

Patient Satisfaction Survey

January 2015

Colours are used to indicate how satisfied our patients were



Very Unhappy



Unhappy



Happy

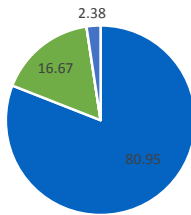


Very Happy

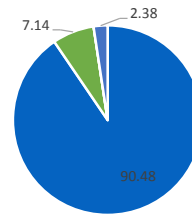


Question Responses

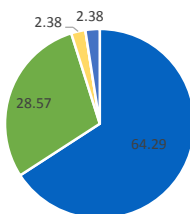
How do you feel about the service received from reception?



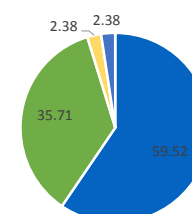
How do you feel about the service received from the orthodontic team?



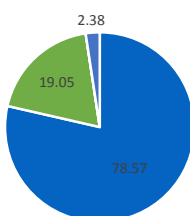
How do you feel about the time you waited for your first appointment?



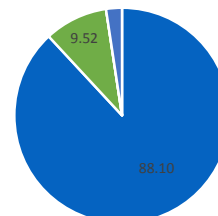
How do you feel about the time you waited to begin your treatment?



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



How do you feel about your new smile?

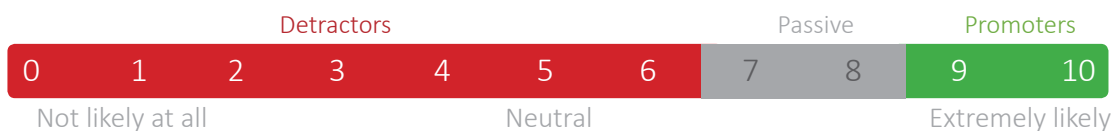


Net Promoter Score

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

Net Promoter Score: 80.49%

Net Promoter = 82.93% of Promoters - 2.44% of Detractors



Patient Comments

42 Responses

"I was looked after fantastic and the treatment has worked brilliantly. I now feel confident to smile and show off my new teeth. I would also like to thank everyone who have helped me all the way through treatment, you have all done a great job."

"Was referred to you by my dentist. After a few weeks treatment began. After a year and 6 or so months my teeth are perfect. Thank you."

"Excellent service all the way through with appointments that suited us due to work and school commitments."

