

PAINSWICK HOUSE PRACTICE SURVEY

We would like to thank all those patients who completed our questionnaire.

100% of respondents feel that everyone in the practice has an appropriate manner.

98% said that they were able to get an appointment close to the time they had requested.

100% of our respondents said that they were dealt with promptly and efficiently at reception.

Happily 100% of the patients were confident about the cleanliness of the surgeries.

14% of those replying had no need to see the hygienist but the remaining 86% agreed that the hygienist that they see helps improve their oral health and provides easy to follow home care instructions.

99% of these patients said that their dentist explained things in a way that they understood and 98% said that their dentist gave them an opportunity to ask questions. Only 1% of those surveyed felt that the dentist did not explain what treatment was needed and why.

82% of these patients said that their dentist fully discusses any fees involved and any other treatments. 7% were in Denplan so this was not applicable but 11% obviously felt that this was an area in which we could do better,

Interestingly only 61% of the patients responding to this questionnaire said that the convenience of the location is an important factor in their choice of dental practice. Obviously many of you are prepared to travel to see us. 93% agreed that the dentist is an important factor in their choice of dental practice.

88% of the respondents are happy with the range of treatments that are offered at Painswick House. Only 33% of this sample said that they wanted to know more about cosmetic dentistry (41% said that they didn't want to know more)

We are thrilled that only 1% of you wouldn't recommend us to your colleagues or friends. We would like to offer a very big thank you to the 11% who added as a rider that they already do recommend us.

We asked what people liked best about Painswick House. Many of the comments were similar and were encapsulated by one patient who said

“Very clean, light, airy and well maintained. Efficient, friendly, helpful and professional staff”

Other comments were

“The hygienist was so friendly and made me feel relaxed. I have lost my fear of the hygienist now”

“My dentist is incredibly good with children”

“The reception staff are very friendly and efficient, know me and address me by name”

“I know I will get good treatment”

“I love the fire in the waiting room on cold days”

“Several of the receptionists are outstanding in their helpfulness. You have a good team.”

The text messages that we send to remind you of appointments were commented on favourably, the nurses new uniforms are obviously a hit and many of you like the waiting room. The flowers that are arranged and delivered weekly by Ursula Daniels are enjoyed and appreciated.

It is however the things that you don't like that we take very seriously indeed and obviously need to address.

We can easily solve one request, for a baby changing mat in our toilet. One patient asked for piped music in the waiting room and another couple don't like our pictures. We have thought long and hard about the music and have decided that most people relish a little quiet time and the opportunity to read in peace. We have recently changed the pictures and are always open to suggestions.

The fact that some patients still don't know how much their treatment is going to cost is a concern. We have a policy document in the practice which states that patients will be given an estimate of the treatment costs before their treatment commences. We can produce this on the surgery computer and if you are not given an estimate, please ask and remind us.

We are pleased that we seem to be providing the sort of treatment that most of you want. For those who want it, we do know a lot about cosmetic treatments and are here to help and talk you through modern options. We have recently introduced a new, very effective whitening technique which we are delighted to offer our patients.

