

Patient Satisfaction Survey

June 2015

Colours are used to indicate how satisfied our patients were



Very Unhappy



Unhappy



Happy

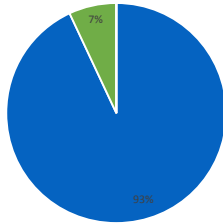


Very Happy

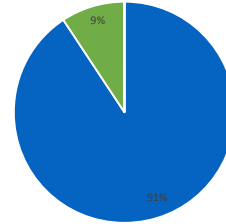


Question Responses

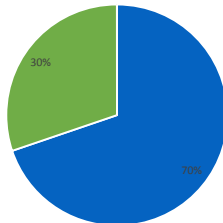
How do you feel about the service received from reception?



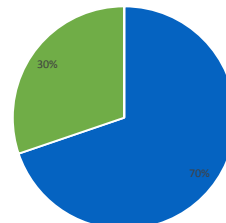
How do you feel about the service received from the orthodontic team?



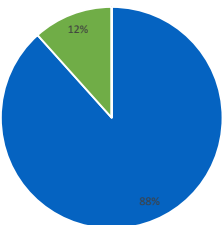
How do you feel about the time you waited for your first appointment?



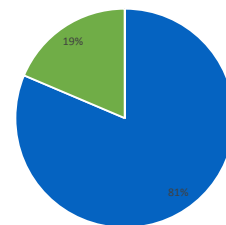
How do you feel about the time you waited to begin your treatment?



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



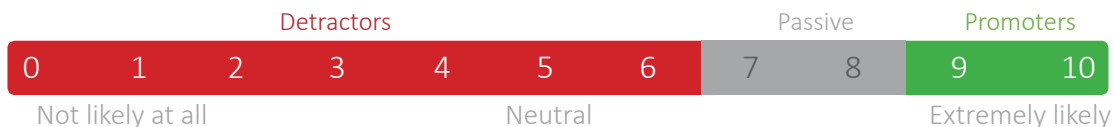
How do you feel about your new smile?



Net Promoter Score

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

85.7% Extremely Likely



Patient Comments

43 Responses

"My daughter had treatment and her teeth are now amazing, I though it was to late for my teeth as in my forties. Very pleased with the whole process and it is never to late. Thanks to the whole team."

"I am really pleased with my treatment it has made me feel more confident with myself."

"I am happy with the treatment I got and the service that was provided. I am happy with the way my teeth look."

"My son has been looked after really well and we are very pleased at the excellent service we have received."

"Chloe is over the moon with her teeth now, she smiles a lot more than she used to as she now has perfect teeth."

