

Brucegate Dental Practice



Patient Satisfaction Questionnaire

Results

February 2013

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Introduction

This is the first patient satisfaction survey carried out at Brucegate Dental Practice. It was designed to cover a wide variety of areas to identify any problems that we may have previously been unaware of.

The survey was carried out from August 12th to February 13th. Patients attending for appointments were asked to fill in a questionnaire anonymously for more honest feedback.

There were 37 replies. Some were only partially filled in if a patient didn't have experience of certain aspects of treatment (eg. hygienist visits).

As well as the results we have added the general comments received.

Bucegate Dental Practice Satisfaction Survey 2012

In order to find out how we are meeting your needs, we are asking our patients a few questions about the care they have received. Please be honest in your answers. Your comments will be held in strict confidence and you do not have to sign your name unless you want to. We plan to use your suggestions to make our service to you and your family even better.

Thank you for your comments.

Please complete items 1 – 4 to describe yourself.

1. Age ☐ 0 – 18 ☐ 18 – 25 ☐ 26 – 40 ☐ 41 – 55 ☐ Over 55

2. Gender ☐ Male ☐ Female

3. How far have you travelled?

Less than ☐ 5 miles ☐ 5 – 9 miles ☐ 10 – 14 ☐ 15 miles and over

The list below includes statements about treatment you received.

Please place a tick next to column to indicate.

| General | Agree | Unsure | Disagree |
|---|--------------------------|--------------------------|--------------------------|
| It was easy to make an appointment | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The location and parking are convenient | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I received a reminder for my appointment | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I was happy with the telephone manner of the receptionist | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Open hours of the practice are convenient. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Any Further Comments.....

Facilities

| | | | |
|--|--------------------------|--------------------------|--------------------------|
| The reception area was neat and tidy | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The waiting area was clean and comfortable | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Any Further Comments.....

| | Agree | Unsure | Disagree |
|--|--------------------------|--------------------------|--------------------------|
| Customer Care | | | |
| The staff were friendly and attentive | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The staff were clean and tidy | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The dentist was professional and courteous | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The hygienist was professional and courteous | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The dental assistant was professional and courteous | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The dentist was considerate and sensitive to my needs | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The hygienist was considerate and sensitive to my needs | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The dental assistant was considerate and sensitive to my needs | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Treatment | | | |
| My proposed dental treatment was clearly explained | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Any questions I had were answered | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I was given treatment alternatives | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The dental treatment was completed to my satisfaction | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The fees were explained prior to any treatment appointment | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The fees for service were fair | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Any Further Comments.....

Additional comments.....

What I liked best was.....

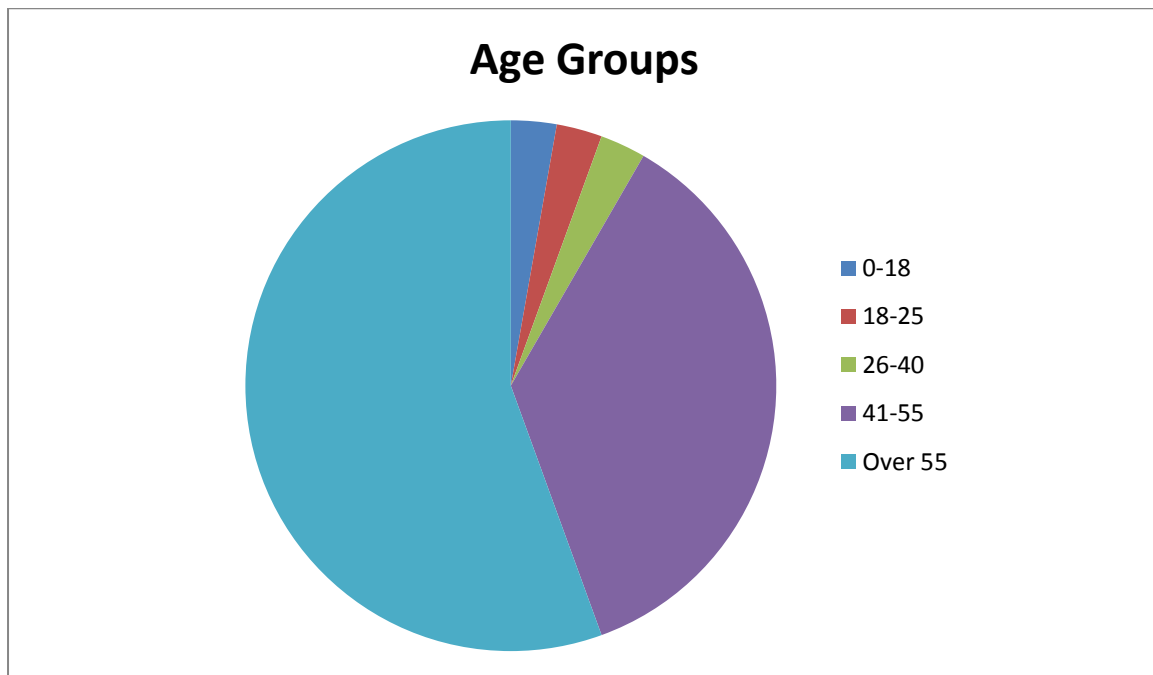
What I liked least was.....

In what ways could we have made your experience better.....

