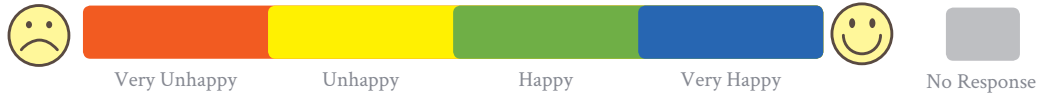


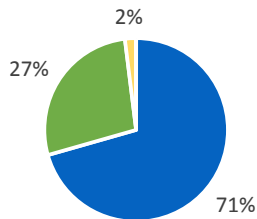
Patient Satisfaction Survey

Colours are used to indicate how satisfied our patients were

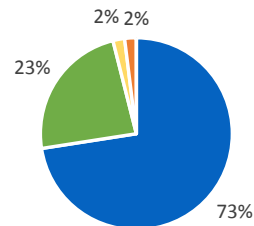


Question Responses

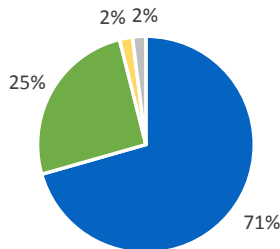
How do you feel about the service received from reception?



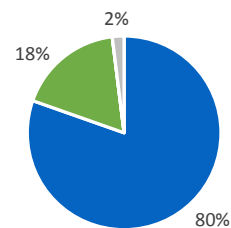
How do you feel about the service received from the orthodontic team?



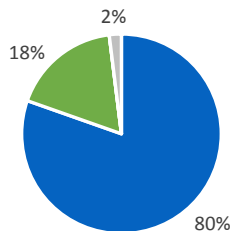
How do you feel about the time you waited for your first appointment?



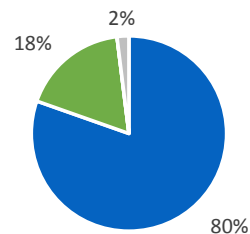
How do you feel about the time you waited to begin your treatment?



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: 82% Extremely Likely



51 Responses

Patient Comments

“Good service, well explained treatment and performed well.”

“The individual care you provide is unrivalled. You make treatment personal rather than treating patients as a number.”

“Excellent staff and very efficient with their work.”

Based on responses from NHS & Private patients who completed treatment in April 2018