**Diamond Court Dental Practice**

**Patient Survey 2014**

**INTRODUCTION**

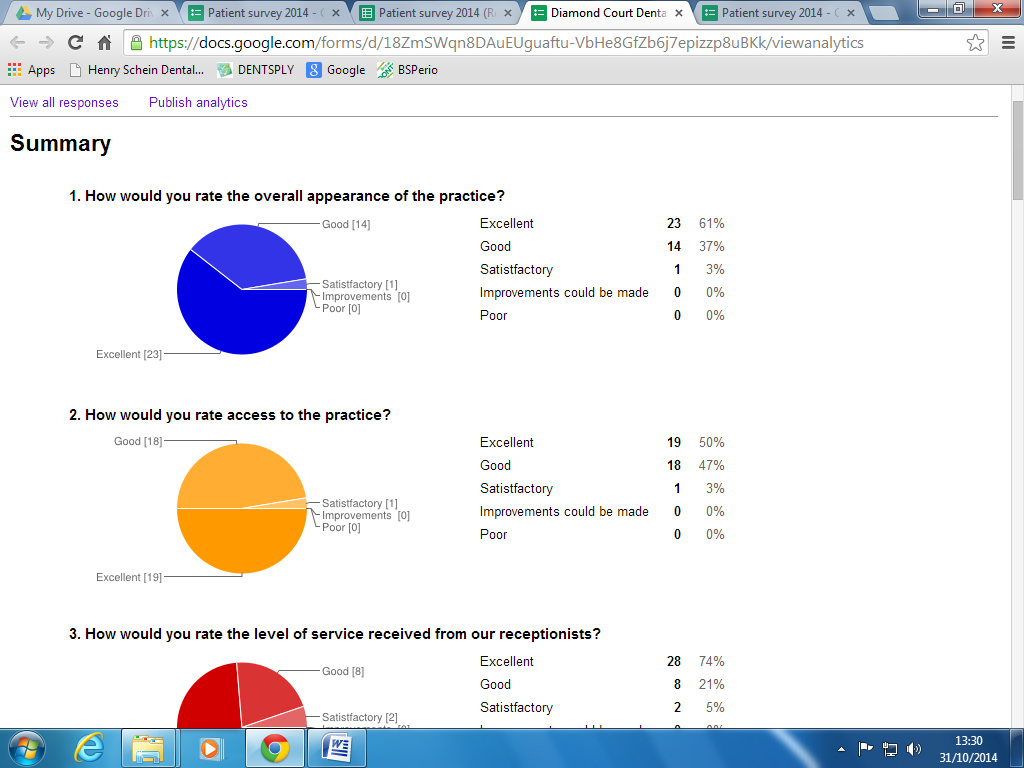
We constantly strive to improve the service that we provide to our patients and strongly value all forms of feedback. Our annual patient survey plays a crucial role in identifying the areas in which we are performing well and also areas where we could improve.

