

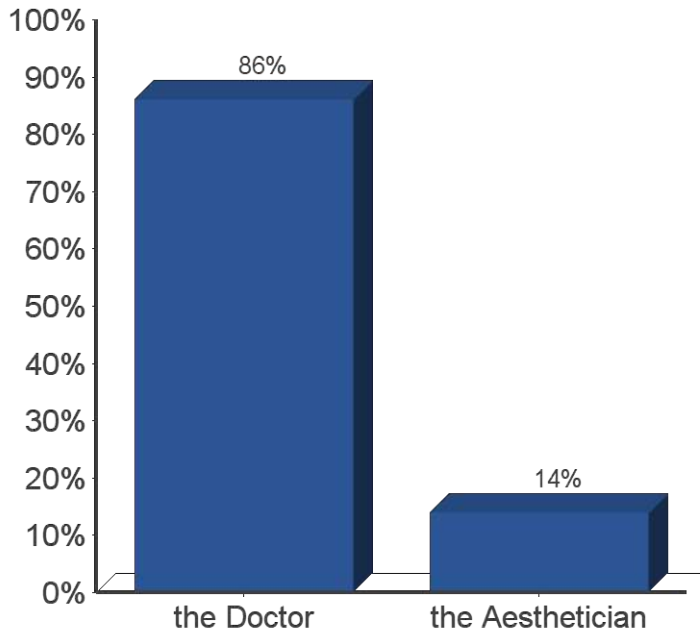


QUINN CLINICS

Patient Satisfaction Survey Report

Date: 2019-10-22

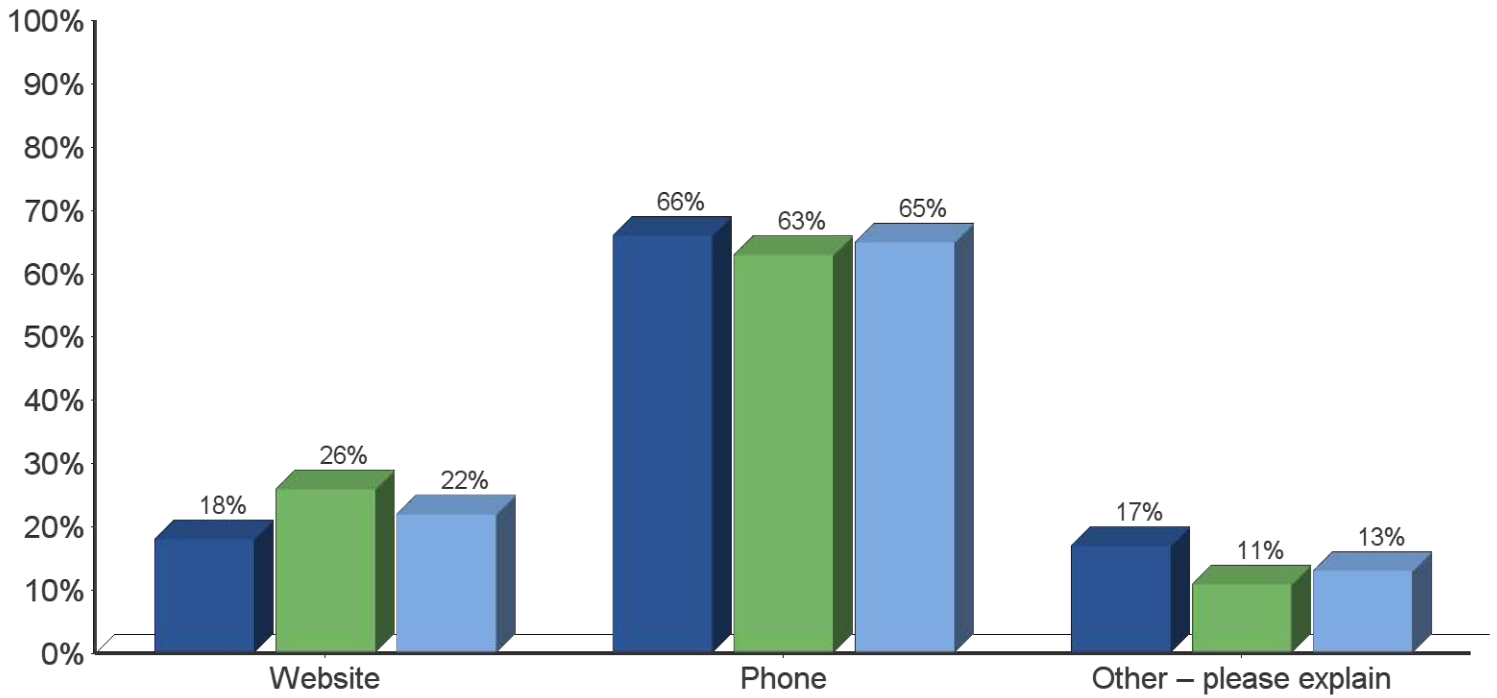
Q2. Please select the provider you would like to survey:



Answer	Response	%
the Doctor	172	86.43%
the Aesthetician	27	13.57%
Total	199	100.00%

Q3. Did you first contact us by phone or through our website?

■ Quinn Clinics 2019 ■ Quinn Clinics 2017 ■ Global Benchmark



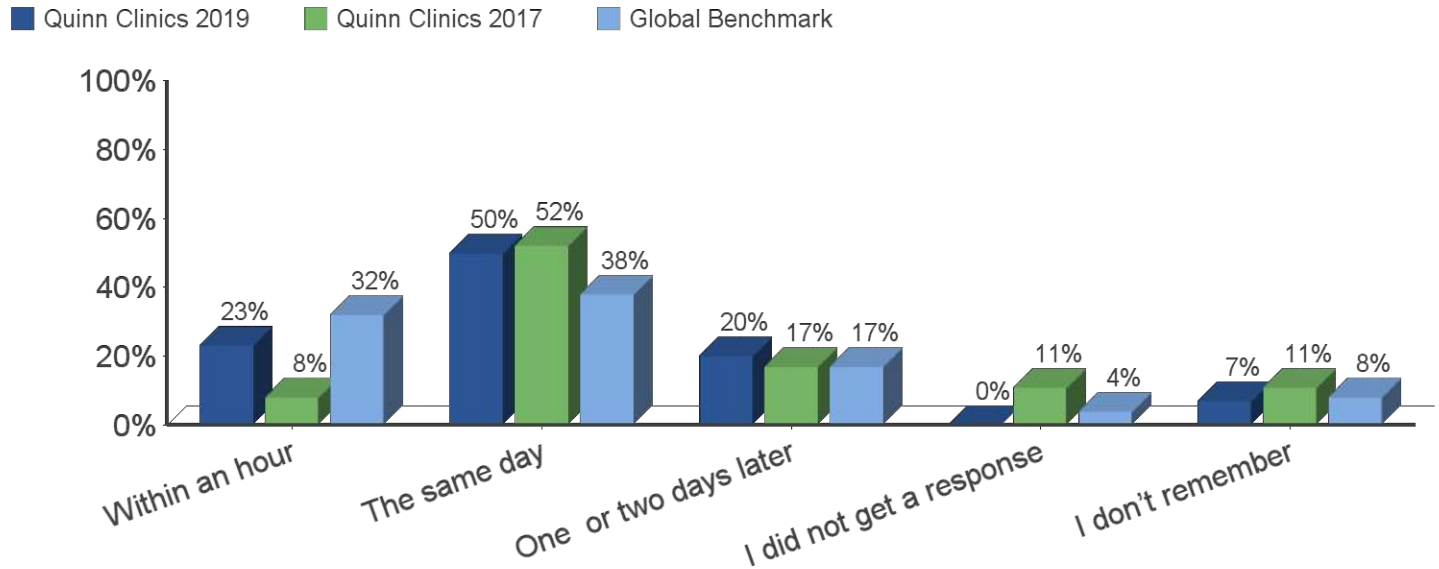
Choice	Quinn Clinics 2019	Quinn Clinics 2017	Global Benchmark
Website	17.65%	25.63%	22.27%
Phone	65.78%	63.18%	64.51%
Other – please explain	16.58%	11.19%	13.22%

Q3. Did you first contact us by phone or through our website?

