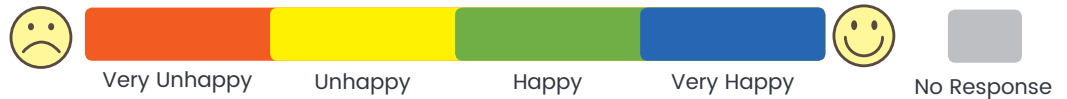


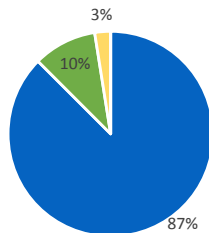
Patient Satisfaction Survey

Colours are used to indicate how satisfied our patients were

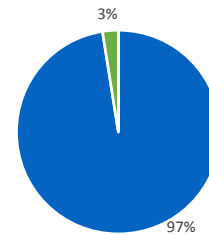


Question Responses

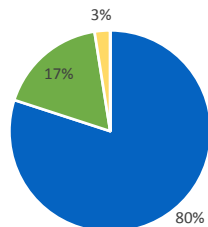
How do you feel about the service received from reception?



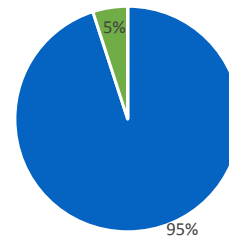
How do you feel about the service received from the orthodontic team?



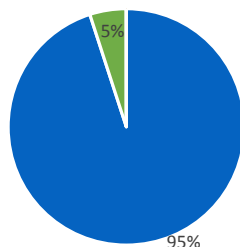
How do you feel about the time you waited for your first appointment?



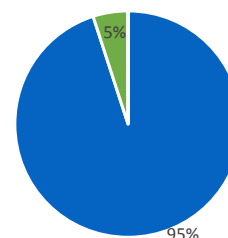
How do you feel about the time you waited to begin your treatment?



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



How do you feel about your new smile?



Net Promoter Score

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

Net Promoter Score: 88% Extremely Likely



40 Responses

Patient Comments

“Excellent, friendly staff. Everything explained to me at all stages.”

“Very informative – information given at every appointment.”

“Explained everything clearly and helped me when I felt anxious.”

Based on responses from NHS & Private patients who completed treatment in June 2017.