

IOT Trichology Patient Survey Results

What did you appreciate MOST about your experience with us?
getting a diagnosis, time spent, aftercare
Getting an appointment quickly, help with my problem
My Trichologist was 🏆
Well informed and easy to understand
Unsure
The care, empathy, professional research, guidance and analytical data provided. This give a fantastic benchmark to record my progression.
Everything
I felt I was listened to
speaking with someone
A full appointment with an explanation
I feel better
result
She was a nice person
my hair and scalp is now better
got the job done
Finding out what was causing my hair loss
He was much better than the dermatologist or my GP
All of it
Nothing
My trichologist was brilliant
Seeing a Trichologist literally changed my life - for the better. I am 100% satisfied. Have recommended to some of my friends.
i feel much better, my symptoms are under control, i understand what the problem is, i like my new shampoo
at least i got to talk to someone
my Trichologist was lovely - and sympathetic, and her advice has made a difference. i'm happy. Thank you
Got me sorted

understanding - to be honest happy to find out that the hair loss is not permanent
My Trichologist put me at my ease, was very clear in her explanations.
The trichologist was clear and explained everything which made things easier to understand I came away feeling a lot more reassured
In the end, my scalp is better. So thank you
He did know what he was talking about. So overall a positive experience
The Trichologist was incredibly understanding and made me feel heard. I was so concerned going into the appointment that I was making a fuss about nothing, but I felt validated, and informed, and feel hopeful that my health and in turn hair growth will be now improve.
I got to at least speak to someone
he knew his stuff
It was good to finally know what's been causing the problem
my Trichologist was great
i think my hair will grow better now
My Trichologist experience was really good. He really knew his stuff, took a lot of time, was very professional. i have recommended him to my friends
Got to speak to someone who could tell me whats going on at last
Finally got some answers and some help.
My Trichologist was really helpful and professional
My trichologist was great 👍
my trichologist was brilliant
finally got some help and advice that put my mind at rest
The chair was very comfortable
he was lovely - and had a nice voice
I feel im getting better with the help and advice received - thank you
i now understand what the problem is
Honest and very professional.
The Trichologist is lovely, personable and professional, she is empathetic and very knowledgeable. Her enthusiasm for her work leaves you feeling seen and cared for. It's always a great experience visiting and the thing I appreciated the most amongst all of the above was the camera used on my scalp, it was really good to see the condition of my scalp through a lens.
Knowledge, sensitive approach, speed in initiating actions discussed
Noticeable improvement to my scalp

What i appreciate the most about my experience is the fact that my Trichologist goes out and beyond out of her way to offer me the best care and always listens to any troubles or things going on in my life and is very friendly to talk to .
The care
The kindness, positive good energy from the students and teachers plus the information I was given as I was being treated. The studio was professional and clean- I felt special walking in there. It was good for my mental wellbeing.
Knowledge, care and consideration
A high level of knowledge on the subject
Very professional and insightful. Friendly and I would definitely recommend.
Advice about hair
How easy and quick it has been to change my hair and scalp regime. I am seeing positive hair growth in hair loss area and fuller hair else where. My Triologist provides a personalised, professional service which allows me to have much confidence in the process.
Being able to hands on advice And guidance for the condition
The care and attention the Trichologist gave to explaining everything.
The one to one sessions , everything I experienced with my scalp condition was recorded and the friendliness of my Trichologist.
He had a professional manner and was very professional.
Making me feel at ease and very optimistic.
being taken seriously and discussing the causes/solutions of my problem, whereas with regular GPs I wasn't taken seriously when my problem first started because it wasn't noticeable yet to others, it would have been easier to treat in the beginning (2007) than now when the problem is much worse and perhaps irreversible especially with age being a big obstacle to recovering my hair as it once was
My Trichologist
The time provided to discuss my issue and receive clear and relevant information back
Having as much support as I need using Regaine with prompt responses. The care, warmth and knowledge/experience of trichologists and how my hair looks now!
The in-depth consultation and recommended products that work!
Involving my gp
The thorough analysis undertaken and the results explained to me
How quick I received the detailed report .