End Date	Other:
2019-09-06 07:04:35	reccomendation
2019-09-03 00:07:29	Rojiv Grover
2019-08-23 07:44:59	It was a recommendation a long time ago
2019-08-29 05:42:05	I went to a clinic called fresh and was seen by John Quinn and have followed him ever since !
2019-08-27 01:31:22	Reccomended by a friend
2019-08-26 06:03:32	A friend made the recommendation and she booked the appointment.
2019-08-24 13:57:08	Referral
2019-08-23 06:57:55	Recommended
2019-08-23 01:43:07	Word of mouth
2019-08-22 13:28:25	Already known to each other
2019-08-22 11:33:47	Recommend
2019-08-22 10:24:14	I rang and spoke to the lovely staff who gave me all the information think I have been going there 5 years and john is amazing hes excellent at his job and would not go else where !well done john
2019-08-22 07:09:40	recommendation
2019-08-22 04:57:16	I am a long term client
2019-08-22 01:17:50	previous client
2019-08-22 01:11:48	Through a friend
2019-08-21 18:49:32	I was a model for dr Quinn
2019-08-21 15:19:41	Recommended
2019-08-21 15:14:01	Recommend
2019-08-21 14:58:51	Previous client

2019-08-21 14:11:28	Recommended by friend
2019-08-21 13:43:59	Recommendation
2019-08-21 11:50:13	Referral
2019-08-21 11:43:52	Website
2019-08-21 11:34:11	recommended by friend
2019-08-21 11:05:20	Recommendation from a friend and i visited with her
2019-08-21 10:46:09	Through my mother in law who recommended
2019-08-21 10:34:48	Harley clinic Dublin
2019-08-21 10:32:46	Through my daughter
2019-08-21 10:31:29	Friend recommended
2019-08-21 06:57:40	social media

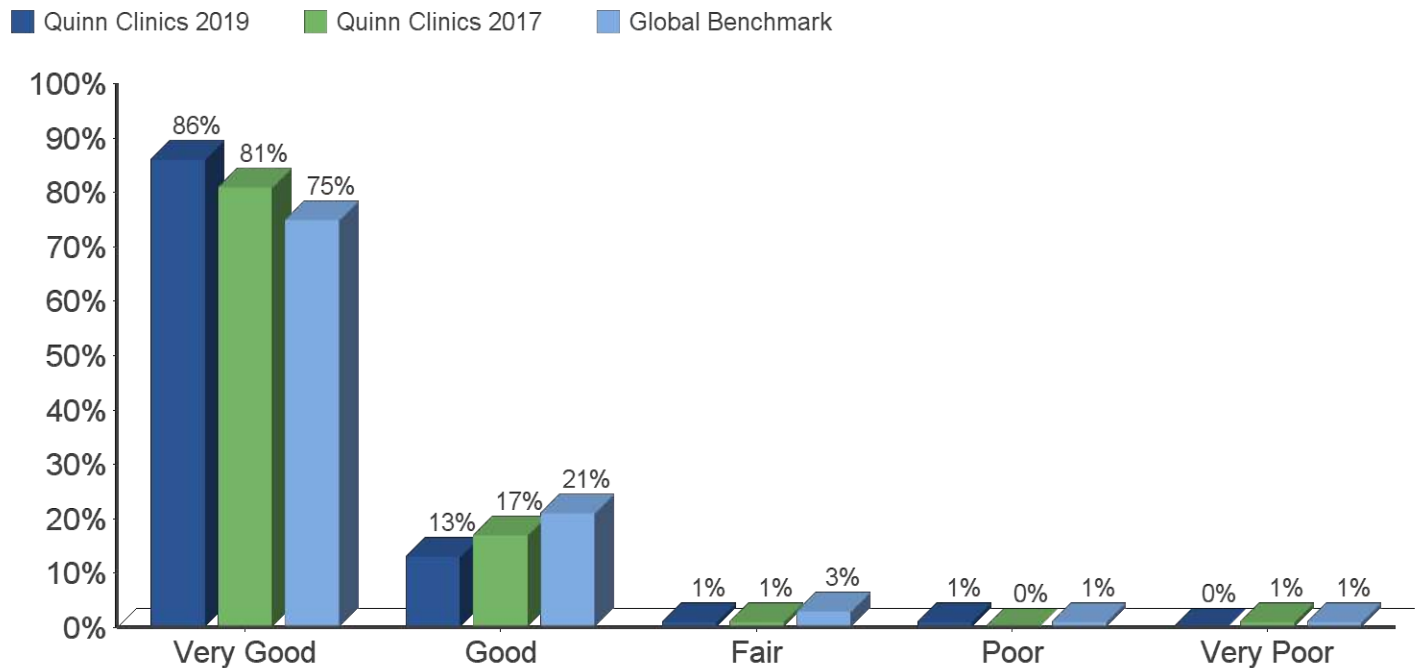
Q4. How quickly did you get a response to your website inquiry?



Choice	Quinn Clinics 2019	Quinn Clinics 2017	Global Benchmark
Within an hour	23.33%	8.45%	32.13%
The same day	50.00%	52.11%	37.86%
One or two days later	20.00%	16.90%	17.32%
I did not get a response	-	11.27%	4.19%
I don't remember	6.67%	11.27%	8.50%

Statistic	Quinn Clinics 2019	Quinn Clinics 2017	Global Benchmark
Min Value	1	1	1
Max Value	5	5	5
Mean	3.83	3.35	3.81
Variance	1.04	1.32	1.39
Standard Deviation	1.02	1.15	1.18
Total Responses	30	71	1553
Total Respondents	30	71	1553

Q5. Please rate the handling of your phone call when you made your appointment:



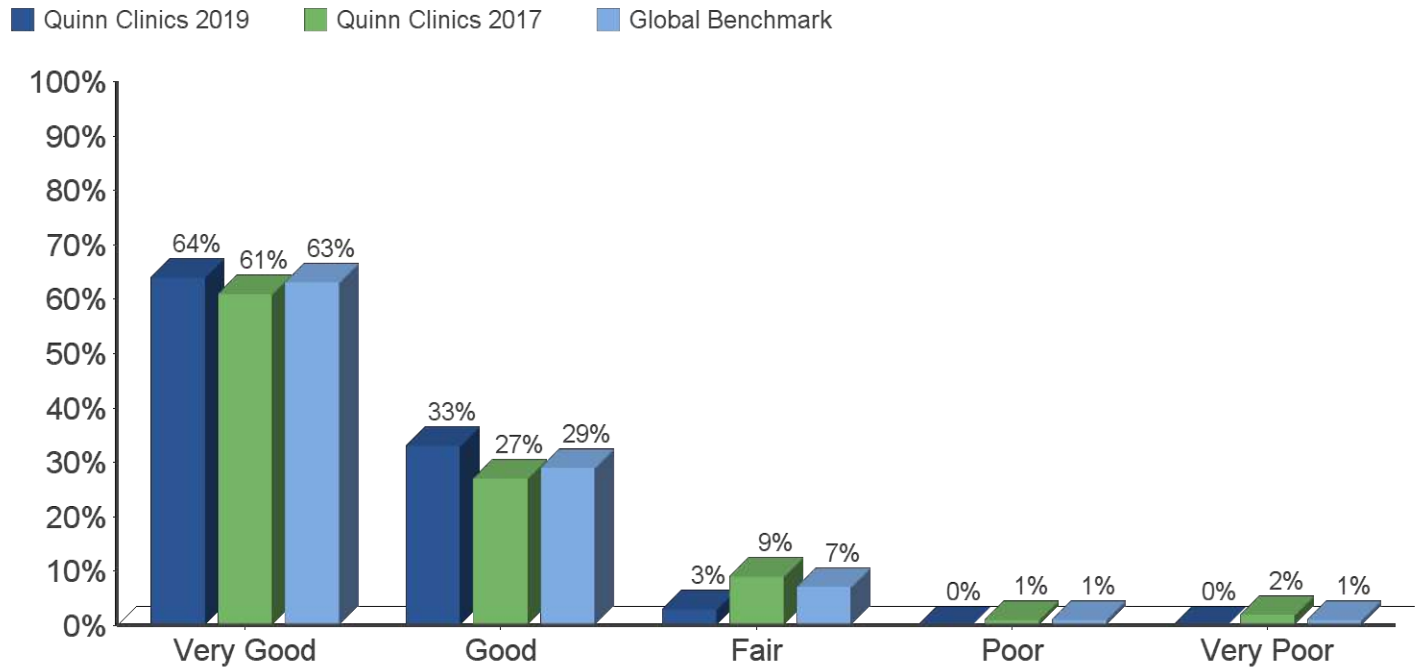
Choice	Quinn Clinics 2019	Quinn Clinics 2017	Global Benchmark
Very Good	85.64%	80.51%	75.10%
Good	13.26%	16.54%	20.53%
Fair	0.55%	1.47%	3.12%
Poor	0.55%	-	0.58%
Very Poor	-	1.47%	0.67%

Statistic	Quinn Clinics 2019	Quinn Clinics 2017	Global Benchmark
Min Value	2	1	1
Max Value	5	5	5
Mean	4.84	4.75	4.69
Variance	0.18	0.4	0.39
Standard Deviation	0.42	0.63	0.63
Total Responses	181	272	10370
Total Respondents	181	272	10370

Q6. Please explain your concerns about the handling of your phone call:

