



Peninsula Dental

Social Enterprise

Patient Survey

January to March 2016

Contents

Introduction.....	1
PDSE results overview (FFT question).....	2
PDSE results overview.....	3
Demographic information	4
Results breakdown by PDSE and DEF.....	5
Demographic information breakdown by DEF.....	6
Summary.....	7
Appendix 1 All responses to FFT question by DEF.....	8
Appendix 2 All responses to additional comments option.....	9

Introduction

A patient satisfaction survey was carried out between Monday 25th January 2016 and Thursday 9th March 2016. Patients were invited to complete a questionnaire capturing their recent experience at each one of the Dental Education Facilities (DEFs). This was done via an ipad placed in the reception area and incorporated the standard Family and Friends Test Question “How likely are you to recommend the Peninsula Dental Social Enterprise to your friends and family if they needed similar care or treatment?”

353 individual surveys were completed during this period across Derriford, Devonport, Exeter and Truro sites.

The results from the survey responses are presented here at both organisational and local DEF specific levels. Patients had an option to skip questions therefore not all questions will have a 100% response rate. Results are expressed as a percentage of those that responded.

All comments are shown as an appendix (any negative comments are highlighted in red).

How likely are you to recommend the Peninsula Dental School to your friends and family if they needed similar care of treatment?

90.2% of patient respondents said they were extremely likely to recommend PDSE to friends and family and 9.4% likely. Only 0.2% provided a negative answer. (1 patient provided this comment in error). This is an identical response as was collected from the same survey 1 year previously.

1. What was your experience of making an appointment?

- 92.1% of patients that responded felt their experience was good or excellent
- 6.3% felt it was satisfactory
- 0.2% felt it was less than satisfactory.

2. What was your opinion on any letters or written information that you received prior to your appointment?

- 89.8% of respondents felt the letters or written information they received was good or excellent
- 4.0% felt they this was satisfactory
- 1.1% felt they were less than satisfactory

3. On arrival what was your experience at reception?

- 98.5% of respondents rated their experience at reception as good or excellent
- 0.8% rated it as satisfactory
- No negative responses

4. How clean and tidy was the facility?

- 99.4% of respondents rated the facility as good or excellent in terms of being clean and tidy
- 0.2% rated it as satisfactory
- No negative responses

5. How would you rate the waiting time for your appointment?

- 88.6% of patients who responded rated their wait time as good or excellent
- 8.6% rated it as satisfactory
- 1.9% gave a negative response to this question, either less than satisfactory or poor

5. How would you rate the Student that treated you?

- 97% of patients who responded felt the student that treated them was good or excellent
- 2% felt they were satisfactory
- No negative responses to this question

7. How would you rate the Supervisor / Dentist who supported the student?

- 98.5% of respondents felt the Supervisor or Dentist who supported the student were good or excellent
- 0.5% felt they were satisfactory
- 0.2% Gave a negative response

8. If you have had any contact with the dental nurses, how would you rate them?

- 87.4% of patients who had contact with the dental nurses rated them as good or excellent
- 0.5% rated them as satisfactory
- No respondents rated them poor
- 11.5 could not comment in this area

9. How would you rate the explanation of any treatment?

(96.1% response)

- 96.7% of patients who responded rated any explanations as good or excellent

- 2.6% rated them as satisfactory
- No respondents gave negative response

10. How would you rate the students understanding and response to any questions you asked?

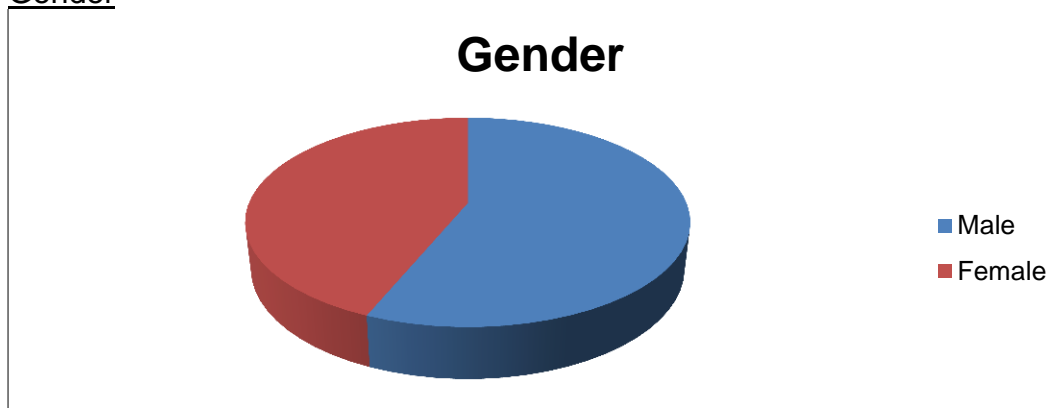
- 96.1% rated the students understanding and responses to questions as good or excellent
- 1.7% rated them average
- 0.5% responded as less than satisfactory
- 1.4% Could not comment in this area

