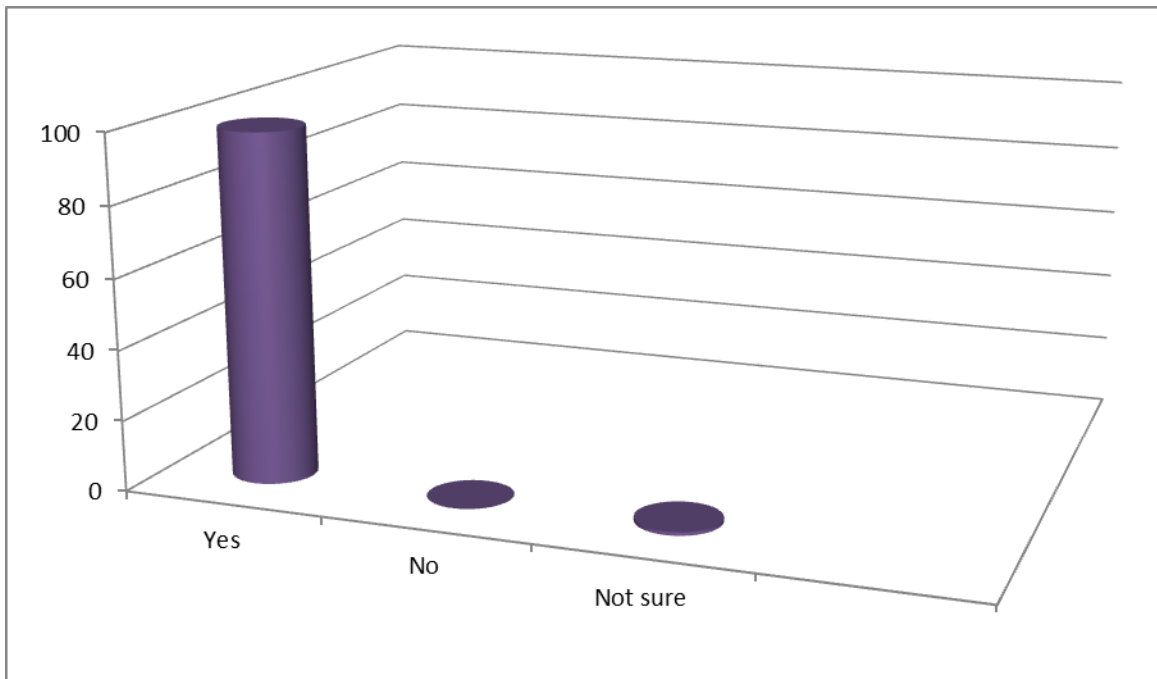
Can't fault the service at all.
11/4/2016 21:40

I found Jacqui to be very nice and extremely professional and reassuring.
28/3/2016 22:21

Whole experience was perfect! There were no aspects that I would change, very happy!
22/3/2016 10:33

The building and staff Jacqui & Diana are very helpful, kind and professional. I found the whole experience there very relaxing.
16/3/2016 5:3

10) Would you recommend Cherish-UK to others?



Comments:

Definitely 100%
20/7/2016 19:20

Would strongly recommend
20/7/2016 17:59

Jacqui was very lovely, made us feel totally comfortable and answered all our concerns and questions with no problem at all.
20/7/2016 19:53

Most definitely
20/7/2016 15:04

Definitely 100% ... Beats NHS any day (even Sunday)
20/7/2016 23:52

Caring and friendly yet professional, clinical and clear.
18/7/2016 23:31

Extremely friendly, professional and caring. Would definitely recommend. I'm so happy I went there!!
16/7/2016 19:45

I expect very high standards, and it's not often I would recommend a business, however I would be very happy to recommend Cherish-UK.
15/7/2016 13:47

Definitely!! Jackie got my in at very short notice which is fantastic so I could stop worrying and enjoy my weekend!
14/7/2016 6:02

Absolutely. Couldn't have asked for a more professional and caring experience. Thank you Jacqui!
4/7/2016 16:21

I would highly recommend Cherish UK, we have seen Jacqui twice now for reassurance scans and on both occasions she has been more than helpful, reassuring and informative. We could not have asked for better care.
3/7/2016 17:25

Definitely
1/7/2016 16:39

I have done
30/6/2016 19:47

Most definitely
28/6/2016 13:13

I have already - lots
13/6/2016 9:07

The service I received was fantastic and I could not fault it. I would definitely recommend to others. Thank you
6/6/2016 11:58

Definitely

3/6/2016 18:38

Jacqui was extremely helpful and informative and put us at ease from the second we arrived, I would highly recommend Cherish UK to others looking for reassurance early on.

2/6/2016 6:53

Excellent service would highly recommend . Many thanks

1/6/2016 11:14

Super helpful, flexible and reasonably priced - excellent service too

30/5/2016 13:23

And would come back again all being well later down the line.

19/5/2016 18:48

100% and will be back for 3D scan

16/5/2016 23:25

I found your clinic very quick and easy via yahoo search engine, and was happy with the free parking advice.

7/5/2016 11:45

I thought the service was amazing, you were very helpful and reassuring.

5/5/2016 18:48

Brilliant, thank you so much.

24/4/2016 16:45

Definitely! The whole experience from the details on the website, booking an appointment and my consultation has been excellent. Jacqui was extremely helpful and professional. I hope to be back in the future for happier reasons - fingers crossed!

22/4/2016 18:57

Excellent service from welcoming and professional staff. Reasonable prices. Will definitely recommend Cherish-UK to others.

22/4/2016 12:22

I would definitely recommend Cherish UK and would definitely use the service again.

20/4/2016 18:43

Definitely

16/4/2016 21:23

A fantastic experience for us, so glad we found you!

14/4/2016 8:43

Jackie made us feel comfy even though we were very nervous

13/4/2016 21:12

I already have

11/4/2016 21:40

Already have, very pleased with the service and reassurance given

10/4/2016 20:13

100%

10/4/2016 16:52

Most definitely

4/4/2016 10:40

I already have

28/3/2016 22:21

Anytime!

22/3/2016 10:33

The whole experience was amazing and Jackie was fantastic, she explained everything and really put us at ease. Thank you

18/3/2016 19:15

i would not hesitate in recommending this company and will use again ourselves.

16/3/2016 7:49

Thank you so much, i will be using Cherish again for more scans. Thank you.

16/3/2016 5:37

Without hesitation

5/3/2016 18:00

Would definitely recommend, and should I need a private scan in the future they would be my first choice.

2/3/2016 22:50