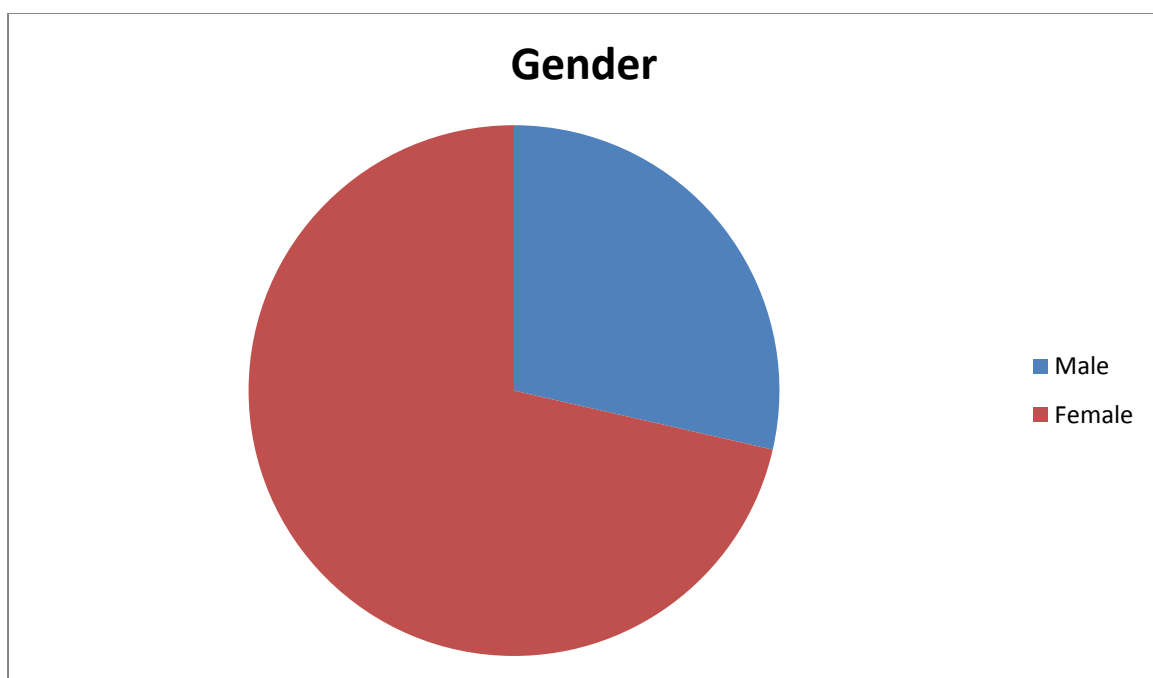
Thank you

Brucegate Dental Practice Satisfaction Survey 2012

Results 20/08/2012 – 05/02/2013

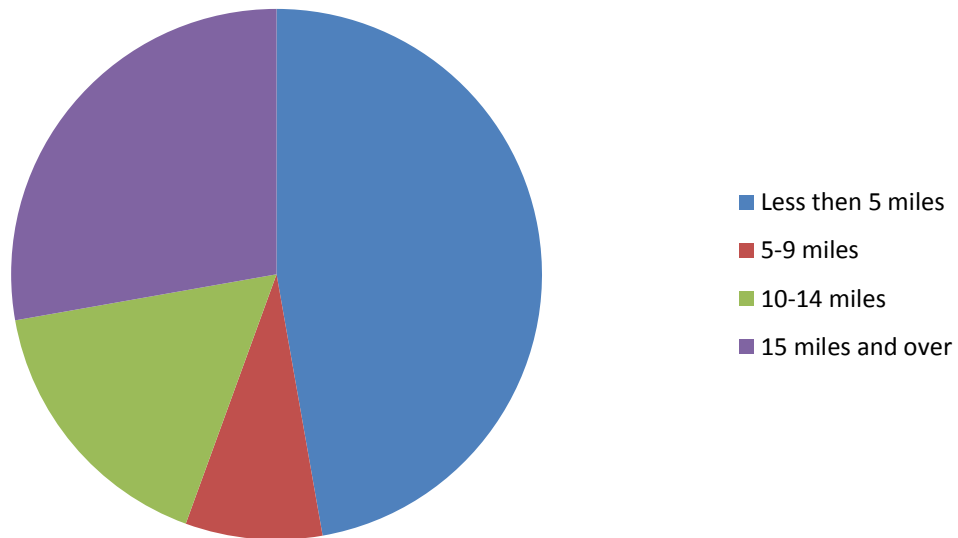


Results show: Most patients are within the over 55 age group



Results show: Most patients who filled in this questionnaire are female

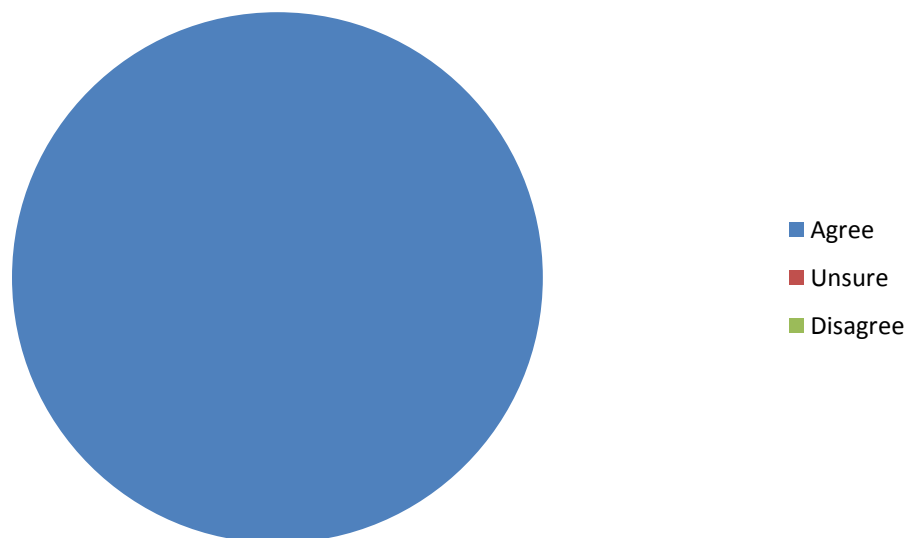
Distance Travelled



Results show: Most patients are within a 5 mile range

