

Denplan Excel Patient Survey

Month Year: September 2012
Results for: The Dental Surgery
Prepared for: Dr Leon Khangura

Practice code: P2765



Patient Perception Index*

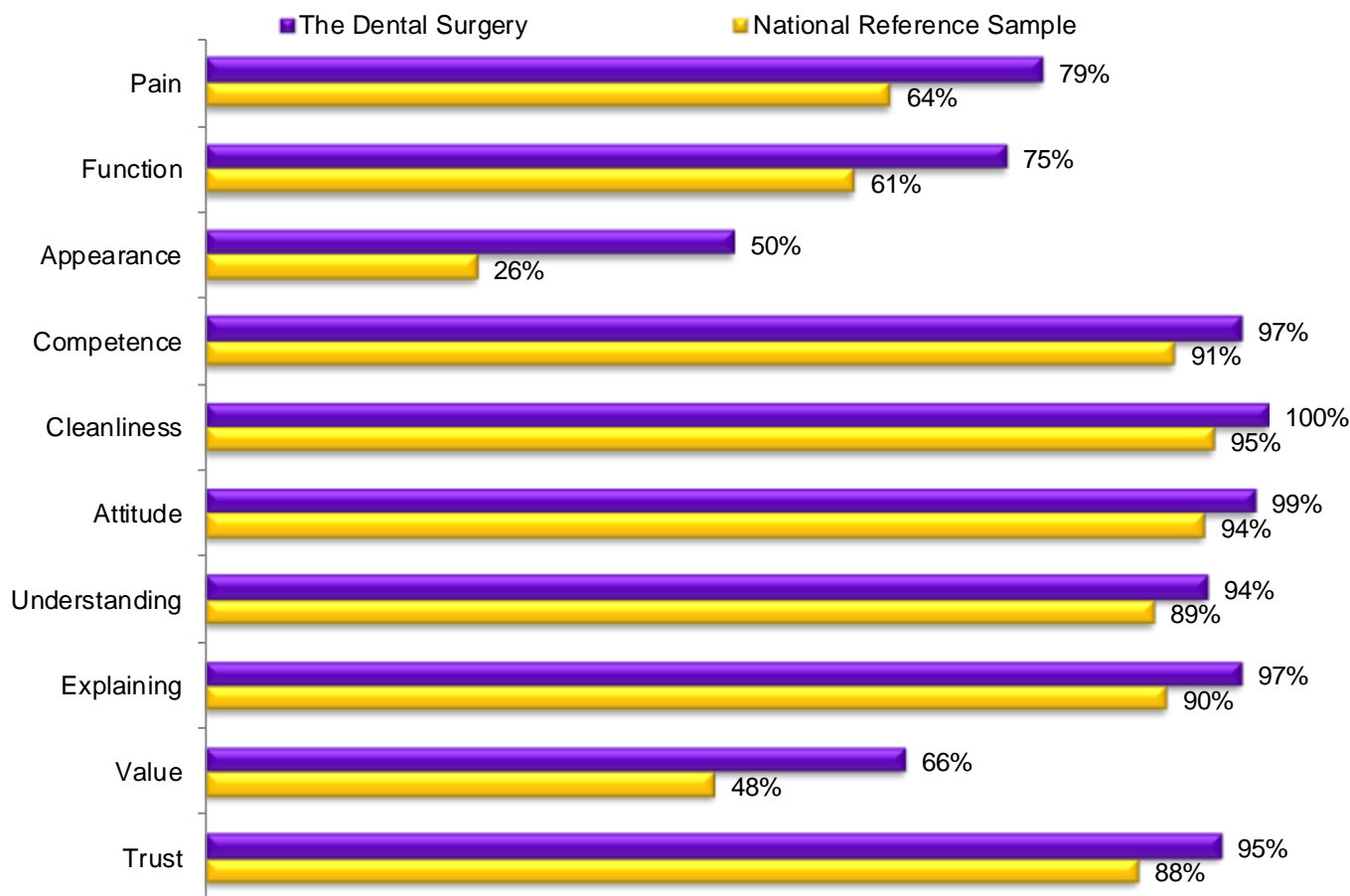
The Dental Surgery	85%
<i>National Reference Sample**</i>	75%
Denplan patients	86%
PFPI patients	81%
NHS patients	95%

* The percentage of 'ideal' responses received across all questions

** The percentage of 'ideal' responses received across the ten core questions from all Denplan Excel patient surveys conducted in 2011

Base: National Reference Sample (42,764); The Dental Surgery (155)