11. In general how would you rate the service you have received at the Peninsula Dental School?

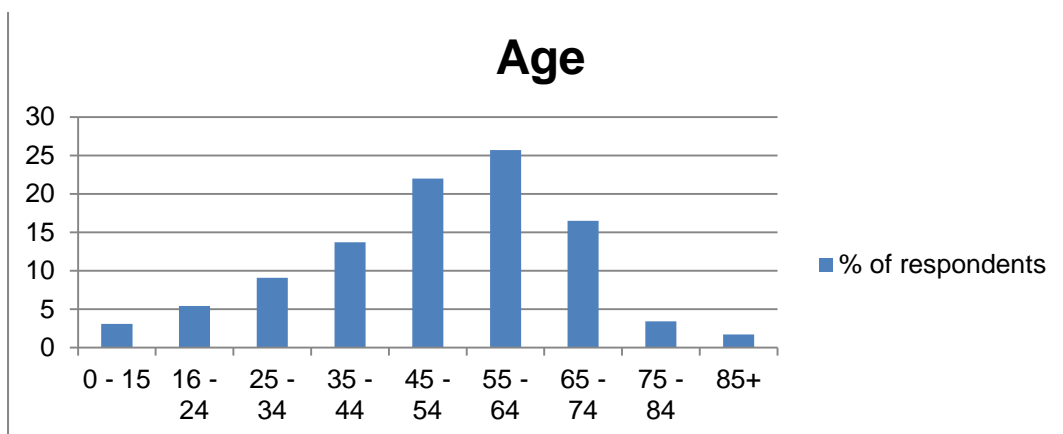
- 99% rated their experience as good
- 0% rated it as average
- 0.2% gave a response as less than satisfactory (1 patient response from 344)

