*PATIENT TESTIMONIALS*

*Speech & Language Therapy*

"When I first made contact with Lucy, I had suffered with a very hoarse and croaky voice for the best part of three months, following three weeks of complete voice loss resulting from an initial chest infection. I speak for a living, so this was major concern for me. Additionally, I found this difficulty very stressful and isolating.

Lucy listened to my concerns and seemed to really empathise with what I was going through, from her very first email response, which put me at ease for our first meeting.

Lucy was able to see me very quickly, giving me the opportunity to have two sessions with her and have daily exercises to do at home while waiting for my NHS speech therapy appointment. The difference this has made has been phenomenal. One of the secondary issues affecting my voice, in addition to reflux and damage caused by coughing, was muscle tension. Within a couple of weeks, this has all but disappeared, thanks to the work I have done with Lucy. While the other issues will take longer to resolve and still cause me to sound hoarse and have a very weak voice, I can now converse comfortably and I have regained some level of volume control for my voice too. Working with Lucy has made a huge difference to my work - I was able to give a half hour radio interview (unthinkable prior to my sessions with Lucy!) and was even told by the presenter who had no idea that I had a voice problem, that I have a 'lovely rich voice'! From a personal perspective, I now feel like I can participate in family life again and converse with friends much more freely. I have a long way to go yet to resolve all the issues affecting my voice, but doing the initial work with Lucy has had a huge positive impact.”

*FR, Doncaster*

Lucy, thank you so much for your help.

You were responsive from the get go. You've helped my partner make more progress with regaining her voice within a single session than she has made elsewhere within half a year. We still have some way to go but it has been truly wonderful to hear my partner's voice again after so much time.

The whole process was quick and easy. The advice given, and friendly, helpful support has been perfect. I genuinely have no feedback for improvement"

*JM, Lincolnshire*

“Lucy has been persistent with me today and we have made significant progress [with my voice] – more than I’ve made in four and a half years. [I was] so happy that I cried to have so much progress in a small space of time.”

*DS, Bridlington*

" (The) frequency and severity of what I was experiencing has reduced over the months I've been seeing Lucy, and I am now aware of what I was doing that I shouldn't be doing. It's a continual process of recovery for me and I expect it to get better and better still over the coming months."

*HS, East Yorkshire*

“Lucy was fantastic, friendly, professional and patient. Lucy’s sessions gave me a better understanding of how the voice, throat and breathing work. This enabled successful vocal training techniques to bring my voice back to normal. Progress was consistent over several Zoom meetings over the Covid period. These remote sessions worked better than expected and meant I didn’t miss work or encounter travel-related problems.”

*MG, West Yorkshire*

“Lucy was so friendly and so clear with her explanation of what has been happening to me. For the first time in about 18 months I felt like someone actually understood what I had been going through and was giving me some options to deal with it. She was fantastic”

*AN, London*

“Her gentle manner really put me at ease & I felt like she fully listened to everything I was saying - didn't feel rushed at all. You could also tell she was extremely knowledgeable. My first session with her was really positive.”

*KB, Hull*

“(Lucy) is calm, friendly and competent. She made me feel I could trust her to get through my voice problems. She explained the exercises clearly and did not overload me with too much information. Lucy demonstrated how to perform the exercises patiently until I felt able to practise them at home."

*DS, York*

“Lucy helped me hear my voice again and regain my confidence that I still have a voice. Lucy enabled me to access vocal exercises that were achievable, that felt successful each time I did them. I had hugely lost my confidence in doing vocal exercises. Lucy also helped me to understand the other aspects of my voice loss, physical, emotional and spiritual. I now have the tools to take the next gentle steps of voice recovery. The therapy has been perfect for me.”

*HH, Derbyshire*

“Lucy provided me with several techniques to help me cope with my inducible laryngeal obstruction condition which has significantly helped me to improve my confidence in managing my condition. As a result, my inducible laryngeal obstruction is significantly better controlled than it was before seeing Lucy.”

*AH, Bradford*

“The course of treatment helped exceptionally well for my condition.”

