**Diamond Court Dental Practice**

**Patient Survey 2019**

**INTRODUCTION**

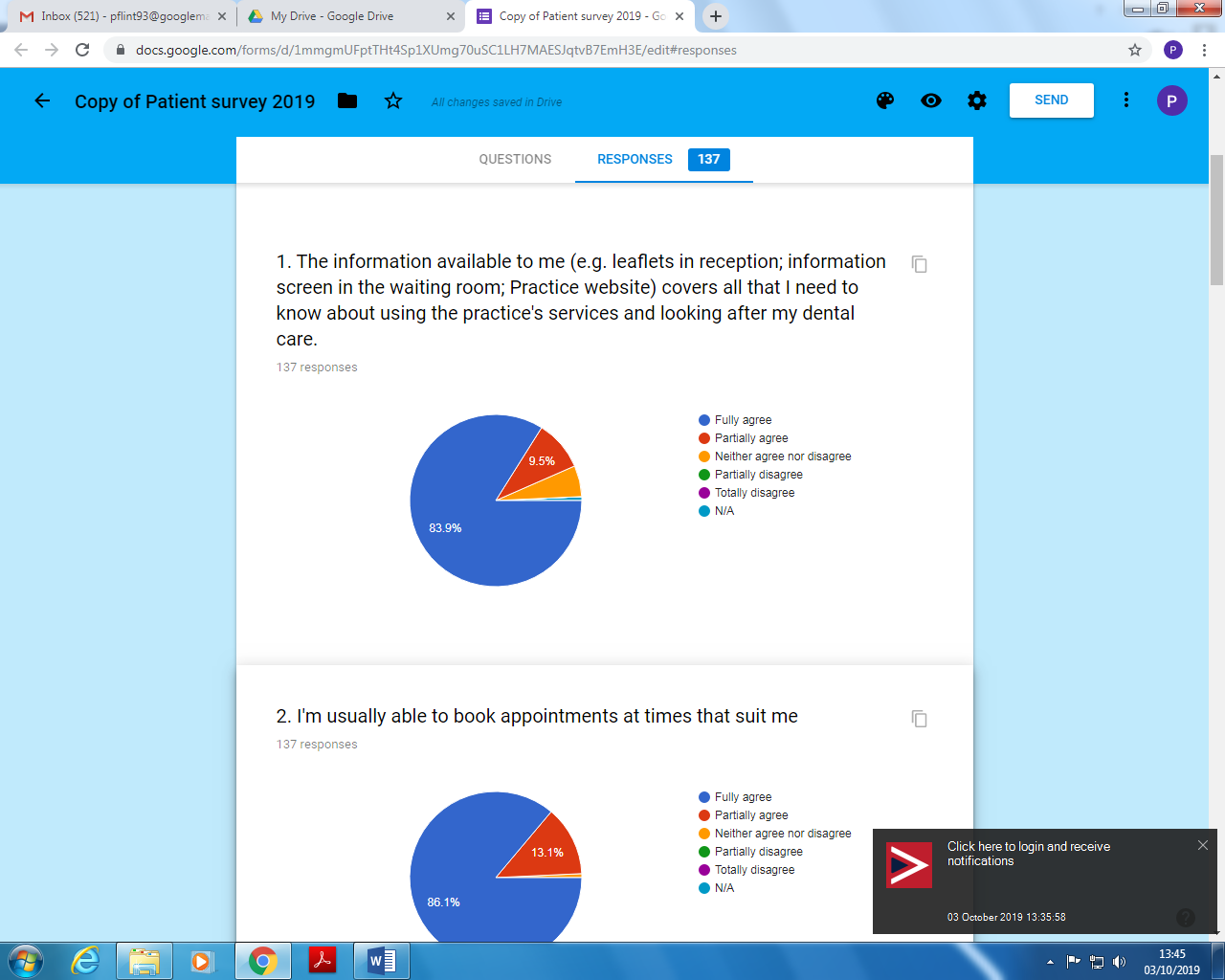
We constantly strive to improve the service that we provide to our patients and strongly value all forms of feedback. Our annual patient survey plays a crucial role in identifying the areas in which we are performing well and also areas where we could improve.