End Date	Please explain your concerns about the handling of your phone call:
-	-

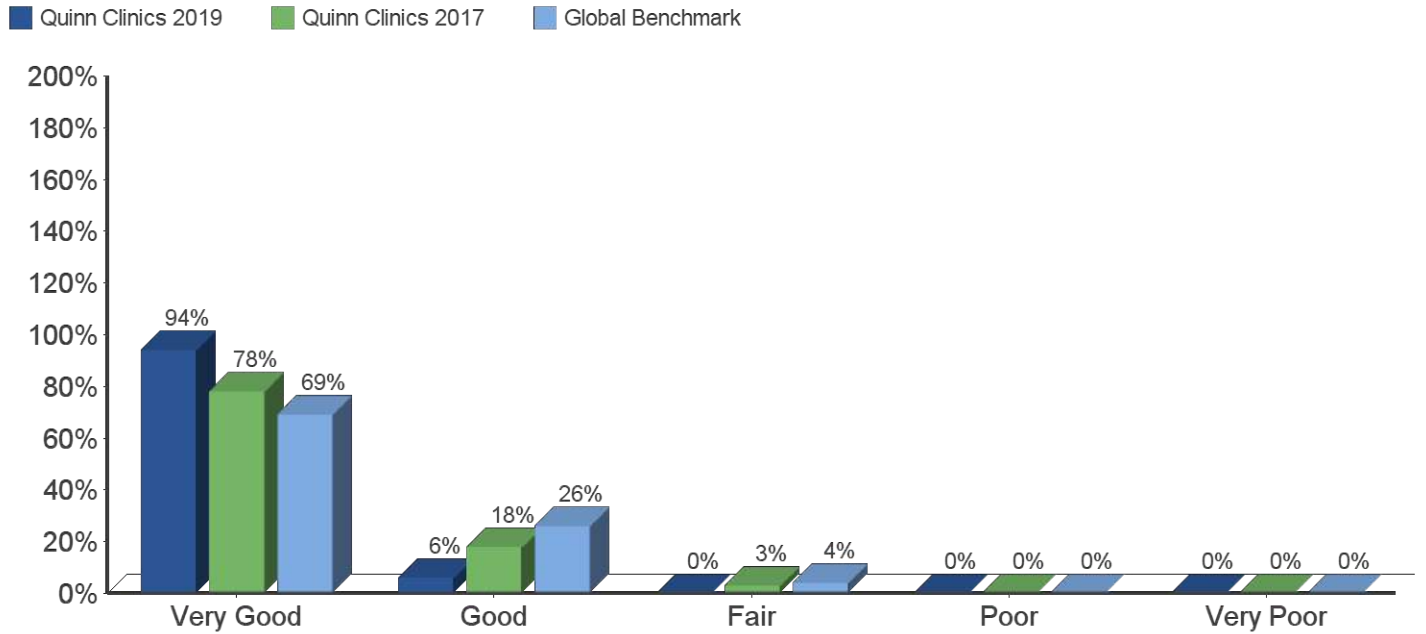
Q7. Please rate how well we were able to accommodate your appointment as soon as you wanted it:



Choice	Quinn Clinics 2019	Quinn Clinics 2017	Global Benchmark
Very Good	64.05%	61.33%	63.01%
Good	32.68%	26.56%	28.88%
Fair	3.27%	8.98%	6.60%
Poor	-	0.78%	0.89%
Very Poor	-	2.34%	0.63%

Statistic	Quinn Clinics 2019	Quinn Clinics 2017	Global Benchmark
Min Value	3	1	1
Max Value	5	5	5
Mean	4.61	4.44	4.53
Variance	0.31	0.76	0.51
Standard Deviation	0.55	0.87	0.71
Total Responses	153	256	5274
Total Respondents	153	256	5274

Q11. Please rate the appearance of our facility:



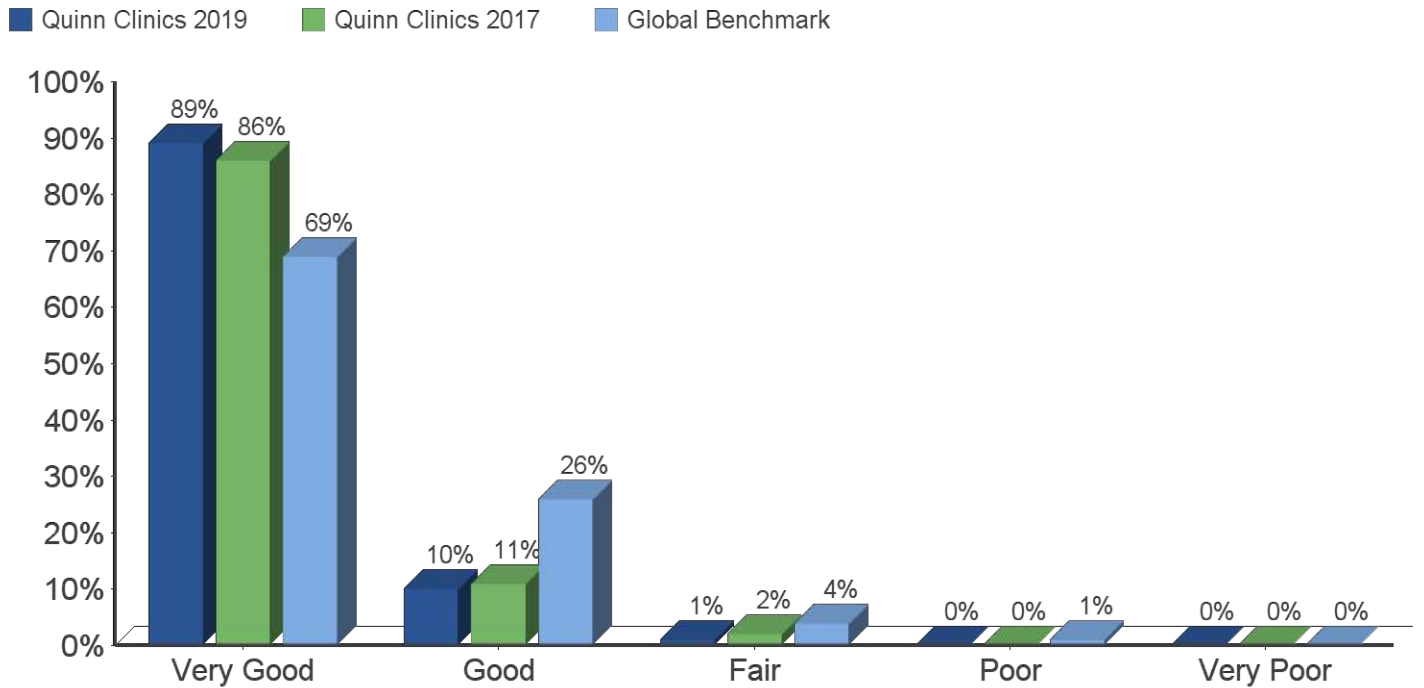
Choice	Quinn Clinics 2019	Quinn Clinics 2017	Global Benchmark
Very Good	94.22%	77.74%	69.29%
Good	5.78%	18.49%	26.00%
Fair	-	3.40%	4.24%
Poor	-	0.38%	0.26%
Very Poor	-	-	0.21%

Statistic	Quinn Clinics 2019	Quinn Clinics 2017	Global Benchmark
Min Value	4	2	1
Max Value	5	5	5
Mean	4.94	4.74	4.64
Variance	0.05	0.29	0.36
Standard Deviation	0.23	0.53	0.6
Total Responses	173	265	7570
Total Respondents	173	265	7570

Q12. Please explain your concerns with the appearance of our facility

End Date	Please explain your concerns with the appearance of our facility:
-	-

Q14. Please rate the person who greeted you when you arrived for your appointment:



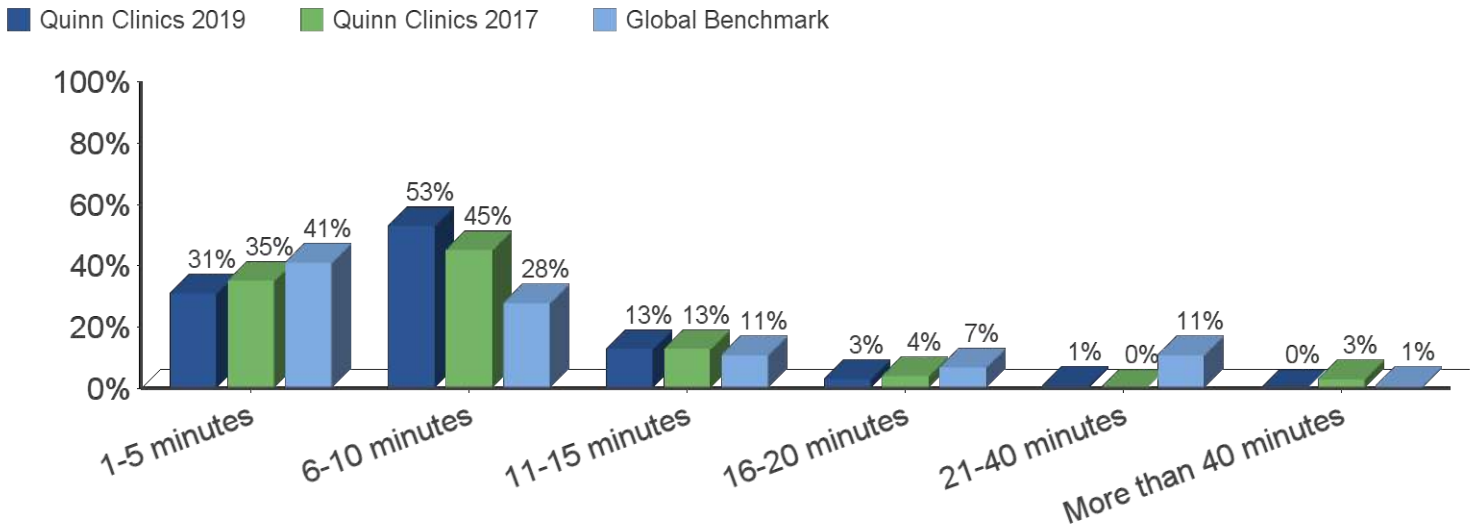
Choice	Quinn Clinics 2019	Quinn Clinics 2017	Global Benchmark
Very Good	89.10%	86.43%	69.32%
Good	9.62%	10.85%	25.85%
Fair	1.28%	2.33%	3.76%
Poor	-	-	0.65%
Very Poor	-	0.39%	0.43%

Statistic	Quinn Clinics 2019	Quinn Clinics 2017	Global Benchmark
Min Value	3	1	1
Max Value	5	5	5
Mean	4.88	4.83	4.63
Variance	0.13	0.24	0.4
Standard Deviation	0.37	0.49	0.63
Total Responses	156	258	8415
Total Respondents	156	258	8415