*Anon*

"I was diagnosed with a vocal (cord) palsy whilst away on a work assignment with limited access to healthcare. Lucy was recommended to me by a friend and I am so pleased that I reached out to her as she was a great support. Lucy explained what was happening to my vocal cords and provided me with reassurance at a time when I was quite stressed about my voice. I really appreciated how Lucy explained everything to me very clearly and was happy to answer all my questions. Everything she explained was done so very clearly and kindly.  I would highly recommend Lucy to anyone experiencing similar issues. Thank you so much Lucy!"

*JS, via Skype (overseas).*

"Lucy issued speech exercises which she went through with me during the sessions and she followed up my progress at the next session. Lucy was very good at explaining to me what had happened to me after the stroke and how and why it affected my speech, and how to get around it, which I found very comforting.

Lucy's attitude and empathy towards me and my condition greatly helped me to quickly build up my self-confidence and self-respect again, which was very low at the time of meeting Lucy. I couldn't have been supported and helped any better if I'd have been a member of the Royal family. THANK YOU LUCY FOR GETTING MY LIFE BACK AGAIN."

*PC, Hull*

“(Lucy was) very helpful in putting you at ease whilst discussing the problem, explaining it in detail (which made) it easy to understand the remedy. First class.”

*DB, Lincolnshire*

“(Lucy) was knowledgeable, personable and professional. I felt very comfortable discussing my difficult situation.”

*RB, Edinburgh*

##### “Lucy was superb at explaining the condition my daughter has in a way that my daughter could understand. My daughter was always at the centre of the treatment and was able to ask questions and was fully aware of her treatment plan. Me and my daughter both left feeling reassured and positive.

*EE, E.Yorkshire*

##### “My experience was really good. Lucy was so helpful and gave me voice exercises to do which have helped to restore my normal voice. I would recommend Lucy to anyone with voice problems”.

*IC, E.Yorkshire*

"Lucy was rapidly able to diagnose the cause of my speech impediment, which was quite different from what I had supposed. She then guided me through a series of exercises, progressing each week. Some of these seemed rather inconsequential at first, but as I worked away at them my voice improved noticeably.

At the end of the programme I was able to address an audience of 50 people for a half an hour without any problems, and my voice is much improved for day-to-day use, in particular on the telephone.

I have suffered from the impediment for many years, and Lucy was able to cure me of it in two and a half months. I am impressed and very grateful."

*TB, E Yorkshire*

“(Lucy is) a good, clear communicator. Professional but friendly and put me at my ease.”

*SW, Driffield”*

“Nothing could have been done better. Lucy thoroughly investigated everything and I feel very satisfied with service given.”

*LD, E.Yorkshire*

“Very straightforward, open and honest about treatment options. I particularly appreciated the willingness to look at all options rather than simply following a pre-determined treatment plan.”

*CP, Stockport, Cheshire.*

"Lucy spent a lot of time listening and asking questions about my general health to build a picture of my speech problems, which I very much appreciated. I also found the materials she forwarded before my initial consultation very helpful as prep for the meeting. Lucy was extremely welcoming and friendly which made the whole experience much more relaxing and reassuring"

*AS, Oxfordshire*

"Lucy made me feel at ease straight away. She listened to me and didn't make me feel embarrassed, which improved my confidence straight away. After the initial assessment, I had three further sessions with Lucy, and I felt a great improvement after each. Lucy explained things in a very logical way, about how sound was made and where in the mouth it was produced, what had happened with the stroke and how the brain was trying to find an alternative route to help me speak. She pointed out areas when I had difficulties pronouncing words, for example, when there were two or three consonants in a row. All the exercises Lucy gave me were relevant to improving my speech. I thank Lucy for all she did for me and if I look back to the first time I met her, what a difference her help and expertise gave me in improving my life after the stroke."

*PC, Hull*

"Everything was clearly explained and we left with a better understanding of why the condition occurs and reassurance in handling it. We had handout information to take away and a detailed report to follow. Totally professional and very approachable regarding asking questions."

*SR, E Yorkshire*

“Lucy was very welcoming and made us feel at ease. I felt she understood my son’s problem and explained the issues fully.”

*LT, E.Yorkshire*

“(Lucy was) extremely knowledgeable and pitched advice to the patient’s own knowledge”.

##### Has the air of professional competence, whilst also being friendly in her approach. Her explanations are clear and easy to follow. The provision of information leaflets is very helpful, as is her advice.

