

Patient Satisfaction Survey

December 2014

Colours are used to indicate how satisfied our patients were



Very Unhappy



Unhappy



Happy

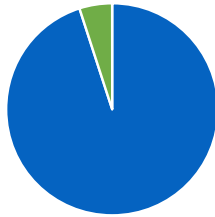


Very Happy

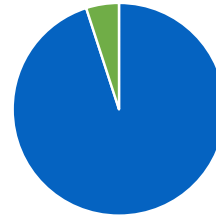


Question Responses

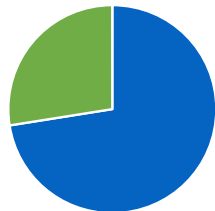
How do you feel about the service received from reception?



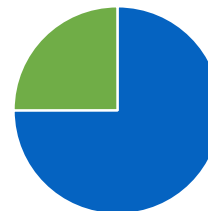
How do you feel about the service received from the orthodontic team?



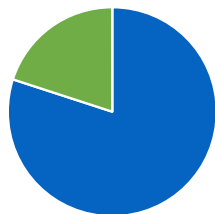
How do you feel about the time you waited for your first appointment?



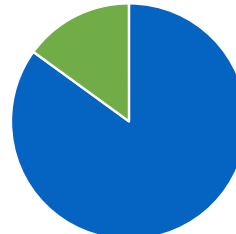
How do you feel about the time you waited to begin your treatment?



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



How do you feel about your new smile?

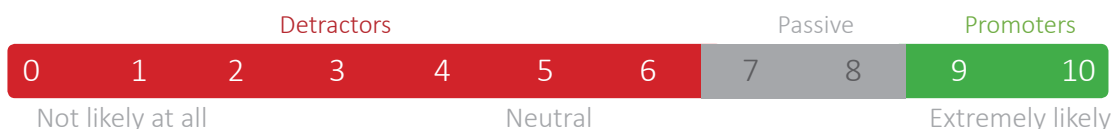


Net Promoter Score

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

Net Promoter Score: 85%

Net Promoter = 85% of Promoters - % of Detractors



Patient Comments

40 Responses

"After having a cracked tooth since my early teens, having straight teeth and my front tooth repaired has brought me a lot of confidence. I have not stopped smiling since."

"At first I wasn't too happy about getting them on as it was the day before my prom. But within just a few months you could see the difference within my teeth. Laura and Guy looked after me very well. Making me feel okay about coming every 8 weeks. As I'm scared of the dentist. I love my teeth now that they are straight."

"I am really pleased with my teeth now, the treatment was great from start to finish. I enjoyed coming to my appointments because the team made me feel at ease and I always left happy."

