

Patient Satisfaction Survey

November 2014

Colours are used to indicate how satisfied our patients were



Very Unhappy



Unhappy



Happy

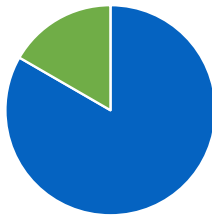


Very Happy

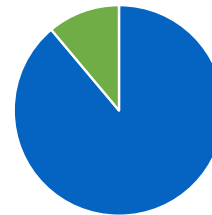


Question Responses

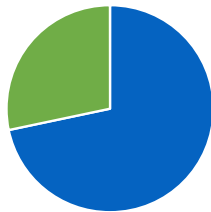
How do you feel about the service received from reception?



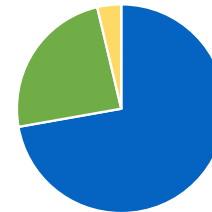
How do you feel about the service received from the orthodontic team?



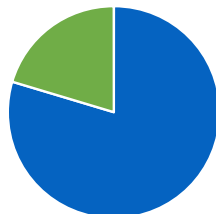
How do you feel about the time you waited for your first appointment?



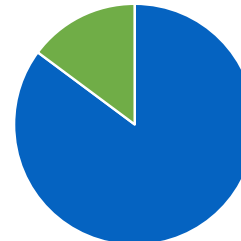
How do you feel about the time you waited to begin your treatment?



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



How do you feel about your new smile?

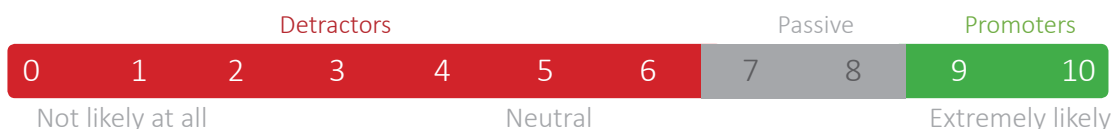


Net Promoter Score

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

Net Promoter Score: 72.2%

Net Promoter = % of Promoters - % of Detractors



Patient Comments

54 Responses

"I feel the treatment and team were very good and treated me well with every visit. I would highly recommend Queensway and the team."

"I cant thank you enough for Phoebe's beautiful smile. :) This has been an arduous process and it has been made a whole lot easier by the way you approach treatment explaining every process along the way always looking to the end result."

"I have thoroughly enjoyed my experience. Being based in Newcastle has made each long journey well worth it. I have felt it has been very quick and effective. I am very grateful for my service I have received and I say a big thank to all Queensway staff."