Q15. Please explain your concerns about the person who greeted you

End Date	Please explain your concerns about the person who greeted you:
-	-

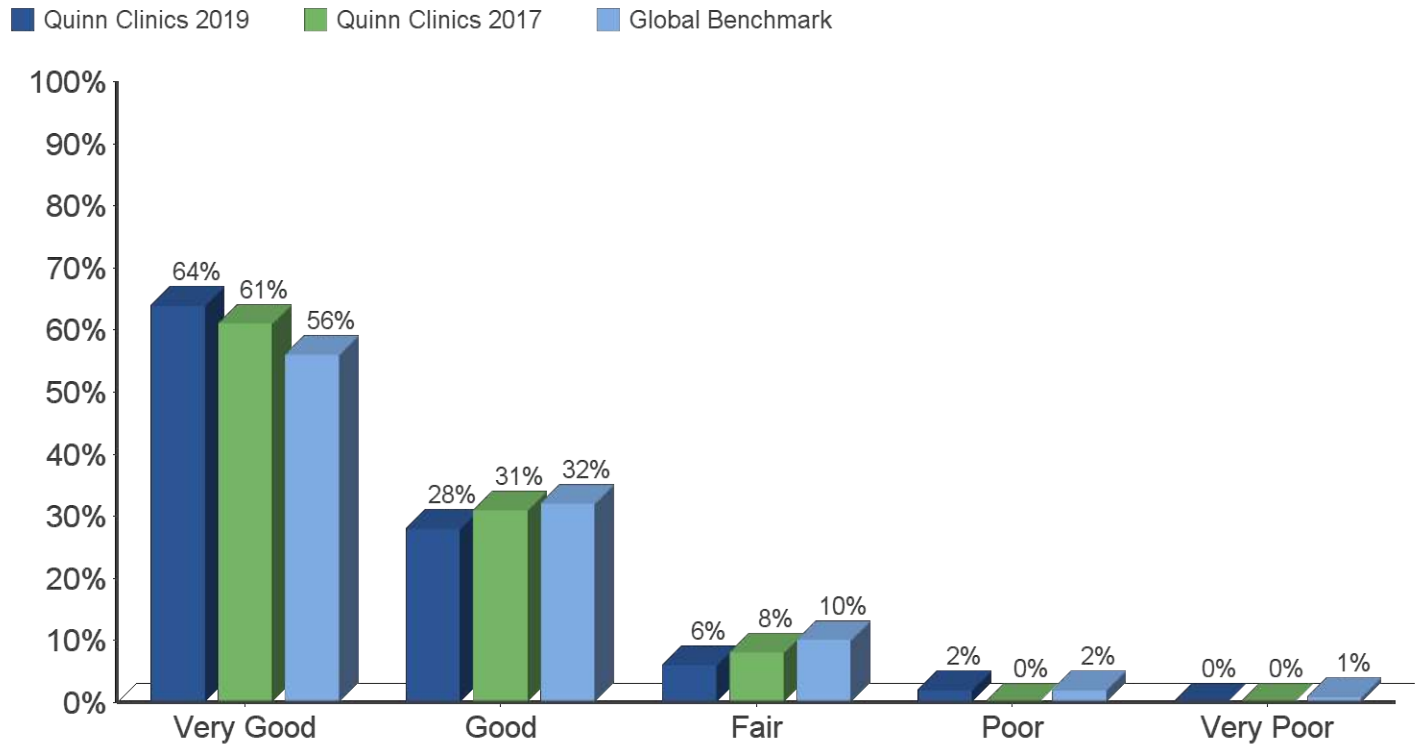
Q18. How many minutes did you wait in the reception area before being taken to the consult room?



Choice	Quinn Clinics 2019	Quinn Clinics 2017	Global Benchmark
1-5 minutes	0.56%	35.00%	41.47%
6-10 minutes	2.79%	45.38%	28.36%
11-15 minutes	12.85%	12.69%	10.65%
16-20 minutes	53.07%	3.85%	7.11%
21-40 minutes	30.73%	0.38%	11.15%
More than 40 minutes	-	2.69%	1.26%

Statistic	Quinn Clinics 2019	Quinn Clinics 2017	Global Benchmark
Min Value	1	0	0
Max Value	5	5	5
Mean	1.89	4.03	3.78
Variance	0.59	1.1	1.96
Standard Deviation	0.77	1.05	1.4
Total Responses	179	260	3417
Total Respondents	179	260	3417

Q21. Please rate the amount of time you waited in the reception area and consult room:



Choice	Quinn Clinics 2019	Quinn Clinics 2017	Global Benchmark
Very Good	63.91%	60.71%	56.08%
Good	28.40%	30.95%	31.63%
Fair	5.92%	8.33%	9.71%
Poor	1.78%	-	2.00%
Very Poor	-	-	0.58%

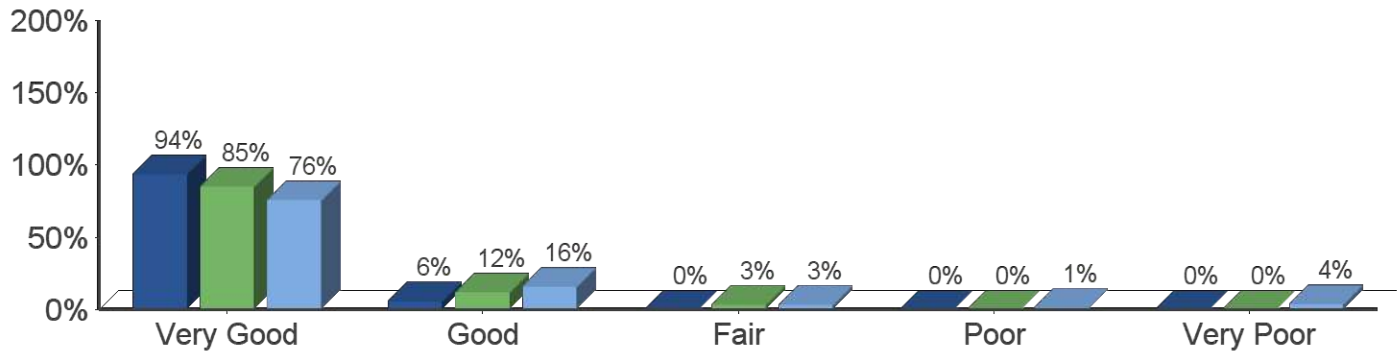
Statistic	Quinn Clinics 2019	Quinn Clinics 2017	Global Benchmark
Min Value	2	3	1
Max Value	5	5	5
Mean	4.54	4.52	4.41
Variance	0.48	0.42	0.63
Standard Deviation	0.69	0.65	0.79
Total Responses	169	252	4306
Total Respondents	169	252	4306

Q22. Please explain your concerns about your waiting time

End Date	Please explain your concerns about your waiting time:
2019-08-26 06:03:32	I was taken in for my appointment a good while after the time it was due.
2019-08-22 05:21:34	The doctor was late, stuck in demonstration traffic so it wasnt avoidable really
2019-08-21 10:35:00	I do tend to have a wait in reception. Everything else is great

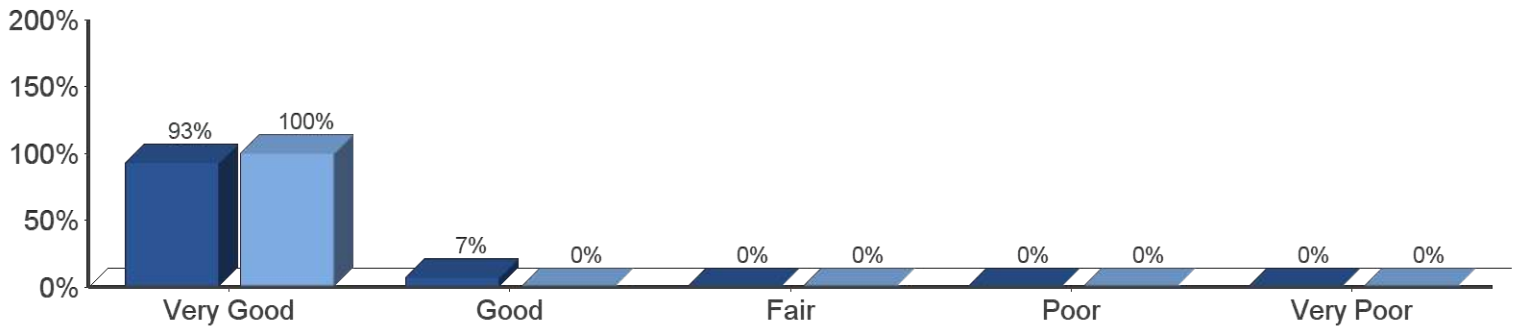
Q25. How well Provider listened to you:

■ Quinn Clinics 2019 ■ Quinn Clinics 2017 ■ Global Benchmark



Choice	Quinn Clinics 2019	Quinn Clinics 2017	Global Benchmark
Very Good	93.64%	84.92%	76.12%
Good	6.36%	12.30%	15.65%
Fair	-	2.78%	2.84%
Poor	-	-	1.36%
Very Poor	-	-	4.03%