The professionalism and care shown by my trichologist made me feel at ease during my appointment. I also really appreciated that my medical history and blood tests were considered in depth by the trichologist when determining my final diagnosis.
The explanation & visual aid used to demonstrate the issues of my scalp concerns.
The Trichologist was pleasant and took her time to explain everything and put me at ease during the appointment. Seeing my scalp on the screen made me realise how much my hair is thinning and the potential cause due to my auto-immune condition and leaky gut.
Promptness and her interest in me as a person
The time the Trichologist and the students took with me x
How thorough the professionals were
I was taken seriously.
The fact that my problems were looked at in detail and solved , rather than seeing Doctors who call it age
Recommendations
The solutions and knowledge about my concerns
The Trichologist is very caring and thoughtful, as well as recommending where to buy and what to purchase for the supplements I needed, a person of knowledge with whom I trust implicitly . Within no time at all I noticed a difference and continue to do so. Unbelievably friendly. Possibly one of the best consultants I've ever met in the medical profession.
I love attending the student clinics at Wella Studios. There is such a positive atmosphere with an enthusiastic, welcoming and professional approach by students and tutors. It is always good to share my hair loss story and the positive outcomes I have experienced and support received with some unwanted side effects along the way. The treatments, infra red, high frequency, massage, scalp cream & steaming are excellent for well being as well as encouraging hair growth and any questions I have are always answered clearly and with experience and knowledge from the tutors. It is a pleasure to be a part of the students training and professional journey. Thank you.
In the initial consultation, I really appreciated how all of my hair and scalp worries of permanent damage were immediately put at ease. This meant so much to me.
Then in the follow up, I'm so glad that the Trichologist emphasised how serious my blood test results were (unlike the GP) and gave me the recommendations how to improve them.
Overall what I appreciate the most is that the Trichologist is simply herself; respectful, professional, knowledgeable, personable and so much more which is exactly why I'm so grateful to be her client!
Great care and explanation of my particular issues and the best course of treatment.
I appreciate her listening to me, I feel heard and it's already improving.
How nice everyone was and the professional service also the building was really nice helped my mental health. I felt special when I walked in.

Being able to ask questions and the follow up treatment at the Wella Studios in the Strand
The Trichologist handled my concerns perfectly, was readily available for a check up and gave me a feeling of control over what was quite a frightening experience. The treatment was excellent, and I appreciated not having smelly hair after leaving the clinic, so I could have an appointment and then return to work as normal.
The Trichologist was very kind and ensured I had all of the correct knowledge re my condition and treatment.
my scalp is better
she was great
The results and the advice given
the IOT registration
Great to see the Trichologist, her wealth of knowledge and understanding of trichology is amazing. Always a pleasure to get The Trichologist's help and advice.
The technology used to enhance my understanding of my scalp condition. The consultation itself being informative and personalised.
My trichologist was knowledgeable, caring and wanted to help. I did not feel ripped off or taken advantage of as it can sometimes feel with specialists.
Professionalism, care/compassion, the scalp examination,
Coming to a professional with experience who knew about my condition.
The consultant was very knowledgeable, but more importantly she put my mind at ease.
The overall care and attention. Things were clearly explained and I felt I learned a lot, about my lifestyle and how to counter and prevent issue in the future.
The level of expertise my trichologist had in my hair type, condition and solutions. I came away feeling like I had learned a fair bit about my hair.
Trichologist was helpful and understanding
Discovering what caused my hair loss and what to avoid doing to exacerbate it.
Knowing that through consultation and patience I would achieve results desired
The professionalism, knowledge and care showed by the Trichologist
My trichologist was so gentle, caring, and professional, I still consider her to be a friend today
The trichologists approach and friendly manner
It was explained in detail what I had
Overall treatment received and care and understanding from Trichologist
Friendly, professional service