**METHOD**

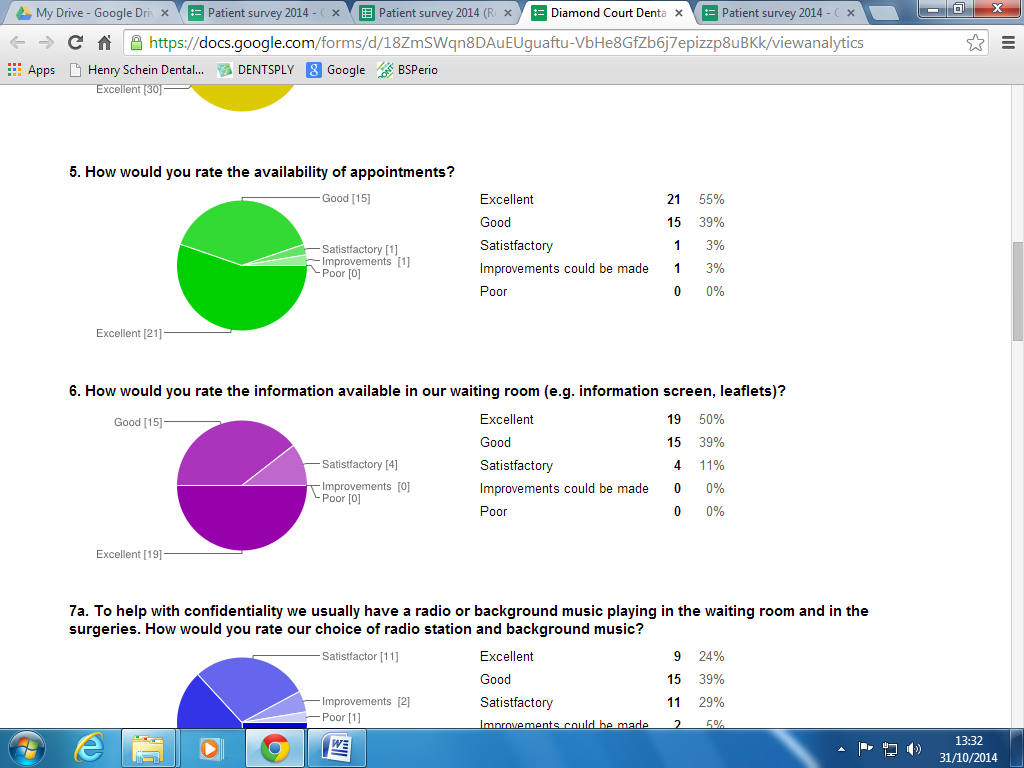
All patients attending our practice from September 2014 to November 2014 were invited to participate in our survey. The survey was carried out in the form of an e-survey with participants receiving an e-mail or a text message containing a direct link to the survey form. A direct link to the survey was also posted on the practice website and Facebook page. All responses were assessed in an anonymous fashion.