■ Doctor ■ Aesthetician



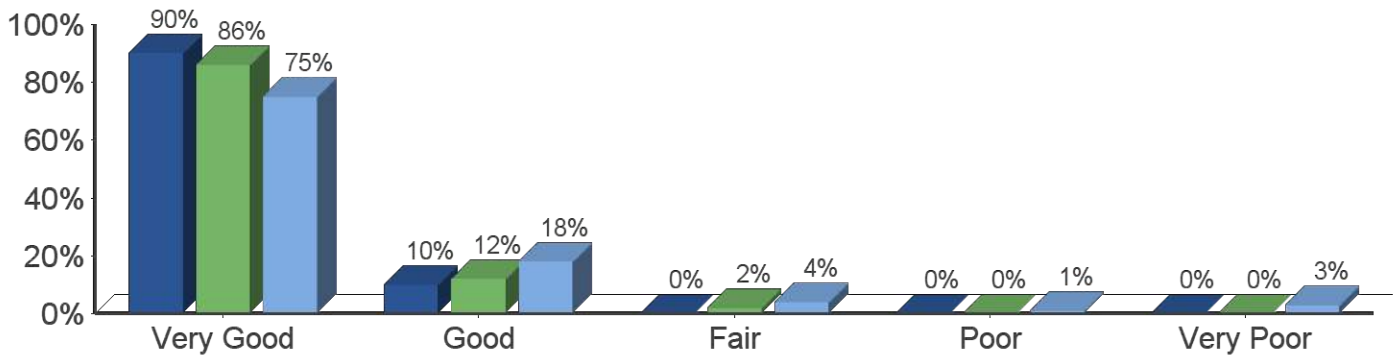
Statistic	Quinn Clinics 2019	Quinn Clinics 2017	Global Benchmark
Min Value	4	3	1
Max Value	5	5	5
Mean	4.94	4.82	4.58
Variance	0.06	0.2	0.86
Standard Deviation	0.24	0.45	0.93
Total Responses	173	252	10110
Total Respondents	173	252	10110

Q26. Please explain your concerns about how well Provider listened to you

End Date	Please explain your concerns about how well \${q://QID2/ChoiceGroup/SelectedChoices} listened to you:
-	-

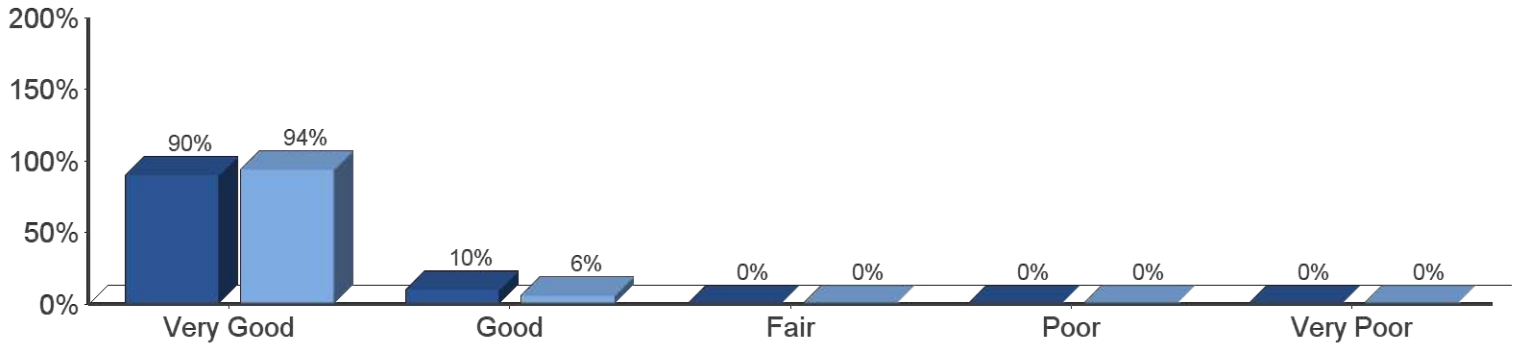
Q27. How well Provider explained the treatment options:

■ Quinn Clinics 2019 ■ Quinn Clinics 2017 ■ Global Benchmark



Choice	Quinn Clinics 2019	Quinn Clinics 2017	Global Benchmark
Very Good	90.36%	85.71%	74.60%
Good	9.64%	11.97%	18.03%
Fair	-	2.32%	3.55%
Poor	-	-	1.20%
Very Poor	-	-	2.61%

■ Doctor ■ Aesthetician

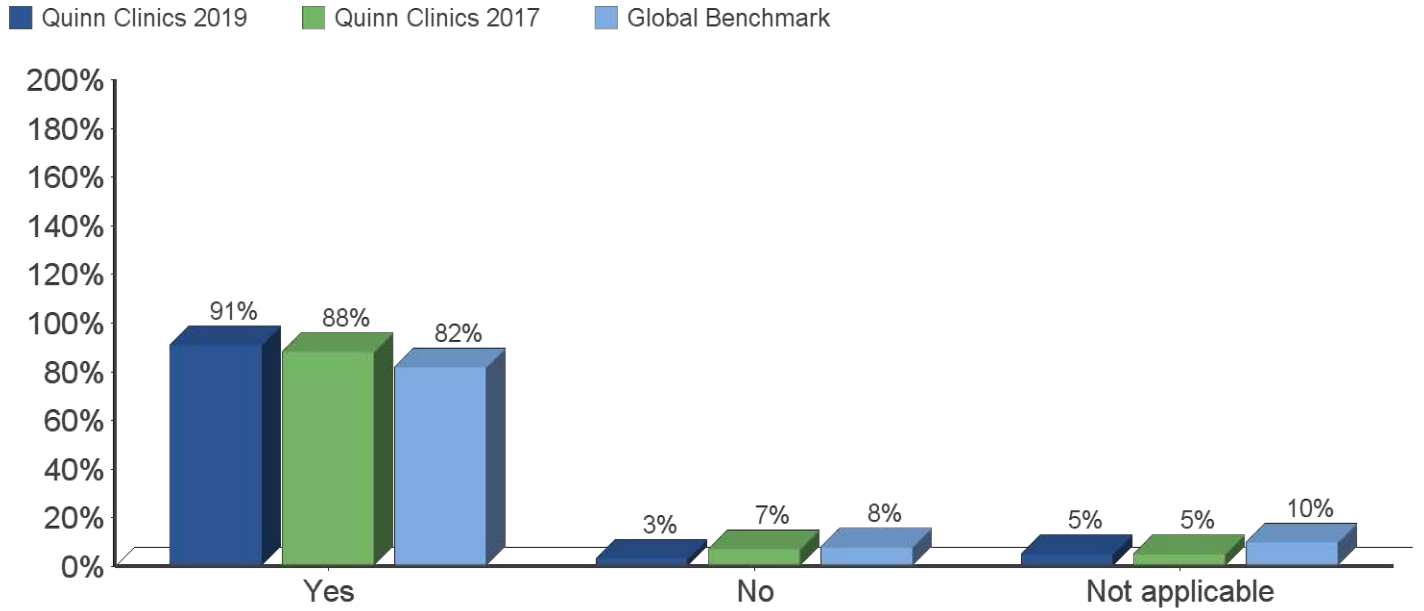


Statistic	Quinn Clinics 2019	Quinn Clinics 2017	Global Benchmark
Min Value	4	3	1
Max Value	5	5	5
Mean	4.9	4.83	4.61
Variance	0.09	0.19	0.7
Standard Deviation	0.3	0.43	0.83
Total Responses	166	259	10409
Total Respondents	166	259	10409

Q28. Please explain your concerns about how well Provider explained the treatment options

End Date	Please explain your concerns about how well \${q://QID2/ChoiceGroup/SelectedChoices} explained the treatment options:
-	-

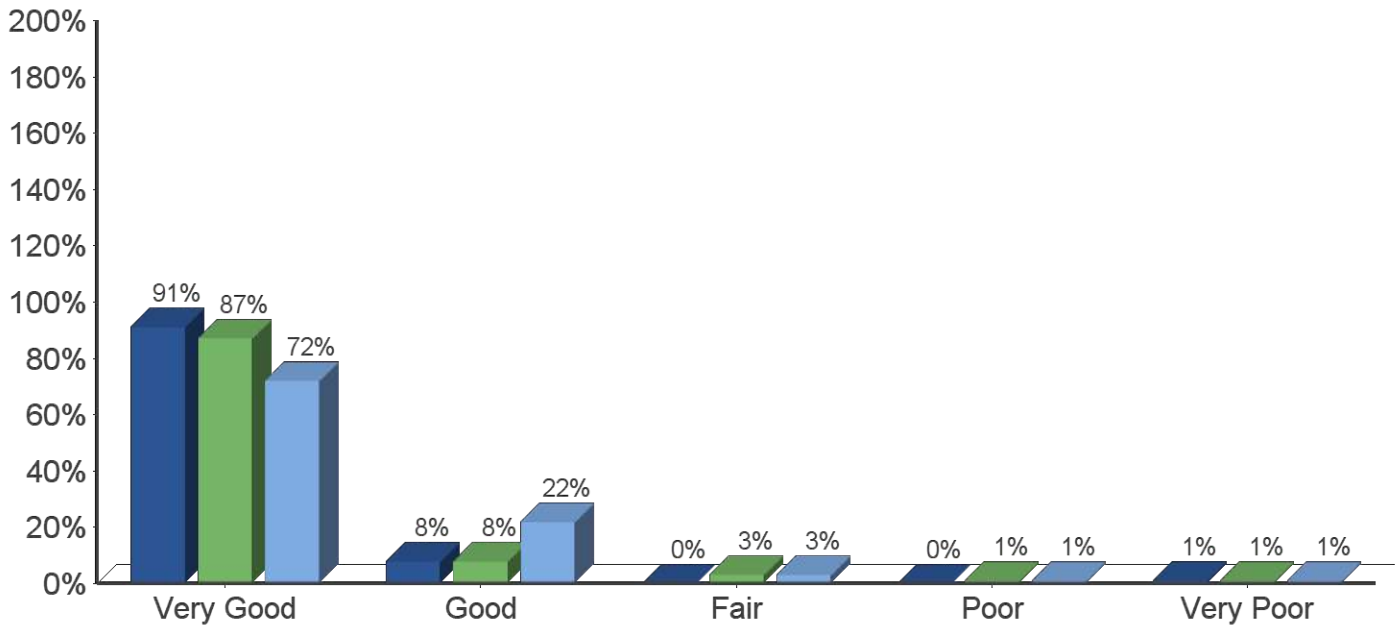
Q41. During your checkout, were you offered the opportunity to schedule your next appointment?