Ideal Scores – All patients



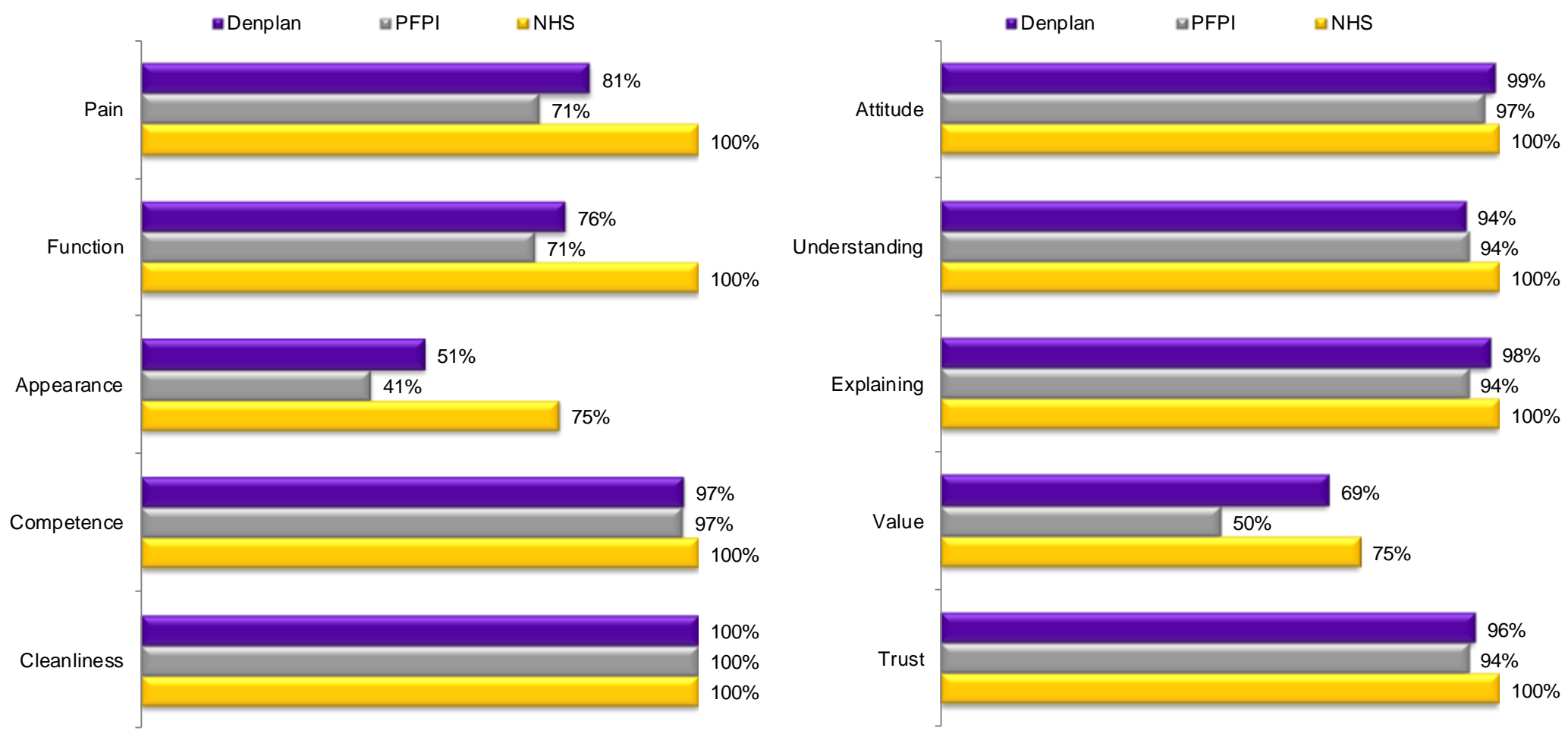
Base: National Reference Sample (42,764); The Dental Surgery (155)

	Ideal	Acceptable	Unacceptable
	79%	21%	1%
	64%	35%	1%
	75%	25%	0%
	61%	37%	2%
	50%	45%	5%
	26%	71%	3%
	97%	3%	0%
	91%	9%	0%
	100%	0%	0%
	95%	5%	0%
	99%	1%	0%
	94%	6%	0%
	94%	6%	0%
	89%	11%	0%
	97%	3%	0%
	90%	10%	0%
	66%	34%	0%
	48%	50%	2%
	95%	5%	0%
	88%	12%	0%

