

Patient Satisfaction Survey

October 2015

Colours are used to indicate how satisfied our patients were



Very Unhappy



Unhappy



Happy



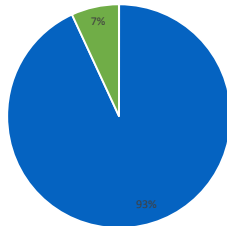
Very Happy



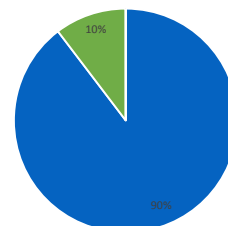
No Response

Question Responses

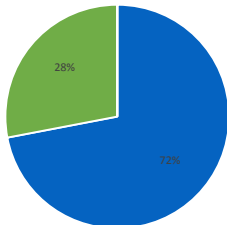
How do you feel about the service received from reception?



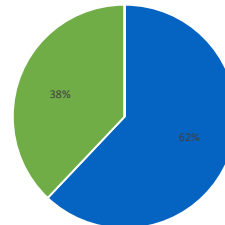
How do you feel about the service received from the orthodontic team?



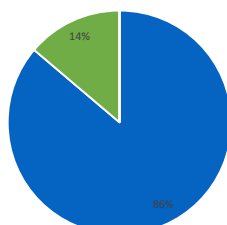
How do you feel about the time you waited for your first appointment?



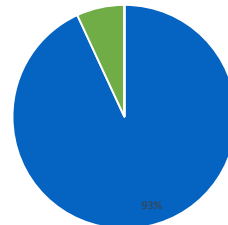
How do you feel about the time you waited to begin your treatment?



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



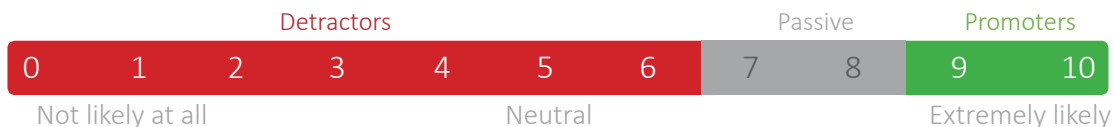
How do you feel about your new smile?



Net Promoter Score

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

Net Promoter Score: **96 % Extremely Likely**



Patient Comments

25 Responses

"Brilliant staff that put you at ease."

"I had invisalign braces, everything was explained very well I couldn't believe how quickly they started to move in to place."

"When getting treatment I always felt at ease and now after treatment is finished I feel very good about my smile."

"Every time we have been to the practice the staff were friendly and made us feel welcomed. I am also very happy with my smile. Thank you to all."

