

# **Diamond Court Dental Practice**

**Patient Survey 2013**

## INTRODUCTION

We constantly strive to improve the service that we provide to our patients and strongly value all forms of feedback. Our annual patient survey plays a crucial role in identifying the areas in which we are performing well and also areas where we could improve.

## METHOD

All patients attending our practice from August 2013 to November 2013 were invited to participate in our survey. The survey was carried out in the form of an e-survey with participants receiving an e-mail containing a direct link to the survey form. A direct link to the survey was also posted on the practice website and Facebook page. All responses were assessed in an anonymous fashion.

## RESULTS

Responses were received from 57 patients.

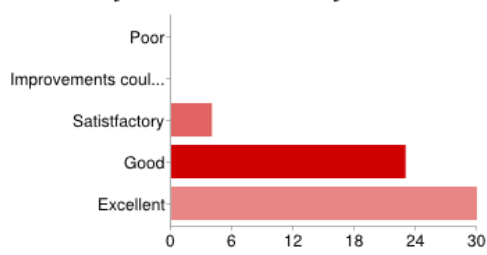
### 1. How would you rate the overall appearance of the practice?



### 2. How would you rate access to the practice (e.g. availability of downstairs surgeries for patients who find it difficult to use stairs)?

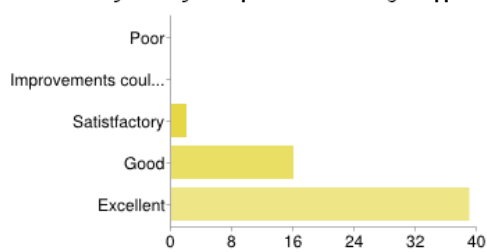


**3. How would you rate the level of service you received from our receptionists?**



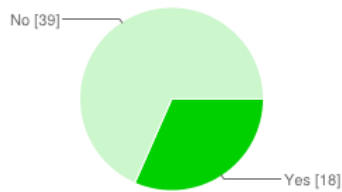
Poor	<b>0</b>	0%
Improvements could be made	<b>0</b>	0%
Satisfactory	<b>4</b>	7%
Good	<b>23</b>	40%
Excellent	<b>30</b>	53%

**4. How would you rate your experience of booking an appointment?**



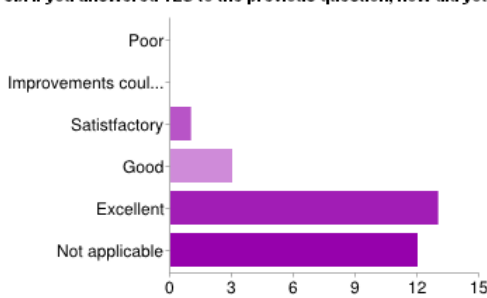
Poor	<b>0</b>	0%
Improvements could be made	<b>0</b>	0%
Satisfactory	<b>2</b>	4%
Good	<b>16</b>	28%
Excellent	<b>39</b>	68%

**5a. Have you recently tried to book an emergency appointment?**



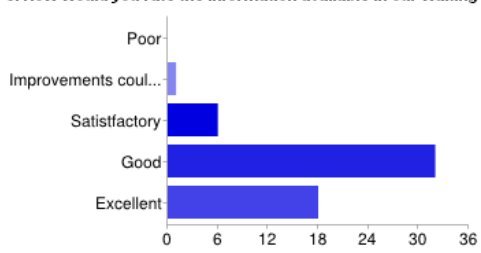
Yes	<b>18</b>	32%
No	<b>39</b>	68%

**5b. If you answered YES to the previous question, how did you find the experience of booking an emergency appointment?**



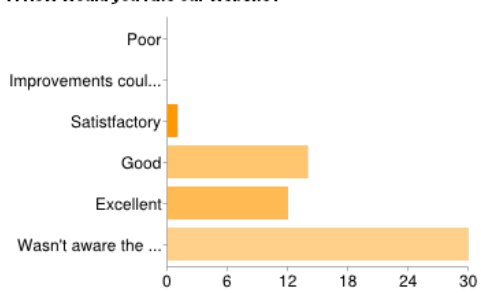
Poor	<b>0</b>	0%
Improvements could be made	<b>0</b>	0%
Satisfactory	<b>1</b>	2%
Good	<b>3</b>	5%
Excellent	<b>13</b>	23%
Not applicable	<b>12</b>	21%