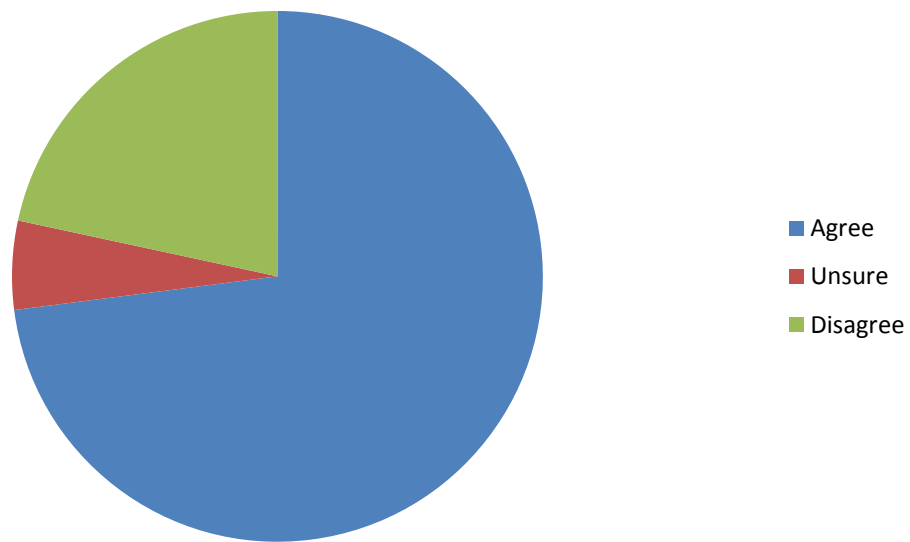
General

It was easy to make an appointment



Results show: All patients agreed appointments were easy to make

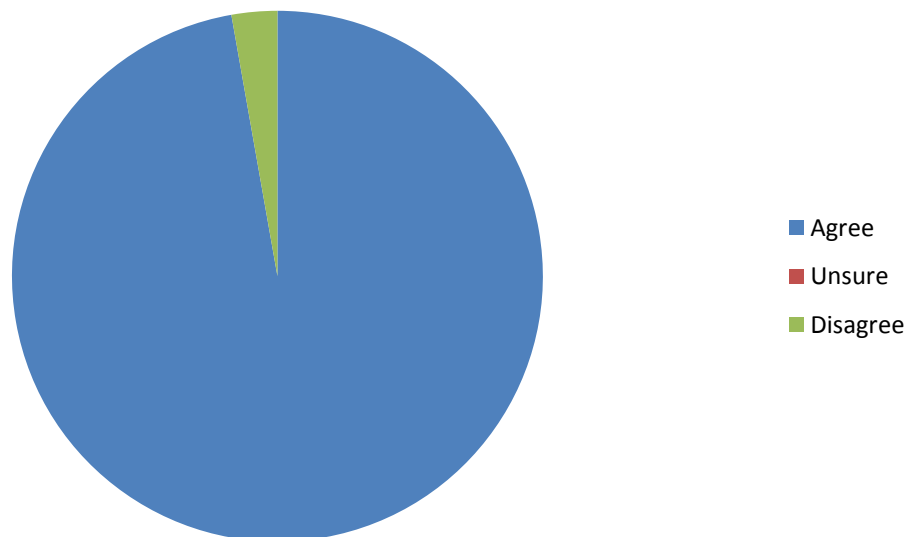
The location and parking are convenient



Results show: Most patients found the parking and location convenient

70% agree 21% disagree

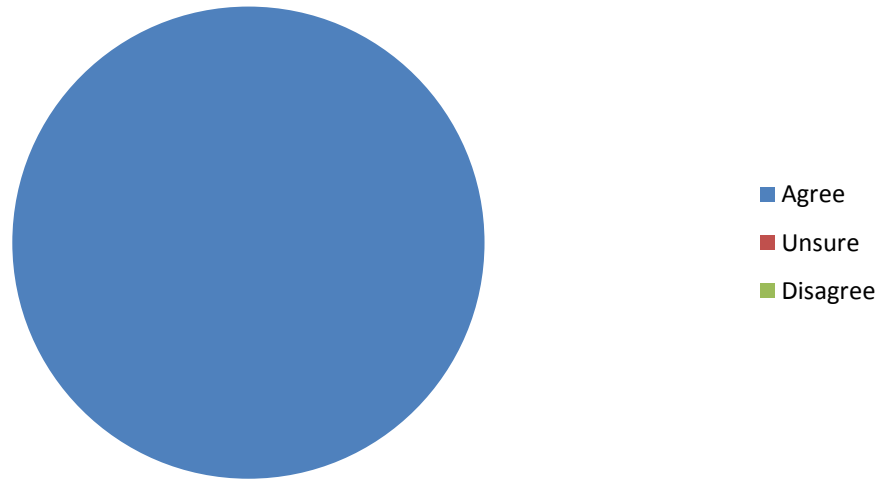
I received a reminder for my appointment



