

# **Diamond Court Dental Practice**

**Patient Survey 2020**

## 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

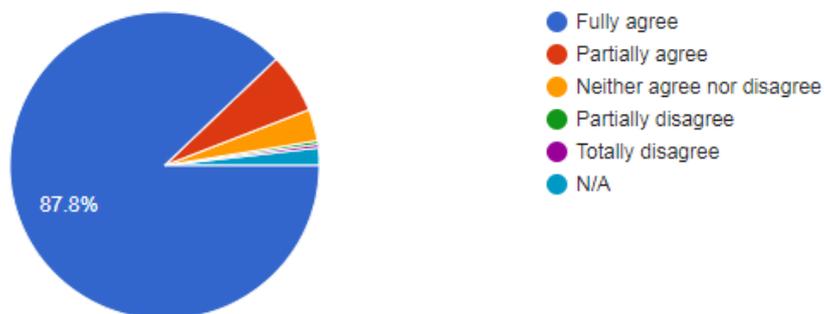
All patients attending our practice were invited to participate in our survey. The survey was carried out in the form of an e-survey where participants, who had previously given permission to be contacted for this purpose, received an e-mail containing a direct link to the survey form. All responses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

## RESULTS

Responses were received from 271 patients.

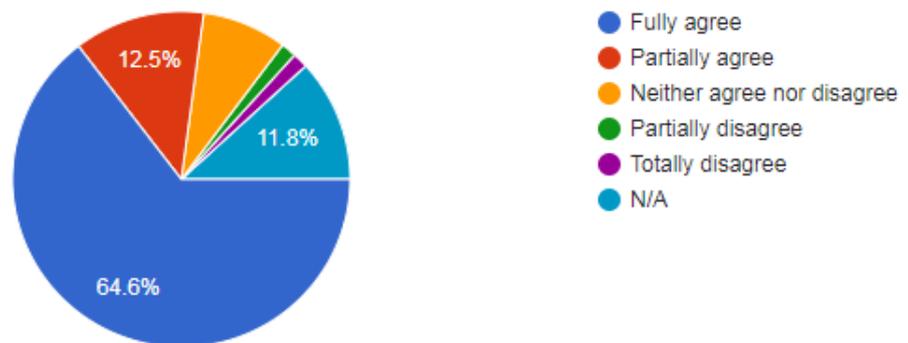
1. The information available to me (e.g. leaflets in reception; information screen in the waiting room; Practice website) covers all that I need to know about using the practice's services and looking after my dental care.

271 responses



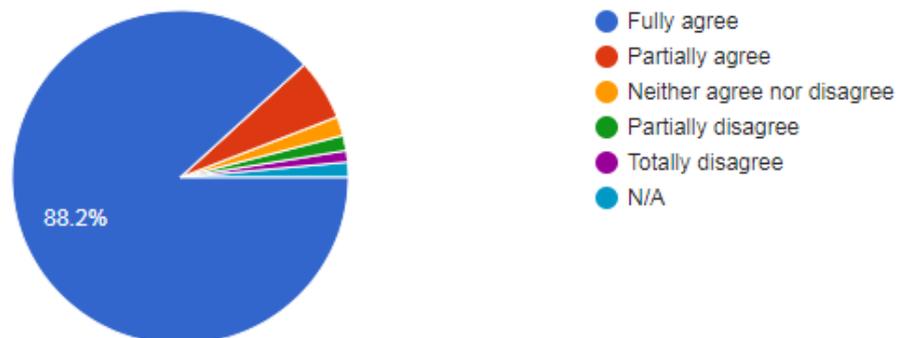
2. When I have to pay for services, I am fully informed of the costs at the start of the treatment.

271 responses



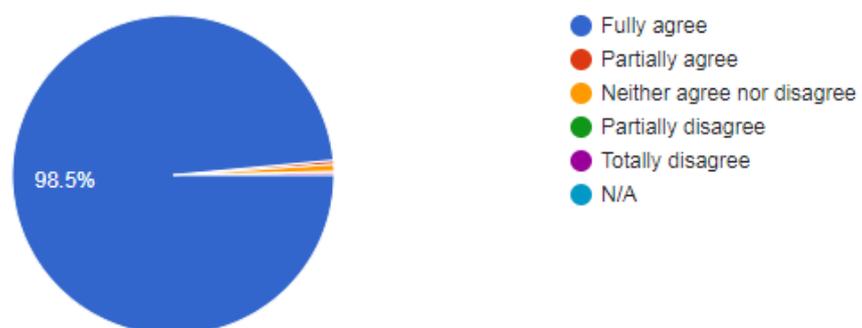
3. It's easy for me to enter and move around the building.

