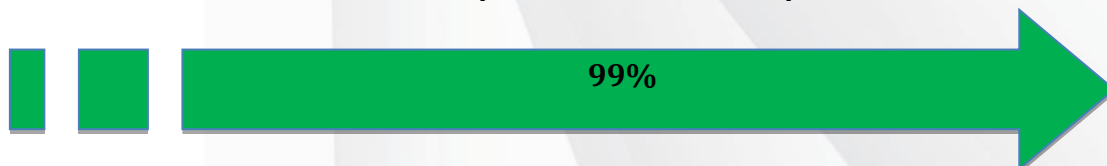


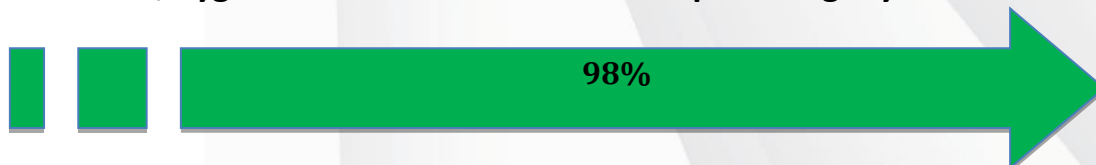
# Patient Survey Results

The primary goal of this practice is patient satisfaction. These are a sample of the results of our last patient satisfaction survey from June 2019. Where we have not reached 98% satisfaction the team have agreed an improvement action plan.

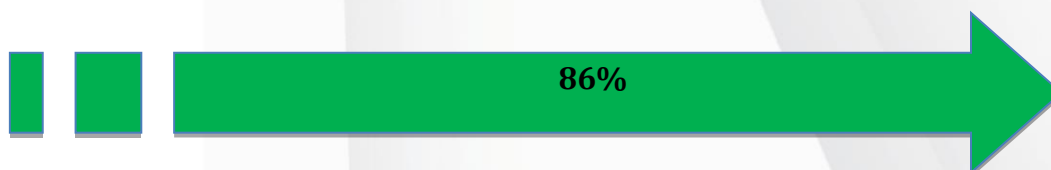
**Question 1: On a scale of 1 to 10, how likely you would be to recommend our practice to another person?**



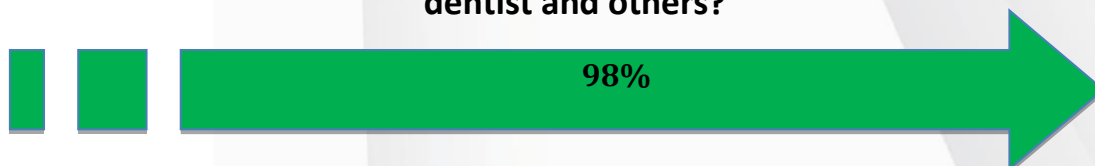
**Question 2: I have confidence in the knowledge and abilities of the dentists, hygienists and others involved in providing my dental care?**



**Question 3: The information available to me covers all that I need to know about using the practice services and looking after my dental care?**



**Question 4: I'm always treated with dignity, gentleness and care by the dentist and others?**



# Improvement Actions Taken After Survey

## **Actions planned:**

Improve the range of information available at reception by:

- Consult patients about what additional information they would like to see at reception
- Consult team about the range of information available at reception at the Practice Meeting on 9<sup>th</sup> September 2019
- Consult team about ways to improve how we communicate important information to patients re our services at the Practice Meeting on 9<sup>th</sup> September 2019

**Please continue to provide your**  
**comments and suggestions using the**  
**box in reception**