

What 478 clients told us

Four years of client feedback, and what it taught us

62%

told us they felt better after their session

4.5/5

average rating from 278 clients

29

countries our clients have joined us from

Andy Porter

andy-porter.co.uk

September 2026

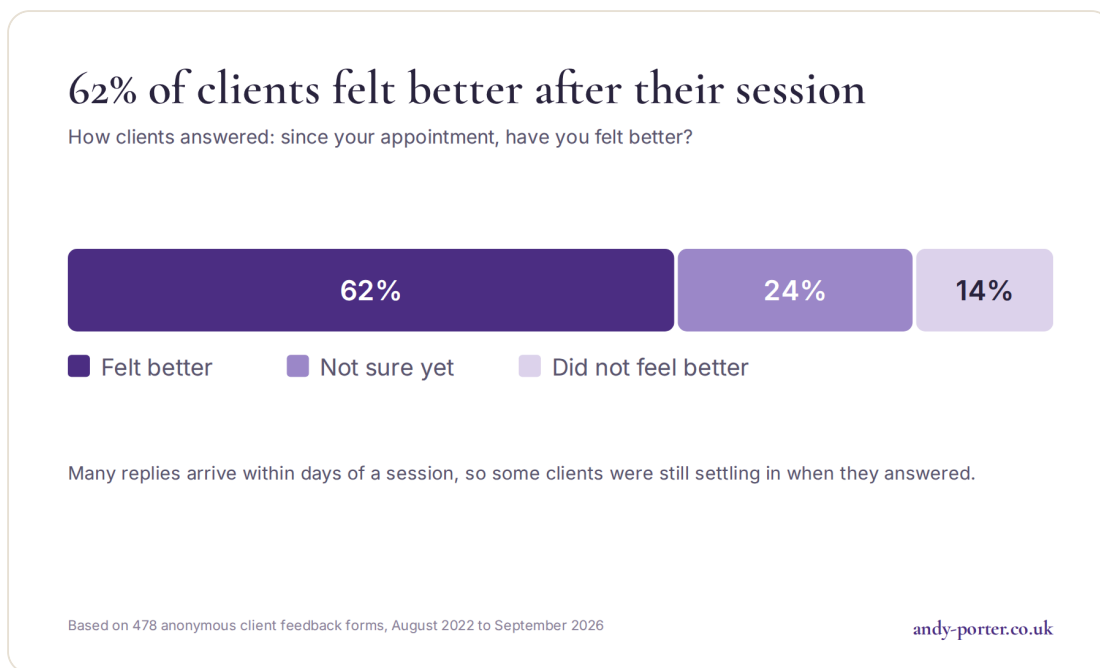
We were running through some of our client feedback data this week, and honestly, what popped up stopped us in our tracks.

After every session, we invite clients to fill in a short, anonymous feedback form. It asks how they have felt since their appointment, what brought them to us, and what they hoped for. Since August 2022, 478 of you have taken the time to fill it in.

That is a lot of stories, and a lot of trust. So we sat down, gathered every answer together, and looked at what they tell us as a whole. We wanted to share it with you, the good bits and the honest bits, because you are the reason this work exists.

The headline numbers

The first question on our form is a simple one: since your appointment, have you felt better? Here is how 478 clients answered.



Many of you fill in the form within a day or two of your session, while you are still settling in. So it is natural that around a quarter were not sure yet. We have included every answer here, including those who did not feel a change, because we want this to be an honest picture.

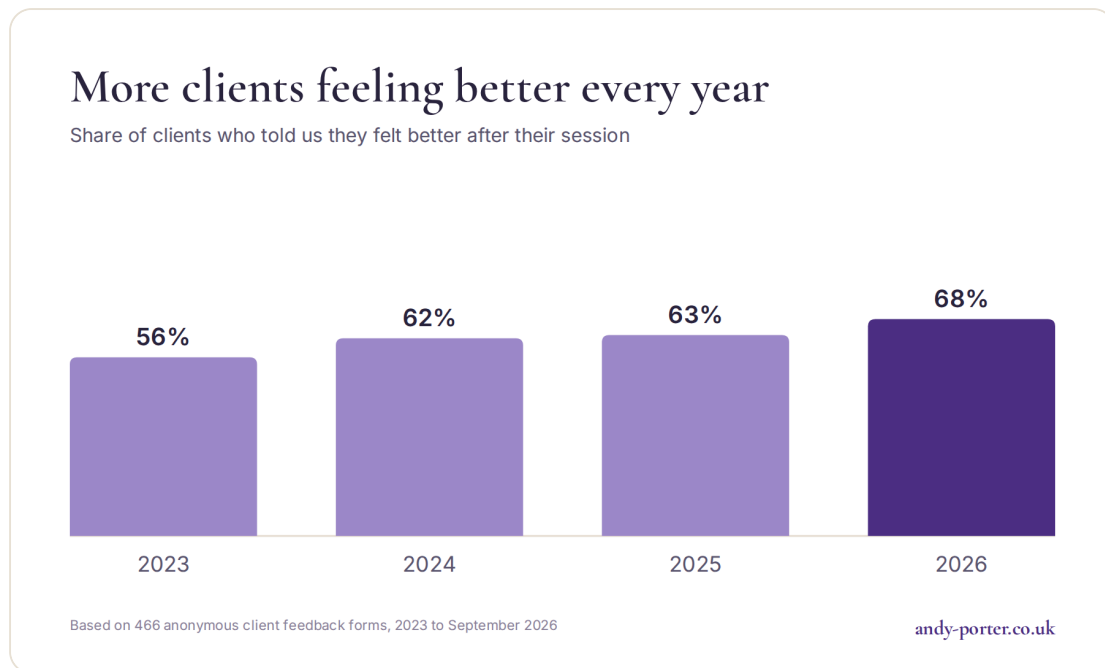
A few more numbers that made us smile:

