

# Patient Satisfaction Survey

March 2015

Colours are used to indicate how satisfied our patients were



Very Unhappy

Unhappy

Happy

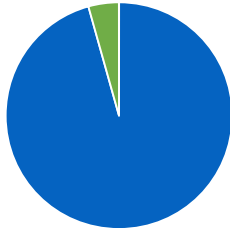
Very Happy



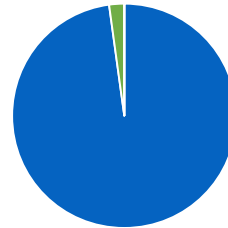
No Response

## Question Responses

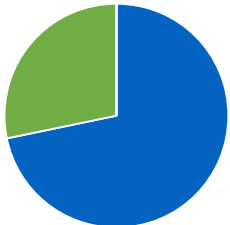
How do you feel about the service received from reception?



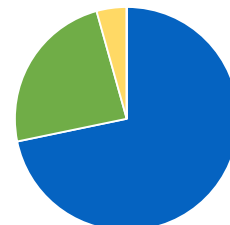
How do you feel about the service received from the orthodontic team?



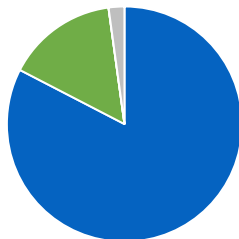
How do you feel about the time you waited for your first appointment?



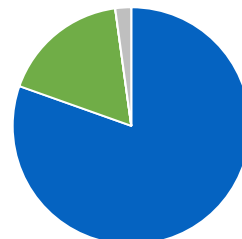
How do you feel about the time you waited to begin your treatment?



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



How do you feel about your new smile?



## Net Promoter Score

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

Net Promoter Score: 93.5%

Net Promoter = 95.7% of Promoters - 2.2% of Detractors

Detractors

Passive

Promoters



Not likely at all

Neutral

Extremely likely

## Patient Comments

46 Responses

"My whole experience having braces has been very stress free and I feel I have been looked after. From start to finish I have been able to get appointments to suit me and everyone has been lovely and helpful in the progress. Dr Guy especially has done an amazing job and I have enjoyed experiencing my treatment with him. Overall I am very happy with my experience and have already been recommending Queensway."

"The first time I came to Queensway I was really excited as I knew I was getting my braces because my teeth were awful and I knew they get straight. I hated to smile when my teeth were horrible but now I love smiling and adore my teeth. Thank you!"

"My smile since being a child had always been something I had been really embarrassed about with a huge gap in my front teeth. This caused some bullying whilst at school with name calling and people asking if my tooth had fallen out? :( From the first meeting with Guy I knew I was in good hands and knew he would help me get the smile I had always wanted. I could never imagine how good they would look and would recommend anyone to go through the same treatment."

