

IOT Trichology Patient Survey Results

What did you appreciate LEAST about your experience with us?
All good
The coffee was instant not filtered
Nothing
Unsure
Nothing, it was excellent, professional and I have gained a huge insight regarding the understanding of my hairloss condition.
Nothing
Nothing
it would be nice if the NHS covered this service
I had to travel for over an hour
I had a bit of a distance to travel
nothing
Nothing
It took longer than i'd hoped to see improvement
room was small
Trying to find somewhere to park
Wasn't aware that I could see a Trichologist for my problem
Nothing
Nothing
I had to climb some stairs
Nothing
Cant think of one - although finding out who to see about my scalp took me a while
it was ok - but i wanted more results
Nothing - it was very helpful
Nothing... it was OK
not sure
There was nothing
Everything was great

What did you appreciate LEAST about your experience with us?
Didn't really want to be examined and asked a lot of questions
The Trichologist was a bit abrupt and the consultation was only 1 hour
There isn't anything!
I had to pay
difficult to get a reply from
I'd like to have had my report sent in the post rather than by email
I wish i'd made an appointment sooner
i just wish i didn't need the appointment
I had to wait for a week
I saw another Trichologist first.... and wasn't pleased at all. I went to see this one on recommendation
She just recommended I go somewhere else
Can't think of a thing
I was a bit panicked and late because it took me a long time to park and so I was late
Just that i should have booked my appointment sooner
Nothing
I had to walk along a corridor - and i have trouble with mobility
She was sometimes a bit abrupt
The premises don't work for me. Perhaps think about relocating to a office etc.
The smell of the shampoo
Nothing
I have nothing to not appreciate as my hair care and comfortability was the best it could be with my Trichologist making me appreciate her even more as she is amazing so i have no issue to raise .
none
Finding the location in The Strand I was confused and got lost.
Na
N/A
Nothing less appreciated however I find it would be useful for more guidance about how to handle hair and avoiding issues reoccurring.
N/A

What did you appreciate LEAST about your experience with us?
The burnt smell of shampoo used in my treatments.
It was all good
N/A
That when it came to the treatments I wasn't given a gown /towel. I was given a plastic covering instead. In my opinion that is not professional. You pay a £125 for a consultation and £45 for a treatment at least I can be professionally treated with a gown and towel. It's the first thing taught in hairdressing school.
it was difficult to book at first - and oi had to fill out a lot of forms
I can't fault my experience.
just the fact that trichologists don't have an MD title and therefor don't have the same authorities as a doctor to order tests and make referrals to various other specialist doctors to examine other areas of the body that might affect hair loss, that and not having treatments like PRP to administer on site because I personally would feel more at ease knowing a trained and qualified trichologist is doing my PRP (or other treatment) as opposed to an aesthetician.
Nothing it was great
There were absolutely no issues
Not applicable
Building (would be nice to have a space/small office) to visit not attached or in another space.
Nothing
My diagnosis could not be dealt with straight away but involved having to see someone else who would then prescribe medication. So I was pleased to get a diagnosis so quickly but it could not be dealt with until I saw someone else.
Nothing
N/A
N/A
N/A
Can't think of anything
the wait list
Very good
I had to come to London regularly which wasn't particularly easy or convenient.
There was no least
Not enough space

What did you appreciate LEAST about your experience with us?
N/A
Not applicable
N/A
Nothing to fault
N/A
finding the location I turned the wrong way and got lost. I felt other people could see my hair and hear me but I was late so it's probably on me.
None
Non-applicable. I have no complaints with the service.
Sometimes need to send reminder emails re follow-up info or appointments
finding and getting in touch
nothing
Nothing
n/a
N/a
N/A
Nothing
Leaving with my hair wet/ damp.
Nothing
N/A
N/A
Travelling to venue by public transport.
N/A
The costs involved in purchasing additional treatments can be high and something not generally prepared for Especially when taking other supplements.
The price
times
Not being able to regrow my hair
Not applicable
Nothing

What did you appreciate LEAST about your experience with us?
Nothing really
N/A
Totally understanding mentally and physically what I had been going through and explained in detail my symptoms and what the mitigating remedies would be.
Nothing
Changing locations
N/A
Nothing everything was good
Nothing to report, I loved the whole experience
Nothing, overall it was a positive experience
There wasn't anything I disliked — the consultation with the Trichologist was informative and helpful.
N/A
It was quite a journey to get to.
I still experience hair loss, but that's not due to you.
N/A
There doesn't seem to be an end to the situation
My first diagnosis wasn't accurate and I felt disappointed that I wasn't seeing results. The space is also very cramped and the venue difficult to find at first.
I had a query which wasn't responded to quick enough.
Not locally based
Due to premises closing down & Trichologist who was from London. No more appointments were able to be made in Birmingham. Consequently hair loss is much worse.
Coming to understand that my condition seems irreversible.
N/A
Nothing
Nothing
N/A
My experience overall has been positive.
n/a
Nothing

What did you appreciate LEAST about your experience with us?
The length of time waiting for another appointment.
The only issue I had was that it took about 1.5 hours to get there, but that was not the fault of the Trichologist.
I thoroughly enjoyed my experience
N/A
Nothing, it went really well
He couldn't make my hair grow back/offer me a cure
Nothing
Was satisfied with everything and made to feel at ease.
Nothing
I dont have any negatives about my experience
Nothing
Nothing
Nothing
I feel very positive about the whole experience albeit travel would be a hindrance.
There was nothing I could fault
N/A
I find it very expensive to see a trichologist.
N/A
Nothing really
There was nothing negative about my experience or the treatment I received.
Nothing it was a very positive experience thanks to the Trichologist
N/A
The time required for my hair to begin to recover-patience is not one of my greatest virtues!
Na
N/a
Nothing
Nothing
Nothing
Nothing