

Patient Satisfaction Survey

July 2015

Colours are used to indicate how satisfied our patients were



Very Unhappy



Unhappy



Happy



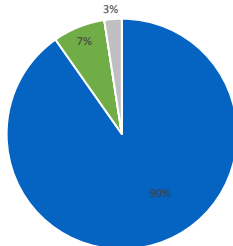
Very Happy



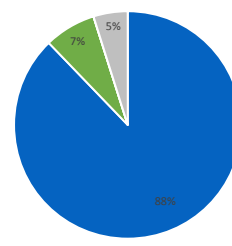
No Response

Question Responses

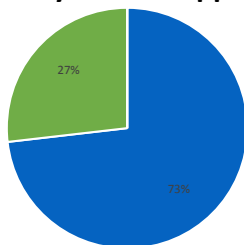
How do you feel about the service received from reception?



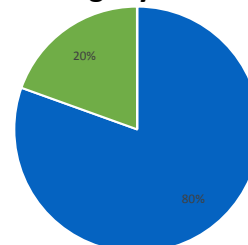
How do you feel about the service received from the orthodontic team?



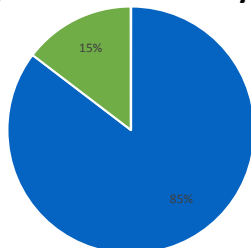
How do you feel about the time you waited for your first appointment?



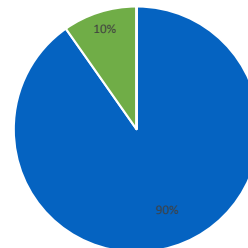
How do you feel about the time you waited to begin your treatment?



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



How do you feel about your new smile?



Net Promoter Score

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

Net Promoter Score: 78.6% Extremely Likely



Patient Comments

41 Responses

"I needed braces and came to Queensway. I waited around six weeks for my first appointment. Once the braces were on I came back every 6-8 weeks to have check-ups. 1 year and a bit later the braces came off and I was thrilled with the result."

"When I first got the braces on I didn't like them but I persevered and thought it will be worth it in the end. After more appointments I felt more comfortable with having the brace on and could see improvements being made to my teeth. The orthodontists were all fantastic and took great care with me and my teeth. Towards the end of the treatment I could tell my teeth were a lot better and now they are off I feel incredibly happy with my new smile."

"I didn't like my teeth before with my cross over but after having braces I feel better about my smile and it looks loads better."

"Absolutely over the moon with the final results of my teeth! They look better than I would of ever expected. Guy was a real pleasure to deal with, always friendly and full of conversation. Reception team were always extremely helpful and dealt with any of my requests."

