

Priory Park Dentalcare Patient Survey 2011

We would like to thank all of our patients whom attended the surgery during April/May 2011 for taking time to complete and return our Patient Satisfaction Questionnaire.

We are pleased to say that the results of our recent patient satisfaction survey proved to be very positive. The survey asked for patients opinion on various aspects of the Practice and the care which they receive.

The survey showed that all patients are happy with the decor, state of repair and cleanliness. With regards to the outside appearance of the building, ninety-nine per cent of the respondents rated this as very good and good. We will consider improving the outside by decorating, use of plants and a new sign.

All of our patients were happy with the reception staff and almost all of our patients were seen on time. You felt that you were dealt with efficiently on reception We always endeavour to see our patients at the time of their appointment.

Nearly all of our patients thought that the waiting room was relaxing and comfortable. Cold mineral water is always available and if we have time, we will be happy to make you a cup of tea or coffee. In response to patients request for more activities for children, since our last survey, we have purchased gift bags containing colouring pencils or crayons (age appropriate), puzzle books, stickers etc. which children are pleased to receive whilst waiting for their appointment. We also have some new children's books and puzzles which are easily accessed.

All patients were happy with the staff and felt they were well informed. The treatment was explained enough and they were confident about the quality of the treatment that they received. We will endeavour to maintain this.

Most patients considered the charges to be reasonable we will endeavour to continue to offer good value and high quality treatment. Our costs have increased in the past year due to increase from our materials suppliers, utilities changes to the sterilising room also an increase in regulatory requirements and membership of The British Dental Association Good Practice. We have however absorbed these costs ourselves and made no increase in charges to our patients fees and kept them the same as 2010.

The survey showed that most patients preferred to pay by credit or debit card. Some patient were interested in a payment plan and we do have available Simply Health Insurance.

Most patients were happy with the dental leaflets that are available.

Most patients felt that it was easy to book an appointment with some patients preferring late or early morning appointments although a few felt they had to wait too long for a future appointment. Patients can now request appointments to be booked well in advance.

Not all patients were aware of the Practice complaints procedure so we have included a copy of this inside the patient information folder in our patient leaflet on prominent display in the waiting room. We hope that our patients lack of awareness of the complaints procedure is because they do not feel the need to complain. We always welcome comments from our patients so that we can improve our service to you.

Almost all our patients said that they would recommend the Practice to others but only one said they would not due to cost.

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