

Denplan Patient Survey Results

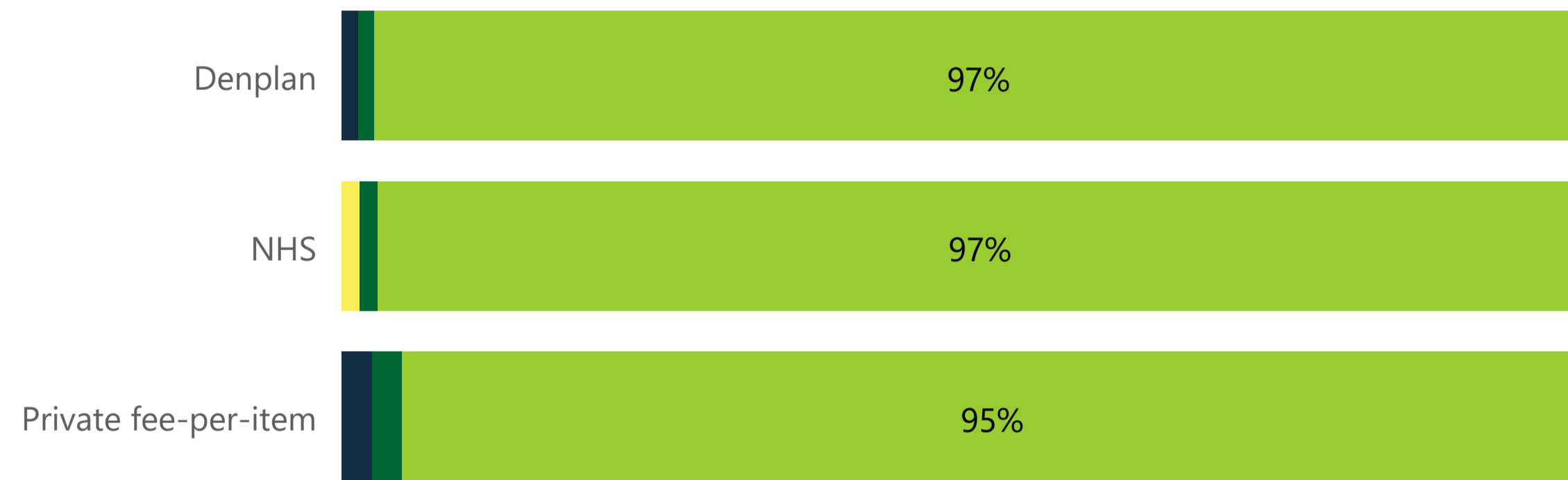
| Practice Name | Number of Responses | Date Range |
|----------------------|---------------------|--|
| Diamond Court Dental | 185 | From: 04 February 2022 To: 07 February 2023 |



Overall Experience

Overall Experience

● Very poor ● Neither good nor poor ● Fairly good ● Very good



Denplan

92

| | |
|--------------|-------------|
| Promoter | 92% |
| Passive | 8% |
| Total | 100% |

NHS

96

| | |
|--------------|-------------|
| Promoter | 96% |
| Passive | 4% |
| Total | 100% |

Value for Money

● Strongly disagree ● Tend to disagree ● Neither agree nor disagree ● Tend to agree ● Strongly agree