Choice	Quinn Clinics 2019	Quinn Clinics 2017	Global Benchmark
Yes	91.28%	88.46%	82.18%
No	3.49%	6.54%	7.94%
Not applicable	5.23%	5.00%	9.88%

Q53. Please rate your overall experience with our clinic:

■ Quinn Clinics 2019 ■ Quinn Clinics 2017 ■ Global Benchmark



Choice	Quinn Clinics 2019	Quinn Clinics 2017	Global Benchmark
Very Good	90.86%	86.54%	72.14%
Good	8.00%	8.46%	22.33%
Fair	-	3.08%	3.40%
Poor	-	0.77%	1.10%
Very Poor	1.14%	1.15%	1.03%

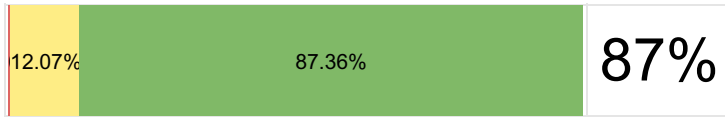
Statistic	Quinn Clinics 2019	Quinn Clinics 2017	Global Benchmark
Min Value	1	1	1
Max Value	5	5	5
Mean	4.87	4.78	4.63
Variance	0.25	0.42	0.49
Standard Deviation	0.5	0.65	0.7
Total Responses	175	260	10977
Total Respondents	175	260	10977

Q54. Please explain your concerns about your experience with our clinic

End Date	Please explain your concerns about your experience with our clinic:
-	-

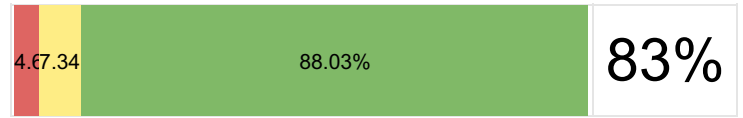
Q55. Would you recommend our services to your friends and family? (Please rank your likelihood on a scale of 0 to 10, with 10 being the most likely and 0 least likely)

Quinn Clinics 2019



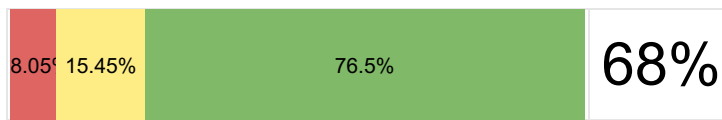
Detractors	Passive	Promoters	NPS®
0.57%	12.07%	87.36%	86.78%

Quinn Clinics 2016



Detractors	Passive	Promoters	NPS®
4.63%	7.34%	88.03%	83.40%

Global Benchmark



Detractors	Passive	Promoters	NPS®
8.05%	15.45%	76.50%	68.46%

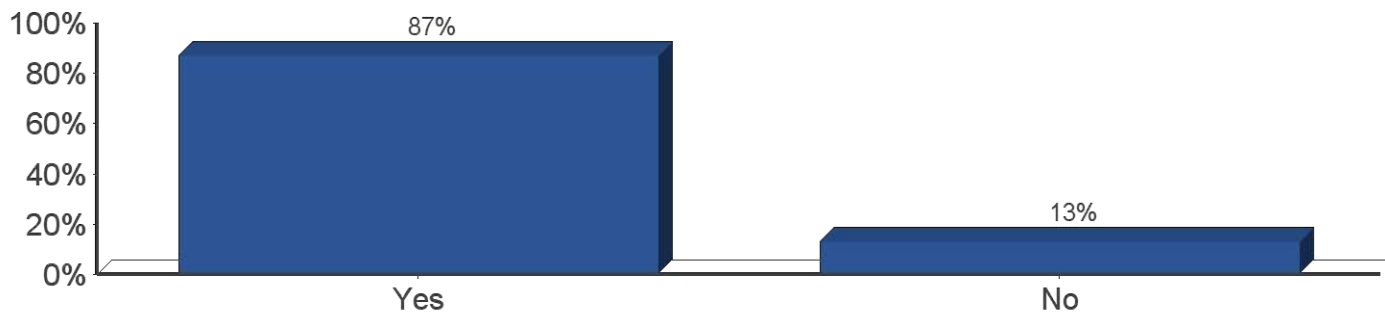
Net Promoter Score® is a simple method for approximating patients' willingness to recommend your practice to their friends. It uses a scale from 0 to 10 with a score of 0 meaning the patient would never refer a friend and 10 meaning they will enthusiastically recommend the practice. Patients marking 0 through 6 are considered detractors; 7 and 8 are passive patients and those marking 9 and 10 are promoters. The score is derived from subtracting the percentage of detractors from the percentage of promoters. Positive scores indicate good willingness to recommend; scores above 50% show high support for referring friends to the practice.

Statistic	Quinn Clinics 2019	Quinn Clinics 2017	Global Benchmark
Min Value	6	0	0
Max Value	10	10	10
Mean	9.61	9.43	9
Total Responses	174	259	10934

Q56. Please help us understand why you would not recommend our services:

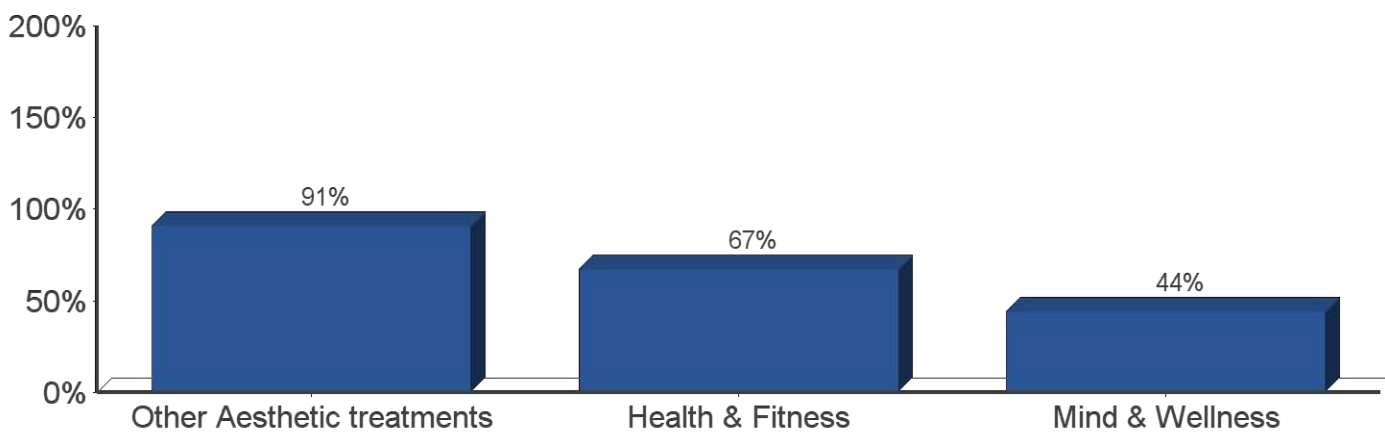
End Date	Please help us understand why you would not recommend our services:
-	-

Have you heard about the additional services that Quinn Clinic offers?



#	Answer	Bar	Response	%
1	Yes		151	86.78%
2	No		23	13.22%
	Total		174	100.00%

Which services?



#	Answer	Bar	Response	%
1	Other Aesthetic treatments		136	90.67%
2	Health & Fitness		100	66.67%
3	Mind & Wellness		66	44.00%

Q57. Your comments are the most important part of this survey. Please provide any additional thoughts or suggestions you may have.

End Date	Comments:
2019-10-22 05:24:03	very professional, beautiful premises, very clean
2019-10-16 10:51:42	I really like the new premises -very restful and airy . All the staff I have dealt with have been very professional yet approachable and friendly and are always happy to go the extra mile with any enquiries or appointment changes. Rachel has been a very competent and professional team member whom I have always had confidence in and trust
2019-10-08 06:23:25	Always pleased with services
2019-10-08 04:55:35	Always happy with the service and results
2019-09-27 08:51:43	If it isn't broke, don't fix it! Dr Quinn and his team know exactly how to treat their customers and have always provided me with a five star service. What I really like is that Dr Quinn, will never do a treatment just for the sake of it. He listens very carefully to your concerns and then advises the best treatment for you. I trust Dr Quinn and am very happy with the service I receive. Nobody can ever tell I've had anything done, and that is true artistry.
2019-09-18 09:55:50	I only wish that I lived nearer to your clinic as I could avail if more treatments
2019-09-18 09:50:33	I only wish that I was living nearer to your clinic as I could avail of additional treatments
2019-09-18 09:31:55	Wouldn't go anywhere else.
2019-09-18 03:17:45	It might be nice to be offered a quick appointment in the middle of an extended treatment (if over a few months), or a follow-up appointment with the doctor to review the results of the treatment as well as discuss other treatments that might be needed in the future.
2019-09-18 03:09:41	My only difficulty with attending an appointment was finding parking outside the permit areas. However, on making a phone call to the clinic I was directed to an appropriate parking area.
2019-09-14 15:41:45	I love the fact that there is a great range of treatments and that nothing is pushed or sold too hard. I believe I wouldn't be advised to have anything done that wasn't right for me and I appreciate the honesty and integrity. The treatments I've had have been very good and staff are great. I'm glad I found Quinn Clinics