271 responses



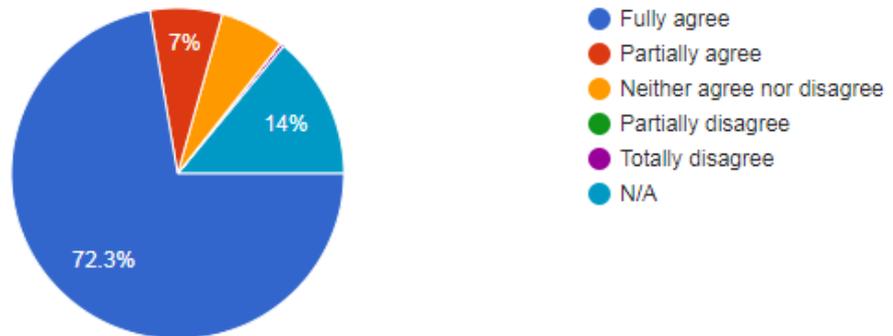
4. The reception, treatment rooms and other parts of the Practice are always clean, comfortable and tidy.

271 responses



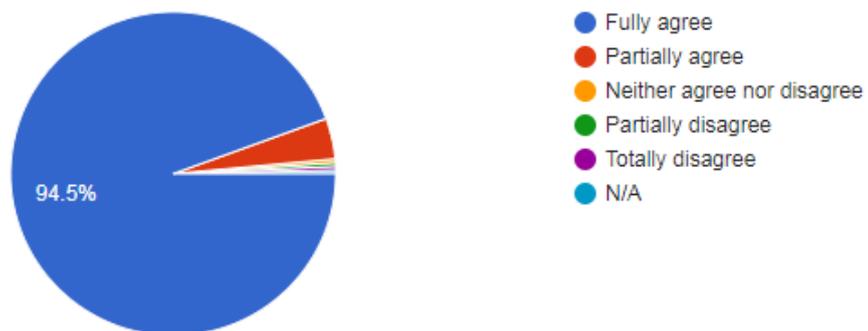
5. Whenever I want to talk about anything private I feel that I am able to do so.

271 responses



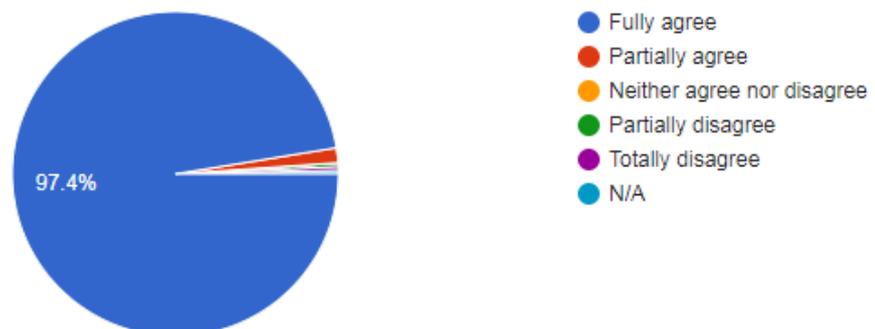
6. I always feel well treated when I call to make an appointment or visit.

271 responses



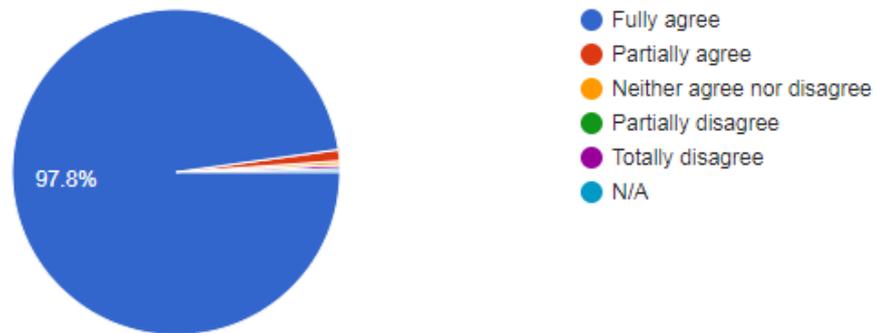
7. I have confidence in the knowledge and abilities of the dentists, hygienists and others involved in providing my dental care.