- **Rated 4.5 out of 5** by 278 clients, with 74% giving the full five stars and 86% giving four or five.
- **98% found booking simple and easy** (456 of 464 who answered).

- **Clients from 29 countries**, with the USA and the UK the most common homes, followed by Canada, Australia, Peru and the Netherlands.
- **79% of you have watched our videos and interviews**, including the weekly Ask Chen live streams.

Getting better every year

The part we are proudest of is this. The share of clients who say they felt better has grown every single year.



At the same time, the share saying they did not feel better has fallen from 17% to 12%. We think that reflects everything we have learned along the way, and the growing community of people who practise their protection and meditations between sessions.

The top 5 reasons people come to us

When you book, we ask what prompted your appointment. Most people tick more than one box, and on average clients choose four. These are the five that came up most often across all 478 forms.

1. **Low energy and fatigue (50%).** Half of all clients told us they felt tired, drained or had no energy. It is the single most common reason people reach out, and it is often the first thing clients notice when something feels "off" energetically.
2. **Anxiety and fear (46%).** Nearly half described feeling anxious or fearful, often without a clear reason why.

3. **Sleep problems and bad dreams (38%).** Restless nights, nightmares and waking in the early hours came up again and again.
4. **Curses, black magic and witchcraft (33%).** One in three clients felt they were on the receiving end of curses or negative intent from someone else.
5. **Entity problems (33%).** Another one in three felt that something was attached to them or affecting them.

Just behind these were mental intrusions (31%), low mood (30%), trauma (26%) and earthbound spirits (24%).

What strikes us most is how everyday some of these feel. Tiredness, worry and poor sleep are things so many people quietly live with. For many of our clients, they were the sign that something needed clearing.

A gentle note: these are the reasons clients gave for booking, not a list of conditions we treat. Andy's work is spiritual and complementary, and it is never a replacement for your doctor or other medical and psychological care.

Who our clients are

In April 2025 we added a few extra questions to the form, and 257 of you have answered them since. They paint a lovely picture of our community.

- **Most of you are in mid life.** Half of clients are aged 45 to 64, and the most common age group is 45 to 54.
- **Nearly 8 in 10 are women (78%).**
- **91% have spiritual or religious beliefs,** and 82% believe spirit attachment or negative energies could be affecting them.
- **73% had been told before** that they had a spirit attachment or energetic interference.
- **Many have lived with their issues for a long time.** 46% had been experiencing them for many years, while 12% reached out within the first month.

Our clients are also very experienced. 59% have seen or sensed spirits, 79% have worked with an energy healer and 67% with a medium or psychic. Nearly half (48%) had also seen a medical doctor, which we think is exactly right: looking after body, mind and spirit together.

What you hope for

We also ask what you hope to get from your appointment. Again, most people choose more than one.

Hope for the appointment	Share of clients
Spirit removal or clearing	86%
Emotional relief	65%
Clarity	62%
Physical healing	48%
Connection with higher self	46%