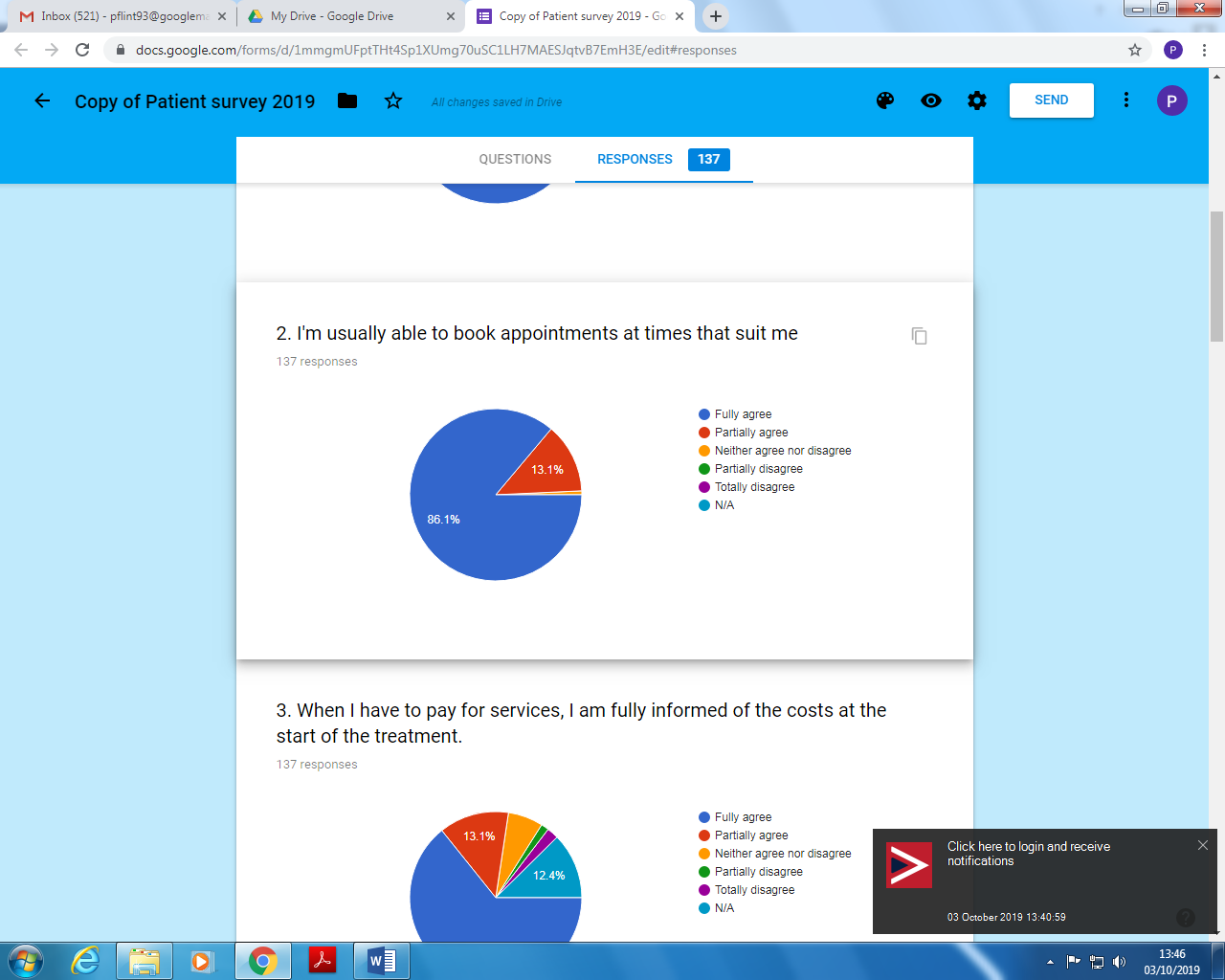
**METHOD**

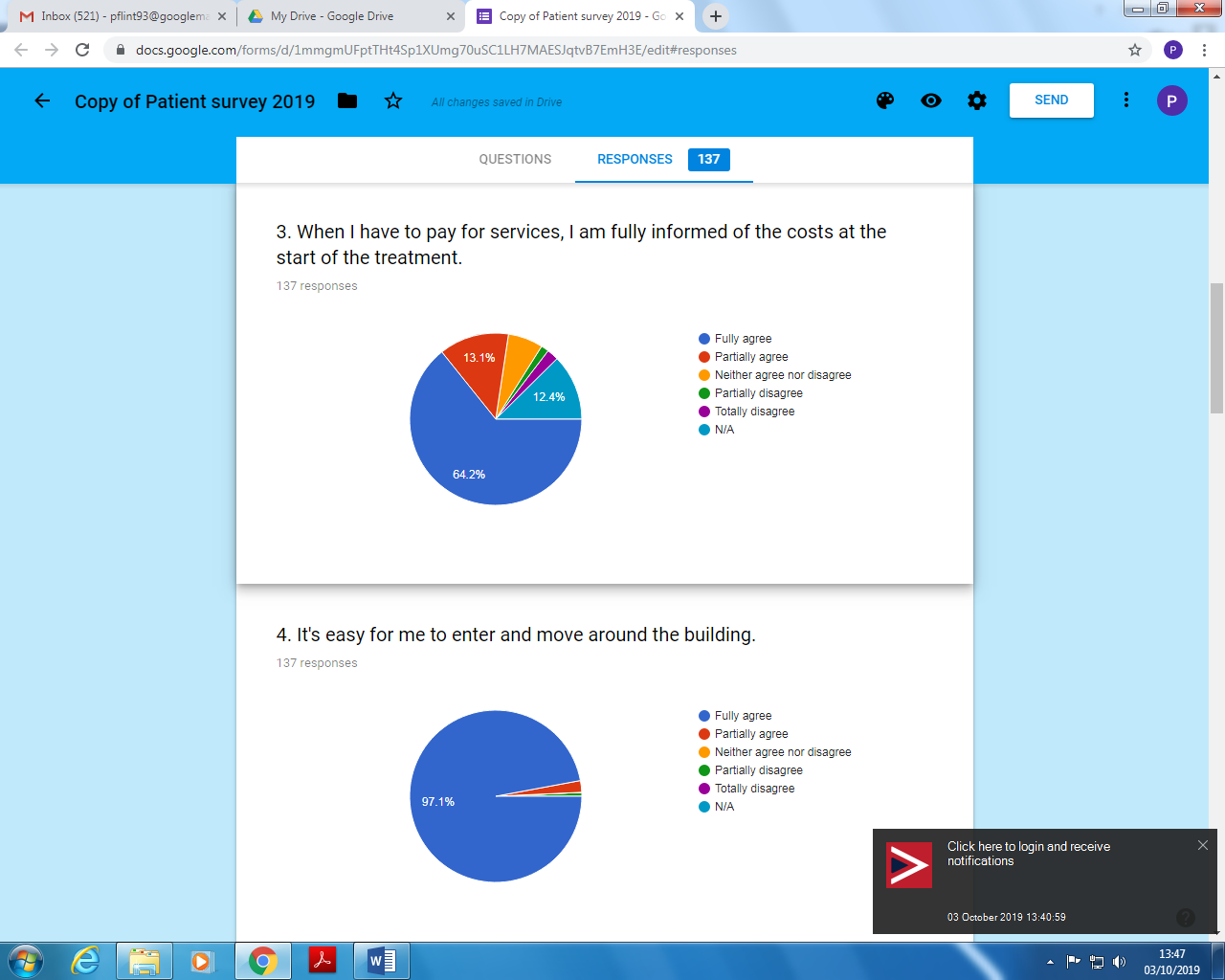
All patients attending our practice were invited to participate in our survey. The survey was carried out in the form of an e-survey where participants, who had previously given permission to be contacted for this purpose, received an e-mail containing a direct link to the survey form. A link to the survey was also posted on the practice website. All responses were assessed in an anonymous fashion.