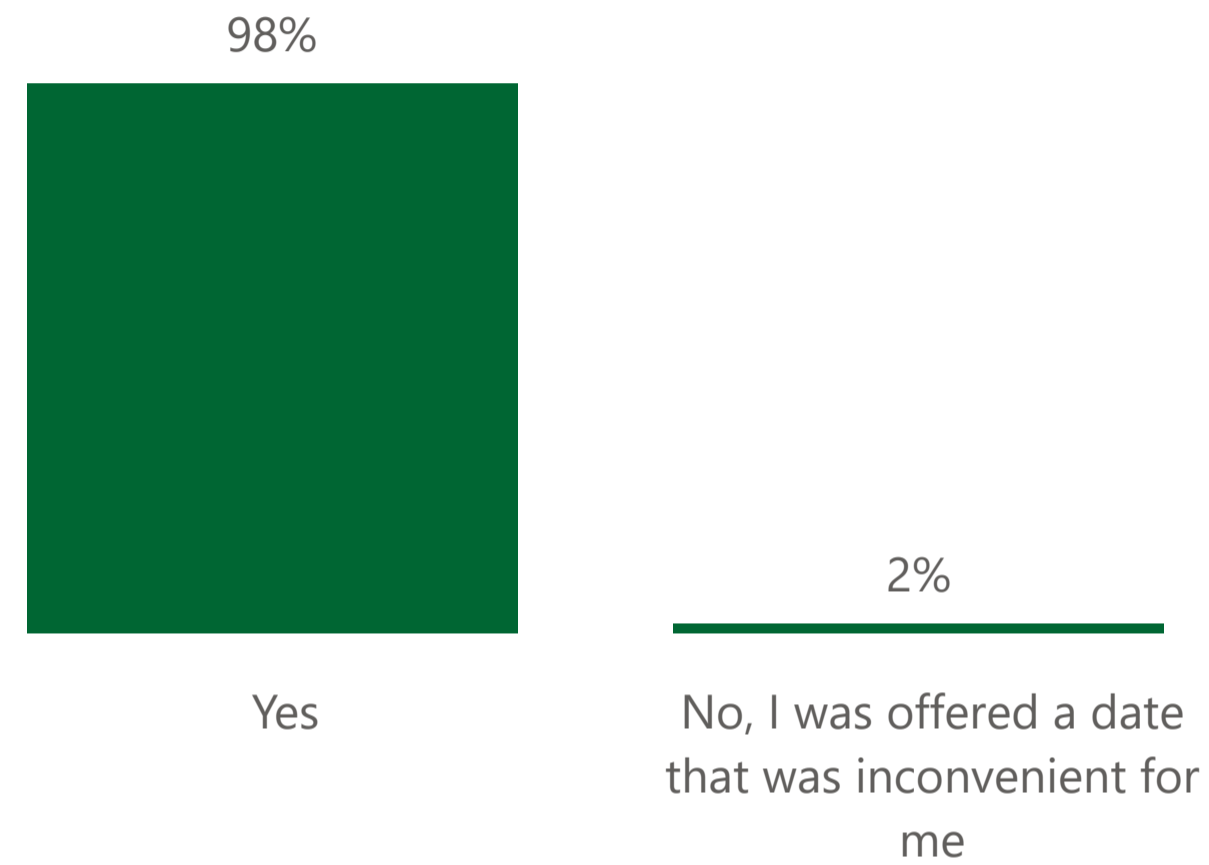
Private Fee Per Item Score

83

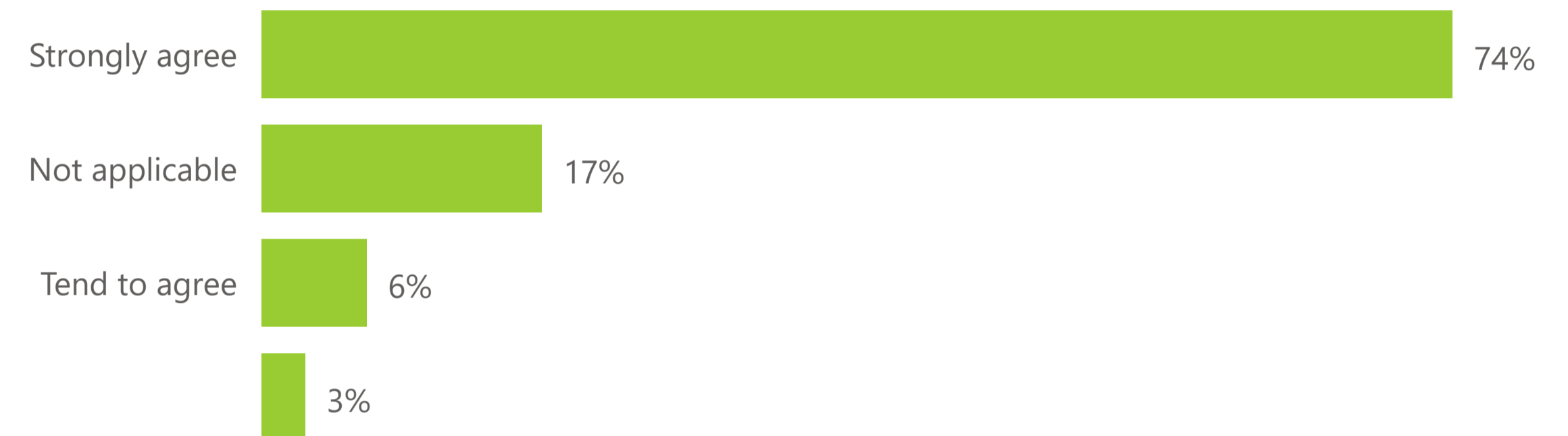
| | |
|--------------|-------------|
| Promoter | 85% |
| Passive | 12% |
| Detractor | 2% |
| Total | 100% |