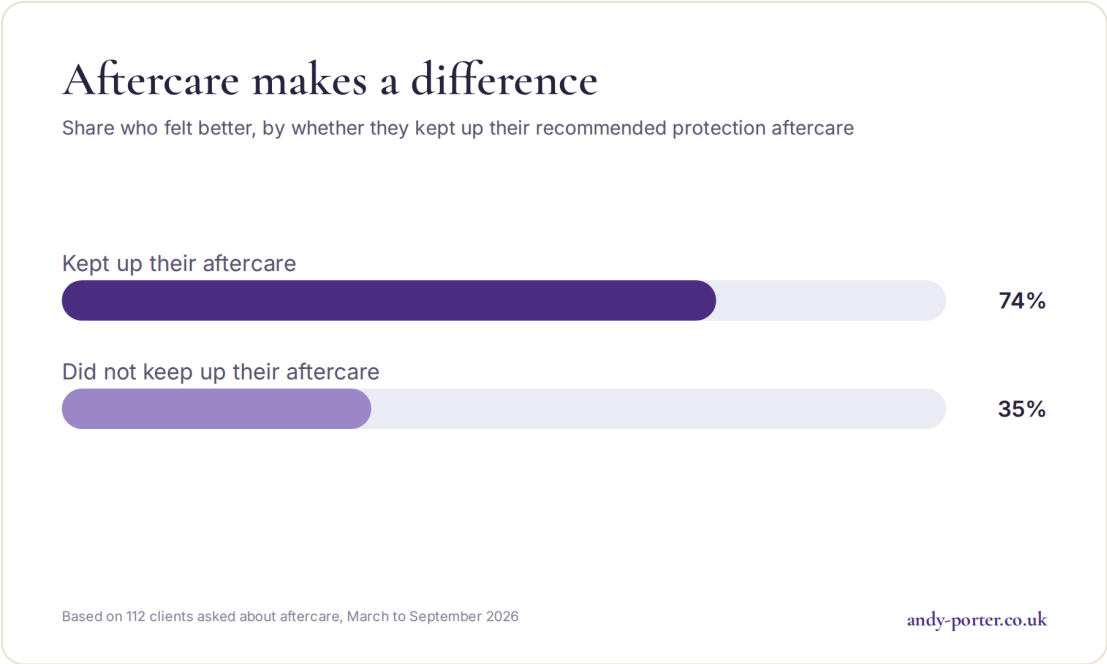
A few of you wrote your own hopes in too, and they are beautiful in their simplicity: "fresh start", "growth, peace", "safety of me and family, freedom", and "to feel more myself".

What helps you get the most from a session

Two things stood out clearly in the data, and both are in your hands.

1. Aftercare really does make a difference

Every session comes with recommended spiritual protection aftercare: grounding, protection and the meditations. Since March 2026 we have asked whether you have been keeping it up.



That means those who kept up their aftercare were twice as likely to feel better. It is a smaller group so far (112 clients), but the message is clear. The clearing is the start, and what you do in

the days and weeks after helps it hold.

If you are not sure where to begin, our free audio meditations, the Ten Ways to Protect Your Energy guide and the monthly Worldwide Thump the Grid Meditation with Chen are all good places to start.

2. Reaching out sooner helps

Clients who came to us soon after their issues began were the most likely to feel better.

How long clients had been experiencing issues	Felt better
Under 1 month	81%
1 to 6 months	78%
6 to 12 months	74%
Over a year	59%
Many years	62%

That does not mean it is ever too late. Well over half of those who had lived with things for many years still felt a difference. But if something feels off, there is no need to wait and put up with it.

In your words

Numbers only tell part of the story. Here are a few of the comments that made us smile, shared with the permission of the clients who wrote them.

“I was the lightest I’ve felt in a long time, skipping bubbly and joyous on my walk.”

“When I woke up I felt this indescribable sense of gratitude, happiness and joy. My friends and family thought I sounded different and I hadn’t told them what I’d had done... I feel like I am back to myself.”

“I felt a profound clearing in my field. Their work seemed to remove layers I didn’t even realize I was carrying... the change is unmistakable.”

“Our home feels transformed! It now feels like a place of sanctuary. Such a relief.”

“I have never felt better after a session with anybody like I have with Andy and Jayne. They're worth every penny, and are such wonderful people.”

“It's heartwarming, beautiful and clearly shows integrity how Jayne booked me in for a free follow up session... it's just amazingly caring and I truly appreciate it!”

“Life changing and never felt better. Follower and practitioner now!”

Thank you

When we started asking for feedback, we never imagined it would grow into something like this. Nearly 500 of you, from 29 countries, have shared something personal with us. Every form gets read, the lovely ones and the difficult ones, and each one helps us do this work a little better.

We also want to be honest. Not everyone feels a change, and for some people the relief does not last as long as they would like. We read those replies just as carefully, and they are a big part of why we keep teaching protection, running free meditations and encouraging aftercare.

If you have had a session with us, thank you for trusting us. If you have been thinking about booking, we hope this gives you a real sense of what our clients experience.

With love and gratitude,

Andy, Jayne and Chen

About these figures: all numbers come from our anonymous client feedback form, completed voluntarily after a session between August 2022 and September 2026. Some questions were added later, so the number of people answering varies. Quotes are shared with permission and have been lightly shortened. Everyone's experience is personal and results vary.