

Patient Satisfaction Survey UPDA Oct 2017 - March 2018

Is there anything that particularly impressed you? (Themes)	Freq.
Overall service	12
Professionalism/Friendliness of staff	12
Professionalism/Friendliness of students	15
Facilities/Equipment	1
Standard of treatment	1
Treated with dignity and/or respect	1

Selected full responses (Positive)
I can't think of anything to improve this service. 5 stars!
The staff and students are very friendly. They make you feel at ease.
Great staff - very understanding and treat patient with respect
Every aspect of the experience runs smoothly and the information given is comprehensive
Helpfulness with children
The reception staff are caring and understanding
Absolutely holistic care given to this elderly gentleman with complex dental issues
Fantastic treatment
How it is set out in the surgery and how organised it is

All negative responses
Over 30 minutes waiting. No apologies or explanation given. Poor time keeping.
Second time I have been examined by the same tutor and unfortunately she didn't acknowledge me on either visit. All other tutors introduce themselves
Unable to treat me and I still do not have an NHS dentist. <i>(This was probably an Open Access patient)</i>
My son is autistic. The staff always do their best to accommodate his needs but awareness of the needs of someone with ASD could be improved. The awareness of moving fast and not taking your time would be good. Often we have been here 20 mins before he even opens his mouth. Sitting waiting on the chair for 20 mins is not conducive to getting him to open his mouth and stay still