Reception

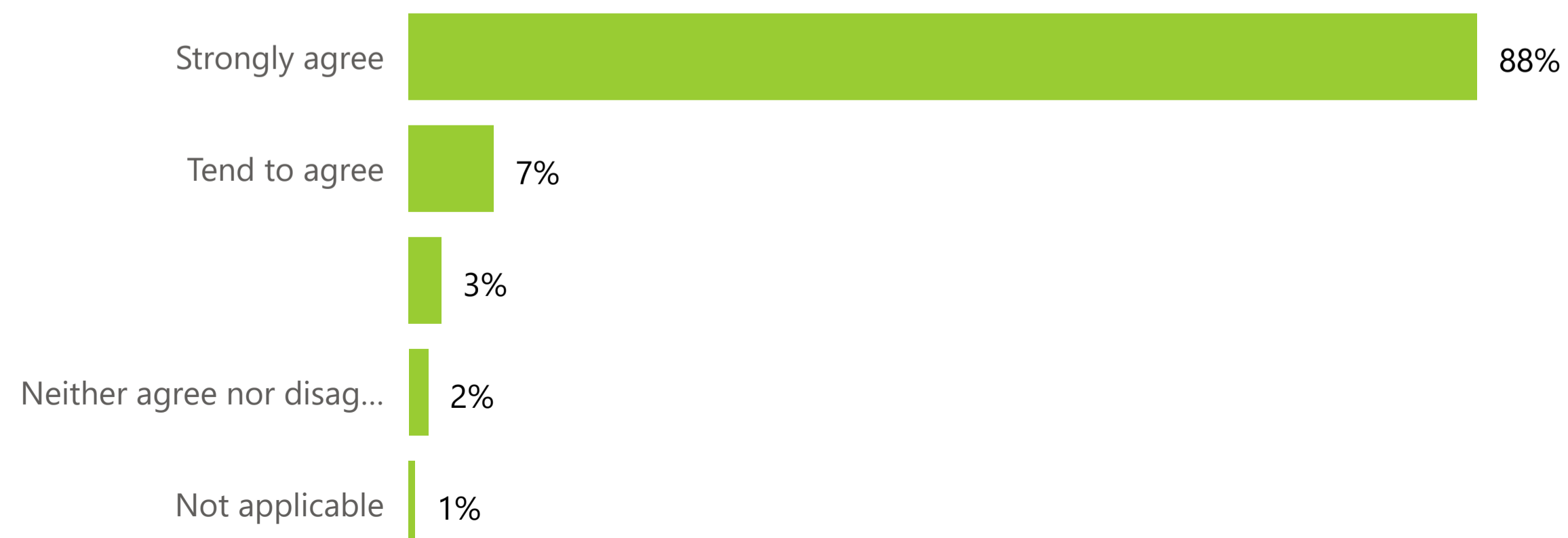
Convenience of Appointment



Receptionist/Non-clinical member; answered any queries



