

# Patient Satisfaction Survey

February 2015

Colours are used to indicate how satisfied our patients were



Very Unhappy

Unhappy

Happy

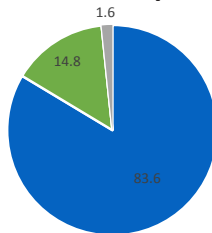
Very Happy



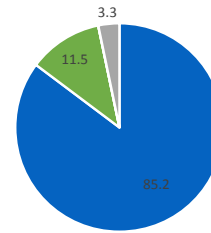
No Response

## Question Responses

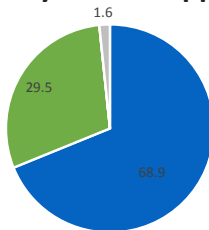
How do you feel about the service received from reception?



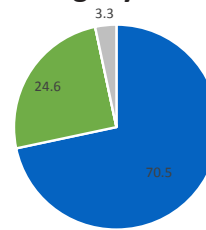
How do you feel about the service received from the orthodontic team?



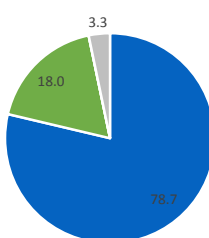
How do you feel about the time you waited for your first appointment?



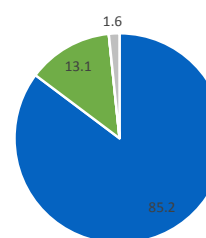
How do you feel about the time you waited to begin your treatment?



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



How do you feel about your new smile?



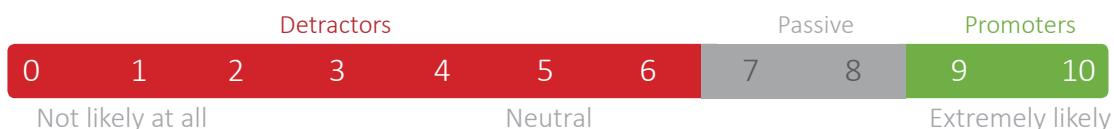
Figures shown as a percentage of those who have completed the questionnaire (%)

## 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: 86.9%

Net Promoter = 86.9% of Promoters - 0% of Detractors



## Patient Comments

61 Responses

"I really enjoyed my experience with Queensway orthodontics. The orthodontic team and reception so friendly, made me feel very welcome on each appointment that I've had for the past 2 years. I was never happy with my smile I was never confident enough to smile as much as I wanted. Now I can finally smile as much as I want. Love my smile, very happy. Thank you so much for making my teeth as perfect as possible. Just enjoy smiling now! :)"

"I've had braces for 4 years and the journey was long. But the team were amazing and unfaultable so now I have a new smile. It took so long because my pulled out teeth had to regrow and fix my overbite but other than that everything went smoothly."

"Everyone at Queensway are very friendly and helpful, I would definitely recommend them to friends and family. Thank you."