**6. How would you rate the information available in our waiting room (e.g. information screen, leaflets)?**



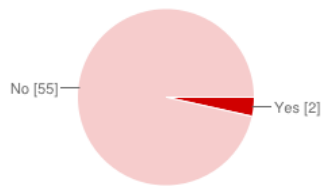
Poor	<b>0</b>	0%
Improvements could be made	<b>1</b>	2%
Satisfactory	<b>6</b>	11%
Good	<b>32</b>	56%
Excellent	<b>18</b>	32%

**7. How would you rate our website?**



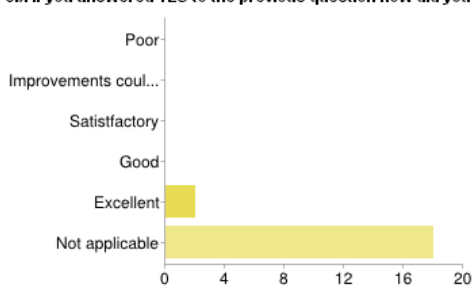
Poor	<b>0</b>	0%
Improvements could be made	<b>0</b>	0%
Satisfactory	<b>1</b>	2%
Good	<b>14</b>	25%
Excellent	<b>12</b>	21%
Wasn't aware the practice had a website	<b>30</b>	53%

**8a. Have you had an appointment with our patient care co-ordinator?**



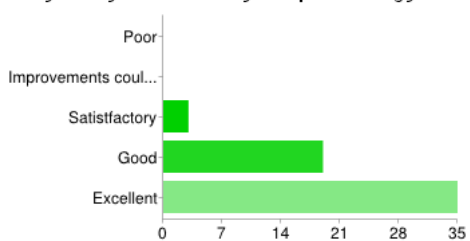
Yes	<b>2</b>	4%
No	<b>55</b>	96%

**8b. If you answered YES to the previous question how did you rate the experience?**



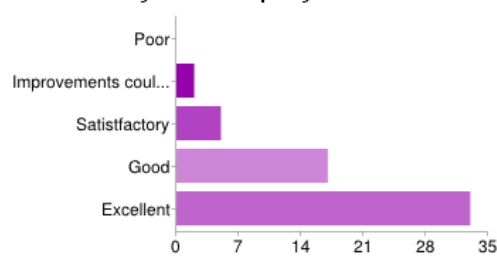
Poor	<b>0</b>	0%
Improvements could be made	<b>0</b>	0%
Satisfactory	<b>0</b>	0%
Good	<b>0</b>	0%
Excellent	<b>2</b>	4%
Not applicable	<b>18</b>	32%

**9. Do you feel your confidentiality is respected during your dental appointments?**



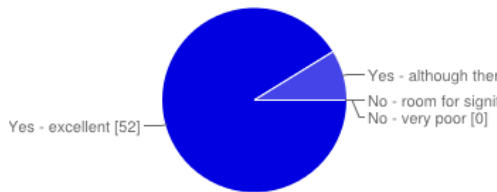
Poor	<b>0</b>	0%
Improvements could be made	<b>0</b>	0%
Satisfactory	<b>3</b>	5%
Good	<b>19</b>	33%
Excellent	<b>35</b>	61%

**10. How well did your dentist explain your treatment and costs?**



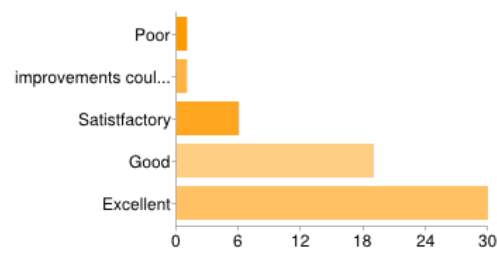
Poor	<b>0</b>	0%
Improvements could be made	<b>2</b>	4%
Satisfactory	<b>5</b>	9%
Good	<b>17</b>	30%
Excellent	<b>33</b>	58%

**11. Do you feel that you were treated with dignity and respect throughout your visit to the practice?**



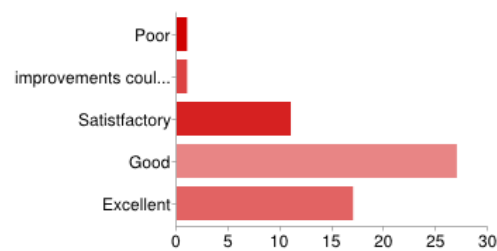
Yes - excellent	<b>52</b>	91%
Yes - although there is room for improvement	<b>5</b>	9%
No - room for significant improvement	<b>0</b>	0%
No - very poor	<b>0</b>	0%