Results show: Most patients received a reminder

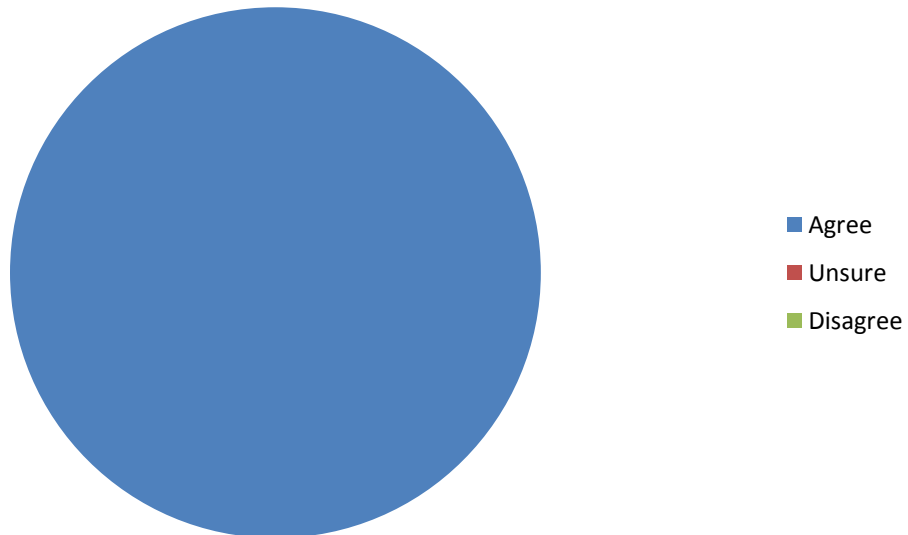
4% disagree

I was happy with the telephone manner of the receptionist



Results show: All patients were happy with the receptionist's telephone manner

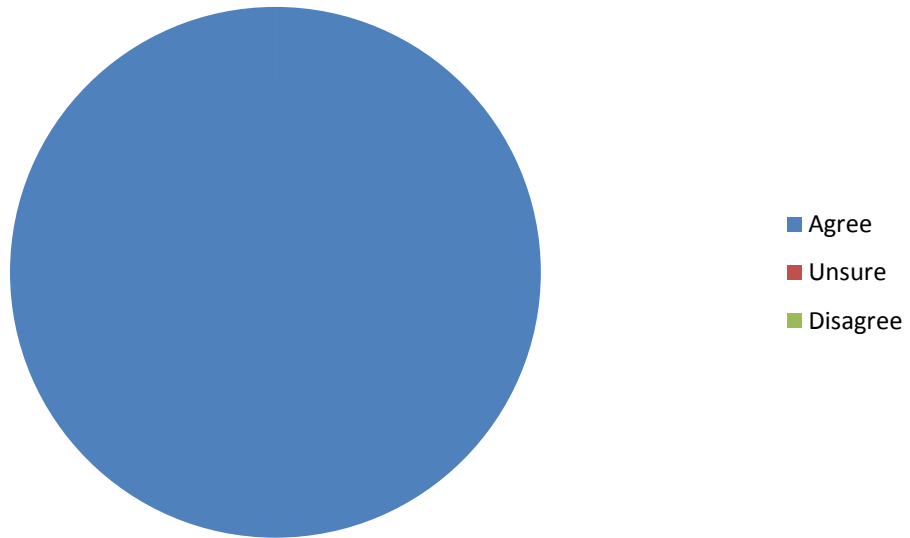
Open hours of the practice are convenient