2019-09-12 07:05:28	<p>I felt very self conscious about my stomach having had a child 12 years ago and came to the point where I wanted to do something about it, but wanted to feel sure I was in safe hands. Having followed Quinn Clinics on Instagram for quite some time, I felt confident about their credibility and integrity within the aesthetics industry. There are many testimonials evidencing their bespoke service and understanding when dealing with each client's needs; this was an important factor to me. On contacting Quinn Clinics they were prompt to respond to me and helpful when advising me about various procedures. Of note was the Coolsculpting consultation, which was my main reason for contacting them. They took the time to go through all aspects of the procedure, what I could expect, how it would feel (many of the staff have experienced the treatments first hand) with a clear and affordable treatment price. Yes there are other clinics you can go to, however at Quinn Clinics I always felt that I was in safe hands and they cared as much as I did that I obtained the results I wanted. During my first cycle of Coolsculpting everything was explained again. Pictures are taken at the start of the cycle and whilst its not the greatest thing (nobody wants their wobbly bits photographed!!), it was so worth it when you compare the results further down the line. Coolsculpting is cold, and there is a little discomfort, but that soon goes and if fact I fell asleep! Copious amounts of refreshments were offered to me and I was made to feel very comfortable. The rooms are light and airy and the staff are incredibly friendly which puts you instantly at ease. Jo treated me and she was a superstar. She answered all my questions and concerns and it was actually enjoyable to spend the time with her. I've since returned for my second cycle of treatment, which was a little more uncomfortable (due to less fat!! Yesss!), but again it subsides pretty quickly. Of note is the fact that John and his team make it their business to remember you each and every time you visit. They're interested in your journey and your experience every step of the way. During one of my most recent visits I had another set of pictures taken, 12 weeks after my first cycle of Coolsculpting. I felt that things had improved, but I definitely didn't appreciate quite how much. The difference was incredible and I was still on the fat loss journey! If you don't feel you want to go under the knife, but want a treatment that gives you real results, then Coolsculpting is for you. No down time, very little discomfort and of course a more affordable option. My only problem now is deciding what to Coolsculpt next! Only one team for me though and that's without doubt Quinn Clinics! Thank you John and Jo for your guidance and continued support.</p>
2019-09-09 14:27:58	Completed previous survey but voucher disappeared off the screen so had to do it again
2019-09-09 14:25:25	It's important to listen to the client...appreciating that you're the experts but we live with our faces day in day out and so know what works and what doesn't.
2019-09-09 04:24:08	I wouldn't consider going anywhere else. everyone is friendly, but still professional.
2019-09-08 04:49:42	Excellent service. I always feel in safe hands.
2019-09-07 04:41:05	I wouldn't contemplate going anywhere else, the service is second to none.
2019-09-05 11:47:11	I can't recommend Dr Quinn highly enough. He listens and patiently answers my endless questions! I have received so many compliments since having treatments and have so much more confidence. My only regret is not finding his sooner.
2019-09-03 06:50:59	Excellent in everyway😊always outstanding results... wouldn't go anywhere else ☐ recommend.

2019-09-03 00:07:29	I wouldn't go anywhere else Professional, friendly, caring and amazing
2019-09-02 14:58:37	I love coming to Quinn's Clinic and Dr Quinn is the best doctor and person I have ever met . I am so happy I have had such a opportunity to meet Dr Quinn and found his Clinic . I wish him and his staff the very best .
2019-08-30 07:45:43	A great experience from start to finish with fabulous results; I would recommend Quinn Clinics to anyone.
2019-08-29 05:42:05	It would be nice to have some magazines in the waiting room to flick through , or perhaps a monitor advertising all the services available at the wellness centre? , maybe offering existing clients a money off incentive for first treatment or service outside of what they usually get ..? Just a suggestion we are a captive audience while were waiting to go in , 😊 and videos speak louder than leaflets
2019-08-29 02:15:49	Always a wonderful place to go to. There is never any hard sell and always well explained series of appointments and treatments. Well done ALL of you, Polished, lovely to be able to say that in a decade of poor services being offered else where.
2019-08-28 05:52:36	I have always found the service very professional at every level notwithstanding that the atmosphere at the clinic is very relaxed and all staff are very welcoming. I always look forward to my appointments, find the treatments relaxing and love the results.
2019-08-28 04:59:25	I've been very pleased with my treatment, the Cleanliness if the clinic and friendly staff
2019-08-27 15:41:42	I am very pleased with the treatments I have had there was an initial problem but was quickly rectified
2019-08-27 03:26:10	I have been using Quinn clinic in Bristol for 3 years now and could not ask for a better service and results, I have also recommended 2 friends and they have also been very satisfied.
2019-08-27 01:31:22	Dr Quinn is excellent. Never tries to oversell. Extremely happy with service and results
2019-08-26 14:48:27	Sometimes having to wait a while to be seen.
2019-08-24 03:14:56	Always professional but friendly service. Dr. Quinn really knows his stuff.
2019-08-23 09:45:03	I've been a patient for several years and am very happy with everything and everyone.
2019-08-23 08:47:58	I've always found all the staff exceptionally professional yet friendly . I really like the new premises ease of parking and the restful , airy rooms and ambience . Overall I have always had a very positive experience . Rachel is professional and experienced and I feel very confident in her skills .
2019-08-23 04:39:50	I wouldn't go anywhere else. A lovely welcome, in a beautiful building and a doctor whose opinion I completely trust

2019-08-23 03:23:41	I have recommended John to lots of my friends who now use you, and reason I recommend him as I feel he won't do anything he doesn't believe will look right, if anything he'll 'under-dose' you to achieve a natural look and I feel safe knowing he'll never make me look weird!! John also recommends other treatments he feels I might benefit from and I hope at some point to follow those up. Wouldn't use anyone else
2019-08-23 03:01:35	Lovely people doing an excellent job. Keep up the good work!
2019-08-23 01:23:03	I found the receptionist Fiona a very lovely warm person who made you feel very at ease and relaxed and john was a lovely man who was very professional in his approach.
2019-08-23 00:09:42	I would recommend Quinn clinics to all my friends and family. Very professional, skilled and a great place to visit. Always made feel welcome and personal service.
2019-08-22 23:35:51	John is extremely professional knowledgable understanding to what treatment you hope for and very friendly Wonderful surroundings and such a lovely friendly receptionist A very special experience Thank you
2019-08-22 13:50:23	I have been coming to the clinic for 5 years now and wouldn't go anywhere else
2019-08-22 13:28:25	John is terrific!
2019-08-22 11:33:47	Obviously the clinic is busy but I don't want to wait 3 weeks or so for an appointment
2019-08-22 10:39:36	Always satisfied with the service I receive at the clinic. The whole team are friendly and welcoming and I never feel pressured into having additional procedures. Trust John 100% and would not consider going elsewhere.
2019-08-22 10:24:14	Overall fantastic the whole team
2019-08-22 08:39:51	Lovely clinic feel very cared for
2019-08-22 05:37:34	Just keep smiling, being cheerful and helpful and making us feel special x
2019-08-22 05:21:34	As a newbie to botox dr diegnan made me feel very at ease and very comfortable with the procedure. On my review appointment, she fixed a little crumbling that the first injections missed. Very professional, I'm unlikely to go anywhere else now
2019-08-22 05:17:31	Receptionists may need to be reminded of discretion when taking payment/booking appointments in the open reception area. Clients may not want their treatment vocalised or discussed in front of other clients, who may be seated but particularly if there are one or two also waiting in a queue at the desk. I imagine most clients don't want their treatments known. In all other aspects the reception is very friendly and welcoming

2019-08-22 04:57:16	I having been seeing John for a number of years and he is extremely professional. He has a super manner and always makes me feel comfortable. His staff are all great and I particularly find the reception team most helpful and friendly. His therapists are all top notch. No one should ever be worried about seeing anyone in his team, they are wonderful as is he.
2019-08-22 04:41:44	I am a long standing client of Quinn Clinics and have recommended them to friends. The atmosphere is calm and friendly, the staff are very discrete both within and outside of the practice. Most important of all is the quality of advice and administration of treatments-I have complete confidence in Dr Quinn, how he runs the practice and the staff he has working there. That's why I keep going back.
2019-08-22 04:37:27	Thank you John and team.....you're the best.....you all make me feel in a better place.
2019-08-22 04:28:31	I have used Quinn Clinics for many years now and have always found John and the team to be kind patient and knowledgeable. I trust John and his many years of experience.
2019-08-22 04:23:22	Very professional aesthetician and love your new premises!
2019-08-22 03:47:03	I pay monthly sometimes my amounts vary - it would be nice to see how much funds are currently in my acct as I have to keep track of it and then have a discussion at each appointment - but overall lovely place - lovely people
2019-08-22 03:38:42	Very impressive service, from reception room to after care. Would recommend highly
2019-08-22 01:45:25	I highly rate the professional services and the confidence it gives me that I am in safe hands. I appreciate this service comes at a premium cost in comparison to competitors - which does mean I am not always able to convince friends to choose Quinn clinics as an option.
2019-08-22 01:11:48	Would never go anywhere else Amazing staff Great advice Great centre Just love it here
2019-08-22 01:08:46	The Quinn Clinic experience overall is professional, friendly, relaxed and generally excellent.John Quinn is overall brilliant, I would recommend him to everyone, if I ever tell anyone the secret of why I appear to have aged so well!
2019-08-22 01:07:56	Really professional and enjoyable experience. Very accommodating reception staff who try really hard to find an appointment to suit. Super friendly No negatives.
2019-08-22 01:07:25	As a client of Dr Quinn, you feel completely confident you are in excellent hands. There is never pressure to 'buy' additional treatments you feel that the team have your best intentions at heart. The results are always amazing too...highly recommended!
2019-08-22 01:01:57	The treatments I have received from John and his team over the last few years have been excellent. Everyone at Quinn Clinics is welcoming and highly professional. Difficult to think of anything that needs improvement, as the service is excellent.
2019-08-22 00:53:42	Perhaps provide reception cover during staff meetings?