*RJ, N.Lincolnshire*

##### Lucy was friendly and put you at ease. She explained everything, listened, was patient and understanding. I came from the consultation feeling extremely positive and relieved with the knowledge of what I have to do to improve my voice. More than met my expectations.

*AM, NE Lincolnshire*

##### I was provided with concise, yet comprehensive information. Lucy proceeded with extensive fact finding to determine the issues. I found Lucy to be very personable and I felt comfortable and completely satisfied with my appointment throughout.

*JO, North Yorkshire*

“(Lucy was) extremely knowledgeable and pitched advice to the patient’s own knowledge”.

*EB, Hull*

“Lucy listened very well and made sure to address everything we brought up thoroughly. She provided lots of information, both on vocal care and generally on how the vocal apparatus works. It was a very friendly and comfortable environment.”

*JB, Hull*

“Lucy had a way of putting you at your ease straight away and offered her knowledge in a very positive, professional way but without being pushy.”

*ML, Hull*

“Lucy helped me to recover my voice and get my confidence in talking again”

*CG NE Lincolnshire*

“Lucy treated me with incredible kindness and sensitivity. Lucy’s knowledge on the condition of MTD helped me to relax and really feel that she understood the difficulties I am experiencing. I felt ‘heard’ and the treatment offered seemed very effective. Looking forward to my next appointment. Thank you Lucy.”

*HH, Derbyshire*

"Many thanks Lucy. Your session was very useful and put our minds at rest on many levels. Be assured that from meeting you we will come back if we feel P needs more help following his move on from the initial symptoms. I transferred your fee today and it was worth every penny."

*PG, East Yorkshire*

"I would recommend Lucy Swain as she is very professional and understanding. If it were not for Lucy recognising an underlying condition which resulted in a referral to a Consultant and an operation, I would have been in the same state for many years to come."

*PJ, East Yorkshire*

"Lucy first helped me to diagnose my particular problem. Shen then guided me in several sessions in practices that helped reduce the symptoms and hopefully completely resolve the problem. The support I received from Lucy was excellent, very competent. I am very thankful for her help."

*TB, Hull*

“(Lucy) took her time to explain everything thoroughly, both in terms of suspected diagnosis and potential treatments. It was all very interesting!”

*HS, East Yorkshire*

*Nutrition and Lifestyle Medicine Testimonials*

##### "I had been struggling with my symptoms for over 20 years and Lucy was the first person to sit and listen to me and want to help me. Lucy explained so many things to me and was understanding and so helpful. I can now manage my life, condition and symptoms and now have a much better way of life. Apart from the odd day I am no longer 'suffering in silence'.

*SL, Hull*

"Lucy was very kind and helpful. I felt she supported me with the advice she gave me. I completed a health questionnaire and a food diary, after which Lucy gave me a booklet to take home which was explained to me during my consultation, and was very helpful. I made the changes to my diet and things improved quickly for me.

Thank you Lucy. You were very professional, approachable and I feel I have a better understanding of my health problems after your help.

I wouldn't hesitate to recommend Lucy to anyone who needs help."

*SW, Beverley*

​“A full plan was created with foods to avoid and those to try and more of, with recipe ideas and potential meal plans, with reference to my food diary. Full explanation was provided with regards to how the body processes food and other extrinsic factors, and how this could affect energy levels and weight gain”

*JM, Grimsby*

“(Lucy) helped me to re-think food entirely and lose weight in the process. Lucy has given me a whole new approach to cooking and meal planning, along with loads of ideas for recipes and ways to include more protein in my vegetarian diet.”

*HH, NE Lincolnshire*

##### “Lucy explained everything very thoroughly and has excellent knowledge on which to base her dietary recommendations”

*CE, Hull*

##### “Lucy was very easy to talk to and had taken time to look at my details and was prepared with lots of ideas. It felt like someone was really listening to me!”

*CL, Hull*

##### “I had a large weight loss due to a virus I had contracted. Also I had recently been diagnosed with a twisted bowel. I felt some dietary advice on both conditions was worth having.