Results show: All patients found the opening hours convenient

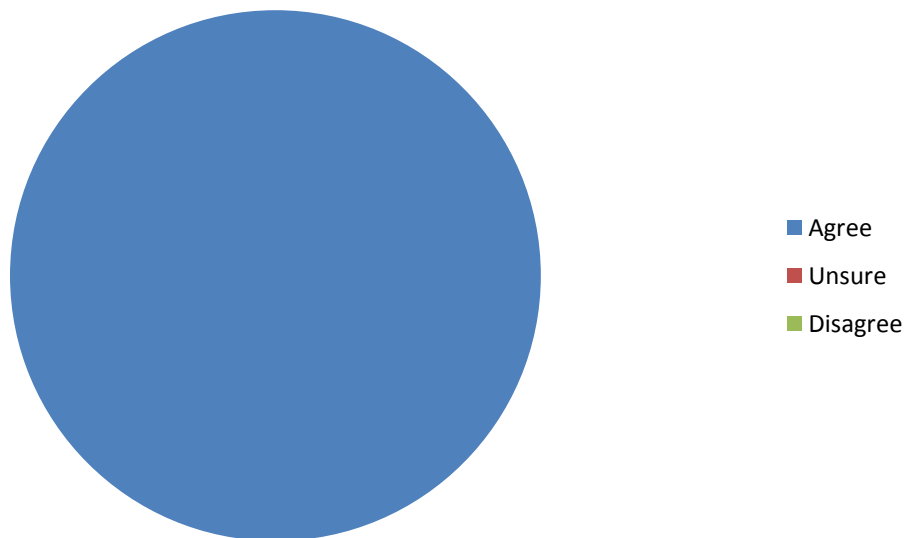
Facilities

The reception area was neat and tidy



Results show: All patients found the reception area neat and tidy

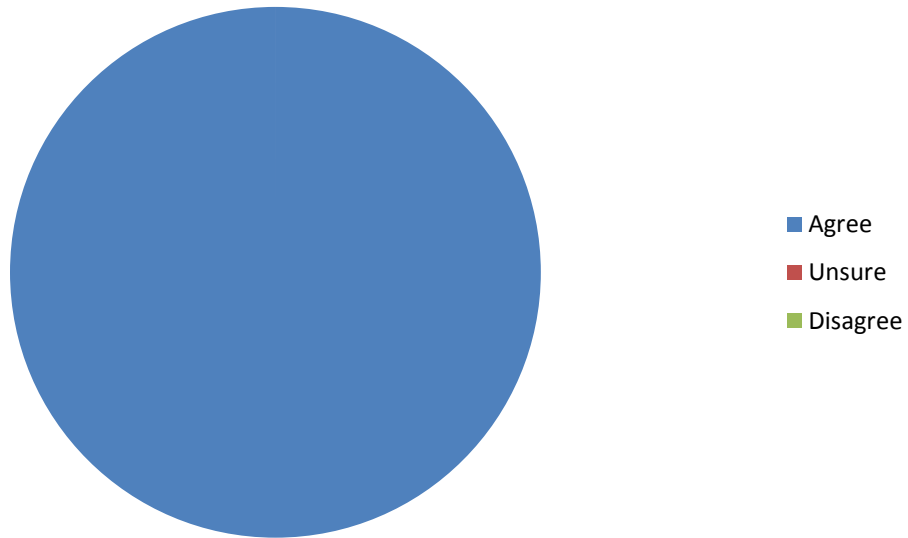
The waiting area was neat and tidy



Results show: All patients found the waiting area neat and tidy

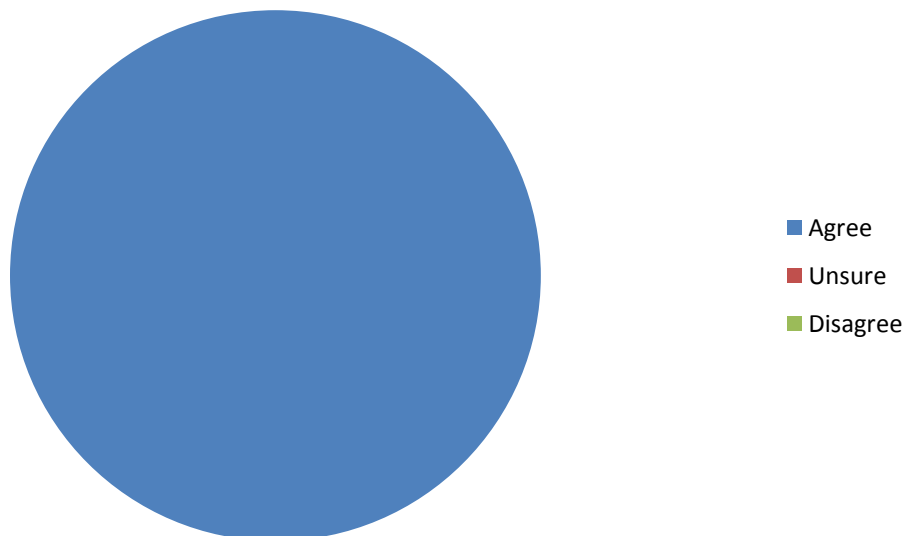
Customer Care

The staff were friendly and attentive



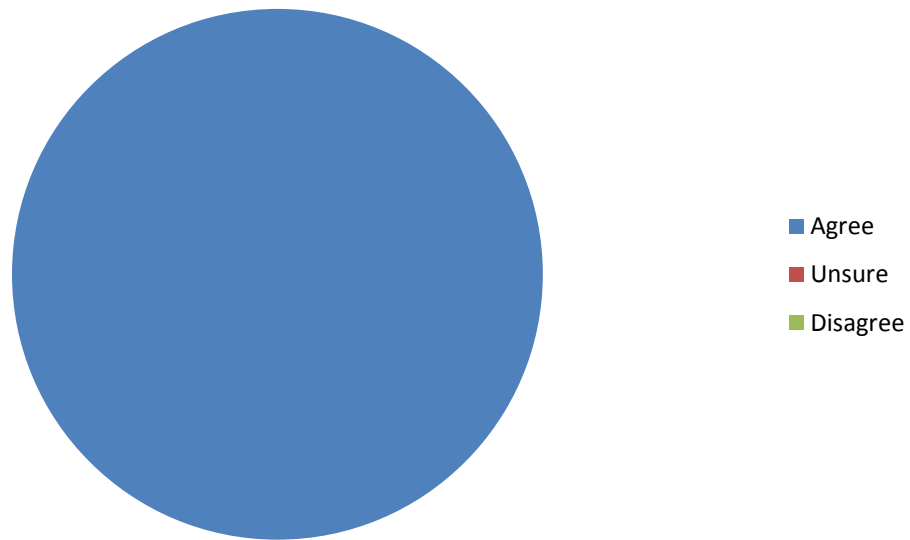
Results show: All patients found the staff friendly and attentive

The staff were clean and tidy



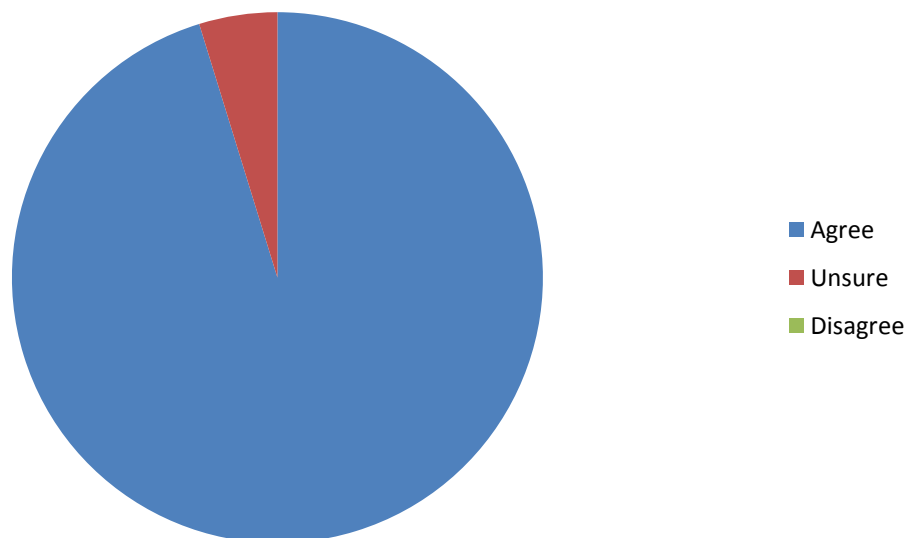
Results show: All patients found the staff clean and tidy