Receptionist/Non-clinical member; were professional

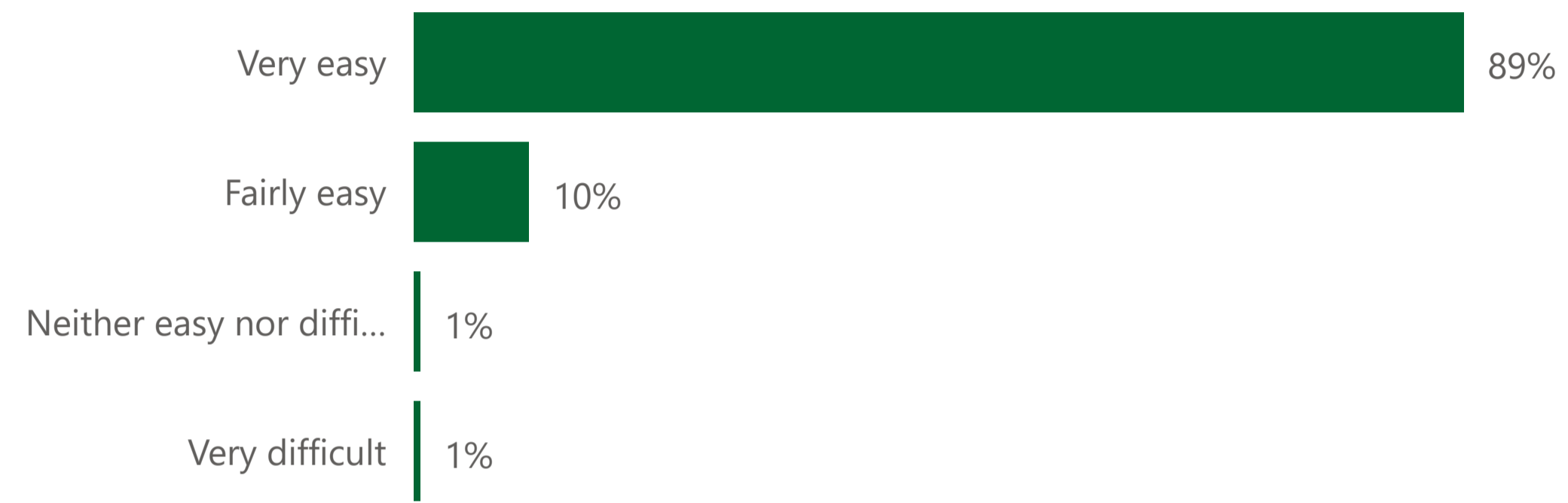


Receptionist/Non-clinical member; were friendly and welcoming

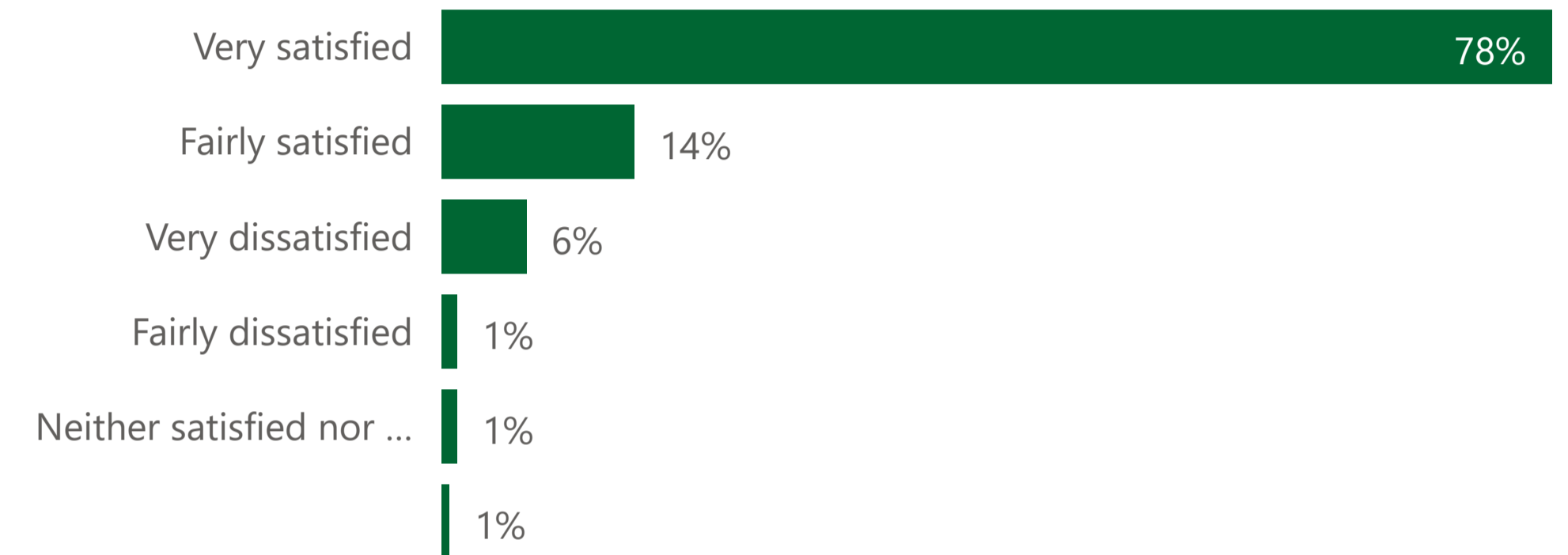