The sensitive professionalism in the way I was treated.
knowledge about how to look after my hair
Her expertise
The Trichologist being a total professional and explaining not only my symptoms, but her professional body and her qualifications and explaining how she intended to address me and my medications.
Explanation and follow up advice
Microscopic inspection, being put at ease, calm knowledgeable demeanour
Being listened too followed by treatment
The understanding of my condition and how to work towards improving it.
The Trichologist is polite, attentive and provides clear information on her findings. She is friendly and made me feel comfortable. I was nervous at first as my hair is a sensitive topic and I was worried due to the issues I was having but the Trichologist made my experience more enjoyable, there is a genuine care which made me feel safe.
Just being reassured that all was not lost & that there was hope on the horizon for my alopecia (CCCA)
What I appreciated most was meeting the Trichologist — her advice completely changed how I manage my scalp. I had no idea that my general health and fitness played a role in my folliculitis or that the oils I used were making it worse. Her professional guidance made my condition manageable, and I only wish I had met her sooner. Thank you
The Trichologist's ability to listen and not make assumptions. She also has a good way of putting you at ease.
Straightforward support, understanding, validation and knowledgeable
The service
Good service
Everything
The understanding of the impact of my hair condition on my overall wellbeing
The patient care is very good. I felt very comfortable and safe to share my issues. My second diagnosis and referral to another specialist has also helped to address my issues and I see much improvement.
My issue was addressed and resolved.
Very knowledgeable and led to my resolution of my problem
Keeping me informed on my situation and keeping my mind at ease that the issue is fixable

I thought it was a positive experience considering the 2-3 appointments were made during Covid. I just wish my Trichologist had found other premises so I could have continued with the treatments or possibly recommended alternative treatments or products as hair loss has become in my opinion much worse.
Being given invaluable reassurance and understanding by the trichologist helped with building confidence.
Continuing support
The indepth conversation about my overall health and the opportunity to get immediate treatment for my symptoms. With the addition of what we're the next steps regarding treatment and medical support.
Brilliant care throughout process and great products.
I felt heard and my problems slowly stopped.
Speaking to someone who understood my concerns
Being able to send text messages and emails to queries and get a response.
Education about my scalp and hair
The wonderful experience I had which also allowed me to learn new things as well
I was able to see the same team of consultants, they discussed my case. Which gave me confidence that they knew me and not just my condition.
The depth of knowledge and the ability to explain what was happening. Also the professionalism to help with my issue.
A very personable and detailed service. Not common today.
N/A
The understanding and support
Honesty, explaining to me in a clear way that made sense - I now understand what's going on. The doctor didn't tell me anything.
The care I received
The whole experience was great. Would highly recommend.
Kind, professional and thoughtful treatment
Putting my mind at ease, listening fully to my concerns
My Trichologist was extremely knowledgeable and really put me at ease
Professional, courteous and understanding treatment throughout. Being made to feel at ease and really seen and heard properly
The friendly, professional approach and great results

The Trichologist was very understanding to my needs having gone through a very difficult cancer diagnosis which led to my hair not growing back the same her help means so much to me
Patience and friendliness
The outcome
Professional, kind and knowledgeable
It is reassuring to consult with professionals who show a depth of knowledge and experience in a problem which causes personal distress. To then receive the appropriate advice and treatment which resolves the problem over time, is the most uplifting experience. This must be a challenging issue for professionals to deal with and I really appreciate the time, effort and skill dedicated to the support and healing which I experienced. Thank you.
The professional and compassion showed throughout the process
Growing my hair back!!
How experienced and knowledgeable my Trichologist was, the whole process felt very professional from start to finish.
To have hope that something can be done to help my situation and to talk to someone that understands.
The Trichologist's expertise and friendly nature.
The professional and knowledgeable discussion
I received an excellent service from a highly skilled professional who is clearly passionate about their work. Furthermore I would have no problem recommending the Trichology Clinic.
The expertise and understanding of my condition and the possibilities available
Friendly, comfortable & clearly an expert in their field.
I was out at ease as soon as I walked in, it relaxed me and made me comfortable discussing something I've had issues with for several years.
The ease of finding an institute registered trichologist initially-the appointment process and thorough consultation at my initial meeting with the Trichologist, such a positive experience.
Clear understanding of how I felt
The time and care that was taken
The Trichologist was amazing at explaining condition and putting my mind at ease. Excellent recommendations for how to start addressing the issue.
The fact that the Trichologist was able to provide a more holistic approach than I have been receiving from my dermatologist
The understanding of my situation

Very professional and knowledgeable. I felt at ease soon as I walked in. Thank you