66% The practice score is statistically significantly higher than the NRS

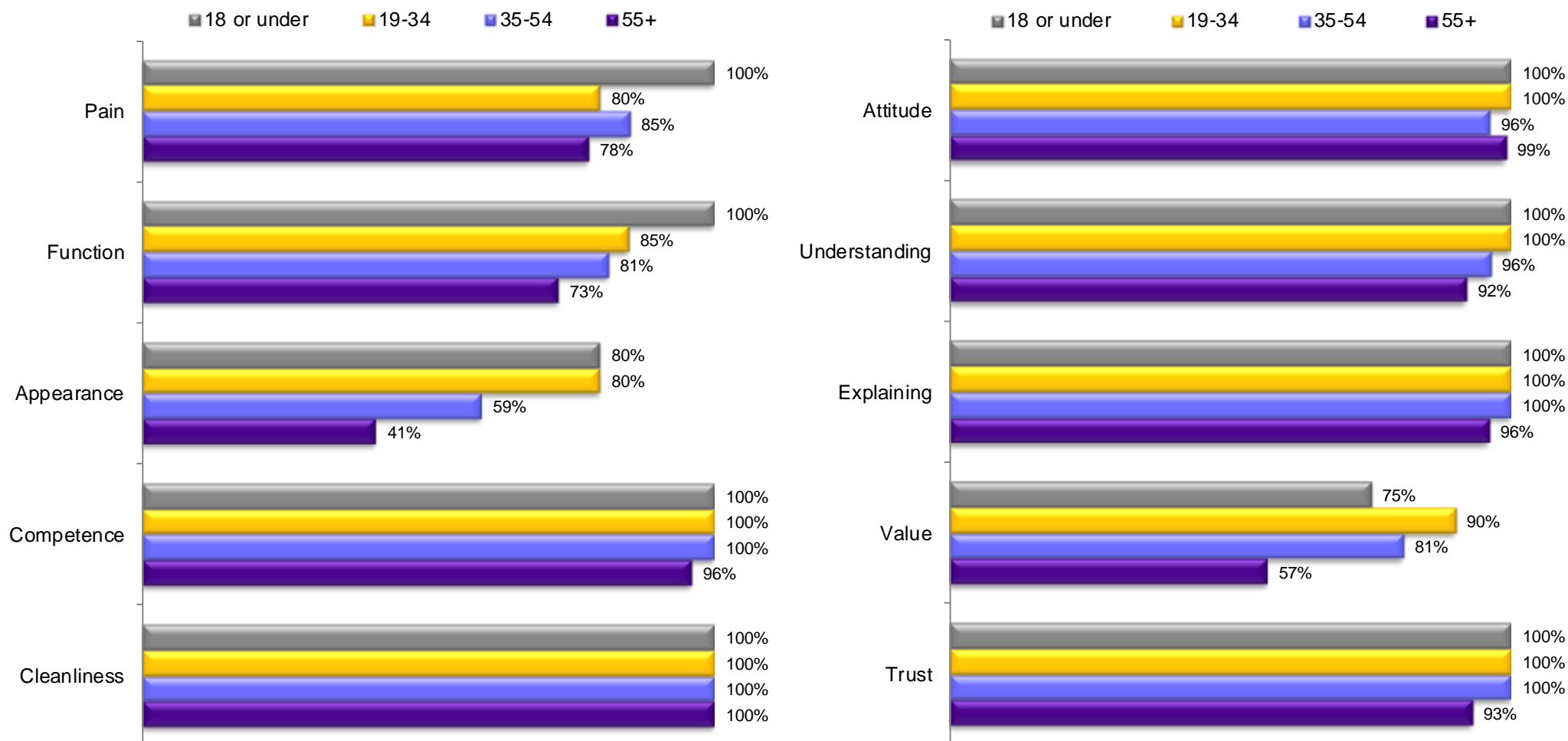
66% The practice score is statistically significantly lower than the NRS