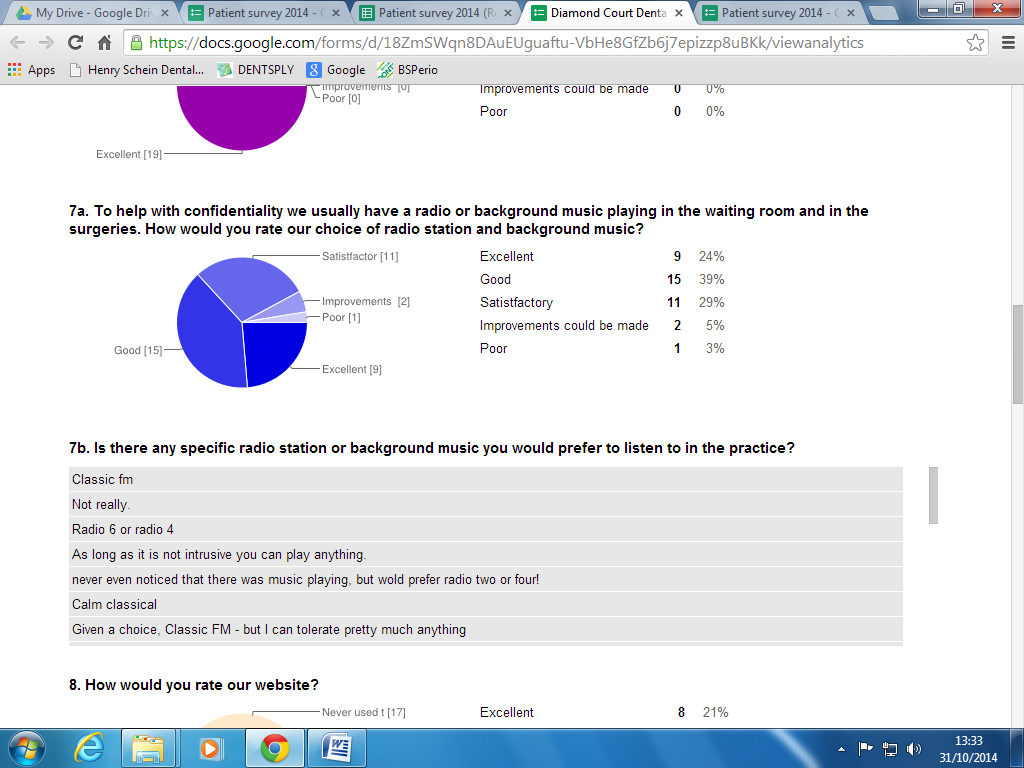
**RESULTS**

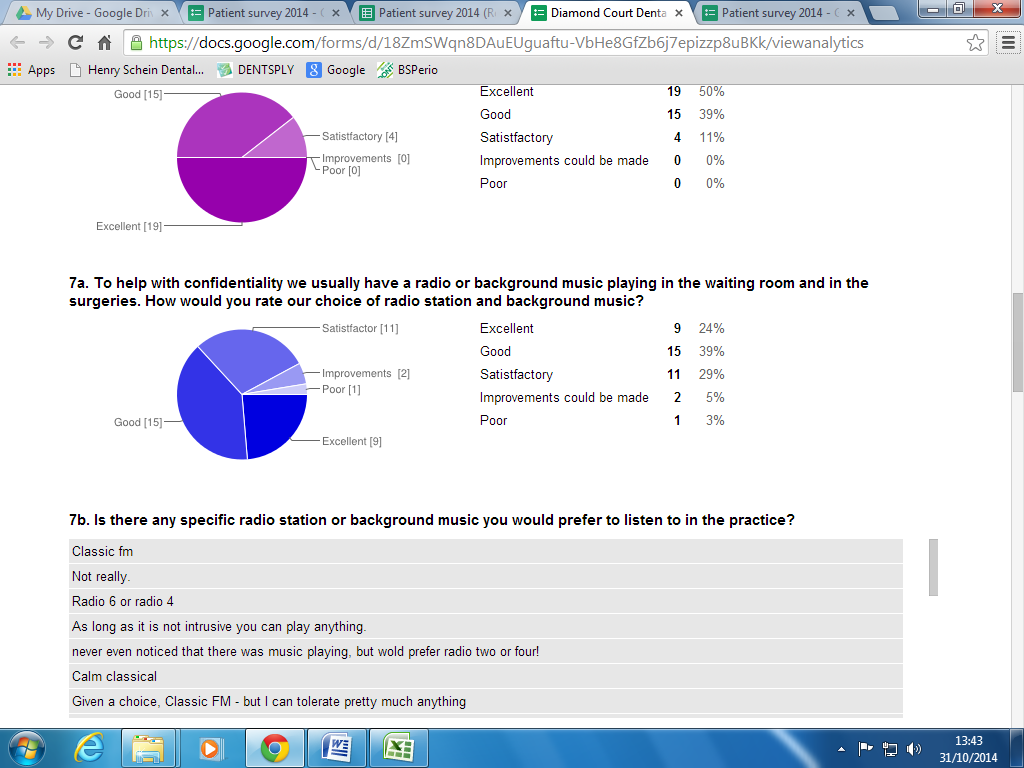
Responses were received from 38 patients.

