

Patient Satisfaction Survey

October 2014

Colours are used to indicate how satisfied our patients were



Very Unhappy



Unhappy



Happy

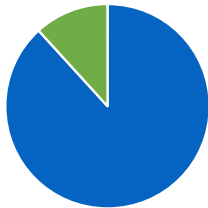


Very Happy

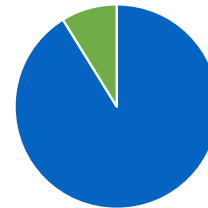


Question Responses

How do you feel about the service received from reception?



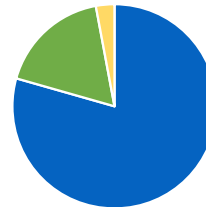
How do you feel about the service received from the orthodontic team?



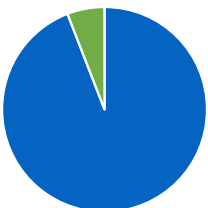
How do you feel about the time you waited for your first appointment?



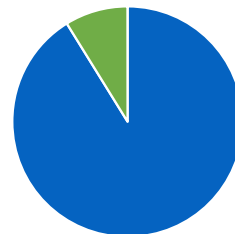
How do you feel about the time you waited to begin your treatment?



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



How do you feel about your new smile?

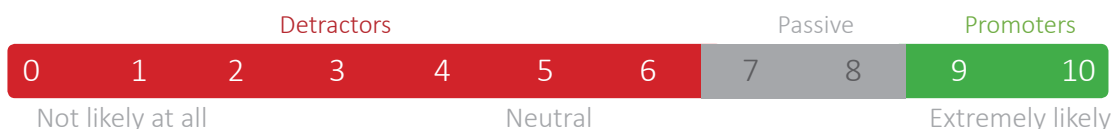


Net Promoter Score

On a scale of 1-10 how likely would you be to recommend Queensway Orthodontics to your friends/family?

Net Promoter Score: 87.5%

Net Promoter = % of Promoters - % of Detractors



Patient Comments

35 Responses

"At first I felt goofy and self conscious about my smile. During treatment I was nervous, but was always reassured and was explained what was happening. Now after treatment I have a perfect smile. Now I can happily smile all the time :)"

"An excellent patient experience from initial contact with the practice through to completion of treatment. A team approach to understand my requirements and come to the best course of treatment. Several options were available but investment in time to explain the risks and benefits of each resulted in the best courses of treatment for me. Outstanding service. Many, many thanks."