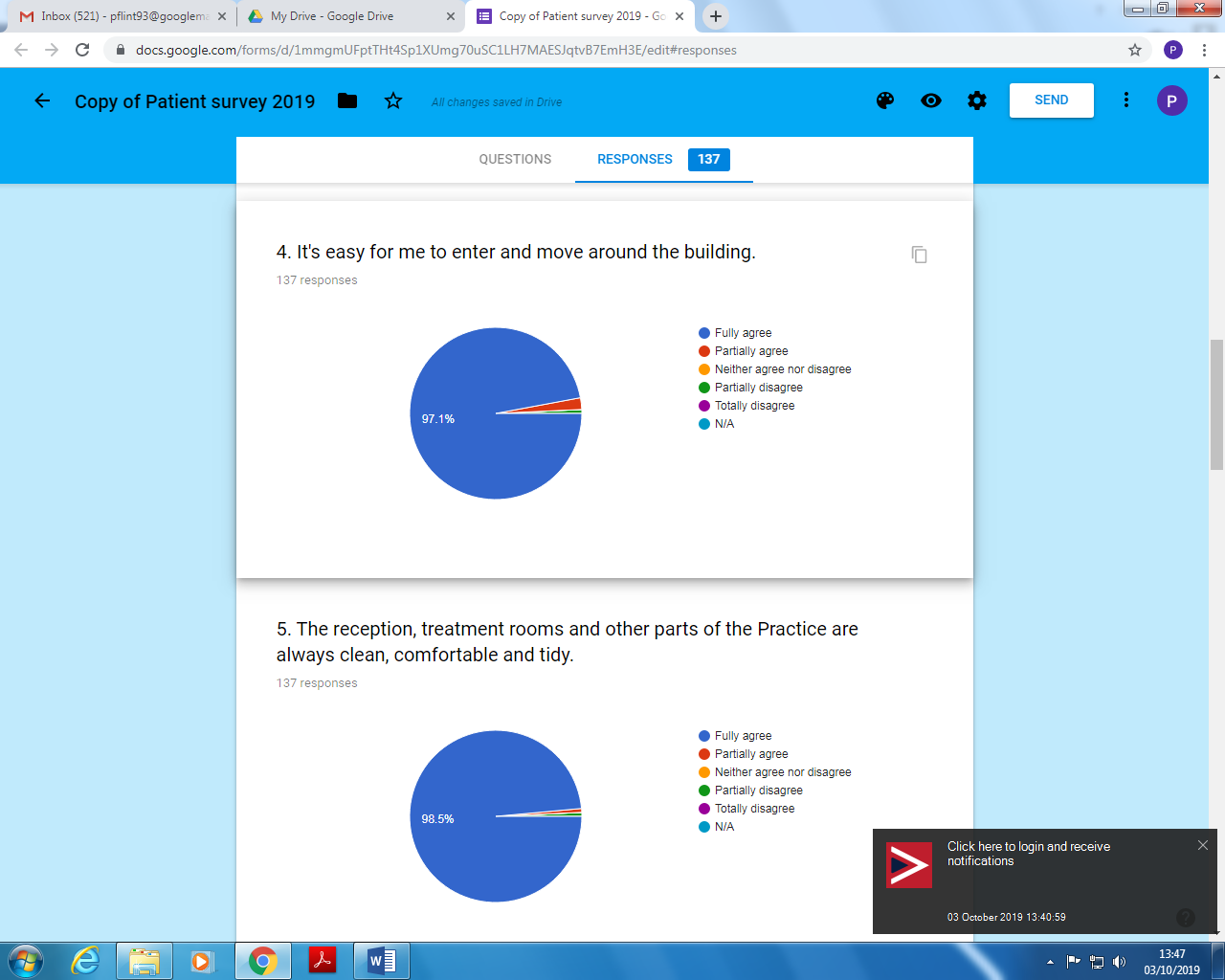
**RESULTS**

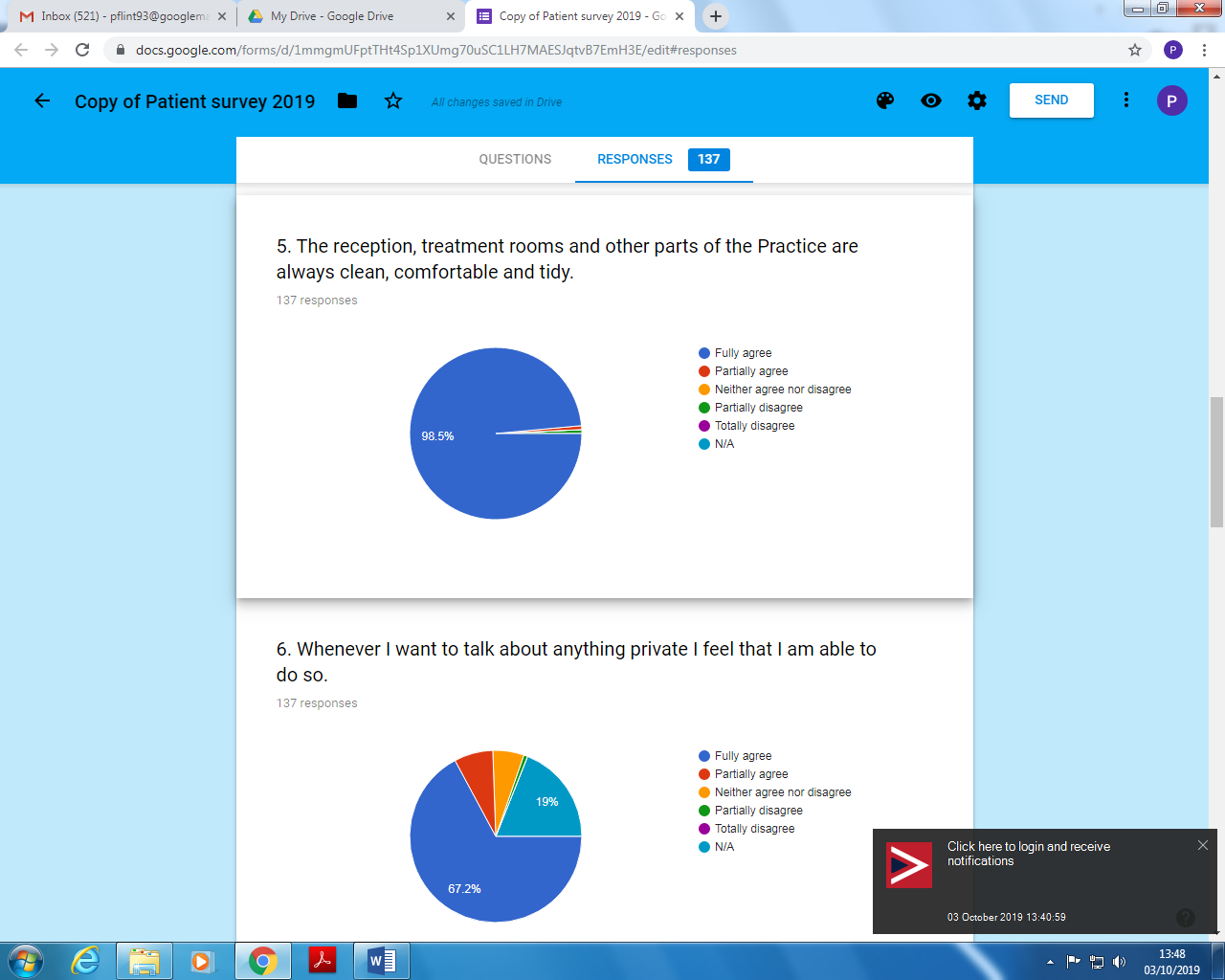
Responses were received from 137 patients.