271 responses



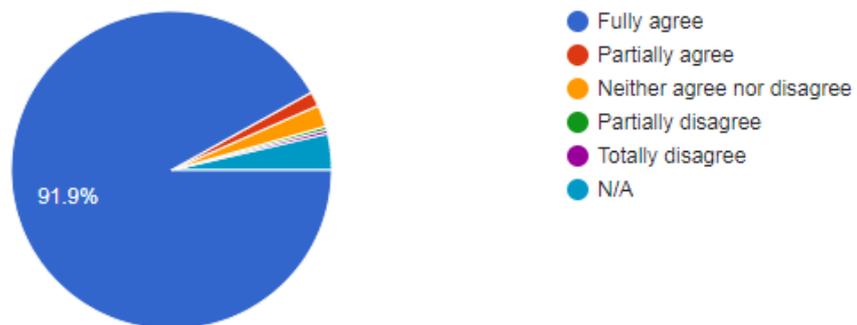
8. I'm always treated with dignity, gentleness and care by the dentist and others.

271 responses



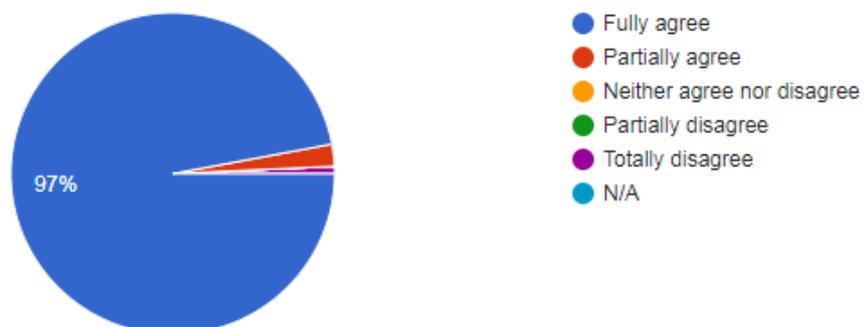
9. My opinion is always taken into account when my treatment options are being discussed and agreed.

271 responses



10. I would recommend the Practice to my family and friends.

271 responses



## GENERAL COMMENTS:

93 responses

- I wanted to answer 'fully agree' to question 7 but the survey wouldn't let me. I am very happy with the way that the practice is run and the treatment that I receive there.
- Difficult to get young children up the stairs, particularly as have 2 very young ones, no pushchair access to get upstairs
- I was impressed by the measures taken to ensure patient and staff safety during this COVID pandemic and that the practice was open for business as soon as it was possible to do so.
- Itemised cost of treatment given without having to ask
- All the staff are very helpful Thankyou
- The stairs can be a problem.
- Appreciate all the effort the practice has made during the coronavirus pandemic
- An excellent dental practice, thank you.
- Super service with helpful and kind staff. Much appreciated thank you
- Excellent service and friendly staff
- Only caveat to all the above is availability of NHS services rather than private. I am a private patient for historical reasons rather than choice.
- My dentist always makes me feel so relaxed. We have a laugh and a joke. I always feel at ease. (Jamie)
- Overall I am extremely happy with my dentist and hygienist
- Felt very safe and secure when visiting the Practice during COVID-19 - can't praise the staff enough!
- Having been a patient at this practice for nearly 40 years, with a short break, when I lived too far away, I can honestly say that I can't imagine you would be able to find better dental treatment anywhere. The staff are always so friendly, professional, knowledgeable and reassuring, and the treatment myself and my family have received has been absolutely outstanding, from general dentistry to orthodontics. Thank you so much you are all fantastic!! I would 100% recommend this practice to anyone.
- Always excellent service. Only wish implants could be a lot cheaper.
- 1st class practice. I couldn't imagine better treatment anywhere.

