

Patient Satisfaction Survey

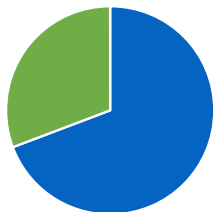
August 2014

Colours are used to indicate how satisfied our patients were

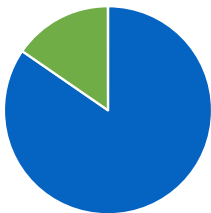


Question Responses

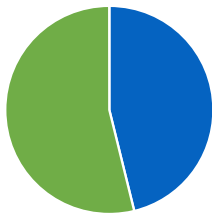
How do you feel about the service received from reception?



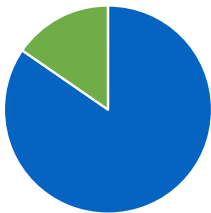
How do you feel about the service received from the orthodontic team?



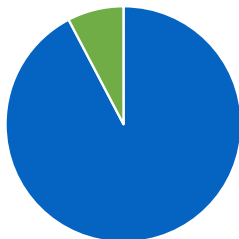
How do you feel about the time you waited for your first appointment?



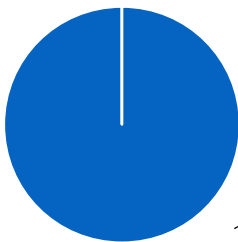
How do you feel about how we explained your treatment to you?



How do you feel about your new smile?



How likely would you be to recommend Queensway Orthodontics to your friends/family? NPS Score (%)



100% Promoters

Patient Comments 2

13 Responses

“Friendly and made things understandable.”

“Explaining everything was really good and listened to what you were scared about.”

“Both Guy & Laura were great at every visit. Laura completed most of the treatment and we couldn’t ask for better care.”