2019-08-21 17:55:13	Always lovely visit to see Dr Quinn and the lovely team at his clinic. Can't afford to go very often but whenever I do I'm treated like an old friend and feel very welcome.
2019-08-21 16:45:19	I would like information sent to me by email on your services.
2019-08-21 16:27:28	John and his team are always so friendly and welcoming, I always look forward to my appointments! I can't recommend Quinn's clinics highly enough.
2019-08-21 16:07:31	I'm so glad I discovered Dr Quinn and I wouldn't go anywhere else for treatments. I have complete trust in him and know he wouldn't ever give me treatment I did not need. His staff are brilliant. All so kind and helpful (and discreet.) I highly recommend the clinic.
2019-08-21 15:41:50	John and his team are always very friendly and professional and take time to make you feel comfortable. The only minor issue I have had is having to sit in a public area in full view of everyone covered in numbing cream. This has put me off having fillers again
2019-08-21 15:20:47	Lovely welcoming place, very friendly staff, and John Quinn made me feel very relaxed due to his perfection
2019-08-21 15:14:03	I'm very happy with my whole experience at the clinic and have recommended others. I have never felt pressured into treatments and found Dr. Q a total professional.
2019-08-21 15:00:33	All the staff at Quinn Clinic are professional and welcoming. I have been very happy with the outcome of all treatments I have received and would highly recommend the clinic and staff.
2019-08-21 14:43:38	Dr Quinn is personable, professional, honest and friendly. I totally trust him and I am always pleased with the results!
2019-08-21 14:21:23	I'm having the laser hair removal treatment on bikini area and have completed the initial batch. More sessions are necessary which are available at the same price per session but I'm wary about how many more sessions may be necessary and what the overall cost will end up being. Any discount on the extra sessions would be reassuring, especially because it feels quite open ended
2019-08-21 14:11:28	John is excellent. Totally trust and respect him. The new clinic is fabulous. The staff are welcoming and informal. Good combination.
2019-08-21 14:07:15	No sorry can't think of anything except can't seem to save this darn voucher code!!
2019-08-21 14:03:02	Sorry can't think of anything
2019-08-21 14:00:33	John and his team are excellent. Very professional and friendly, I personally would not go to any other clinic. I trust John and all his team members.
2019-08-21 13:44:46	I generally think that the services & advice provided by Dr Quinn are excellent. If I had one negative it's that appointments are always late, fine if you're not in a rush but frustrating if you're attending during the working day.

2019-08-21 13:23:17	An email every 6 months or so listing services you provide plus more vouchers
2019-08-21 13:17:34	Location is excellent as you can always find parking All staff are always friendly and attentive - you never feel like you are a number or on a conveyor belt and you feel well looked after
2019-08-21 13:11:51	I trust that John will offer me the best advice and totally feel at ease at the clinic. The staff are all lovely . It's a great place to have a treatment
2019-08-21 13:05:17	Always very comfortable coming to the clinic ..made very welcome and no hard sales <input type="checkbox"/> <input type="checkbox"/> . All good thank you!
2019-08-21 13:04:55	Have been coming for a couple of years now and always feel extremely pleased with the procedures I have done and always feel listened too. I really like the honest opinion of Dr Quinn and find that no one is pushy or trying to get you to have lots of other things done
2019-08-21 12:54:44	Have been treated for a number of years by Q clinics and wouldn't go anywhere else as I have complete trust in John Quinn .
2019-08-21 12:53:33	I've been coming to Quinn clinics for around 4 years, the Botox treatments I have received during this time have been excellent. I have recommended the clinic to all of my friends and many of them are regular customers themselves.
2019-08-21 12:48:03	Everything was fine.
2019-08-21 12:43:16	I have found everyone very helpful and felt reassured of my treatments. On my very first visit I was a little nervous Doctor Quinn answered all my questions and made me very comfortable.
2019-08-21 12:35:34	Always happy with this clinic and so pleased I found it! I have 100% trust in John. He would not carry out any treatment he didn't think necessary.
2019-08-21 12:29:51	Dr Quinn and team made me feel very comfortable and the facility is beautiful. The service was great and I valued Dr Quinn's advice.
2019-08-21 12:19:33	The service is first class and all staff are friendly and professional.
2019-08-21 12:18:19	I have been coming here for many years and its always very professional and friendly..wouldn't go anywhere else.
2019-08-21 12:11:44	Lovely, helpful reception team. I always feel at ease and confident with Dr Quinn. The Clinic offers a wide range of treatments both for aesthetic and non-aesthetic. I like the ethos behind the new move and the fact that the "whole picture" is looked at from mindfulness and health through to enhancements. Excellent. I would thoroughly recommend!
2019-08-21 12:00:47	Jon is very professional and i completely trust him

2019-08-21 11:58:31	John has my full trust and confidence and his opinion really matters. He has warmth, professionalism and my best interests at heart. Plus he try's many of the treatments out on himself first - can't get better than that.
2019-08-21 11:50:13	Fantastic clinic professional friendly and consultative
2019-08-21 11:49:05	Lovely premises, good customer service, reassuring staff and efficient treatment.
2019-08-21 11:43:52	All at Quinn Clinics are extremely friendly and professional. I look forward to visiting every time. Beautiful premises and great services!
2019-08-21 11:42:06	I think the clinic is great how it is, everyone is so nice and friendly. I can't think of anything else needed at moment.
2019-08-21 11:34:11	John is extremely knowledgeable in his field and always ensured I was happy to proceed after discussing my requirements... I am very happy with the procedures I have had to date... I look and feel good which is down to John... He listens and wouldn't just 'do' the procedure if was not in the best interest of the client. He will always put the clients welfare first... I trust him completely...
2019-08-21 11:26:58	I've only visited the clinic three times but have had excellent service from Dr Quinn, great results from my treatment and a warm and professional welcome from all the ladies on reception.
2019-08-21 11:24:24	Very pleasant experience Looking forward to come back for some specialty facials
2019-08-21 11:22:41	I love the receptionist ... she's amazing.
2019-08-21 11:15:38	I cannot recommend this clinic highly enough to people. I am treated with the utmost respect, whilst my privacy is protected and I am always delighted with the results. John is a superb Dr and takes pride in his work which always allows for an individualised approach. I trust his opinion completely as I know he will have my best interests at heart.
2019-08-21 11:15:03	It would be great if there were more appointments on Saturday afternoons especially in the run up the busy periods like Christmas. As week days are pretty hard to make due to work commitments.
2019-08-21 11:14:14	Always informative...would like leaflet of what to expect after treatments... Love coming always very personal and welcoming Xx
2019-08-21 11:08:51	Rachel and Fiona are lovely, I've recommended the clinic to my flatmate who will be booking soon! Thank you :)
2019-08-21 10:49:30	I always have a good experience each time I come. John always seems to get it right and offers good advice freely.

2019-08-21 10:43:34	From a personal point- maybe looking at a mirror whilst explaining the results you wish to achieve with suggestions about areas. Other than that Dr Quinn listens with intent to getting the best results.
2019-08-21 10:43:22	I love coming to see John and the team. I'm always treated very well and made to feel welcome. The advice and recommendations John gives me are specific to me and I always take his advice on board. He will never get me to spend more money than I need and will even advise against procedures that I don't need. I wouldn't go anywhere else!
2019-08-21 10:41:53	I recommend my friends as I appreciate the subtlety of John's work and the fact that he doesn't ever push other procedures. There is no hard sell which I find so reassuring, in fact he would advise against procedures if he didn't think it was necessary. I trust him because of this. I absolutely can't fault him or the lovely women who work there. Sad to say it's a joy to come there and it's actually relaxing but it is! A tiny suggestion is not to have Johnson's baby wipes to take make up off on the first consultation! No biggy but some facial wipes would be better!
2019-08-21 10:40:52	Feel sometimes receptionist can be a little over friendly/familiar
2019-08-21 10:40:01	Dr Quinn is an extremely well informed clinician, it's clear he is at the cutting edge of his specialism. He's professional, honest and very good at managing your expectations, the proof is in the results, which are great. Sharon and the team are also a delight and great at what they do.
2019-08-21 10:39:25	I have recommended Dr Quinn to so many friends. You feel in such safe hands, and trust that he has great judgement.
2019-08-21 10:38:56	John is just amazing in his professional manner and the results achieved.
2019-08-21 10:37:53	Very professional but friendly with it - made to feel at ease knowing you are in safe hands
2019-08-21 10:35:00	Magazines in the waiting room would be excellent as there is often a wait. Would prefer not to have to have anaesthetic cream on in the reception area. Everything else including the wonderful Dr Quinn is excellent
2019-08-21 10:34:48	Fantastic service always
2019-08-21 10:32:46	Love this clinic so friendly service excellent and staff wonderful wouldn't go anywhere else