- The fact that I have answered 'fully agree' on all points shows that I am very satisfied with the care and treatment I received. I have felt safe during both visits during the Covid-19 pandemic. Thank you.
- I've not had experiences when answering 'I neither agree or disagree'.
- Q2 - when I had a dental implant this year, after an accident, I was asked for half the cost when the implant was put in and the other half several months later when the tooth was attached. I had not understood that this was going to be the case and wasn't really prepared for that - I believed I had until the end of the treatment to find the money. Other than that and a later X-ray charge I also wasn't expecting it's always been very clear.
- Exceptional dentists
- This is an excellent dental practice with excellent caring staff and dentists.
- I have based my answers on previous visits as Covid has affected the procedures - I felt very happy with the changes that have been made.
- Covid-19 protocols were impressive in their thoroughness. I felt completely safe.
- As a near 70 year old I can honestly say that the treatment and service I receive from my dentist and others at this practice is the best I have ever received anywhere. I particularly appreciate the time taken in explaining to me the nature of any dental problems I have and possible options for treatment; also the excellent treatment I am given. A big thank you to everyone at Diamond Court.
- Having been a patient for over 50 years with my wife speaks for itself
- I'm pleased that you have continued to provide me with a service during these difficult times.
- All the staff are doing an excellent job to make you feel safe with all the current restrictions
- Very professional & supportive. Many Thanks & well done to everyone at Diamond Court
- Well done to the team for getting up and running again after being closed due to C19.
- Shouldn't be made to feel as if I am awkward difficult if I prefer to pay with cash
- Very satisfied with the service I receive at Diamond Court dental practice.
- I have been with Diamond court practice 47 years now so that speaks for it's self .
- A leaflet on the recent root canal treatment I had and what to expect afterwards might have been useful.

- The practice does an all round excellent job at taking care of me as a patient, all staff are courteous and polite, the dentists work at the highest standards so I can feel relaxed as a patient.
- All of the staff are very kind and caring. Diamond Court is an excellent dental practice.
- efficient and caring practice
- You have a great team, thank you for looking after me and my family
- I wasn't made aware of the cost of treatment, but I think that may be miscommunication on my part, re-arranging appointments and I have no issues with the practice. They are all amazing and provide an excellent service!
- Q3. COVID restrictions in place during visit.
- Great 👍 Professional Service
- Thank you for keeping this practice safe during Covid and for seeing me in an emergency.
- Fantastic job, thank you
- I found it difficult sometimes to find what I am looking for on the website.
- Always excellent service from Andrew
- We always feel welcome at the practice and my children have no fear of the dentist which is really positive. A fantastic team. Keep up the good work, everyone!
- Ian (sp) very lucky to be treated by Diamond court and Mr. Denholm in particular. excellent team.
- Great efficient friendly practise
- I have spent many years of fear when going to dentist in the past , but at diamond court it's totally different experience thankyou
- From my experience the staff are coping with the difficulties of the coronavirus very well. Continue to maintain your excellent high standards.
- Excellent dental practise, I am so very grateful that I am one of your patients
- Rather different experience during Covid-19 restrictions but felt totally safe and that everything was being done properly. Thank you
- Felt very safe with covid measures taken, thank you
- Excellent practice, thank you