Ideal Scores – By patient type



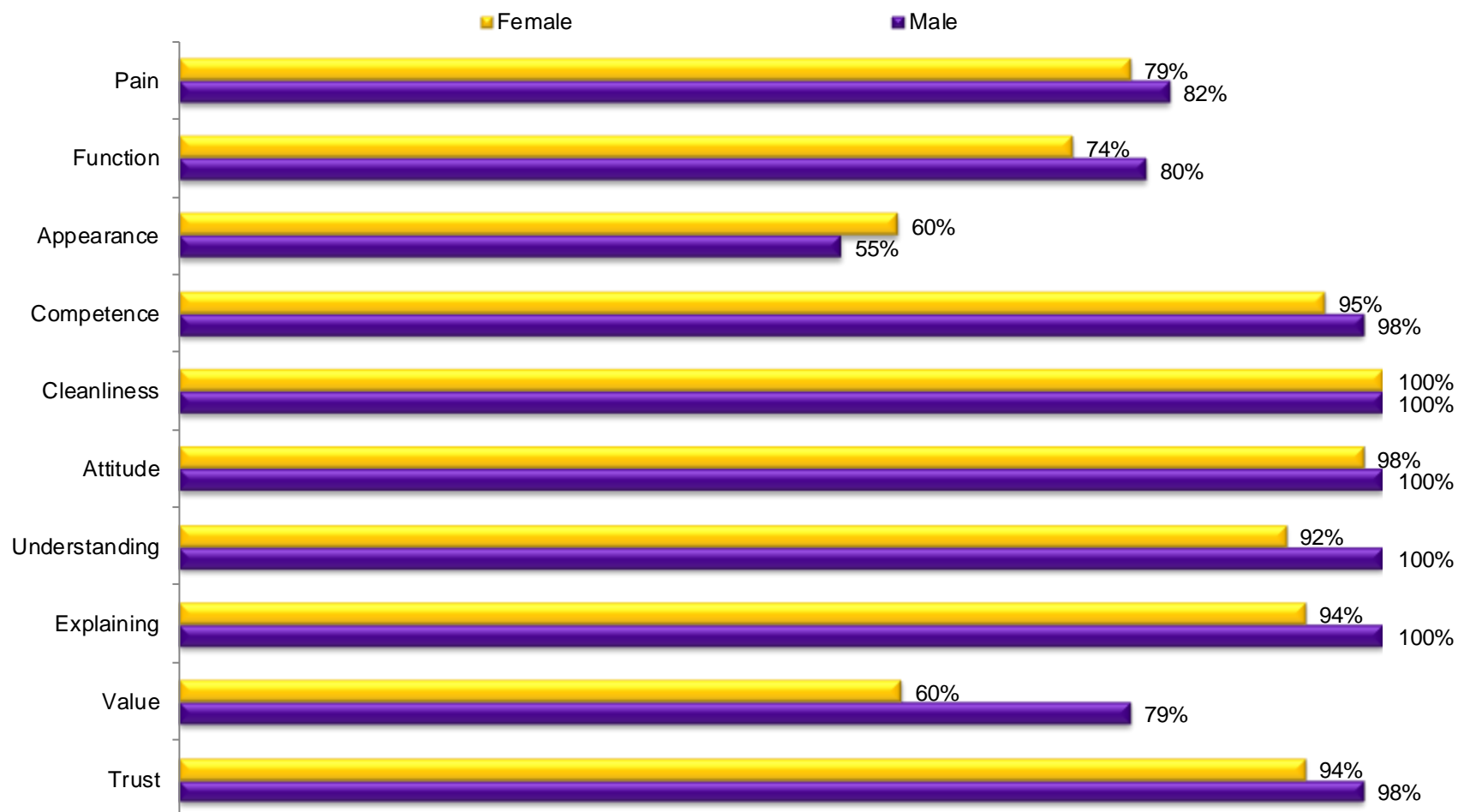
Base: The Dental Surgery (155) – Denplan (113), PFPI (35), NHS (4)