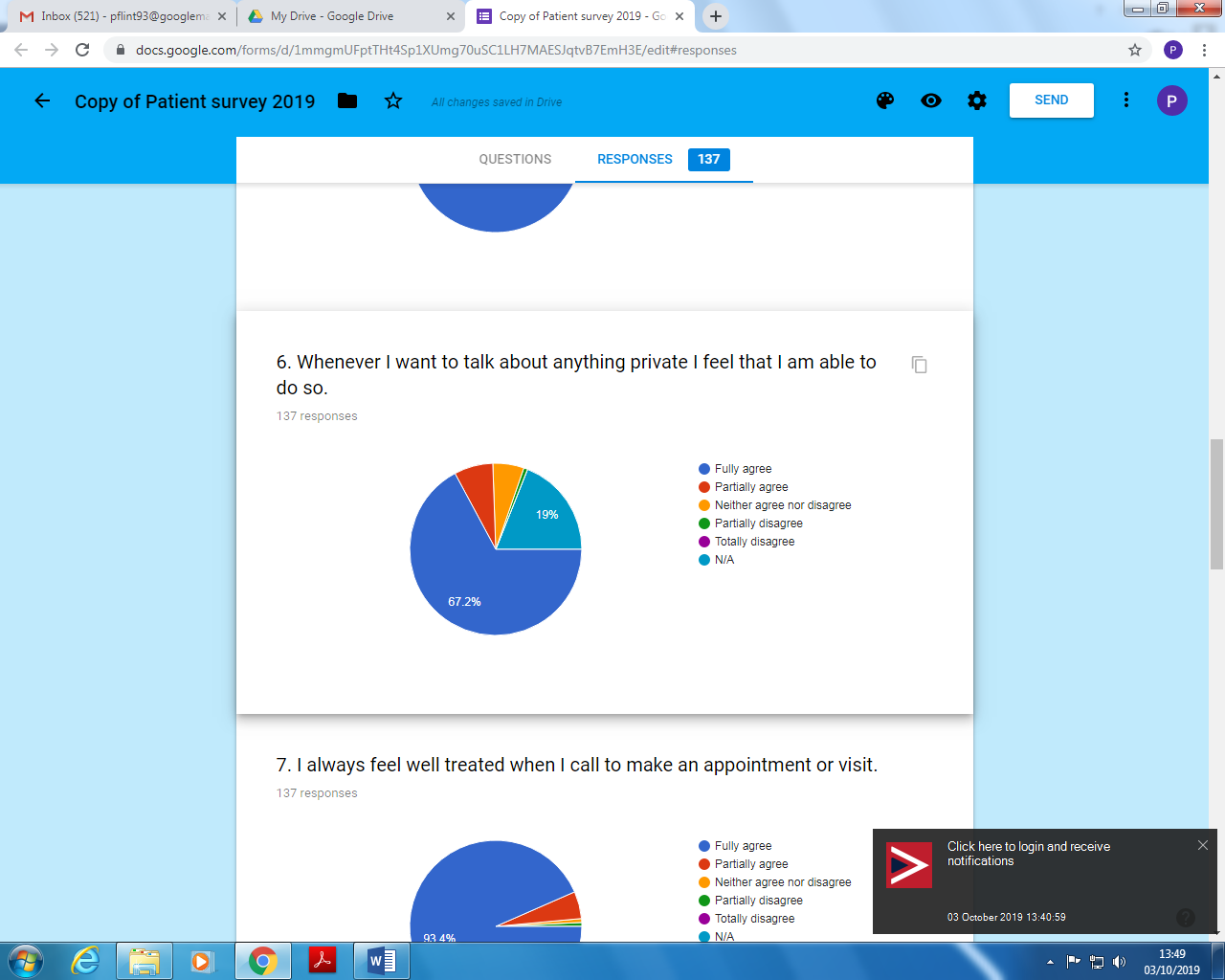


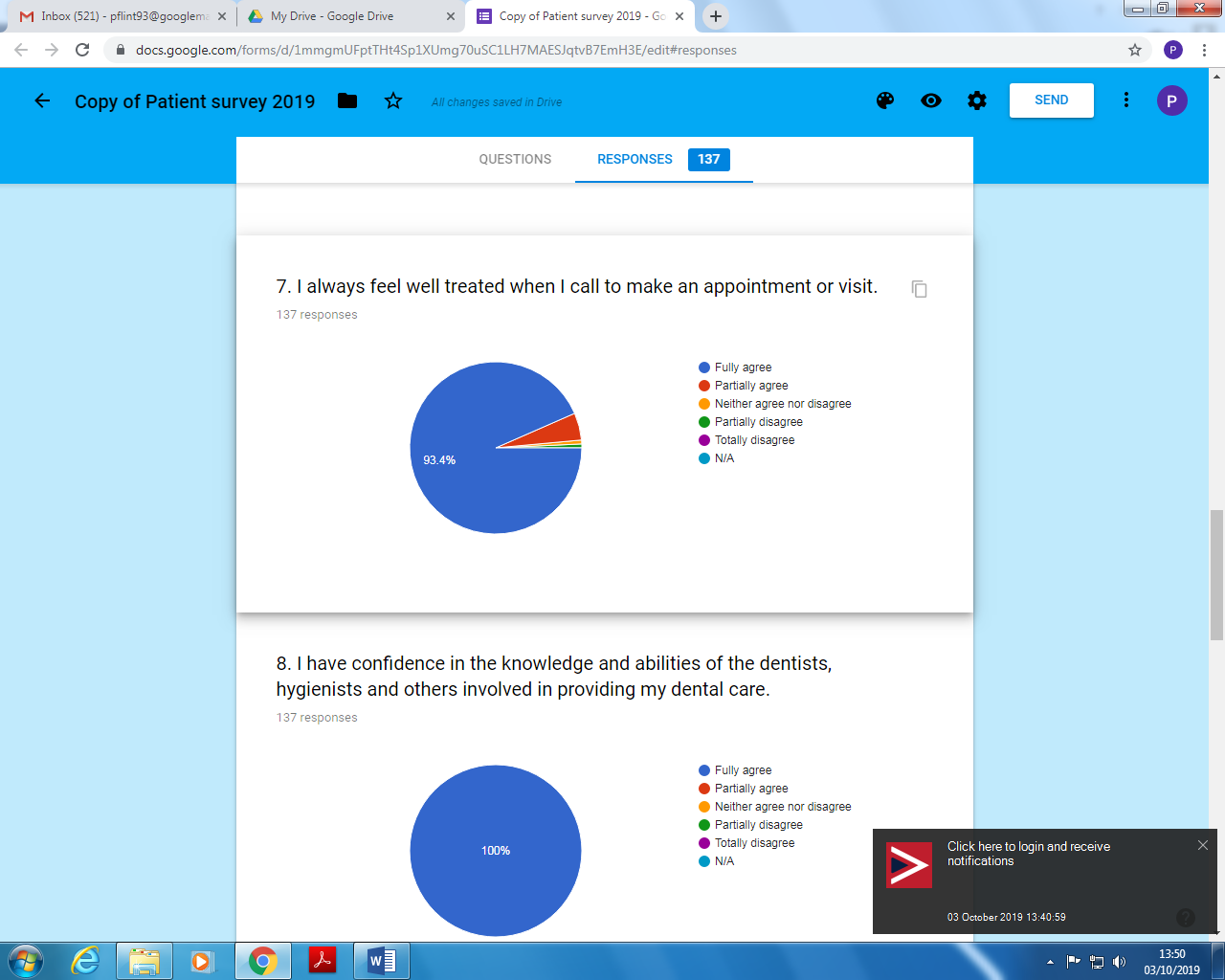




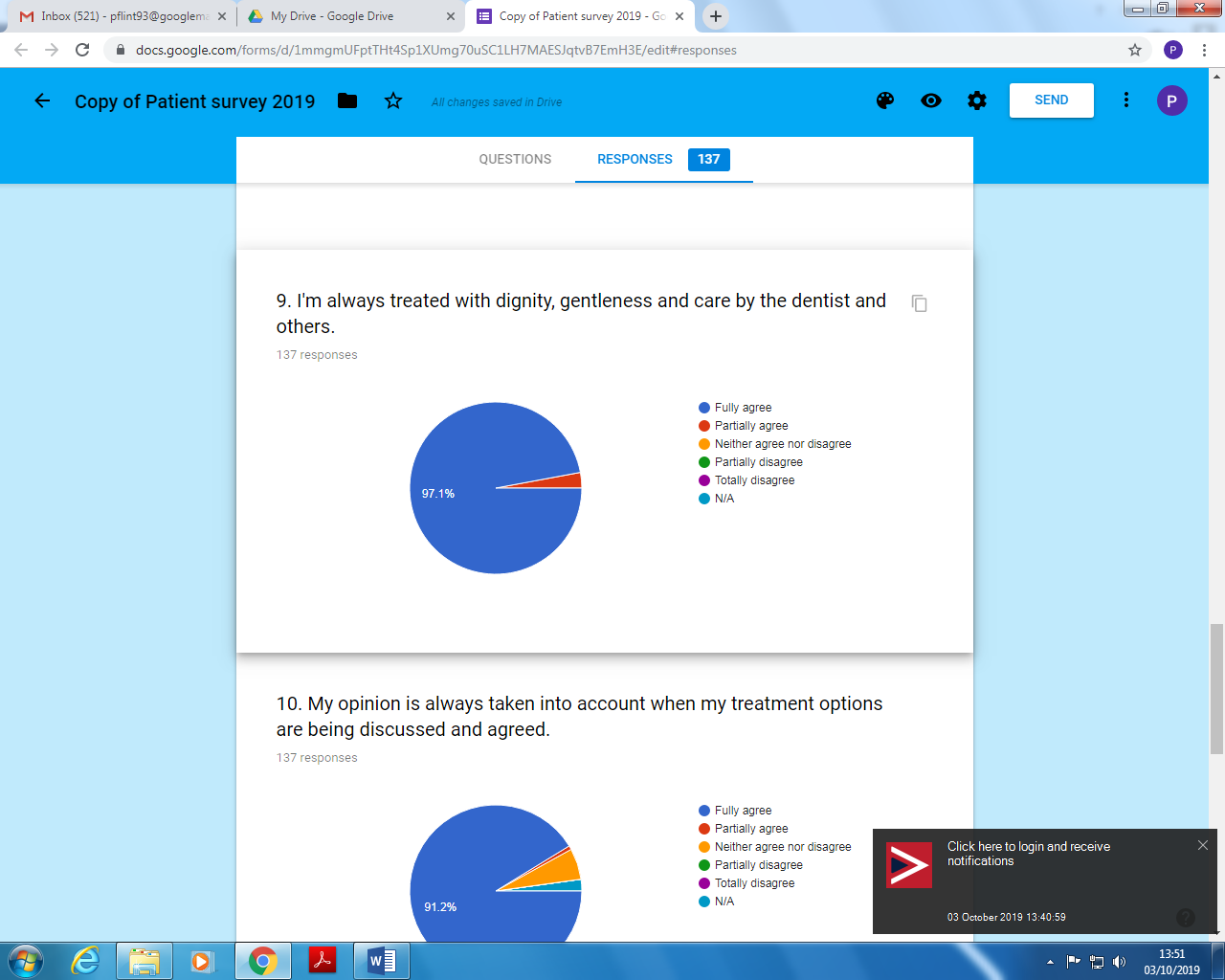


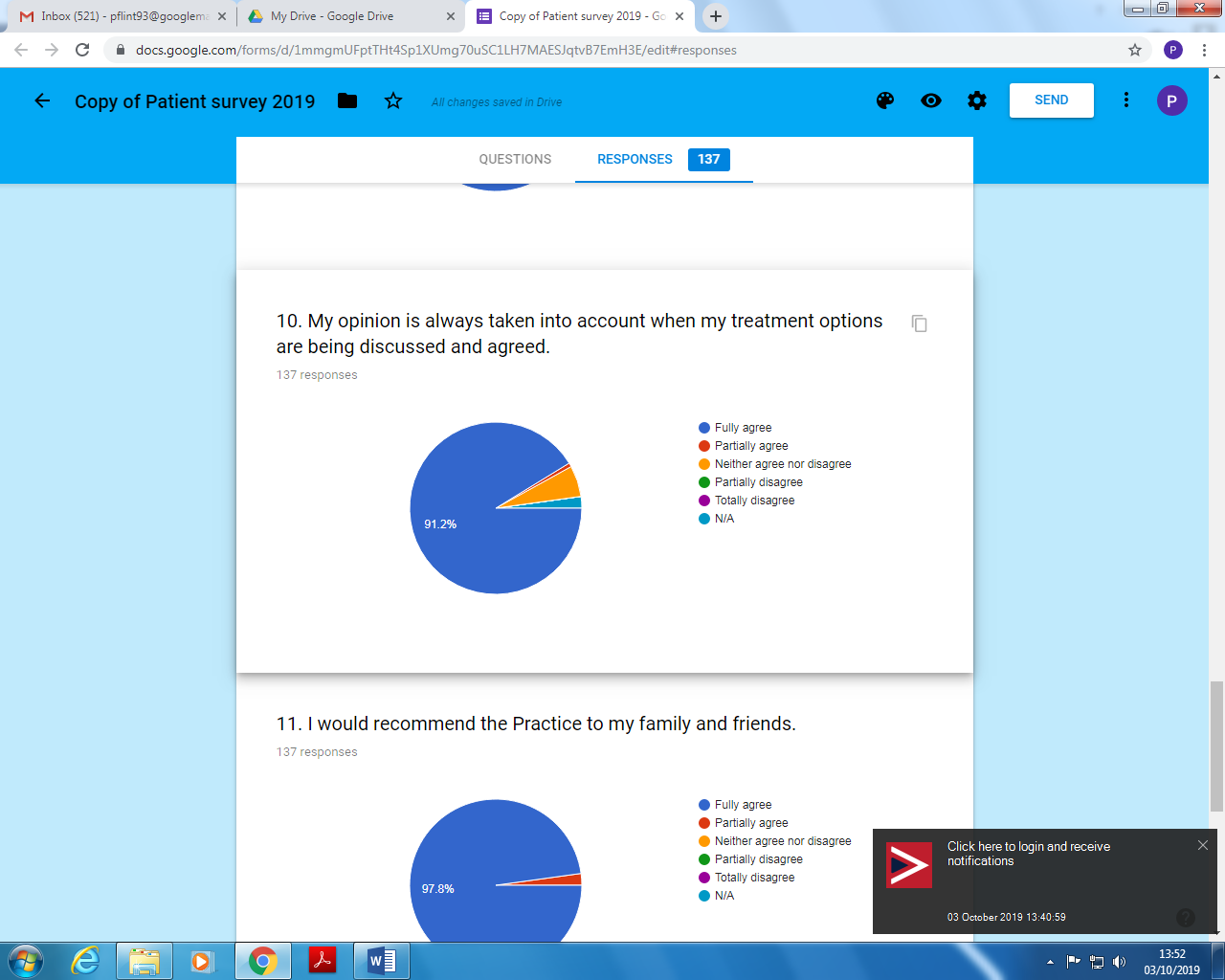


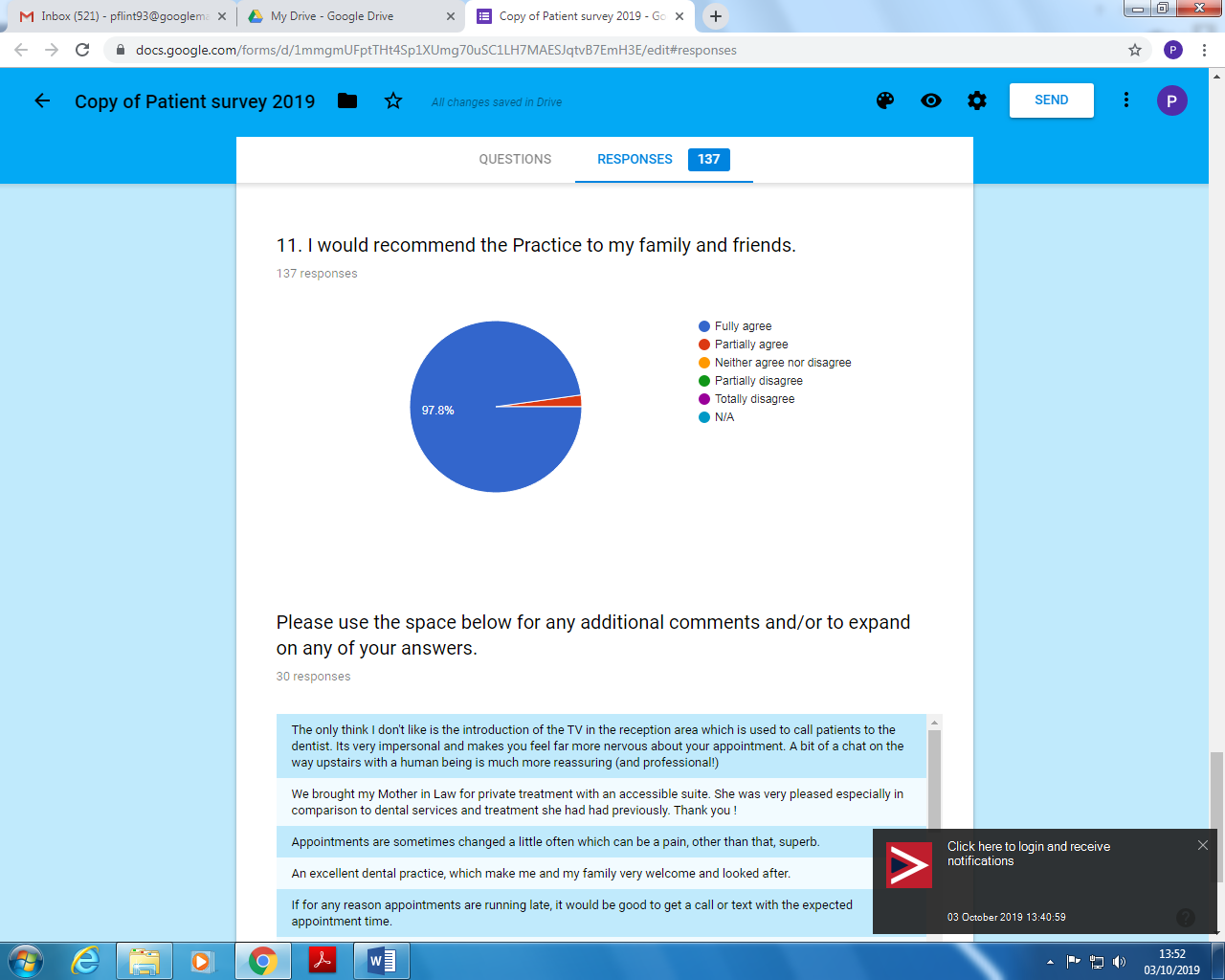












**GENERAL COMMENTS:**

30 responses

The only think I don't like is the introduction of the TV in the reception area which is used to call patients to the dentist. Its very impersonal and makes you feel far more nervous about your appointment. A bit of a chat on the way upstairs with a human being is much more reassuring (and professional!)

We brought my Mother in Law for private treatment with an accessible suite. She was very pleased especially in comparison to dental services and treatment she had had previously. Thank you !

