

Patient Satisfaction Survey

December 2015

Colours are used to indicate how satisfied our patients were



Very Unhappy



Unhappy



Happy



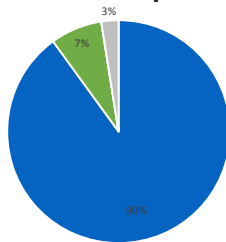
Very Happy



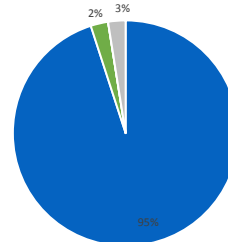
No Response

Question Responses

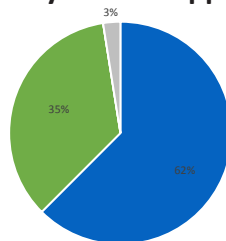
How do you feel about the service received from reception?



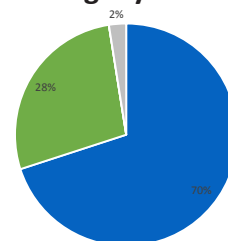
How do you feel about the service received from the orthodontic team?



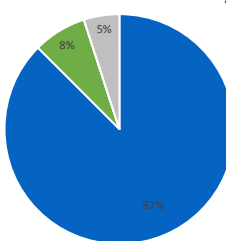
How do you feel about the time you waited for your first appointment?



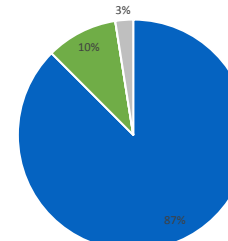
How do you feel about the time you waited to begin your treatment?



How do you feel about how we explained your treatment to you?



How do you feel about your new smile?



Net Promoter Score

How likely would you be to recommend Queensway Orthodontics to your friends/family?

Net Promoter Score: 89.2% Extremely Likely



Patient Comments

40 Responses

"Encouragement Beth was given helped to prompt her to keep them clean and take extra care. Result is great, had braces on much less time than expected."

"I was really happy to be having my teeth straightened. I love my new smile. Cant thank you enough."

"Originally my teeth were so misshaped that I had difficulty brushing certain teeth, leading to yellowness. I knew this would affect my in the future so I asked my dentist about getting braces. I am very satisfied with the service and results."

"I was really happy to be having my teeth straightened. I love my new smile. Cant thank you enough."

