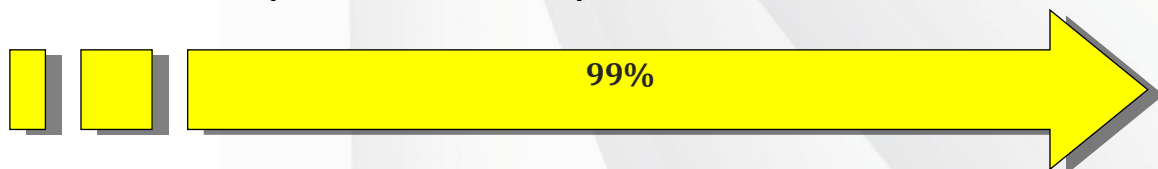


June 2017 Patient Survey

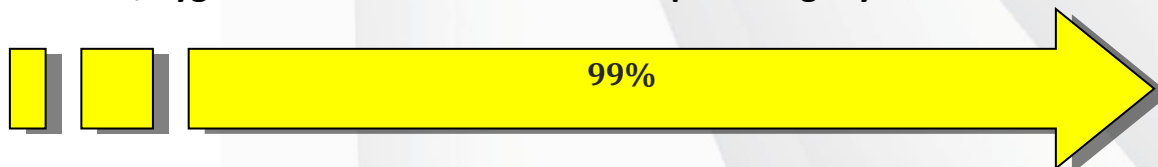
Results

The primary goal of this practice is patient satisfaction. These are a sample of the results of our last patient satisfaction survey from Summer 2016. Where we have not reached 95% satisfaction in all areas the team have agreed an improvement action plan.

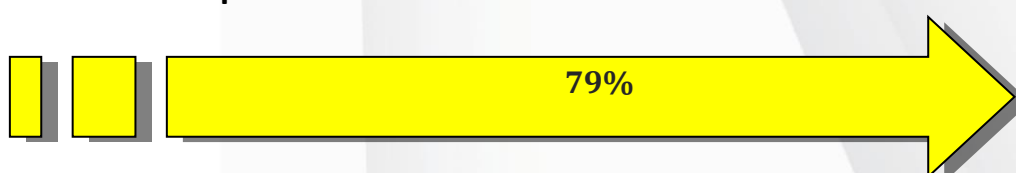
Question 1: On a scale of 1 to 10, how likely you would be to recommend our practice to another person?



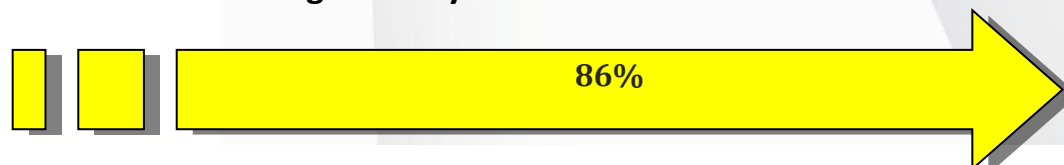
Question 2: I have confidence in the knowledge and abilities of the dentists, hygienists and others involved in providing my dental care?



Question 3: Whenever I want to talk about anything privately I am able to do so in a quiet area



Question 4: The information available to me (e.g., in leaflets at reception) covers all that I need to know about using the practice services and looking after my dental care





Improvement Actions Taken

After Survey

Actions taken:

- The office has been redesigned to provide a private area if you wish to discuss anything privately
- Improved the information available to patients on our website and in the waiting room including online booking
- Increased the ways for patients to leave feedback to include Rate/Review Us iPad a reception and email invitation following completed treatment

Actions planned:

- Continue to respect patient privacy at reception, taking care to discuss personal matters privately
- Actively invite people to give us feedback to help us improve our services
- Continue to give clear information to patients that there is no parking onsite (except disabled)