

## **Satisfaction Survey Results**

As part of our commitment to monitor the NHS service which we provide, we recently asked our patients who had completed their retention period between 1<sup>st</sup> May 2010 & 30<sup>th</sup> November 2010 for their feedback. They responded as follows:

From your initial contact with the practice through to your last appointment, how satisfied are you with the overall service which you have received from our reception team?

<b>By Telephone</b>	Very Satisfied <b>79%</b>	Satisfied <b>21%</b>	Dissatisfied <b>0%</b>	Very Dissatisfied <b>0%</b>
<b>At the Practice</b>	Very Satisfied <b>80%</b>	Satisfied <b>20%</b>	Dissatisfied <b>0%</b>	Very Dissatisfied <b>0%</b>

How satisfied have you been with the overall standard of cleanliness throughout the practice?

Very Satisfied **90%**      Satisfied **10%**      Dissatisfied **0%**      Very Dissatisfied **0%**

How satisfied have you been with the Orthodontist's ability to listen to you and answer any questions which you may have had?

Very Satisfied **78%**      Satisfied **22%**      Dissatisfied **0%**      Very Dissatisfied **0%**

How satisfied have you been with the overall care and treatment your child received at the practice?

Very Satisfied **88%**      Satisfied **12%**      Dissatisfied **0%**      Very Dissatisfied **0%**

Based on your experiences with us, would you recommend our practice to other patients?

Strongly Agree **83%**      Agree **17%**      Disagree **0%**      Strongly Disagree **0%**

## **Feedback and Suggestions**

Should you have any suggestions that you feel would improve your orthodontic experience and our practice please let us know by e-mailing us at [contact@onlyorthodontics.com](mailto:contact@onlyorthodontics.com). Alternatively, a suggestion box is available in the waiting room for your comments.

We are committed to making your visit to Only Orthodontics as pleasant as possible.