Booking Experience

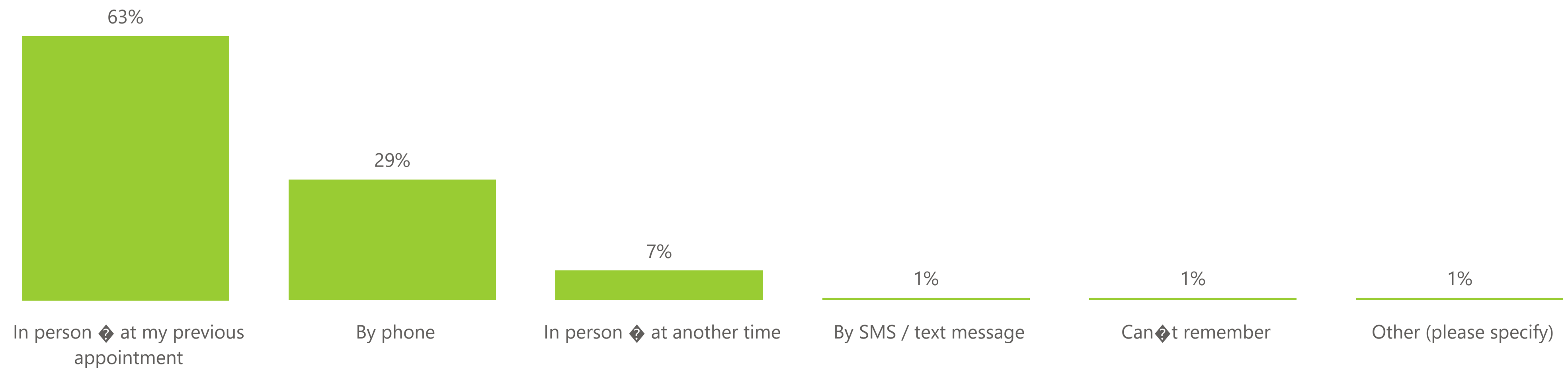
Ease of Booking



Satisfaction with Appointment Availability