##### Lucy gave me excellent advice for both conditions. As for the weight loss and following a higher protein diet, I have been able to put about 2/3rds of the weight lost back in one month. Lucy gave me good advice both at the consultation and with the written diet sheets she provided. As for my twisted bowel, following the dietary advice and by eating a little and often, my pain and stomach cramps became fewer and more manageable. I am therefore satisfied with the consultation and thought on reflection, it was very good value for money. I would therefore not hesitate contacting Lucy in the future should the need arise”.

*ML, E.Yorkshire*

##### "I came to Lucy when I was unable to stabilise my thyroid condition. I've been suffering with hypothyroidism for approx. 12 years and the last couple of years have been the hardest, with side effects of up to 50% hair loss, sleepless nights, fatigue/exhaustion, brain fog and being easily irritable. Having teenage children and trying to hold a job down..... I felt despair and called Lucy for advice. To my surprise, she answered the phone straight away and listened to everything I had to say.... She ran some tests and recommended a change in diet, going gluten-free and taking control of my blood sugar levels. I learned that certain foods can be triggers and certain foods can help my condition.... I applied these straight away and will never look back. Since seeing Lucy, I have been able to reduce my medication form 125mcg to 75mcg, my hair is starting to grow back... I'm having 7-8 hours sleep and feeling refreshed upon waking... and I can now cope with normal day to day living. Lucy clearly explains in great depth your condition. Your first session is packed with information about your condition and how to make positive changes and eliminations, and the reasons why. She will back this up with literature for you to take away so you can fully understand and review everything you have been covering in the appointment. The benefits are immense...firstly you understand your condition in depth, then you understand why you must make changes within your diet. I personally now have been able to reduce my medication. My hair, which was falling out at a rapid rate has now slowed down and re-growth has begun. So I am delighted with the outcome. Please do not hesitate to contact Lucy, she has worked wonders for me and I thank her wholeheartedly for her advice and support.

*JB Lincolnshire*

##### ​Thank you! You were amazing I got so much out of the appointment and everything made so much sense!! Thank you for dealing with my tears too and remaining professional.

##### (And 8 weeks later...)

##### I’ve held back from messaging as I didn’t want to tempt fate but I just wanted to let you know you have literally changed my life!!!! You will probably remember I came to you because since I suffered from chronic fatigue 4 years ago I haven’t been able to go for longer than 3 hours without eating and I was really struggling to manage my weight. I would literally feel like I was about to faint to the point I couldn’t hold my head up.

##### I started following your advice properly 4 weeks ago and I cannot believe the difference. I have completely cut out all sugar, added protein to every meal, swapped to Almond Milk and I have stopped having breakfast. I am now eating between the hours of 12pm and 6/8pm with no feelings of weakness or like I’m going to faint. So some days I fast for 19 hours absolutely fine.

##### All my tummy symptoms have gone, I never crave sugar and I never really feel hungry. I’m also sleeping so much better.

*SS E.Yorks*

##### “ I now have a good understanding about how different foods/food frequency impact on the body. My diet was carbohydrate heavy, but now I have added more protein. I have a personalised handout, including recipes, which I refer to.

*DL, E.Yorkshire*

##### “Having had this condition for over 5 years and getting nowhere, Lucy provided information which I could not find online, or from the NHS professionals. This was so reassuring for me. Prior to the first consultation, there was an extremely thorough form for me to complete, which formed the basis for our first meeting. Lucy was absolutely excellent in everything she said and did during the first consultation.

##### At the second consultation, Lucy provided a detailed eating plan, which was so reassuring, but also easy to understand despite what is a very complex and overwhelming condition. The information and eating plan made a massive improvement to my health within a very short time, and I feel confident and happy about the future. I would highly recommend Lucy .....and she would be a massive gem to the NHS!. Thank you Lucy.

*GL, Hull*

 “I just liked Lucy’s common sense approach and her analysis of my health questionnaire. I felt she listened and understood what I needed from the consultation. I am happy with the information she has given me to help me work on my diet and hopefully improve my health”

*JW, E.Yorks*

“Lucy is very knowledgeable and an expert at her profession. Lucy is very friendly and made my mum feel at ease and was able to help her. I would highly recommend Lucy.”

*Anon*

“(Lucy) is a very good listener. Considers her replies and is very informative. She has hit the target for me – very good!”

