

# Patient Satisfaction Survey



QUEENSWAY  
ORTHODONTICS

Colours are used to indicate how satisfied our patients were



Very Unhappy



Unhappy



Happy



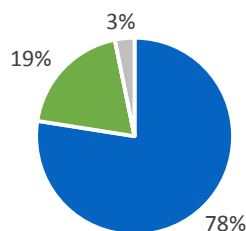
Very Happy



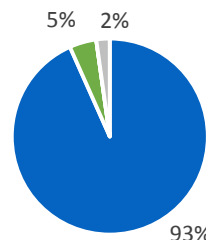
No Response

## Question Responses

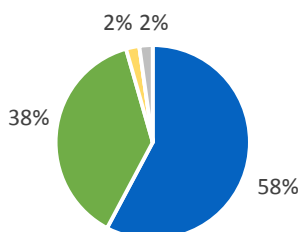
How do you feel about the service received from reception?



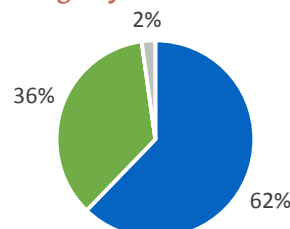
How do you feel about the service received from the orthodontic team?



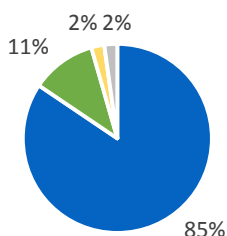
How do you feel about the time you waited for your first appointment?



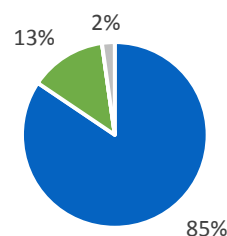
How do you feel about the time you waited to begin your treatment?



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



How do you feel about your new smile?



## Net Promoter Score

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

Net Promoter Score: 93% Extremely Likely



## Patient Comments

45 Responses

"Overall - excellent treatment, advice and customer service."

"Very caring orthodontic team."

"Friendly, efficient service that has given me a brilliant outcome."

Based on responses from NHS & Private patients who completed treatment in September 2017.