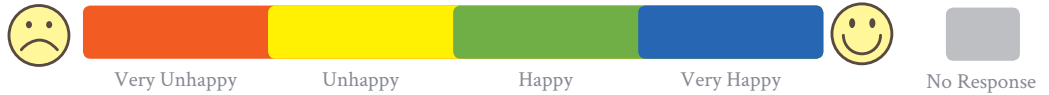


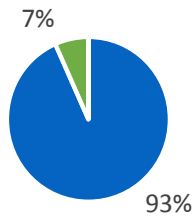
# Patient Satisfaction Survey

Colours are used to indicate how satisfied our patients were

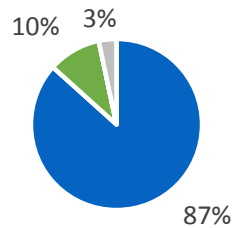


## Question Responses

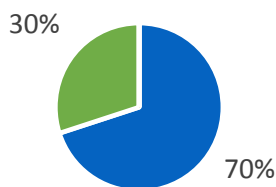
How do you feel about the service received from reception?



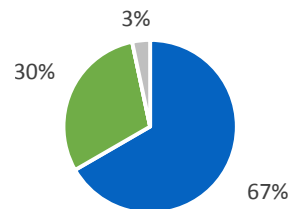
How do you feel about the service received from the orthodontic team?



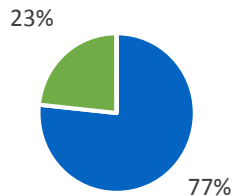
How do you feel about the time you waited for your first appointment?



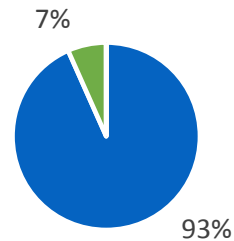
How do you feel about the time you waited to begin your treatment?



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



How do you feel about your new smile?



## Net Promotor Score

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

**Net Promoter Score: 93% Extremely Likely**



30 Responses

## Patient Comments

"Service received was excellent and end result was fantastic."

"Really friendly people."

"I am over the moon with the treatment. I can finally smile."

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