

Patient Satisfaction Survey

November 2015

Colours are used to indicate how satisfied our patients were



Very Unhappy



Unhappy



Happy



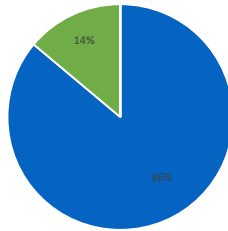
Very Happy



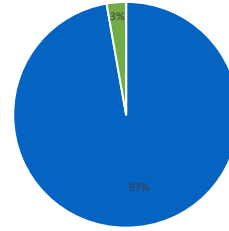
No Response

Question Responses

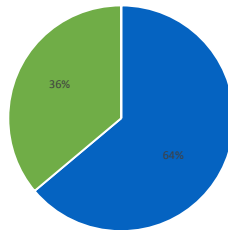
How do you feel about the service received from reception?



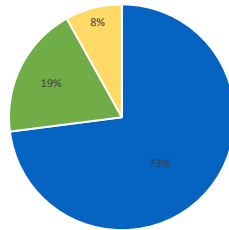
How do you feel about the service received from the orthodontic team?



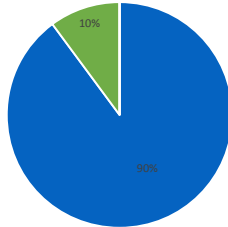
How do you feel about the time you waited for your first appointment?



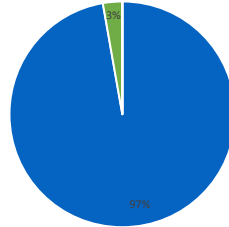
How do you feel about the time you waited to begin your treatment?



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: 83.3% Extremely Likely



Patient Comments

36 Responses

"My experience was very good. The treatment was efficient and comfortable."

"I had ceramic braces on the top and metal on the bottom. I had front teeth that I wasn't happy with and after 8 months they are perfectly straight. The appointments were really quick and easy and I had no complications at all."

"Luke felt very uncomfortable smiling and was very self conscious about his teeth showing, the staff were very helpful and put him at ease they were very friendly and easy to discuss his treatment with."

"I was extremely self-conscious about my smile prior to orthodontic treatment and decided to come to Queensway after brilliant reviews and recommendations from people I know. The orthodontists and the receptionists were totally friendly, making me feel absolutely welcome."

