

**Supplementary Appendix S1a**

First 100 responses from Clinic Attendees

<b>Please tell us what was good about your visit, suggest anything that could improve the service or add any further comments:</b>
Quick and Reassuring
Warm welcoming-good explanation
From the moment I walked through the clinic doors I was greeted by friendly welcoming staff. My experience has been a very positive one and I feel very satisfied and reassured, plus I am leaving armed with information and good advice.
Some kind of reassurance
Very good advice and practitioner - was very informative
Made to feel very comfortable and not worried
All very relaxing and everyone very friendly
Everyone was helpful and friendly. Pleased I actually contacted the doctor.
Very friendly and relaxed
The building was clean and pleasant and the staff friendly and professional - Excellent visit
(No comments left)
(No comments left)
OK - pleased - slightly misleading on paperwork about location as doctor mentioned mammogram
Denise & Karen were both excellent with me -made my experience very supportive. Denise has such a lovely manner and nothing was too much trouble via communication. Karen, I cant thank her enough.
Quick, prompt and efficient - no waiting around. Appointment letter could be clearer with directions.
Well explained, made to feel relaxed-nothing else to add - Thanks
I was very happy at end of seeing Karen
Very professional - Thank you
I felt really at ease-felt that the nurse listened to all I had to say - I felt really confident with what I was told and had every confidence in her.
Friendly staff/helpful/knowledgeable. Seen very quickly. Very pleased with service. No Complaints. Made me feel so much better. Very considerate.
Helpful to be in this setting, as I am fearful of hospitals and traditional medical setups. Car parking was easy and everyone kind and calm.
Very quick and helpful, not any problems.
Form itself was easy, I just didn't have all the family history. I found the personnel very friendly and positive and pleasant.
Professional and friendly - explained everything very well.
Staff friendly and very helpful.
Very friendly staff. Very reassuring.

Having my mind eased and having the opportunity to express my concerns in a comfortable atmosphere.
The clinic ran on time and the staff were lovely and made me feel at ease. Very professional.
Very professional, thorough consultation. I felt reassured and welcomed the advice given.
Happy with both ladies and very informative. After care from both ladies in the room nothing to improve on.
I liked the idea of having a chaperone there. A really good service - friendly, informative staff. Thank you
Quick and efficient. Polite and friendly but very professional.
I liked that there was no waiting around. The Nurse Practitioner was extremely calming, reassuring and explaining everything in detail. Thank you for seeing me :)
Made to feel relaxed and welcome by both ladies. Reassured about my concerns. Fabulous service!
Liked the fact that I could come to my surgery rather than hospital. Excellent would recommend this service to family and friends. Very friendly ladies who put me at ease straight away. Very simple and easy to use this service. I can't thank enough.
Taken away my anxiety.
I was put at ease very quickly & given helpful advice.
Lovely staff, very reassuring :)
Reassured as given pain relief methods to try at home and leaflets to read if I notice any changes or get worsening pain. The Breast clinic team were lovely, really understanding and reassuring. I don't think anything needs to be improved.
Very kind and helpful expert.
Very helpful and caring staff - thorough exam and explanation.
Lovely chaperone, discreet during the appointment - was reassuring.
(No comments left)
People helpful - explained all things etc
Nothing to add - good service
Warm, friendly - put me at ease
Very friendly and reassuring staff throughout my appointment
All staff were really pleasant and helpful and I left feeling reassured I was fine.
(No comments left)
Nurse was brilliant, couldn't ask for a better experience. I was worried coming in and she made me feel very comfortable.
At ease. Very thorough service. All involved were a lovely team.
Appointment was on time, information was freely provided and I felt informed and prepared for what was to follow.
Efficient - My previous appointment was at Chesterfield Breast Unit I arrived to be told had been cancelled was not seen and changed to Ashgate - letter arrived after appointment. Text would have been better. I have MS was upset as effort to get
Everything was explained to you so you fully understand.
(No comments left)
ANP was understanding and friendly - listened to concerns etc
Everything was ok - Very happy with how I was welcomed by the nurse who showed me the room
Quick observation, quick diagnosis, multiple solutions given. Friendly staff - offering personalised advice.

