

Patient Satisfaction Survey

September 2014

Colours are used to indicate how satisfied our patients were



Very Unhappy



Unhappy



Happy

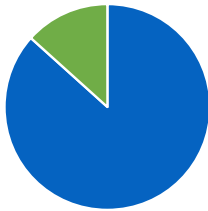


Very Happy

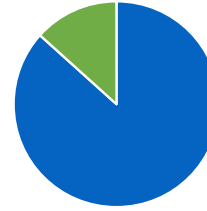


Question Responses

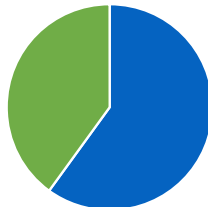
How do you feel about the service received from reception?



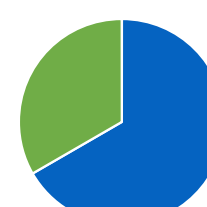
How do you feel about the service received from the orthodontic team?



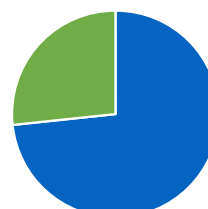
How do you feel about the time you waited for your first appointment?



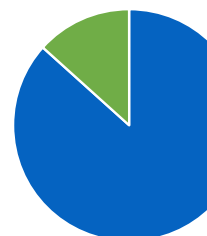
How do you feel about the time you waited to begin your treatment?



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



How do you feel about your new smile?

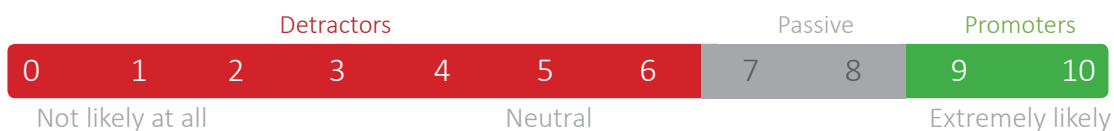


Net Promoter Score

On a scale of 1-10 how likely would you be to recommend Queensway Orthodontics to your friends/family?

Net Promoter Score: 80%

Net Promoter = % of Promoters - % of Detractors



Patient Comments

30 Responses

"My teeth caused me a lot of anxiety and I didn't like smiling. Now I can smile and my teeth are so much better. The whole process went very smoothly. The staff have been fantastic (All of them from admin to clinical)."

"I was really nervous when I first came, the staff made me feel relaxed and explained what was gonna happen on every appointment. I'm dead happy with the outcome of my teeth. Found the retainer session very useful. Thank you so much."

"Service was really good, all staff very helpful. Always able to rearrange appointments to suit my schedule. Never had to wait too long, really pleased with the treatment and outcome."