The dentist was professional and courteous



Results show: All patients found the dentist professional and courteous

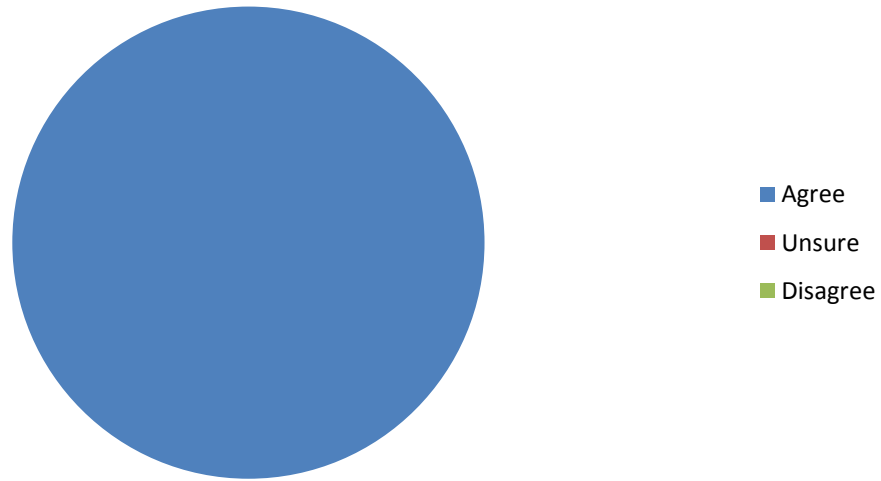
The hygienist was professional and courteous



Results show: Most patients found the hygienist professional and courteous

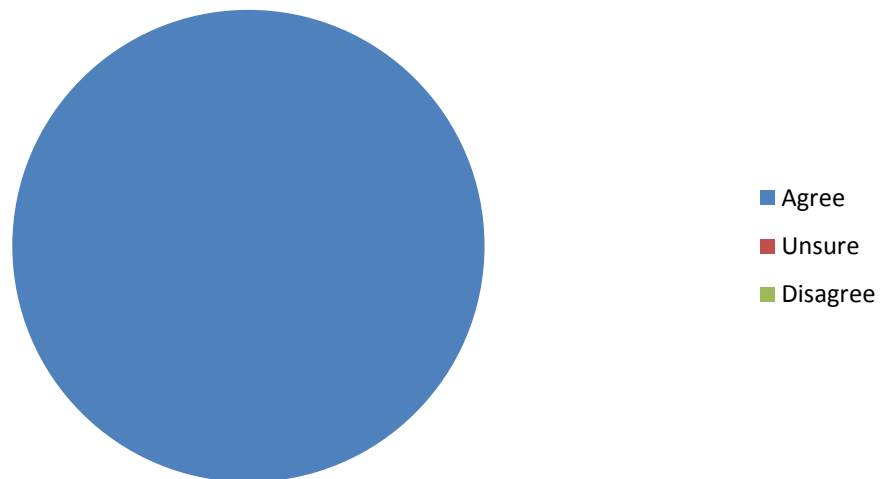
6% Unsure

The dental assistant was professional and courteous



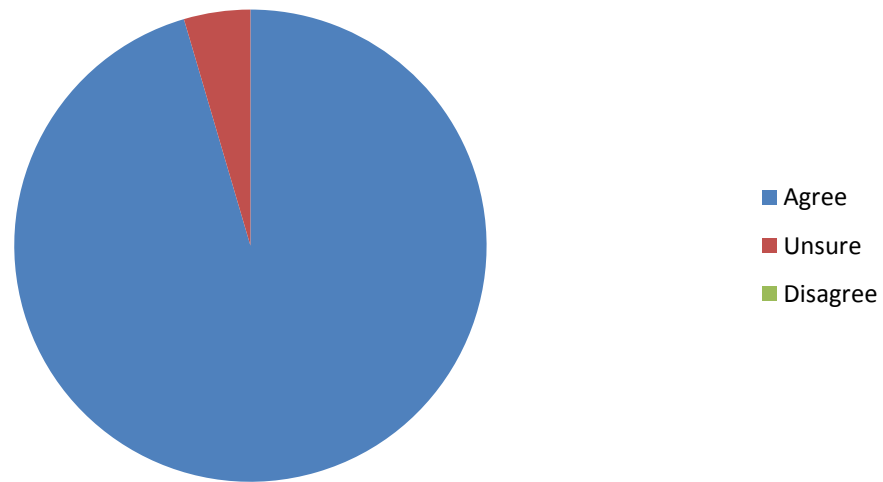
Results show: All patients found the dental assistant professional and courteous

The dentist was considerate and sensitive to my needs



Results show: All patients found the dentist considerate to their needs

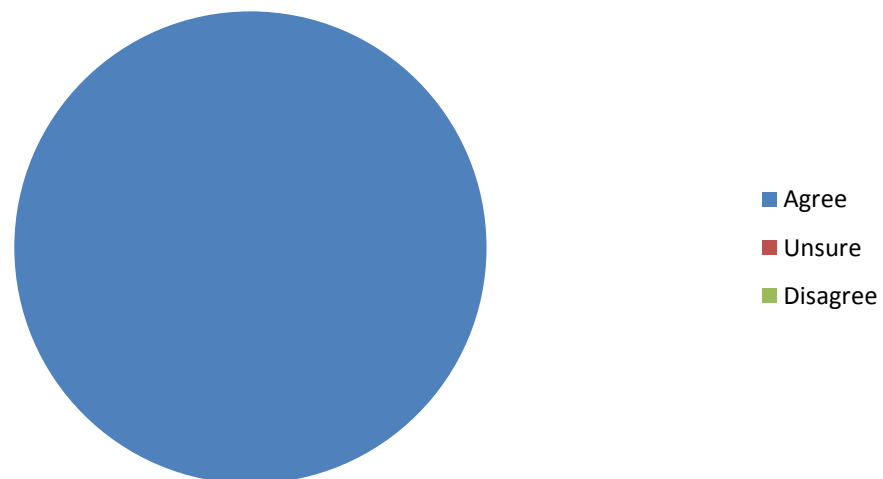
The hygienist was considerate and sensitive to my needs