Appointments are sometimes changed a little often which can be a pain, other than that, superb.

An excellent dental practice, which make me and my family very welcome and looked after.

If for any reason appointments are running late, it would be good to get a call or text with the expected appointment time.

The only issue I have found is that appointments times always seem to be running late, it is not uncommon to be waiting 15 minutes to be seen after having arrived on time.

Fully satisfied with the service provided by Diamond Court.

I felt very well treated when I had to have an initial emergency appointment and follow up treatment.

Always feel at ease at Bakewell, lovely, friendly reception and the best dental Hygienist , Sarah, she has really improved my teeth with encouraging comments and good practical advice... 5\*\*\*\*\*. Years ago, I used to dread going to the Dentist, still not easy, but Paul Flint and Sarah Healy, have really make a difference.

Dentist and hygienist all super helpful and friendly.. reception could be a bit more friendly and customer orientated.. perhaps a little coaching from within the wider team may help.

Fantastic dentist

Always received an excellent and professional service from Mr Denholm

This practice is the best I have ever used and my dentist is knowledgeable, professional and extremely pleasant. I am nervous when visiting the surgery and she does her utmost to put me at ease. Thank you.

I was very surprised when told to leave immediately when I came in with my dog to alter an appointment.

From conversations with friends and family other practices in the area appear to have invested in more up to date equipment for dental treatment for example cameras to aid visual inspections for treatment and 3D imaging taking away the use of intrusive moulds of teeth for replacement dentures,crowns and implants. Also would welcome information regarding how private patients treatment compares with those receiving the national health free /subsidised service.

The stairs are somewhat of a challenge.