- I am concerned that NHS patients may be dropped????
- This practice is brilliant. Any problems or emergencies I have are always seen asap. The practice during lockdown was well organised. I had to have some work done and felt completely confident with the cleanliness of the surgery and the staff.
- Unable to answer many of the questions as new to the practice.
- I see Dr J Denholm who is always calm reassuring and very knowledgeable. I used to be so scared before I came to diamond court but now enjoy coming to the practice. My children see Dr C Denholm who is brilliant she recently had a difficult conversation with my eldest about possibly needing a brace and he said afterwards she really listened to me mum and was good at explaining. The nurses have been amazing with Covid guidance when you arrive. Thank you all
- We came to you over the first lockdown, and even though you were busy we were never felt that we were being a pain. We are so glad we changed to your practise thank you.
- Excellent professional service from all staff
- Movement into and around the surgery is influenced by Covid restrictions ... as it should be. Thank you for keeping us safe.
- There is no privacy at reception if I needed to discuss a problem. Not the fault of your sympathetic staff. This is not a criticism, merely an observation. In terms of recommendation, I asked for my wife to become a patient more than once. You did not have a place for her continually. Whilst I would always recommend your practice, I wonder whether a new applicant would ever be lucky. My grand daughter cannot become a patient, whereas her children are. How unfortunate is that?
- It's getting very pricey, particularly as a result of Covid, and this risks becoming counter-productive now.
- Entering the building during covid restrictions seems to have been carried out to the best of your abilities
- Four generations of my family have attended this practice. It keeps on getting better. I am very impressed by the measures they have introduced to help protect patients and staff during the pandemic. The facility to update your medical history and other details online, prior to the appointment, is so much easier and safer than using pen and paper. Other healthcare providers would do well to adopt a similar approach.
- I've always been happy with the practice and that's with using it for over 50 years!
- I am a new patient and have been very impressed with all the aspects of the surgery. Thank you.
- Everything is fine.

- Grateful that you have managed to keep routine appointments going throughout this year and for the extra care taken
- I have a relative who's been waiting a long time to join the nhs surgery patient list
- Pros: All staff are efficient & helpful. COVID-19 matters managed well (although, understandably, a couple of potential appointments of mine have recently had to be cancelled/postponed/rearranged - owing to COVID-19). Very clean/hygienic, and well-lit throughout the building. Cons: Costs of all treatments are quite expensive (given that I additionally pay "DenPlan" subs). Not all waiting room chairs are facing the TV monitor on the wall (so I'd suggest mounting another screen - for the purpose of displaying the same information simultaneously - on the opposite wall, rather than trying to pursue the difficult outcome of having all seats being placed in a uniform direction towards just the one existing unit). A minor/non-urgent issue has arisen around a filling that I had fitted at my last appointment (with J.D., in mid-September), but I intend to address that with him at my next-scheduled visit in early-January. In summary, though, well done to all concerned. Thanks, C.M.
- I think that you are doing really good work to make your patients feel safe during COVID. Thanks
- Excellent treatment and advice provided by Dentist & Hygienist, personally feel the Reception staff could be more welcoming and a little more friendly
- Sally is my Hygienist I am very happy with her care and knowledge
- The cost of my hygienist visit last time was a surprise at £85! I had no idea it had gone up so much. I visit her every three months. Colin.
- Very good Covid-19 procedures
- I found it impossible to disagree in any way with any of the questions. I always find all the staff at Diamond Court to be courteous and professional. My treatment by Mrs Denholm and her nurses were 5 star. I would very much like to thank them all for working through these difficult times despite personal risk!
- Katherine is very welcoming and treats you in a caring and compassionate manner. Katherine makes going to the dentist a stress free experience. With covid 19 currently upon us I did not feel in anyway I was put at risk from infection, measures were in place to protect everyone. All PPE was worn as it should be. Thank you
- Questions 1 and 3 are influenced by the present Covid 19 restrictions.
- I think you offer a supper (sp) service, just a bit disappointed that there are no longer NHS appointments after 4.00 for working customers.
- This is a high quality and professional practice with some outstanding practitioners. I would highlight both the dental surgeons and the highly competent technical staff too ..

- Diamond court is an excellent practice, the staff are always courteous and the dentist is caring and very professional. I attended my appointment during the Covid pandemic and I felt totally safe at all times since the practice followed all safety guidelines.
- Excellent practice. Always high standard
- Felt confident to use this practise during the covid pandemic
- excellent service and thank you for getting me in as quick as possible. to sort everything out. all staff are brilliant with everything that's happened this year thank you so much
- Excellent practice - feel 'cared for'. Any time I have had an urgent dental problem, I have been seen amazingly quickly.
- during the first pandemic lockdown I had a dental emergency which required treatment. This was dealt with promptly and efficiently taking into account my anxiety at having to travel during that time. I was treated with sympathy and understanding.
- Only negative was that the toilet was not available when I attended. I was informed that it was not available due to hygiene implications
- As I have said several times before, I am extremely grateful to the Practice for taking me on as an NHS patient. The treatment, care, knowledge, experience and professionalism delivered by Mr Chalmers is second to none and has always be much appreciated. Thank you.