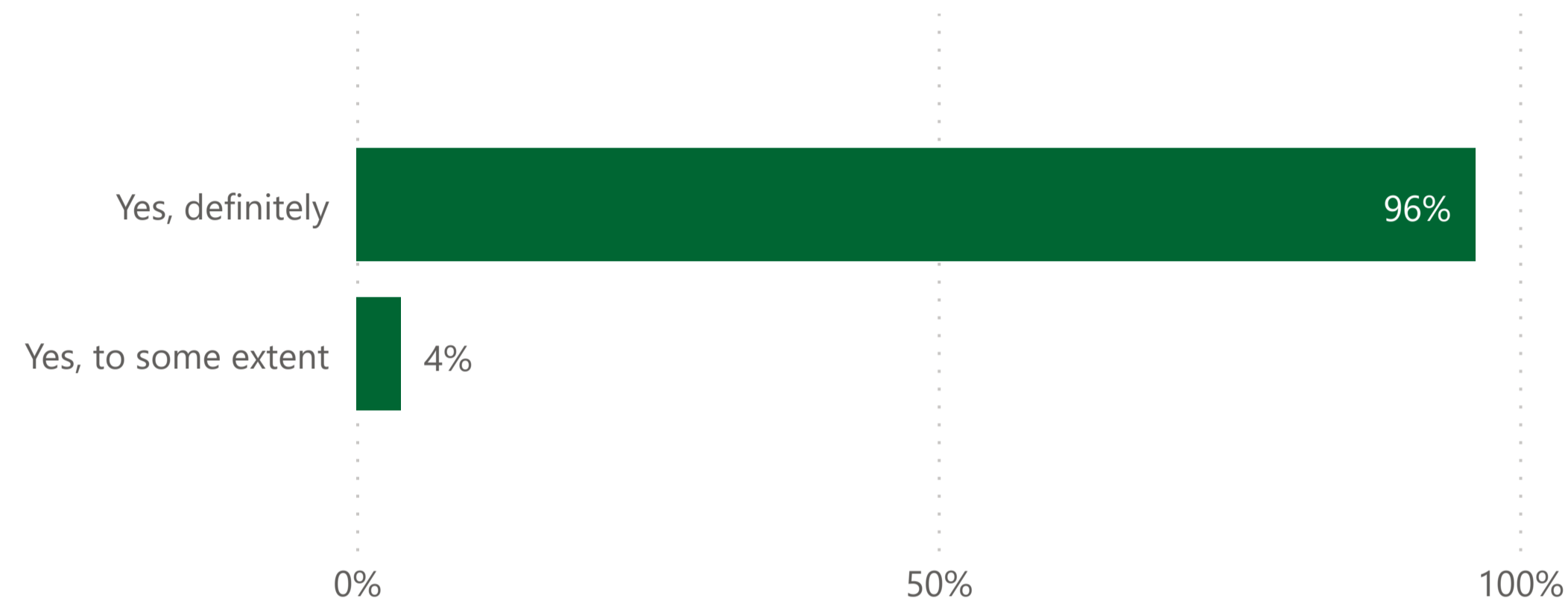


Booking Method

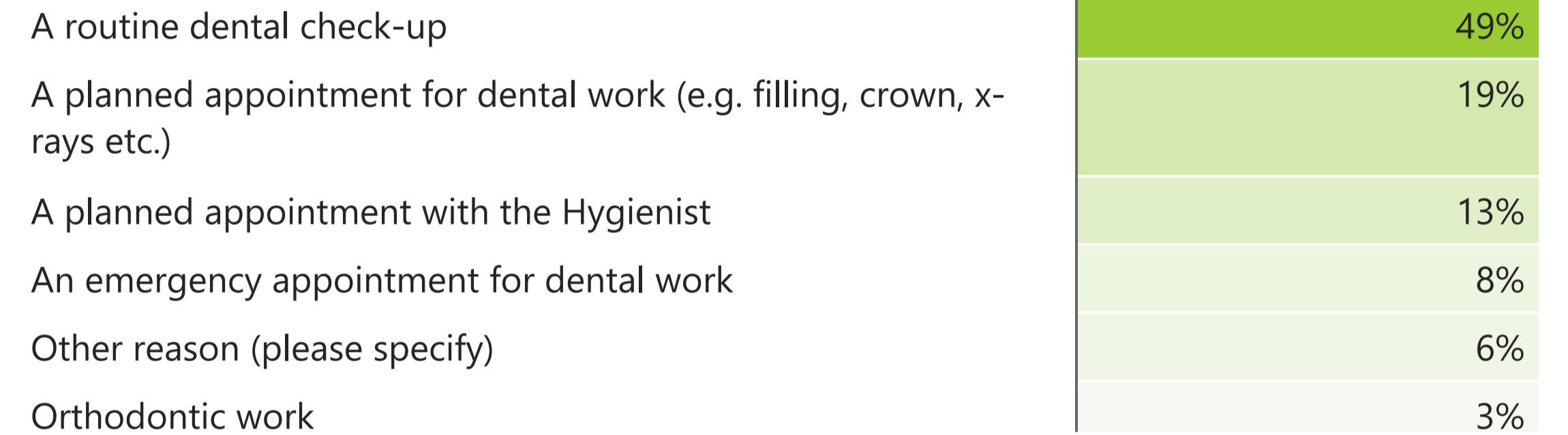


Most Recent Appointment

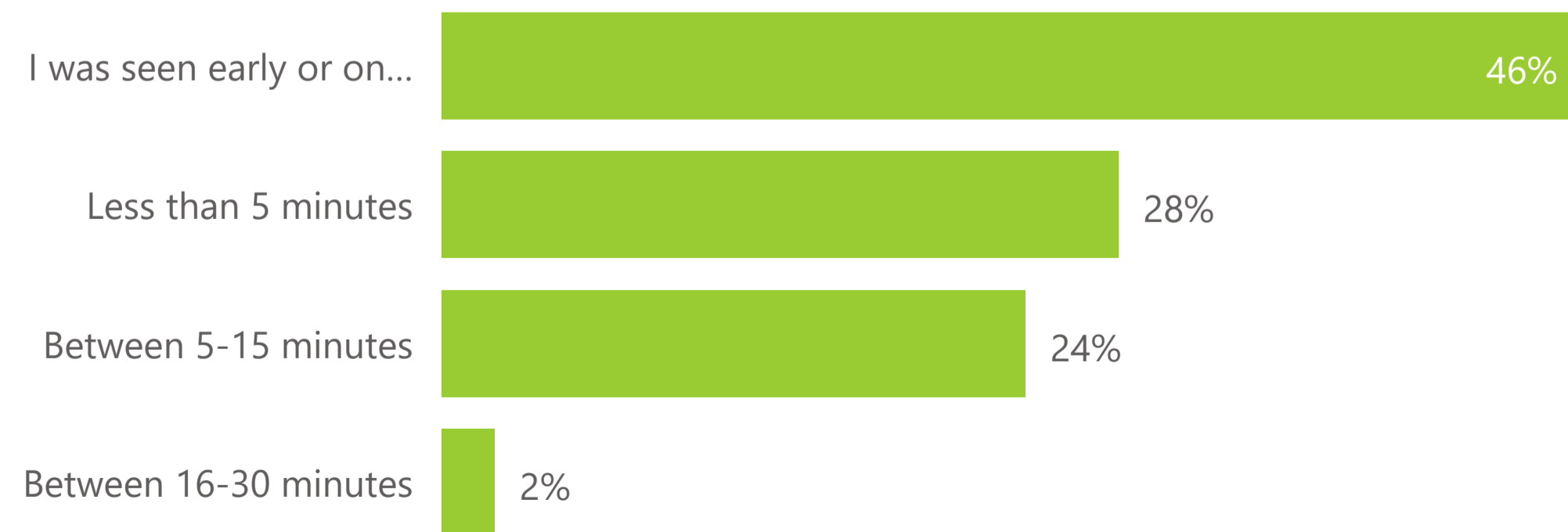
Were Needs Met