Ideal Scores – By age



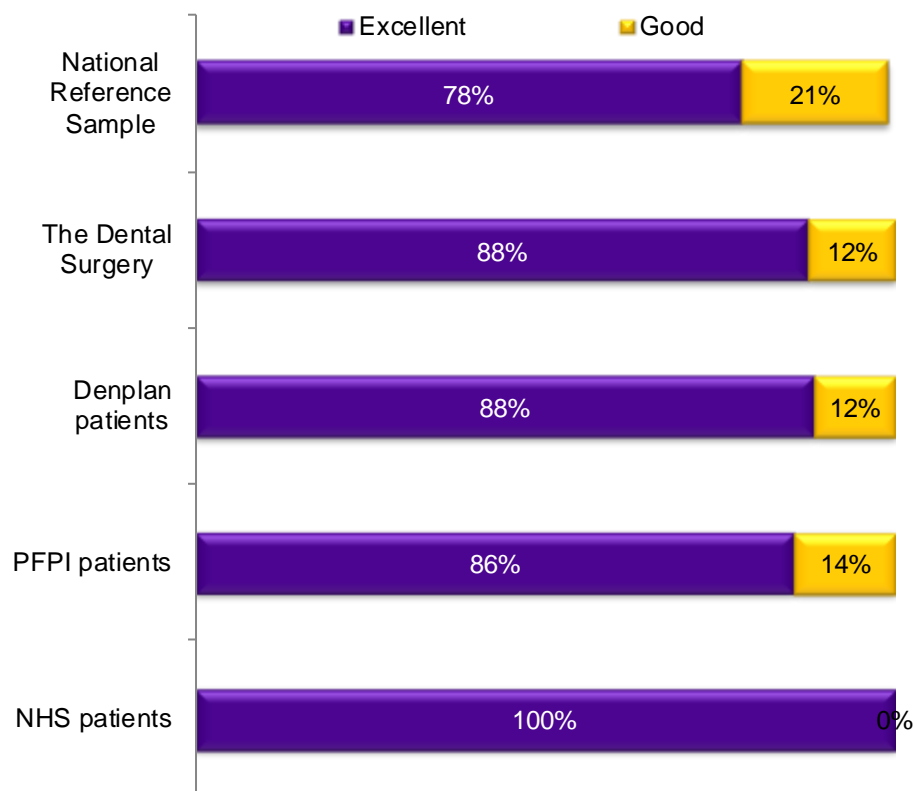
Base: The Dental Surgery (155) – 18 or under (5), 19-34 (20), 35-54 (27), 55+ (100)

Ideal Scores – By gender

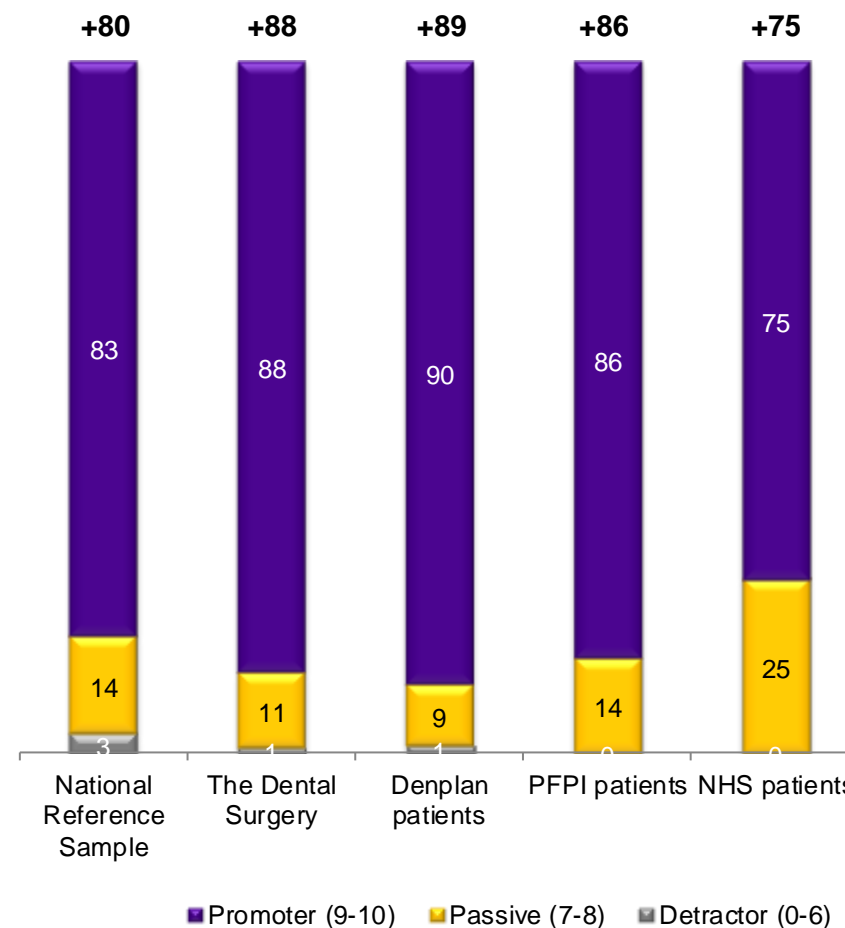


Base: The Dental Surgery (155) – Male (62), Female (62)

Services offered by the dental team



Likelihood of recommending the practice (Net Promoter Score)



Base: The Dental Surgery (155) – Denplan (113), PFPI (35), NHS (4)

What one thing could we improve about this practice?