*AS, E Yorks*

“Lucy understood exactly where I was coming from and what I want to achieve from visiting a nutritionist. She has created a plan that is realistic for me to achieve my goals”

*KK, York*

" Your diet works wonders for me and I can honestly say it changed my life for the better! I managed to lose some weight (7kg) and I didn't even start exercising yet. I feel so much healthier and energised, I don't need to take a nap in the day as I used to do. I stopped eating sugary products, and at this point I stopped having cravings for sweets and chocolate, even on my period. I eat fruits after every meal and stopped feeling tired and heavy afterwards. I don't feel like snacking before bed because I am not hungry anymore. For the first time in my life I am not obsessing over food. I stopped eating for comfort and huge cravings that once had me eating mountains of junk food are gone! It's so amazing! I'm not counting points ....... I just live my life free of constantly thinking about food or being afraid of it. I still enjoy it though. Healthy food is so delicious and the sugar from fruits is just enough for me now. No more putting my poor body under the stress by putting over sugary junk into it.

I'm so glad I came across your clinic. I can't thank you enough Lucy! I finally know what to eat to stay healthy."

*IU, Hull*

​(Lucy was) empathetic, friendly and knowledgeable.

The approach was just right. In particular, the fee was of exceptional value. The combination of understanding the patient, talking things through in a relaxed way and delivering a professional analysis together with easy-to-understand verbal guidance and comprehensive illustrated documentation.”

*JM, E. Yorks*

" Lucy's explanations were clear and helpful. She answered questions and demonstrated excellent knowledge. She was encouraging and gave me hope that my medical problems can be reduced."

*MW, Beverley*

“I contacted Lucy following a long period of early afternoon slumps. The slumps were fairly dramatic and sometimes necessitated me lying down for a short (and sometimes longer) nap. I was struggling with my weight, sleeping terribly and felt sluggish and bloated.

I started with a questionnaire and online consultation and then had my first consultation. I was asked to complete a food diary and being a vegan expected that I was already eating healthily.

Following the consultation I realised that even vegans can eat unhealthily. I changed my diet to decrease my lifelong addiction with bread, cut out processed foods and took much more notice of what I am eating. I began to eat more legumes and slowly over time focused on my protein intake.

The impact was almost instantaneous. The early afternoon slumps stopped (and haven't returned) and my sleep pattern improved. Again, this change has been sustained. Over time my psoriasis has improved also. My focus for the next few months will be on intermittent fasting as an aid to achieve sustained weight loss. I have tried this in the past but the guidance from Lucy has been invaluable. I would recommend anyone to seek help and Lucy does that in a very supportive and encouraging way that I have found brilliant for me.”

*MB, Rotheram*

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" I was asked to document a food diary and a history of illnesses, medications etc. and Lucy identified a pattern of illness. My thyroid had been ill-controlled over a number of years. She supported my recovery by explaining about, and giving me information about how the thyroid works and encouraged me to seek out an endocrinologist. I had a lot of inflammation in my body and still had excess weight gained in the past. I was sleeping poorly and had lost concentration. She supported me to completely over-haul my diet by giving me  a personalised nutritional programme which contained recipes and explained food groups and food values. She supported me to help myself gain better health.

Once I followed the healthy eating, the inflammation reduced gradually and I was able to identify food irritants and eradicate these. Seven months after my initial appointment I have lost weight and feel much more energised. My hormones are much better balanced. I sleep better and the inflammation is much reduced.

I am truly grateful to Lucy that my thyroid medication is reduced by over half now, by the endocronologist bringing my thyroid back into a more normal range. I believe that the healing foods that I am now eating are supporting my immune system recover and I am hopeful that my medication will be reduced further in the year ahead. That saying "Let food by thy medicine, and medicine be thy food' has turned out to be very true. I would highly recommend Lucy to support better nutrition for improvements in overall health and wellbeing."

*DH, East Yorkshire*

“The advice was reassuring and chimed very much with what I think is a sensible course of action. The recipes are exactly what I was hoping for. Lucy has a great deal of experience and knowledge from medical settings and research.”

*JB, Bristol*

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" Lucy is professional and really knows her stuff. She has a way of putting you at ease and explaining things so you understand, which makes a difference because she doesn't just give suggestions but explains why she believes they would be beneficial. I was a bit nervous and not sure what to expect, but to be honest I didn't need to be. She was lovely and I would highly recommend her."

