

# Patient Satisfaction Survey



QUEENSWAY  
ORTHODONTICS

Colours are used to indicate how satisfied our patients were



Very Unhappy



Unhappy



Happy



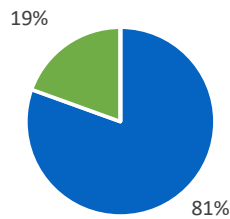
Very Happy



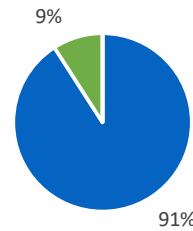
No Response

## Question Responses

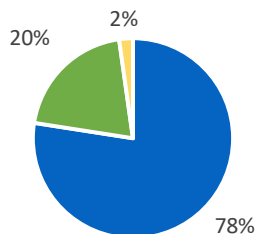
How do you feel about the service received from reception?



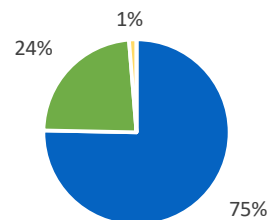
How do you feel about the service received from the dental team?



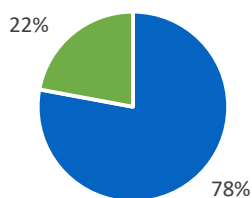
How do you feel about the time you waited for your first appointment?



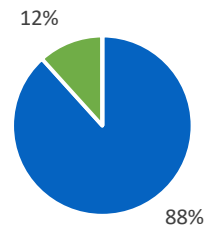
How do you feel about the time you waited to begin your treatment?



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



How do you feel about your new smile?



## Net Promotor Score

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

Net Promoter Score: 83% Extremely Likely



68 Responses

## Patient Comments

"Very happy with treatment received and finished result."

"Everything has been 5\*"

"Improvement to my teeth is excellent."

Based on responses from NHS & Private patients who completed treatment in November 2019.