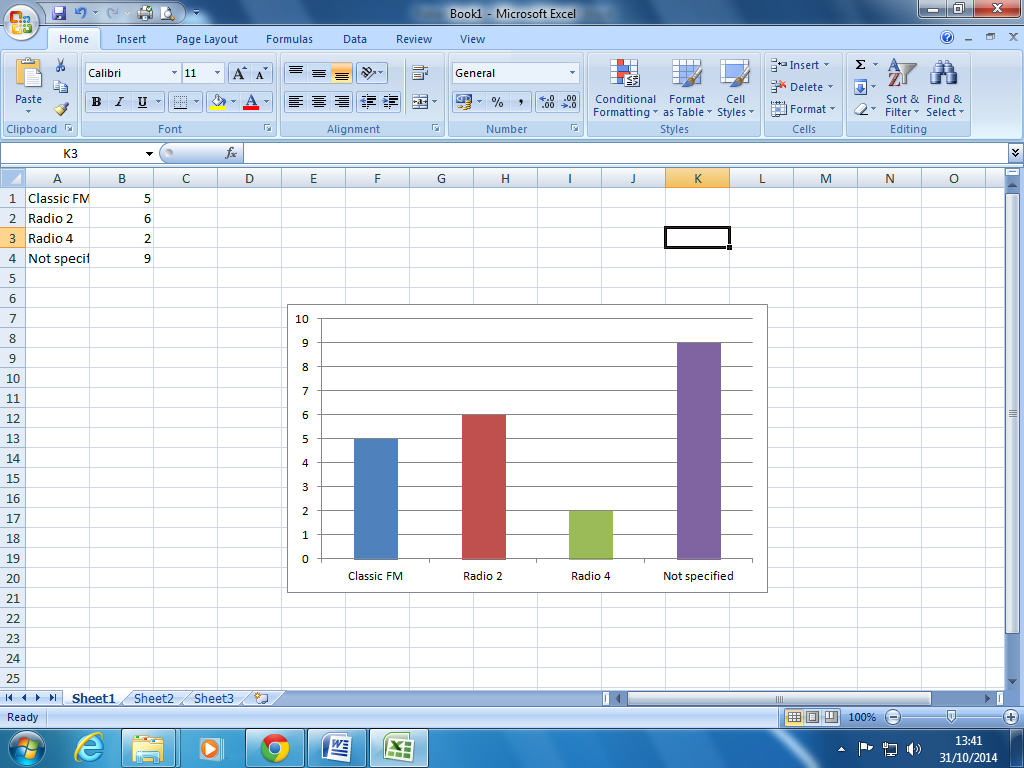


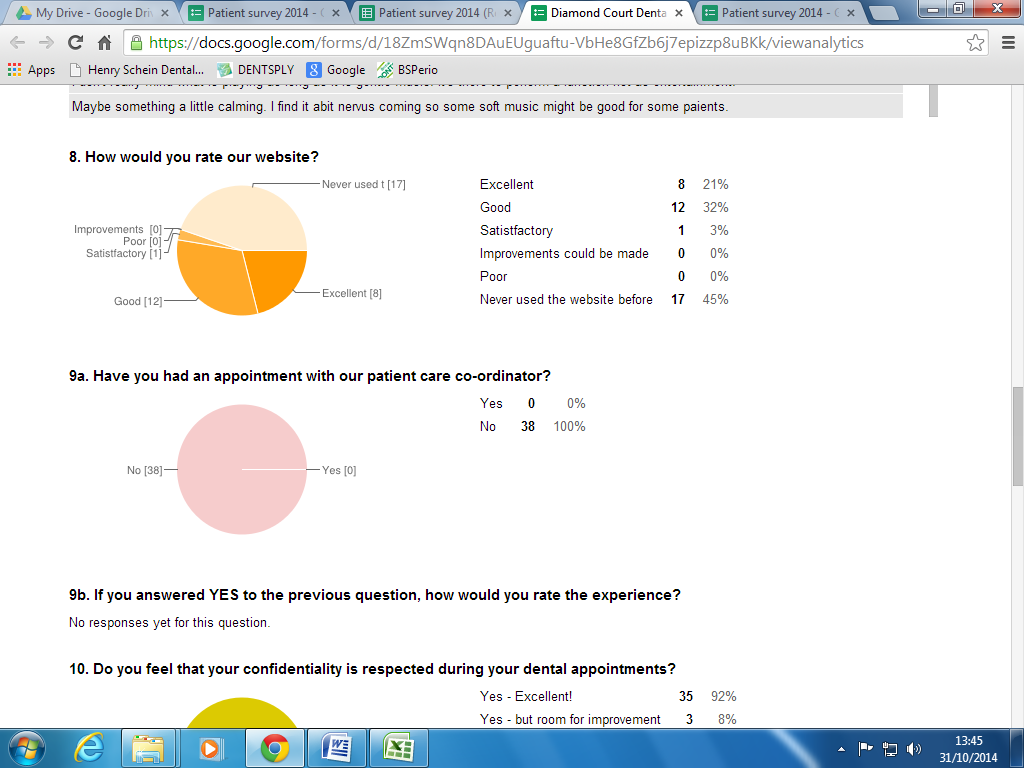


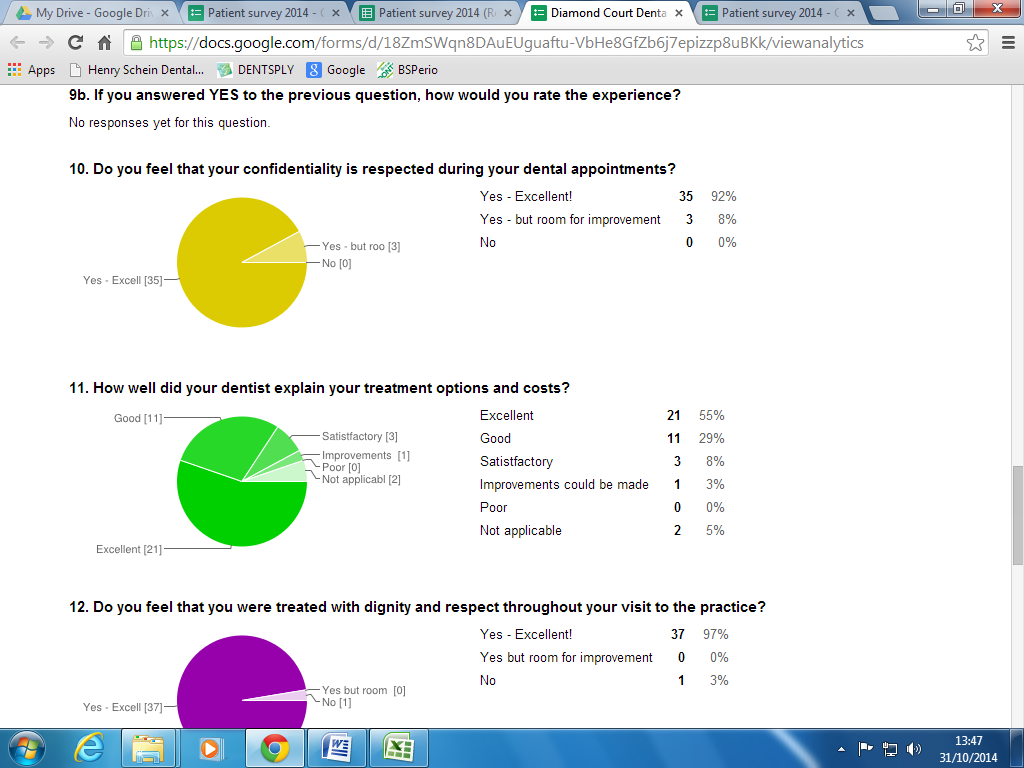


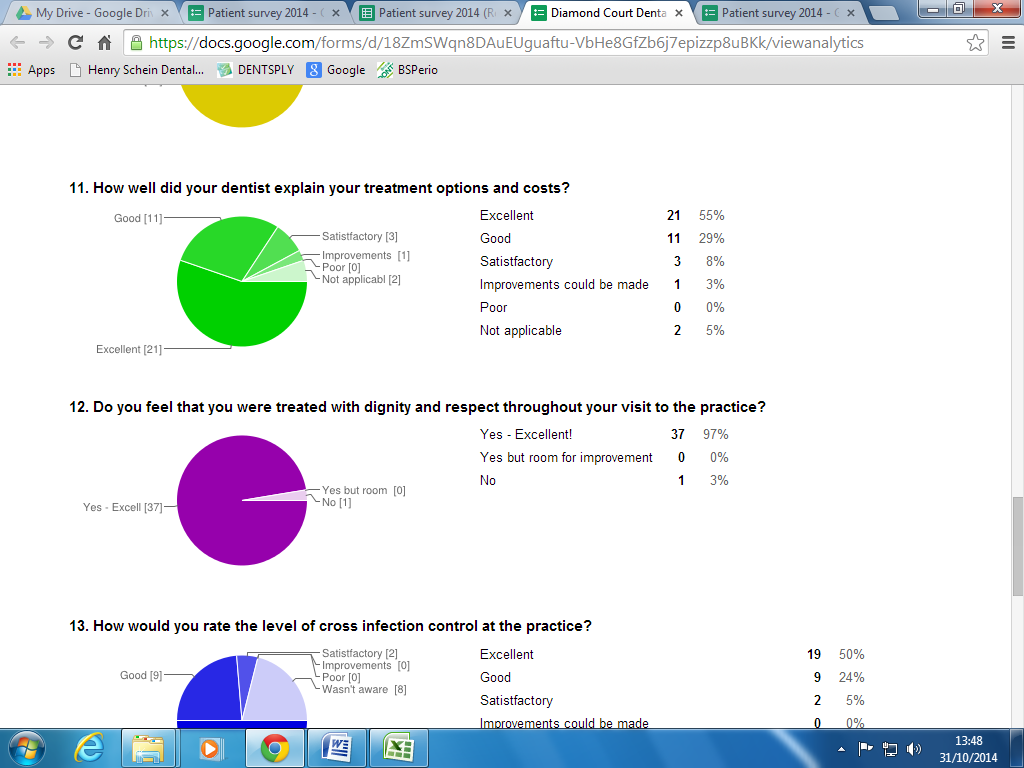


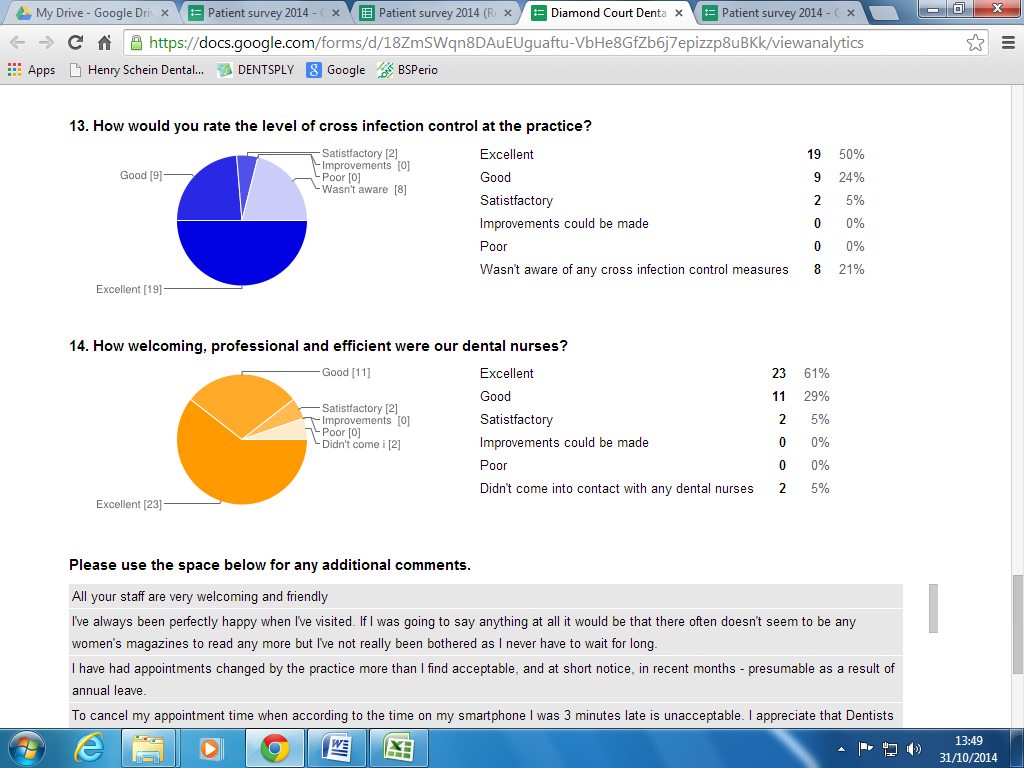












**GENERAL COMMENTS:**

* All your staff are very welcoming and friendly
* I’ve always been perfectly happy when I’ve visited. If I was going to say anything at all it would be that there often doesn’t seem to be any women’s magazines to read any more but I’ve not really been bothered as I never have to wait for long.
* I have had appointments changed by the practice more than I find acceptable, and at short notice, in recent months – presumable as a result of annual leave.
* To cancel my appointment time when according to the time on my smartphone I was 3 minutes late is unacceptable. I appreciate that dentists want to get as much money as possible in an hour; however if I refused appointments after waiting in your reception for 5 or 10 minutes what would you say?
* I am delighted with service provided. I like the lighthearted way I can talk with my dentist (Mr Denholm). I actually look forward to my appointments and thoroughly appreciate the efforts made to prolong the life of my badly treated (by the owner!) teeth. Thanks very much.
* We appreciate the speed with which emergencies are dealt with.
* The practice is excellent and the staff are great – very accommodating when problems with appointments. Many thanks.
