

**October 2013**

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***“Julia is a polite and knowledgeable professional who put me at my ease. I was thoroughly satisfied with the treatment I received, which I thought was excellent value for money. Elena”***

**- Helen888, visited October 2013**

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***(21) I had a Single Session of Colonic Hydrotherapy and have awarded it 4 stars.***

**-Teresa; visited Oct 2013 & Feb 2014**

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### Response to Teresa

Dear Teresa,

Thank you for responding to my supplementary e-mail to you of the 19th Dec, asking you to elaborate on the 4 star review you gave WLC, so we could learn and improve. I have outlined the questions and your responses (your e mail 1/1/14, below:

1. Did you find the advice to prepare for your colonic helpful and timely?

Your response: **Yes**

2. Could we have done more to make you feel welcome at the clinic?

Your response: **No - made to feel welcome and relaxed**

3. Did you feel the consultation was professionally conducted?

Your response: **Yes**

4. Did you feel the treatment was explained to your satisfaction, and you were put at ease during the treatment?

Your response: **Yes**

5. What was your assessment of the treatment standard?

Your response: **Well conducted**

6. What was your assessment of the post- treatment advice?

Your response: **Good, clear advice given**

7. What is your assessment of the ambience of the clinic? Its cleanliness and hygiene?

Your response: **Very good**

8. Were your expectations met? If not, in what way were they not met?

Your response: **Expectations were met**

9. How could we do better?

10. Do you consider WLC prices and packages to be good value? If not, why not?

Are our offerings clear and simple to understand?

Your response: **Pricing is competitive, offers easy to understand**

11. If you decide not to do a course of colonics, is it because:

a) You are not sure colonics are for you?

b) You don't believe a course of colonics is particularly useful?

c) The location is not convenient?

d) You want services other than the ones we provide? If this is the case, what kind of services?

e) You prefer other colon cleansing methods? If so, why and which ones? Cost, convenience, time, other.

Your response: **Prefer to have ad hoc treatments rather than course over specific time.**