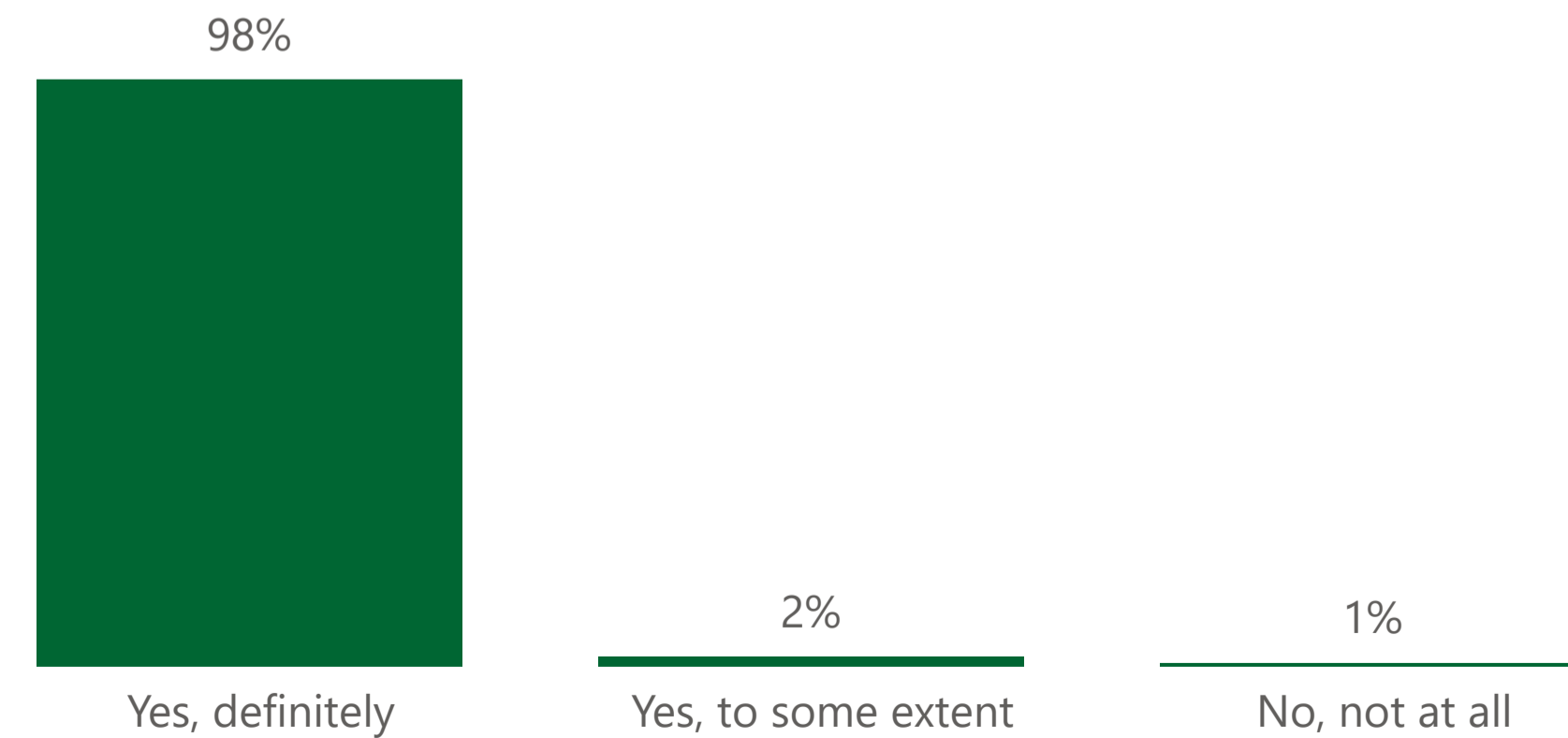
Reason for Visit



Waiting Time

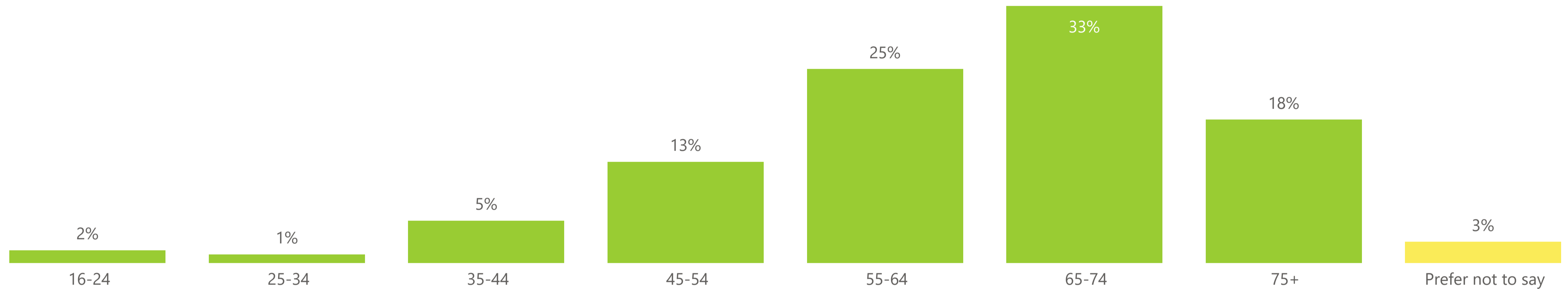


Confidence and Trust in Dental Professionals