First class service \*\*\*\*\*\*\*\*\*\*

Always seen by Mr Denholm, I would like to thank him please

Been at this practice since i was a child it’s just got better and better over the years

Very happy with everything

keep up the good work thank you all

Great practice, well done.

Diamond Court are by far the best practice I have been registered with. I am lucky enough to have Jamie Denholm as my dentist. He is absolutely brilliant, extremely professional, and provides amazing, usually painless treatment every time.

Very considerate, very kind

Always excellent service for me and my family, from reception with Sam through to appointments with Mr Flint. Well done.

You need to improve the variety of magazines you have in reception. Not an easy one I know but worth consideration.

I have the highest regard for all the staff at Diamond Court and in particular to my own dentist Jamie Denholm and Sally my hygienist. Jamie, Sally and all the people on the reception are excellent in how they treat myself and my husband. Will not want to go anywhere else.

The treatment and care I have received at the surgery has always been to an exceptionally high standard. The staff are professional and treat everyone in a friendly manner.

Only niggle... rarely seen at appointed time. Usually called 10-20 minutes late.

I am very happy with my dentist and have never had cause to complain about the service I receive. The practice has always been most accommodating and tried to sort out any emergencies that I have had with broken teeth and the need for an appointment at short notice.

**DISCUSSION -**

The results of the survey were extremely encouraging with the vast majority of respondents fully agreeing with each of the statements that were under consideration. This included 86.1% of participants fully agreeing that they were able to book appointments that suited them (97.2% in total agreed or fully agreed); 97.1% fully agreed that they were able to move about the premises easily (99.9% in total agreed or fully agreed); 98.5% fully agreed that the Practice was clean, comfortable and tidy; 93.4% fully agreed that they were well treated when attending the Practice (99.8% in total fully agreed or partially agreed); 97.1% fully agreed that they were treated with dignity and care by members of staff (100% in total fully or partially agreed); 91.2% fully agreed that their treatment options were taken into account; and 100% fully agreed that they had confidence in the abilities of the staff involved in their care. It was also extremely pleasing to see that every respondent would recommend the Practice to their family and friends (97.8% fully agreed).

One statement where the level of agreement was slightly lower (64.2% fully agreed and 13.1% partially agreed) was concerned with whether patients were made aware of the costs of their proposed dental treatment. We fully appreciate how important the cost of dental treatment is when deciding upon treatment choices and our aim is to be honest and fully transparent with our charges. All our private and NHS charges are displayed in reception and on our website and it is our policy to provide a written estimate for every patient requiring treatment and then updated estimates should the treatment plan subsequently change. Nevertheless, it is clear that this is an area in which we can further improve on and it has been discussed at length at a recent Practice meeting. We have identified that some patients who have their dental treatment done during an emergency appointment or during their routine dental examination won’t receive the estimate of their treatment costs until they present to reception after their appointment. In such instances, we will endeavour to inform patients verbally of the costs before commencing with the treatment.

Many patients also gave specific feedback in the general comments section of the survey and it was very pleasing that the vast majority of the feedback was again positive.

A number of patients requested to be kept better informed if their dentist or hygienist is running late. Whilst every attempt is made to run to time, unavoidable complications and emergencies arise which can mean that clinicians run late. In future, all clinicians have been asked to keep our reception staff informed if they are running more than 15 minutes late so this can be then passed on to patients to keep them better informed.

Below is a summary of the other comments that we received for areas of improvement with a reflective comment for each –

* **The only think I don't like is the introduction of the TV in the reception area which is used to call patients to the dentist. It’s very impersonal and makes you feel far more nervous about your appointment. A bit of a chat on the way upstairs with a human being is much more reassuring (and professional!)**

*The “patient call” software is a new addition to our reception area and we were lucky enough to be selected by a local company to trial the system without any cost to the Practice. We will closely monitor feedback from patients about the system over the next few months to establish whether it is something that we will continue to use in the future.*

* **I was very surprised when told to leave immediately when I came in with my dog to alter an appointment.**

*We would like to politely remind everyone that animals, except for assistance dogs, are not allowed within the Practice premises and this is clearly displayed on our entrance door.*

* **From conversations with friends and family other practices in the area appear to have invested in more up to date equipment for dental treatment for example cameras to aid visual inspections for treatment and 3D imaging taking away the use of intrusive moulds of teeth for replacement dentures, crowns and implants.**

*We ensure that significant investment is constantly made into all areas of the Practice so that we are able to offer the latest dental treatments and techniques to the highest possible standard. Some of these investments will be visible to patients and some won’t be as obvious but are still equally as important to ensure the safe running of the Practice.*

*Some examples of the recent investments made into the clinical aspects of the Practice include full refurbishment of all six surgeries; installation of an instrument decontamination room; digital radiography; intra- and extra-oral digital cameras; a digital OPT x-ray machine which takes panoramic x-rays of the jaws; rotary handpieces and motors for root canal treatments and a thermal obturating unit; a mobile surgical handpiece unit; and the installation of a clinical governance management system.*

* **The stairs are somewhat of a challenge.**

*We have two downstairs surgeries which are available to use for patients who are unable to manage stairs. If a patient would like to book an appointment in a downstairs surgery then please speak to one of our receptionists who would be happy to assist with this.*

* **You need to improve the variety of magazines you have in reception.**

*We currently have a monthly magazine subscription and we try to make sure that we receive a variety of different publications each time.*

Following feedback from previous patient surveys we have modified the layout and style of questions for this year’s survey and this appears to have been well received by patients.

One focus of concern from the last survey was that there was a lack of privacy around our reception desk. We haven’t received any comments this year regarding this issue so hopefully this is a reflection that the changes we implemented last year have helped to improve this situation.

**ACTION PLAN**

1. Discuss the need to provide estimates of treatment costs prior to the start of all treatment
2. Clinicians to keep reception staff informed of anticipated waiting times
3. Repeat the patient survey next year (Summer 2020)