Results show: Most patients found the hygienist considerate to their needs

6% Unsure

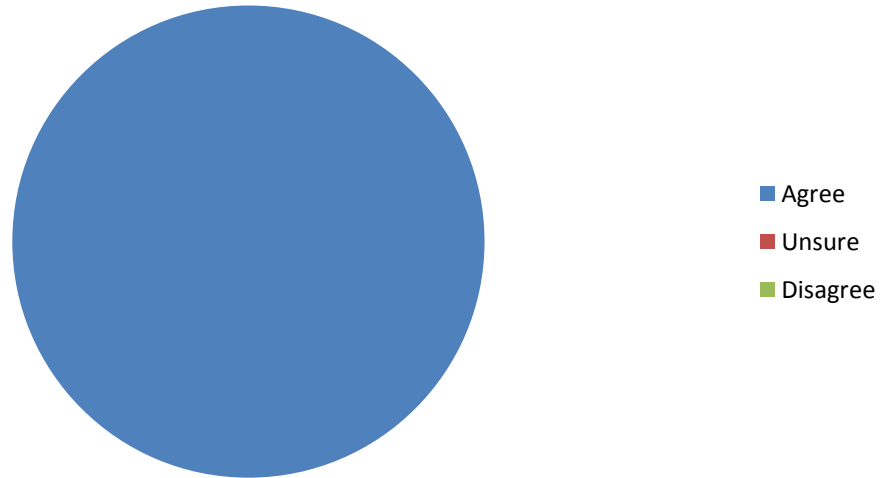
The dental assistant was considerate and sensitive to my needs



Results show: All patients found the dental assistant considerate to their needs

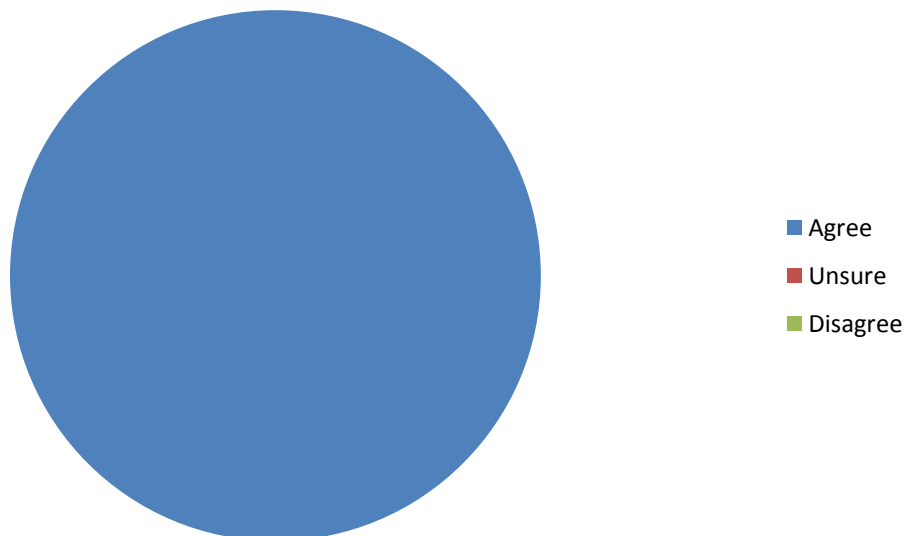
Treatment

My proposed dental treatment was clearly explained



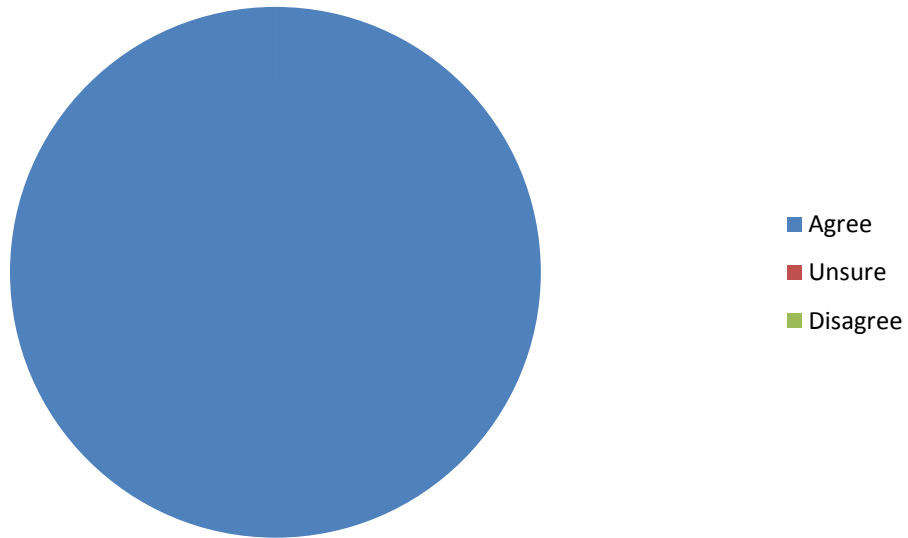
Results show: All patients found their treatment was clearly explained