*AR, Hull*

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"This was the second time I have contacted Lucy and her expertise in nutrition is excellent. I would highly recommend her."

*JB, Lincolnshire*

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" After completing an in-depth health questionnaire and food diary, I was impressed that Lucy had spent time before my appointment working through my answers and drafting personalised nutritional information and a dietary plan. My first appointment lasted an hour and I came away with information to make a start at changing my diet. I followed with a further 3 appointments, of a shorter duration. Overall, I believe that Lucy really knows her subject and was able to supply me with the necessary information to help me reduce my symptoms. Although it has not completely cured my reflux ( which I did not expect) it has helped me to control the condition and eat foods which help rather than hamper my health. I have also lost weight, without actually dieting, by just changing the foods I consume. As this condition runs through my family, I felt contacting Lucy has given me more understanding of the condition and eased the anxieties I was experiencing about it. I was not disappointed about the service I received. I would certainly recommend Lucy Swain for anything concerning nutrition and would not hesitate to contact her again in the future for further appointments as and when needed."

*NB, E Yorkshire*

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"I had suffered with 'IBS' for over 20 years and wasn't getting much support from the doctors, so after I don't know how many relapses, my husband found Lucy, and I have never looked back.

Lucy's support, help and advice has been invaluable. Lucy listens to you and her knowledge about the body and how it works is just unbelievable. I had a test done and followed an elimination diet and now I am the best I have been for over 20 years. My symptoms have more or less vanished. I now know what I can and can't eat and I am now able to live a normal life and it's just amazing,

Lucy is just fabulous. She continues to support and advise me. I can email her for advice and have one-to-one consultations to keep on top of my symptoms.

*SL, E Yorkshire*

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Lucy is very knowledgeable and helpful in the area of nutrition, so when I had these symptoms she asked a lot of questions which helped me to reflect, and for us to work out a plan of action together.

*SA, Hull*

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Excellent first meeting. Bespoke diet and information sheets had been prepared for me to take home and Lucy talked me through them, answering any queries clearly and concisely. Additional information given at follow-up meeting. Lucy answered my questions and gave advice where necessary.

*PL, Hull*

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Lucy was "really easy to talk to, and very knowledgeable!"

*MH, E Yorkshire*

##### ​

"After gaining an unhealthy amount of weight I felt it was time for me to seek advice from a Nutritional Therapist. I contacted Lucy at the Spire Hospital and after filling in a detailed questionnaire about my overall health I made my appointment. After many years of suffering with, at times  debilitating headaches, Lucy recommended I have blood tests for certain deficiencies such as magnesium, iron and vitamin D.
Lucy helped me get a perspective on what my plate should look like when I have a meal. It was a  few simple tweaks, for example  I wasn't eating enough veg and there were other things we agreed that I needed to cut out of my diet.
Lucy was very non judgmental in her manner, her recommendations were  uncomplicated and manageable. So to date (my appointment was 4 weeks ago) I have now lost half a stone and the fortnightly headaches have disappeared. I haven't had to take any migraine medication in this time.
I am very grateful for the advice, the change in my overall well-being is  a welcome feeling. I have more weight to lose and it's coming off healthily and steadily by following a few simple uncomplicated tweaks.
Thank you Lucy"

*AG, E.Yorkshire*

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"Lucy was always professional but friendly and really cheerful. She listened and seemed to take a lot on board, and acknowledged the difficulties I had but never made me feel stupid. My history wasn't straightforward.......but she took the time to wade through it all, and still came up with suggestions. She really knew her stuff and explained everything really well, from what I was lacking in my diet, and how that could impact me health, to what I could introduce or change to improve things. (She) did it in a way that made it easy to get my head around, and far less complicated than I expected, putting me at ease. Even though I had foods I couldn't eat for many reasons, she always came up with an alternative.

She made lots of recommendations, but didn't make me feel pressured into having to do them. She sent loads of extra information, which i didn't expect for the price - it was much more affordable than I expected. There were loads of recipe ideas too, and links to different sites she thought I might find useful.

