

Patient Satisfaction Survey UPDA Apr - Sept 2018

Is there anything that particularly impressed you? (Themes)	Freq.
Overall service	5
Care/treatment provided	4
Professionalism of staff	5
Professionalism of students	4
Reception staff	2
Friendliness of Staff	3
Facilities/Equipment	2
Treated with dignity and/or respect	1

Selected full responses (Positive)
Free toothpaste
The depth of treatment available
Staff very caring and helpful
The Dental Academy is a fantastic resource & great asset to Portsmouth
The care given was explained and as to why it was the best option
Students & tutors always go the extra mile both with treatment and explaining procedure both to myself and my 7 year old
Staff & students worked really hard to give me my front tooth back. I am so pleased.
All negative responses
Poor sign posting within the building
Lack of forward planning- tend to be more re active rather than pro-active with dental problems that are more challenging