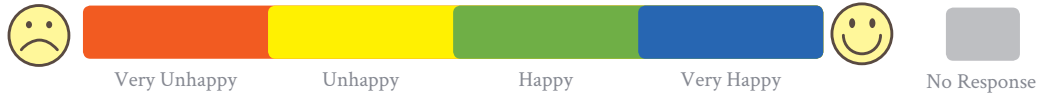


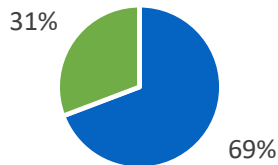
# Patient Satisfaction Survey

Colours are used to indicate how satisfied our patients were

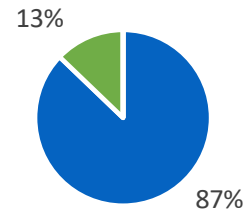


## Question Responses

How do you feel about the service received from reception?



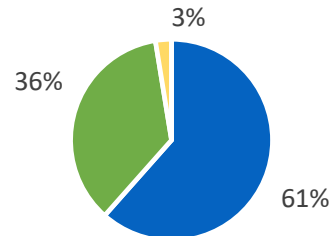
How do you feel about the service received from the orthodontic team?



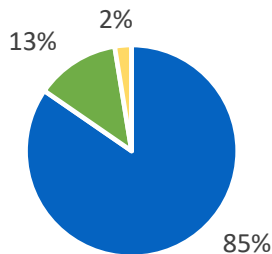
How do you feel about the time you waited for your first appointment?



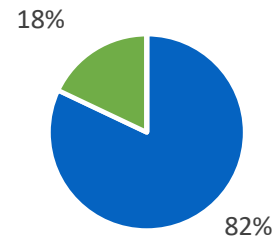
How do you feel about the time you waited to begin your treatment?



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: 92% Extremely Likely



39 Responses

## Patient Comments

"Professional experience from the whole team."

"Excellent treatment particularly expertise, equipment and customer care."

"A very professional team who explained every step."

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