Thanks to the way she explained things, I do have more understanding, which has given me a little confidence and try new recipes and foods that I've never even heard of, let alone what food group they belong to - and some are very tasty.

It's a work in progress, but definitely pleased I decided to go - and pleased she agreed to help even though the history wasn't straightforward. Some of the symptoms are easing, which is brilliant, and hopefully that will continue. Overall, I can't knock it. I was really nervous, right up to the first appointment and had no idea what to expect but it was brilliant - 2 short appointments has made a difference."

*AR, Hull*

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"I was impressed by the comprehensive and professional nature of the analysis and understanding Lucy demonstrated during the consultation and within the written analysis."

*DJ, E Yorkshire*

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"Lucy made me feel at ease as soon as I walked in. She listened, and didn't judge the bad choices  I had made. She made me believe in myself and set me on a positive pathway."

*MK, Hull*

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##### "I rang Lucy after a Google search because I was at the point of desperation. After more than 20 years of constant bowel problems, countless doctor and hospital appointments, Lucy was my last hope. Lucy listened to my story with empathy and tailored her consultation and advice according to my needs. Tests were recommended and the results quickly showed the root of my problems. Dietary changes never previously suggested by any other healthcare professional have dramatically improved my quality of life. I am now able to leave the house without the worry of needing a toilet urgently, my mental health is also improved and most importantly, I am able to enjoy time with my family. Lucy has always been there to listen to me as I rode the roller-coaster of my new diet but without her I'm not sure where I would be. Lucy tailored her consultation, tests and recommendations based on my individual needs, meaning my condition began to improve very quickly based on her advice. Huge thanks go to Lucy for her understanding, empathy and professionalism......a first class service."

*IP, Hull*

##### ​

##### "Lucy had clearly listened to what I had mentioned in our telephone conversation and tailored the booklet accordingly. The booklet is fantastic, as are the recipes. I have already made some alterations to my diet and have noticed the benefits in only 1 week!"

*JT, Grimsby*

##### ​

##### "Lucy has vast knowledge of all my illnesses and explanations are second to none ... I found that very endearing and felt (her) empathy towards my issues."

*VB E. Yorkshire*

​“I felt that Lucy really listened to me and explained things in a way that I could understand. It was also helpful to be able to take my time and not feel rushed.”

*AM, Hull*

##### "I found Lucy very knowledgeable, she seemed to put me on the right track to overcome my IBS issues after our first meeting. The symptom analysis following any flare-ups I had with my IBS and ongoing advice given over the next 3 visits was outstanding. Experimenting with different foods to monitor the effects it had in order to really get to the root cause of my problem.

##### I would like to thank you for all your help in starting to overcome my IBS and realising that it is possible to live a far more energetic and flare-up free life just through avoiding certain food groups and maintaining a healthier diet"

*MF, Lincolnshire*

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##### "Lucy was helpful and supportive. Not critical, but gave helpful advice! I feel the information I received has given me an excellent start to finding a solution to my problems"

*RS, E Yorkshire*

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##### "Lucy was very positive and professional throughout our consultations. She helped me tremendously with my health concerns and really put me on the right track to a healthier lifestyle. Since my consultations with Lucy, I have yet to get sick, and my blood sugar has dramatically improved - as I don't get any more dizzy spells or light-headedness. She really pin-pointed important aspects of my diet which needed to be tweaked, and I am thankful for her service and advice."

*AH, London*

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##### "What a lovely, kind, patient and understanding person Lucy is. She has excellent knowledge of her subject and has helped me very much"

*JB, Hull*

​“Felt at ease and listened to the whole time. Feel I have learnt a lot and can’t wait to apply what I have learnt and been recommended.”

*SH, Gilberdyke*

##### "I was provided with lots of useful information to support my health and Lucy took the time to explain thyroid function and ways to support me with a healthy balanced diet."

*DH, E Yorkshire*

##### "Lucy is very patient and understanding. Very good advice and very helpful. Thank you Lucy!"

*MP, Hull*

##### "The most positive aspect of Lucy's service was to now feel so much better in myself by eating the right foods. I am so amazed how food can change your health, both mentally and physically. I feel more comfortable around food and do not get hungry anymore. The *best* thing is that I am not on a diet, just a healthy change to the the way and what I eat. I cannot see how you can improve Lucy's service, I found her very understanding to my needs. Her explanations and help were very easy to follow. I have been feeling so much better - more positive and more comfortable around food. My motivation is so much better and I feel like me again. I am no longer hungry. Food really is the route to a better, healthier me!"

