

Patient Satisfaction Survey

May 2015

Colours are used to indicate how satisfied our patients were



Very Unhappy

Unhappy

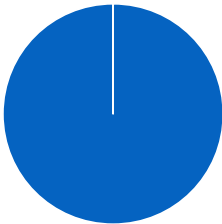
Happy

Very Happy

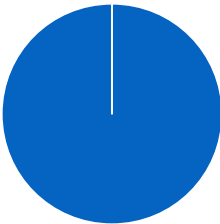


Question Responses

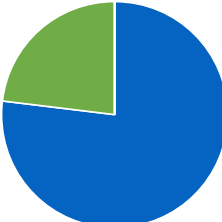
How do you feel about the service received from reception?



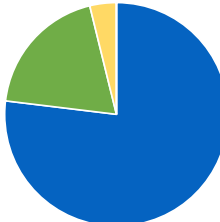
How do you feel about the service received from the orthodontic team?



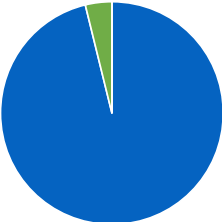
How do you feel about the time you waited for your first appointment?



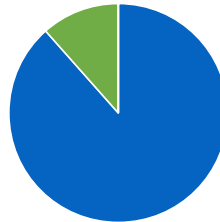
How do you feel about the time you waited to begin your treatment?



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



How do you feel about your new smile?



Net Promoter Score

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

76.5% Extremely Likely



0

1

2

3

4

5

6

7

8

9

10



Extremely Unlikely

Neutral

Extremely likely

Patient Comments

26 Responses

Very helpful staff from the very start of treatment to the end, took the amount of time that was originally discussed, helped with any questions/problems that I had and now the treatment is complete I feel extremely happy with my result.

At the time I got my brace I was not really conscious of how my teeth looked. However, during the treatment I became more bothered about how I looked and was happy with my treatment. Now I find my teeth amazing and I show them off to everyone. I knew I was able to contact Queensway whenever I had any concerns and problems and my voice was always heard during check ups.

Very pleased with the end result, didn't really believe my teeth could ever be so straight. Service from all staff, reception, dentists and nurses was excellent and always welcome.

