



Client Experience Report



Patient Feedback Ratings Overview

We invite clients across our psychology services to share feedback on their experience, with their consent, on an anonymous basis. This report summarises responses received to date.

Sample: 13 respondents

Method: Voluntary, anonymous post-service feedback survey (collected with patient consent), self-reported ratings on a 5-point scale

Measure	Result
Felt treated with respect and professionalism	100%
Felt concerns were listened to and understood	92%
Found the booking and appointment process straightforward	85%
Found communication clear and easy to understand	85%
Rated overall experience 4-5 stars	98%
Overall average rating	4.9 / 5 