

Patient Satisfaction Survey

April 2015

Colours are used to indicate how satisfied our patients were



Very Unhappy



Unhappy



Happy

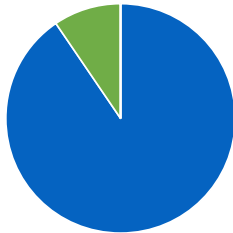


Very Happy

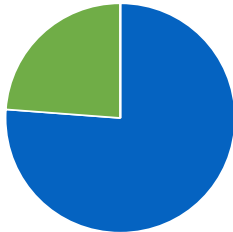


Question Responses

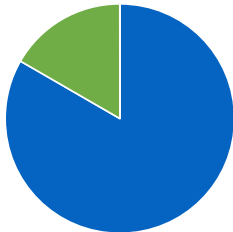
How do you feel about the service received from reception?



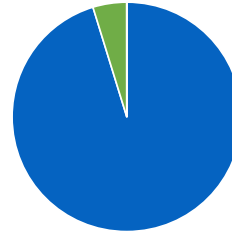
How do you feel about the time you waited for your first appointment?



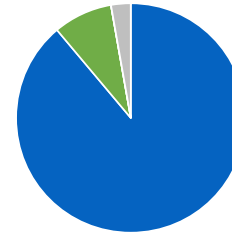
How do you feel about how we explained your treatment to you?



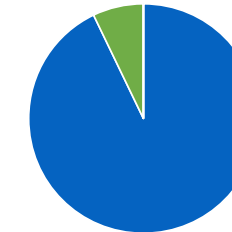
How do you feel about the service received from the orthodontic team?



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



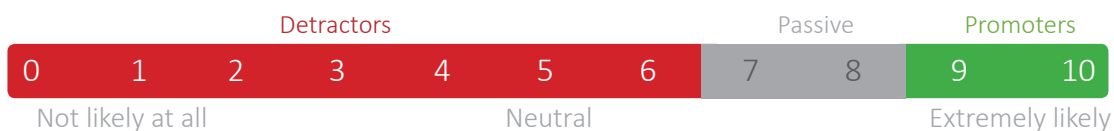
How do you feel about your new smile?



Net Promoter Score

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

Net Promoter Score: 79.3% Extremely Likely



Patient Comments

42 Responses

"Very happy with my treatment and the difference it has made in the appearance of my teeth. All staff have been very helpful and made me feel comfortable and explained everything really well. Thank you to everyone." Mr Llewelyn, Stockton.

"Happy with treatment more confident to smile now. All staff helpful and friendly." Alex, Hartlepool.

"When I first got my braces a year and a half ago I was extremely unhappy with the state of my teeth, I found it hard to believe any amount of work would fix them. However Queensway was extremely quick and helpful and helped get my braces on as quick as possible. When I got them off I couldn't believe how nice they looked, I smiled in to every reflective surface to look at them for days. I am so happy with my treatment and would recommend Queensway to anyone, Thank you!" Kaitlin, Middlesbrough

"I had my braces on for three years and I was looked after fantastically the whole time and could not be happier with my new smile." Katie, Stockton.