* We are always received with courteous and friendly rapport by all staff. Our relationship with our dentist is very informal and this makes us at ease during our time “in the chair”. May it always continue.
* All very good. A thoroughly professional practice. Instilling confidence.
* Very happy with very professional and friendly practice.
* Maybe out of hours info, in case of dental urgency.
* I am extremely fortunate to have access to this wonderful service.
* I am drawn to conclude that confidentiality is important for you, you have asked many questions about it. I expect you to take all steps to secure your stored data, whether on paper or electronic material. I am not at all concerned that other members of the public might overhear my conversation with the receptionists. I also expect my interaction with the dentist/nurse/hygienist to take place in private, which it does, so no problem here. Returning to the electronic storage of information, I am generally concerned that such storage is insecure. I would find it reassuring if you took steps to demonstrate that your systems are secure. If you were to do this and to publicise the results, I feel this would demonstrate to your patients tour commitment to safeguarding their interests. I feel that you have omitted to ask the most important question of all, how do I feel about the quality of the dental treatment. Why have you issued this survey without asking this question?
* Fantastic staff!

**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.

Disappointingly, participation in the survey was significantly lower than previous years and completed responses were received from just 38 patients. No responses were received from new patients who had also seen our patient care co-ordinator and so we are able to evaluate this part of our service.

Following feedback in previous patient surveys about the radio playing in our waiting room, a question was included in this year’s survey asking patients for their preferred choice of radio station. The majority of respondents (63%) thought that our current choice of Radio 2 was either excellent or good, and the majority of those which stated a preference for a particular radio station also chose Radio 2. In light of these results we have decided to continue to play Radio 2 throughout our practice. We appreciate that this may not be to everybody’s taste but we hope that patients understand this decision.

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 expressed concerns about the security of electronic data. We would like to take this opportunity to stress that patient confidentially and the security of data is of paramount importance to the practice. All data in paper format is securely stored in a locked environment and all electronic data is password-protected and encrypted. Under no circumstances is any patient information passed on to a third party and the practice is fully compliant with the Data Protection Act and Information Governance rules. As part of our commitment to the security of patient data, we regularly carry out audits to ensure that both paper and electronic data is stored and used correctly and we will now display the results of these audits on our website.

The same patient also raised concerns about the placement of seats in our waiting room around the reception desk where confidential discussions may be taking place. Consequently, we have removed all the seating from around the reception desk to make this area of the waiting room more private.

Two other patients made comments about their appointments being cancelled at short notice. We understand how frustrating this can be, particularly when dental appointments are often made a long time in advance to fit around work and family commitments. Over the last 6 months, we have implemented new policies at the practice in an attempt to minimise the cancellation of appointments. Dentists and hygienists are now required to give at least 2 months notice for annual leave and staff training sessions and meetings are booked several months in advance. Nevertheless, in extreme circumstances, it may be necessary to cancel dental appointments at short notice and we apologise for any inconvenience this may cause.

**ACTION PLAN**

1. To display the results of our Information Governance audits on our website.
2. To continue with the implementation of our new policies to reduce the need to cancel patient appointments at short notice.
3. Remove seating in the waiting room from around the reception desk.
4. To release the next patient survey earlier and to leave it open for a longer period of time in an attempt to increase the number of patient responses.