*MH, East Yorkshire*

##### "I would recommend Lucy Swain as she is very professional and understanding. If it were not for Lucy recognising an underlying condition which resulted in a referral to a Consultant and an operation, I would have been in the same state for many years to come."

*PJ, East Yorkshire*

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"The advice which Lucy gave on changing my diet brought improvement to my physical symptoms e.g headaches, which I suffered from regularly, are now a thing of the past. The nutritional supplements which Lucy recommended have also had a positive effect on my symptoms".

*CE, Hull*

##### Lucy was very welcoming and actively listened to my questions and concerns. At no point did I feel I was asking an irrelevant question. It was clear that Lucy had read through my completed questionnaire and was acutely aware of why I had made the appointment to see her, and seek her guidance and knowledge. I am so grateful for the detailed, easy-to-understand, personalised nutrition information, diet and lifestyle plan that Lucy gave me. There is really no excuse not to follow it! I’m really looking forward to being the best, healthiest version of myself.

*SLM, E.Yorkshire*

##### Lucy suggested omitting dairy from my diet to test if that is the reason for the mouth ulcers. I took her advice and have to say, even though I do still get ulcers, they are now infrequent which has been a big positive change in my whole demeanor and mood. I am now able to enjoy all the foods I wasn't able to eat because of the pain.

##### Good listener, compassionate, understood what I needed. I would recommend anyone with any health issues, it was interesting that Lucy looked outside the box and one simple change made all the difference. Thank you Lucy!

*NS, Hull*

##### "After suffering with abdominal pain for more than 10 years, and various tests through my GP being inconclusive, I decided to have a consultation with Lucy.  I found Lucy's calm approach very reassuring and her advice very helpful and informative.  After relevant tests I now have a clearer understanding of my condition.  I am very grateful to Lucy for all her guidance, advice and kindness shown."

*DW, East Yorkshire*

##### "I have been recommended to see Lucy by my colleague at work. At the time I was struggling with overweight, tiredness and sinusitis.  On the first consultation Lucy looked at my current diet and its impact on my health. The way Lucy explained information it was very easy to understand (and I’m not English native). I have been given a lot of information was advised to take a test (which later been proven to be invaluable for further consultation and overall outcome).

##### Now all this in the past and I am entirely grateful to Lucy for all she have done. I got back my health (I have also lost 13.2 pounds so far) I no longer feel tired (have headaches)  and I managed to take control over my sinusitis, also mine and my families diet (I have two young children) have changed unrecognisably and I have to thank Lucy for all this. All my friends and colleagues have noticed the changes and if anyone asks I always say: - I have been lucky to see Lucy."

##### "First of all I wanted to thank you. I wanted to thank you from the bottom of my heart, as what you have helped me to accomplish is unbelievable. I'm now completely different person (or to be honest I’m the person that I was used to be 10-15 years ago) the changes that you have showed me made a huge impact on mine and my family's life, so I don't think that I will ever stop being grateful to you for allowing me to have this opportunity to change my life."

*VS - East Yorkshire*

##### “{Lucy was) very approachable and non-judgemental, which made me feel comfortable to say things to her about my health issues”

*KR – Hull*

##### “(The advice) was personalised, specific and detailed.”

*LS - Driffield*

##### (Lucy) listened and understood my issue and what was causing it or making it worse for me. She went above and beyond. She could charge more! She’s worth it!

*HB – Crewe, Cheshire*

##### I liked being given the time to talk about what was concerning me. I felt that Lucy really listened.

*JL. E.Yorkshire*

##### Mutual respect and understanding of the aims. Lucy’s knowledge and experience was obvious which build a professional and trusting relationship, Helpful targets that were achievable. A useful diet app and research material.

##### Lucy has been very approachable, professional and easy to talk things through with.

*EA, E Yorkshire*

##### Lucy was extremely informative and made me feel like there was a solution to my issues. She provided helpful tips and a pack to guide me in my journey to regulating my symptoms.

*TB, E.Yorkshire*