- Shorter waiting time.
- Parking facilities!
- Open a Saturday morning.
- More fish in the fish tank (the children like it).
- Waiting area can be congested at times.
- If the dentist was full time.
- Maybe music or a video whilst being treated.
- Waiting area is a bit cramped.
- Drinks machine in the waiting room.
- Text/email reminders and handy hints for dental care.
- Dentist available more often.
- Timekeeping.
- Delays in appointment times sometimes could be improved.
- More NHS patient slots i.e. check ups need not be fee paying.
- Nearer to my home.
- Saturday morning appointments.

These comments have been transcribed exactly as written by the patients. Please note that only obvious spelling and punctuation errors have been corrected.

What do you like best about your dental practice?

- Quite punctual.
- Good parking, friendly staff and competent dentist.
- Friendly staff.
- Everyone is very professional and calms me but still friendly too.
- Everyone seems willing to help in an emergency. I can always be fitted in. My dentist seems so competent that I feel complete trust in him.
- Easy to get to!
- Friendly and relaxed.
- Friendly and helpful team in oral hygiene.
- Friendliness.
- Professional and caring service. No problems with obtaining appointments.
- Friendly staff and very helpful.
- Appointments have always been on time.
- Modern equipment.
- The phone call reminding you of your appointment.
- Friendly team.
- Friendly and competence of team.
- Phone to remind you of appointment time and date.
- Always able to get an appointment.
- Location, parking spaces and friendliness.
- Usually on time, always helpful and excellent care.
- Personal attention very good and nothing too much trouble.
- Friendly.

These comments have been transcribed exactly as written by the patients. Please note that only obvious spelling and punctuation errors have been corrected.

What do you like best about your dental practice?

- Good parking area.
- Generally good treatment.
- Peaceful surroundings.
- I am not fond of visiting the dentist.
- Dentist is very polite and explains everything. Listens well and reminders of appointment are very helpful.
- High level of skill and customer care.
- The dentist is very gentle.
- Staff is friendly and polite. come across as highly competent. This is reassuring as a patient.
- Both the dentist and hygienist are very gentle (sometimes hygienists can be a bit rough when cleaning your teeth).
- Friendly and professional.
- Relaxed atmosphere.
- Everyone is very helpful and friendly.
- The quality of care and service.
- Very good dentist.
- Always put at ease.
- Friendliness and prompt action in emergency.
- Friendly staff and convenient location.
- Chatting to Leon about cars.
- Not the dentist fault but my teeth are bad down to the gums.
- They are a happy team always pleased to see you.
- Cheerful and friendly.
- Everything.
- Friendly and very efficient.

These comments have been transcribed exactly as written by the patients. Please note that only obvious spelling and punctuation errors have been corrected.

What do you like best about your dental practice?

- Pleasant people put you at ease.
- They are very nice and Leon is funny.
- Pleasant, helpful and reassuring.
- Quick, efficient and friendly.
- It's clean.
- Very friendly!
- Professional, friendly and accessible.
- Regular care, courtesy all the day before. Availability in a crisis.
- They are friendly and sympathetic.
- Good advice from the hygienist.
- All the things in the feedback.
- Very helpful.
- Convenience and able to park.
- It is very professional, very friendly, very clean and a good family dentist extremely good with children.
- Friendly and helpful.
- They listen to you.
- Very nice and friendly.
- Convenient location, good car parking and nice people.
- I put all my trust in them.
- Very friendly.
- Atmosphere is good.
- Good team.
- Excellent service.

These comments have been transcribed exactly as written by the patients. Please note that only obvious spelling and punctuation errors have been corrected.

Appendix 1: the survey questions

- Q1. How would you describe the general level of comfort and freedom from pain in your mouth?
- Q2. Generally, and as far as your teeth and mouth are concerned, how would you describe your ability to eat just about anything you like?
- Q3. Generally, how would you describe the appearance of your teeth (including any false teeth)?
- Q4. How would you rate the competence of your dental team?
- Q5. How would you rate the standard of cleanliness and hygiene at your dental practice?
- Q6. How would you describe the attitude of the dental team towards you?
- Q7. How would you rate the ability of your dental team to understand your needs?
- Q8. How would you rate the ability of your dental team to explain things to you?
- Q9. How would you describe the value for money given by your dental practice?
- Q10. How would you rate the level of trust that you feel in your dental team?

- Q11. How would you rate the service offered by the dental team?
- Q12. How likely is it that you would recommend your dental practice to a friend or colleague?

- Q13. Please tell us one thing which could be improved about your dental practice.
- Q14. What do you like best about your dental practice?