I felt well looked after throughout my time here. Everyone was very kind and helpful with any questions I had.
Very kind and caring staff.
(No comments left)
Very friendly and informed advice - safe environment - clear information.
My visit was very welcoming. The nurse was lovely and made me feel at ease and was very understanding and helpful. She was very helpful in making me feel confident in what she was saying. Thankyou.
Very happy with the breast pain clinic experience in general. Everything was good :)
The information and help given me has put my mind at ease. I know now I can move on from this. Excellent service, very professional and very kind. Thank you so much.
After examination - information was clear.
Consultant explained everything in full detail - couldn't have been more helpful.
Wasn't kept waiting, reassured and given useful information to take way. Feel more confident that an expert in breast care has looked rather than just getting GPs view.
The nurse practitioner I saw was lovely and very reassuring. She explained what she was doing and why.
Friendly staff.
Was put at ease straight away. Lovely ladies explained everything. I felt like somebody was finally listening to me.
Everything.
Was given helpful information. I didn't wait long from GP referral to appointment and on the day didn't have to wait long to be seen. Very kind and reassuring staff. Thankyou.
Excellent.
The staff were very friendly and helpful and instantly put me at ease. I would certainly not feel anxious about coming again if it was ever necessary.
Very helpful. Kind and patient staff. Informative.
Lovely, friendly professional staff. No waiting just straight in. Very positive experience.
Lovely nurse made me feel at ease.
Although my pain was symptom of badly fitting bra - I wasn't made to feel like I'd wasted anyone's time. The team was so lovely, kind and professional and I feel very lucky to have received such great service.
Very helpful, good information and easy to talk to.
Feeling comfortable.
Felt cared for. Was listened to with empathy and in very capable safe hands. Thank you for putting me at ease.
Helpful and accommodating to my daughter who was in a pram. Clear about information given. Friendly and sympathetic.
Nothing to improve on and an excellent service.
Lovely staff and explained things clearly.
Visit was quick and easy to follow. Staff were friendly and welcoming.
Very friendly staff- explained everything and given good advice.
I was happy to be referred straight away. Brilliant, quick and helpful. Thankyou.
Pleasant environment, clean and quiet waiting area. Easy to find and park. Kind and caring staff, very informative and reassuring.
I was treated very well.

Quick service.
Very happy - everything explained. Relieved. 100% service.
Just very helpful and was made to feel comfortable especially with having bad anxiety.
Very helpful, everyone helped and didn't have to wait long. Good advice.
Brilliant service, totally reassured. Very informative. 10/10 service and advice.
The information given was clear and easy to understand. The exam was comfortable and reassuring.
Nothing to improve - excellent service.
The ANP and assistant were very professional and understanding toward my condition. I felt completely at ease and everything was explained to me fully. Thank you for an excellent service - was very professional.
Helpful and friendly staff - put me at ease straight away.
Very pleased with the answers and advice that was given. Very satisfied with service provided.

**Supplementary Appendix S1b**

Last 100 responses from Clinic Attendees

<b>Please tell us what was good about your visit, suggest anything that could improve the service or add any further comments:</b>
Thank you - nice team - lovely ladies.
Very friendly clinicians. Very informative. Great reassurance. Nice relaxed atmosphere.
Very friendly and relaxed. Informative. Good experience.
Good - thorough examination.
Friendly and competent.
(No comment left)
Was made to feel at ease. Lisa was very good and informative. Thank you.
Informative and friendly.
Excellent team, made me feel very welcome.
Clean, friendly and very helpful. Put my mind at ease. Couldn't ask for more.
It was an excellent service. I will suggest to anyone to come and not carry struggling. Good understanding in the way they explained. Staff were outstanding.
Everything felt completely at ease.
Lovely friendly staff. On time. Easy explained things and made me feel at ease. Thank you :)
A reassuring friendly service and lovely to be put at ease. Thank you team.
(No comment left)
Was made to feel very much at ease.
Very welcoming and informative. Clear explanation.
The Nurse Practitioner was very reassuring and helpful as was the chaperone. I was made to feel like I was wasting anyone's time. Thank you.
Very helpful and reassuring.
Leaving here today having spoken to lovely people. Very reassured. Thank you.
The process was straight forward and I was made to feel at ease and everything was explained to me. The ladies were very polite.
Ladies involved were lovely. Explained everything so you understood and was excellent at their jobs.
Very helpful and informative. Thank you.
(No comment left)
Lovely ladies made the experience more relaxing. Everything went smooth. Explanation was clear and very helpful. Thank you.
Was very happy afterwards. Was very efficient. Very informative and made me feel less anxious. Very good all round and very friendly. Glad I came.
The team were very friendly and helpful and made me feel at ease.
Mind was put at ease.
Good experience. Someone to help to give advice. Everyone was friendly.
Overall good experience. Staff were so friendly. Very good in explaining everything to me.