**12. How would you rate the level of cross infection control at the practice?**



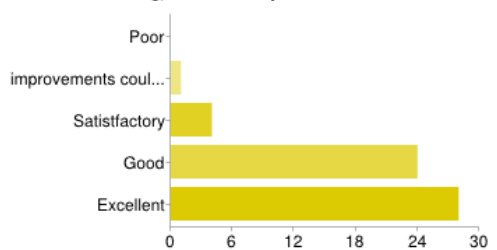
Poor	<b>1</b>	2%
improvements could be made	<b>1</b>	2%
Satisfactory	<b>6</b>	11%
Good	<b>19</b>	33%
Excellent	<b>30</b>	53%

**13. How would you rate our cross-infection display in our waiting room?**



Poor	<b>1</b>	2%
improvements could be made	<b>1</b>	2%
Satisfactory	<b>11</b>	19%
Good	<b>27</b>	47%
Excellent	<b>17</b>	30%

**14. How welcoming, efficient and professional were our dental nurses?**



Poor	<b>0</b>	0%
improvements could be made	<b>1</b>	2%
Satisfactory	<b>4</b>	7%
Good	<b>24</b>	42%
Excellent	<b>28</b>	49%

## GENERAL COMMENTS:

- I LOVE Diamond Court! I got beaten up at university and had to live with missing front teeth for 11 months as I couldn't find an NHS dentist which was accepting new dentists. Non NHS dental practices were quoting £1200 – Diamond Court sorted me out for £200. Dr Flint is a quality professional – he talks to me about decisions like my friends would, not too pushy with up-selling services etc. Many thanks!
- I have been a patient at the practice for about a year and have been more than satisfied. Everyone is always friendly and caring.
- I am very happy with the service I receive.
- A better radio/music system would be better than the one in use at present.
- Service is always excellent.
- Background music is irritating. Bills for payment should show itemised treatment. Questionnaire questions do not allow for “Don't know”.
- Diamond Court offer an excellent service. Everyone is always helpful and friendly. I feel very lucky to have such an excellent dental practice offering such a wonderful service.
- The glasses I was given to wear during treatment were splattered! These should be cleaned between each patient. Made me a bit concerned about hygiene generally.
- Very good service, with a really efficient management system that is robust and well thought out. Just make sure you keep staff morale up to match!
- The radio playing in the waiting room is unnecessary. Receptionists are a bit “standoffish”.
- Appointments being changed by the practice are too frequent.
- Would like the reminders sent by text to include date and time.
- Diamond Court is an excellent practice and I have always had satisfactory treatment, especially when the dentist treating has always explained what he is doing and why.
- Both my wife and myself have always been very happy with the way we have been dealt with by the practice. Being older patients we prefer to deal with the longer-serving receptionists whom we have grown to know over the years and, to a certain extent, do not have the same confidence in the newer receptionists (I am sure that is an age-thing on our parts). Overall we are exceptionally happy with the practice and was particularly impressed with how quickly I was seen recently when I needed fairly immediate dental attention.
- Excellent practice. Nurses could chat more. If costs change we should be told.

## **DISCUSSION**

The results of the survey were extremely encouraging with a strong majority (>85%) of respondents selecting “good” or “excellent” for each question. Compared to the results of the patient survey carried out last year, standards can be seen to have been maintained or improved in each area.

Only two respondents (4%) were new to the practice and had seen our patient care co-ordinator. The remaining 55 respondents were longstanding patients at the practice.

Several respondents took the opportunity to provide specific feedback in the general comments section of the survey and again the majority of the feedback was positive.

One patient commented that the safety glasses they had been given to wear were dirty and that they should be cleaned between every patient. We would like to stress that we take cross-infection control extremely seriously and that safety glasses are routinely disinfected between every patient. On some occasions, we have found that the disinfectant we use leaves behind a white residue on the glasses which can give the false impression that they are dirty or haven't been cleaned.

Another patient graded our cross infection control and cross infection display as poor but acknowledged that they would have selected “don't know” if that option was available. Similarly, a second patient also commented that some of the questions in the survey should allow for “don't know” responses. We will therefore be including a “don't know” response for all questions in our next patient survey.

The problem of music being played in our waiting room was again raised and three respondents felt that this was an unnecessary distraction. However, as reported in our last patient survey, we have found that without a radio in the waiting room discussions can be heard from the downstairs surgeries which compromises patient confidentiality. We currently play Radio 2 across the

practice which we feel delivers a fair balance of music, discussion and news in a non-offensive manner. We appreciate that our choice of radio station may not appeal to everyone but hope that patients understand why it is necessary to have music playing in the first instance.

### **ACTION PLAN**

1. To help reassure patients about cross infection, a section will be included in the next patient newsletter to highlight the problem of the white residue being left on patient safety glasses after they have been disinfected.
2. Include “don’t know” responses in the next patient survey.