## **DISCUSSION -**

This year's patient survey includes the period of time which saw the start of the COVID19 pandemic and, as with the general population, this has been an extremely challenging time for the Practice and the dental profession.

Nevertheless, 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 98.5% of participants fully agreeing that the Practice was clean, comfortable and tidy; 94.5% fully agreed that they were well treated when attending the Practice (98.9% in total fully agreed or partially agreed); 97.8% fully agreed that they were treated with dignity by members of staff (99.3% in total fully or partially agreed); 91.9% fully agreed that their treatment options were taken into account; and 98.9% either agreed or fully agreed that they had confidence in the abilities of the staff involved in

their care. It was also extremely pleasing to see that all but one of the respondents would recommend the Practice to their family and friends.

One statement where the level of agreement appears lower (64.2% fully agreed and 13.1% partially agreed) was related to whether patients were made aware of the costs of their proposed dental treatment. This is almost identical to the results of the survey from last year and it is disappointing to find that improvements haven't been in this area. Some of the comments made by respondents further highlight that changes are necessary in providing patient's with an estimate of costs and the topic will be raised at the next staff meeting.

Responses were received from 271 patients which is more than double the response from last year. Many patients gave specific feedback regarding other issues and it was very pleasing that the vast majority of the feedback was again positive. Many respondents were particularly complementary about the extra measures that have been put in place during COVID19.

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

- **Difficult to get young children up the stairs, particularly as have 2 very young ones, no pushchair access to get upstairs**

*We have downstairs surgeries that are available to use for patients who are unable to manage stairs, including those with young children. If a patient would like to book an appointment in a downstairs surgery then please speak to one of our receptionists who would be more than happy to assist with this.*

- **Shouldn't be made to feel as if I am awkward difficult if I prefer to pay with cash**

*During Covid19 we would politely request that wherever possible payments are made by card (preferably contactless) or Apple Pay in order to reduce contacts points at our reception desk.*

*We hope everyone understands the reasons behind this and it is not our intention to make anyone feel uncomfortable. The matter will also be raised at the next Practice meeting.*

- **A leaflet on the recent root canal treatment I had and what to expect afterwards might have been useful.**

*Leaflets on a variety of dental topics, including root canal treatment, are usually displayed in our waiting room but unfortunately due to COVID19 they have had to be temporarily removed. Patients who would like an information leaflet should ask a member of staff who would be more than happy to assist with this.*

- **The cost of my hygienist visit last time was a surprise at £85! I had no idea it had gone up so much. I visit her every three months.**

*The cost of a hygienist visit is dependent on the length of the appointment. We have found that most patients benefit from having appointments of at least 30 minutes duration and the cost for this is currently £80.25.*

*During COVID19 we have had to make numerous changes to the way in which we work. This includes allowing longer times for cleaning between patients and, to reduce the generation of aerosols, our hygienists are currently operating with hand instruments and not the usual ultrasonic scalers. This means that we have had to temporarily stop offering shorter 20 minute hygienist appointments and we thank all patients with their understanding with this.*

*We have tried to communicate these changes to all patients on our website, in surgery and also at the time of booking appointments at our reception desk. Please accept our apologies for any instance where this change wasn't communicated.*

- ***It's getting very pricey, particularly as a result of Covid, and this risks becoming counter-productive now.***

*The cost of delivering dental care continues to substantially increase every year and this has recently been made worse by events such as COVID19 and Brexit.*

*We constantly keep our fees under review to ensure they remain fair and we attempt to restrict price increases as much as we possibly can.*

*In addition to the change in hygienist appointments we have had to temporarily introduce a PPE surcharge of £40 for any private treatments that include an aerosol generating procedure (AGP). This is to cover the increased cost of PPE and also the fact that surgeries have to be left vacant for a period of time after the appointment before they can be cleaned and thoroughly disinfected. Despite costs dramatically increasing, these are the only price increases that have been made as a direct result of COVID19.*

One focus of concern from the last patient survey was that patients requested to be kept better informed if their dentist or hygienist is running late. 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. Discuss the negative experience reported by a patient who tried to pay by cash
3. Repeat the patient survey next year (Summer 2021)