Any questions I had were answered



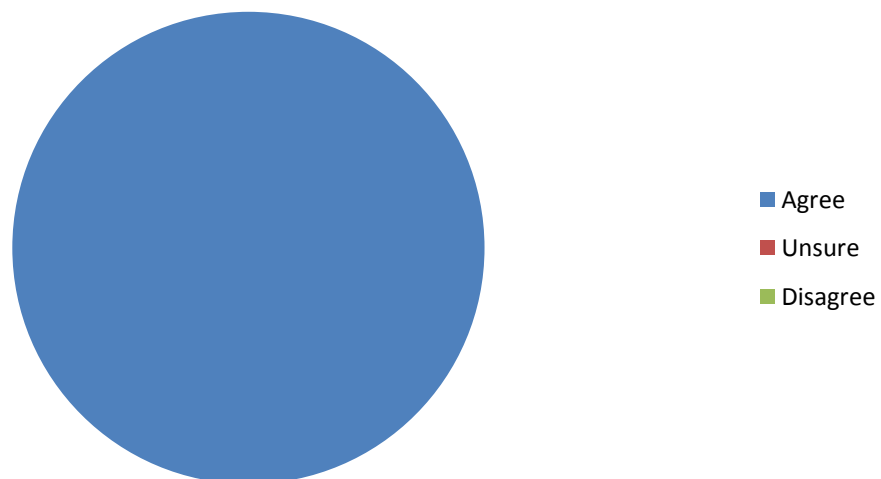
Results show: All patients found their questions were answered

I was given treatment alternatives



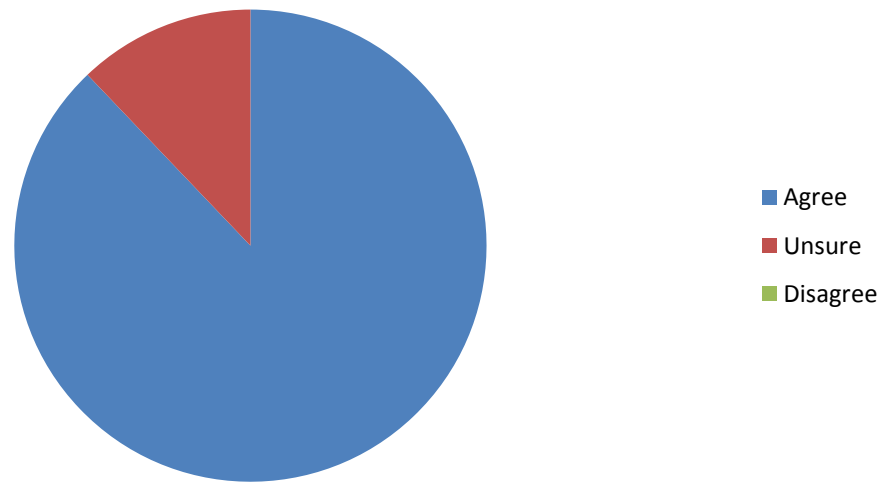
Results show: All patients found they were given alternatives

The dental treatment was completed to my satisfaction



Results show: All patients found their treatment was completed satisfactorily

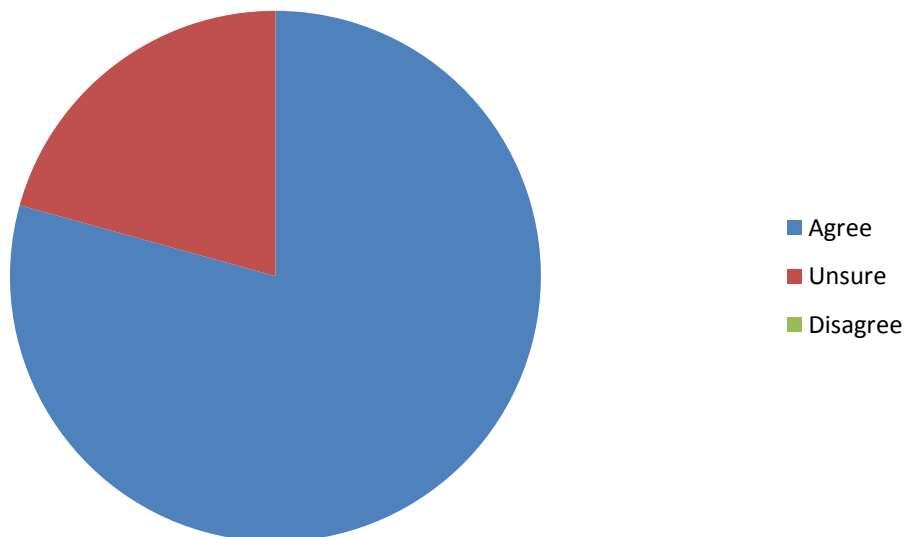
The fees were explained prior to any treatment appointment



Results show: Most patients found the fees explained prior to treatment satisfactorily

12% Unsure

The fees for service were fair



Results show: Most patients found the fees were fair

20% Unsure

Conclusions and Actions

The questionnaire was designed to provide us with more information on the demographic of our patients as well as details on a whole variety of issues.

Overall the patient satisfaction was extremely high. In many cases there was 100% satisfaction with many aspects of their visit.

The only area with significant disagreement was on regards to location and parking.

There are 4 designated parking spaces at Brucegate Dental Practice which on busy days fill up very quickly.

As a result we will make more spaces available for patients at the surgery and also make patients more aware of long stay parking at Castlegate car park which is less than 100 yards away.

We have also been involved in the Berwick Chamber of Trades petition to reduce parking charges in Berwick.

A copy of these results will be available to patients at the practice and on-line.

List of Additional Comments

Friendliness of everyone

Given appointments to be seen in an emergency

I was reminded in good time with a time to suit my schedule

Nice and cosy

Fees were very reasonable with the service I received

Welcoming and professional staff

Receptionist very pleasant and helpful

Everything was very satisfactory

Quick appointment

Nice and warm

Nice staff and understanding of my needs

It was excellent as always

Felt reassured and relaxed during visit

Calm and considerate

Very happy with all aspects of treatment

Friendliness of staff

Enjoyable experience

Excellent

Very welcoming and soothing afterwards

I think it's all very good

Efficient

Good care, nice people

Happy with everything

All staff are very friendly which is why I'm happy to travel

Friendly atmosphere, very relaxed