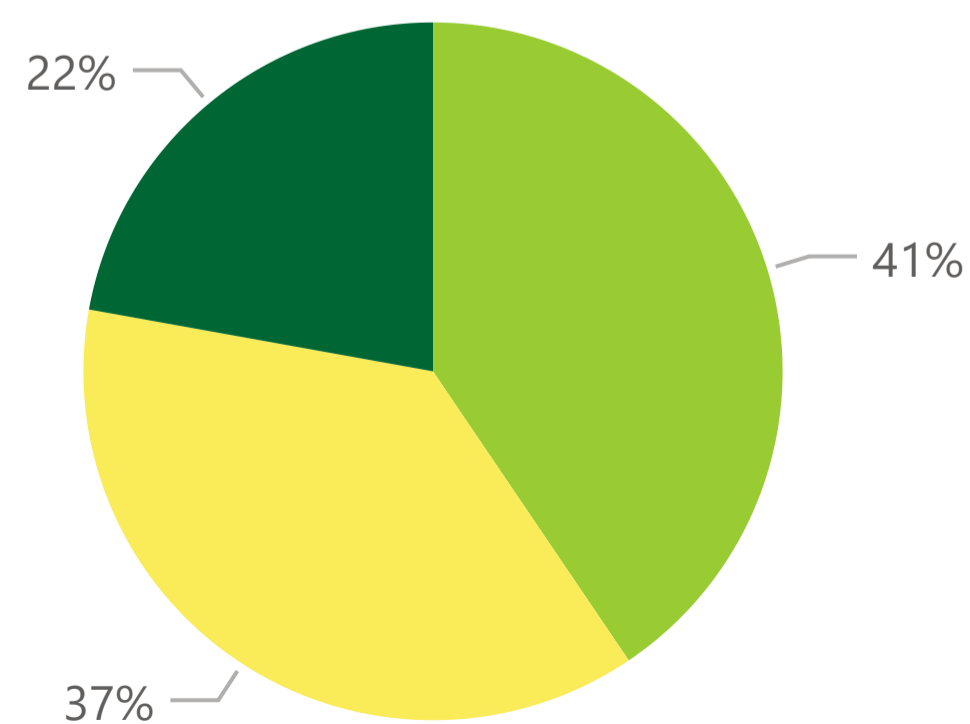


Patient Demographics

Patient Age



Patient Type



● Denplan ● NHS ● Private fee-per-item

Time Registered