Excellent, was reassured that its nothing to worry about, listened to what I said and my privacy was respected. Thankyou for your help.
Given good advice. Explained very well made me feel relaxed. Thank you :)
Thank you so much, really has put me mind at rest and grateful for this service. Lovely caring staff. Thank you.
Feel good being told nothing to worry about as it was a great concern.
Efficient very helpful practitioner. Helpful staff.
Made to feel relaxed and treated very well. I'm really grateful.
Everything was good. Staff are clearly helpful and friendly.
Seen early for my appointment. All staff really pleasant and friendly. Great service.
(No comment left)
Timing was good, no long waits. Staff were helpful and professional.
Great practitioner - advised and reassured me there was nothing to worry about.
ANP was clear, professional and thorough. Really put me at ease.
Felt looked after and advice given I will take on board and am really pleased with the outcome. Nothing to improve.
Everything was good about visit - from communication before.
Very good and on time, Thank you.
Appointment came very quickly. All staff demonstrated a high level of knowledge and experience. Explanations were thorough an very helpful. I was made to feel reassured, I made the right decision to seek an appointment.
I felt reassured the whole time and had plenty of help. Everyone was helpful and friendly.
All positive. Thank you.
My appointment came through fast, super friendly hospital - fabulous caring staff and ANP. Thank you Denise and Veronica.
The friendly faces reassured me at every stage. Everything was explained well. I felt comfortable discussing my concerns with the ANP she listened to what I had to say and reassured me.
Very friendly, reassuring and knowledgeable :)
(No comment left)
More reassured. Happy with the examination.
Pleased to be seen quickly, happy with Veronicas attention and explanation.
Wasn't overly worried before as GP had explained no concerns but happy to have good explanation given.
Feel so much better, have been worried. Lovely ladies.
(No comment left)
No improvements needed. Very good service. Happy not seen in a hospital setting.
Good advice and thorough exam.
Felt that I had been listened too. Thank you.
Very knowledge and caring staff. Felt at ease. All very friendly.
Was put at ease and feel reassured.
Thank you for the service.
Felt respected and listened too. The appointment was not rushed and communication was clear. I felt examined thoroughly. I was able to be honest and without judgement.
Made to feel welcome and I wasn't made to feel like a bother.
Excellent service and advice. Very informative. Karen made me feel relaxed and talked me through it all. Thanks a million.

(No comment left)
Excellent - everything was explained in plain English.
Very helpful and pleasant staff.
(No comment left)
The staff made my visit relaxed. Thank you.
The questionnaire could be laid out better. Great service, quick appointment. Both Amy and Karen were very professional and friendly. I felt welcomed.
Happy with the examination and information given.
(No comment left)
(No comment left)
The appointment was on time and all the staff were very pleasant. It is a very good prompt facility and hopefully it is appreciated by other users.
Clean, comfortable and efficient. Reassuring.
Seen before time of appointment. Easy access to the service.
(No comment left)
Thank you all was very good.
Great set up, private and very professional.
Very friendly and helpful - put me at ease from the start by phone call.
Easy to park, which always helpful when attending at medical appointment. Very helpful and reassuring staff. Easy to understand advice. Useful information to take home and read at leisure.
The staff were very helpful and very pleasant - Lisa and Denise were lovely.
It was timely, no waiting. Easy to park. Reassured about my problem and the advice given perfect. Polite service given.
Thank you for putting my mind at rest. Thank you very much you were both lovely and caring.
(No comment left)
Good to have a full explanation of the breast structure in relation to my pain and its source.
Friendly faces and all approachable :) No suggestions to improve.
The assumption that my bra is ill fitting was frustrating but I do appreciate that other people may find this advice helpful. Thank you.
Made me feel at ease.
I found everyone very professional and reassuring.
Good and quick and all the staff were helpful and good.
All the staff were very friendly and helpful.
The practitioner was very confident in what she was doing. Appreciated the information.
Staff very nice and helpful, made me feel relaxed.
Everything was good and professional.
Extremely put at ease. Nurse and associate very friendly, kind and caring.
Easy to find and all very organised.
Staff very friendly and reassuring.