Demographic information

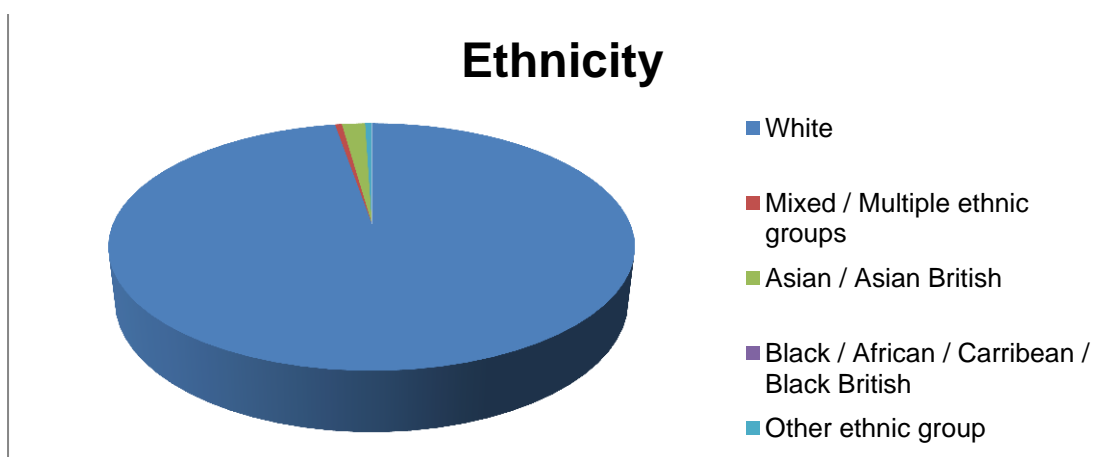
Gender



Age

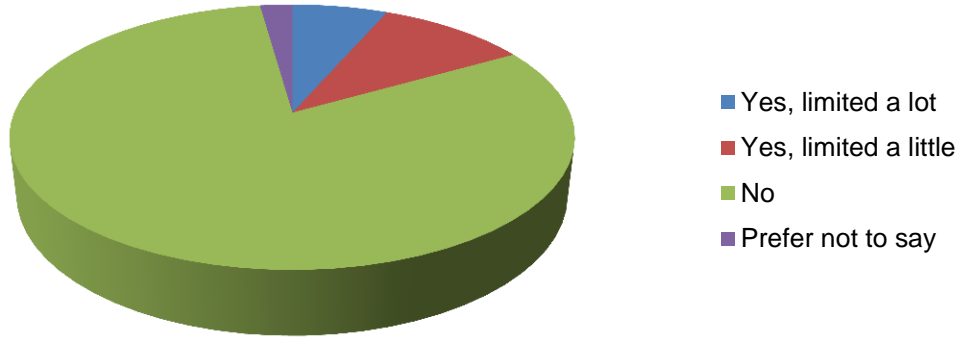


Ethnicity

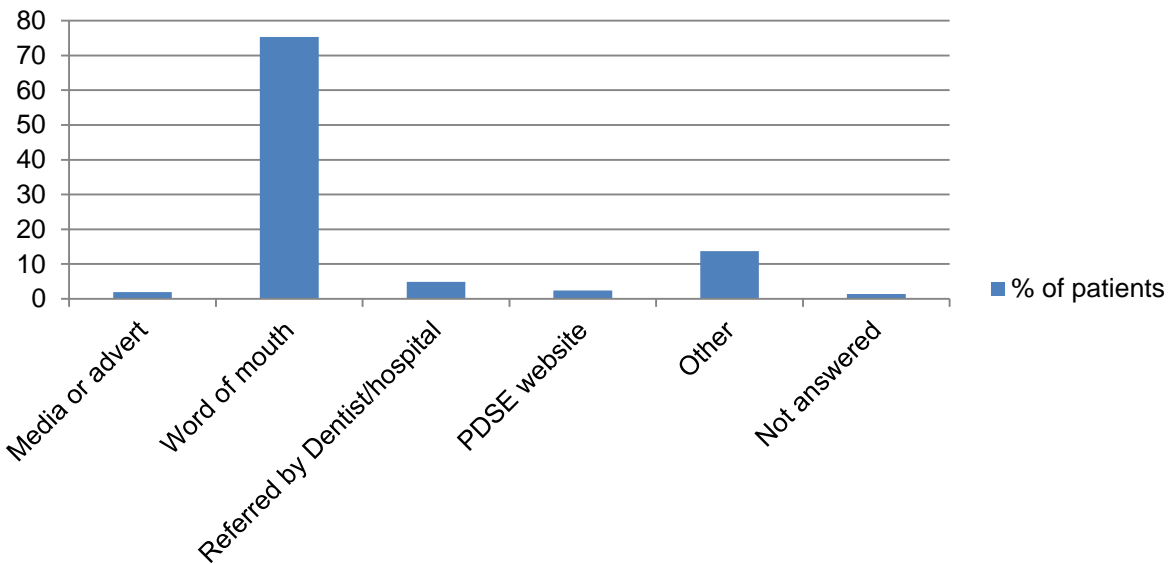


Disability

Are your day to day activities limited because of a health problem or disability?



Patient source



How likely are you to recommend the Peninsula Dental School to your friends and family if they need similar care or treatment?

	Derriford	Devonport	Exeter	Truro	PDSE
Extremely likely	94%	87%	85.2%	91.4%	90.2%
Likely	5%	13%	14.7%	6.3%	9.4%
Neither likely nor unlikely	0%	0%	0%	0%	0%
Unlikely	0%	0%	0%	0%	0%
Extremely unlikely	1%	0%	0%	0%	0.2%
Don't know	0%	0%	0%	0%	0%
Total Responses	100%	100%	100%	97.7%	99.8%

1. What was your experience of making an appointment?

	Derriford	Devonport	Exeter	Truro	PDSE
Poor	0%	0%	0%	0%	0%
Less than satisfactory	0.7%	0%	0%	0%	0.2%
Satisfactory	4.6%	4.3%	9.8%	6.3%	6.3%
Good	17.9%	15.9%	22.5%	31.8%	20.6%
Excellent	76.4%	78.2%	67.6%	57.24%	71.5%
I cannot comment in this area	0%	1.4%	0%	2.12%	0.5%
Total responses	100%	100%	100%	100%	100%

2. What was your opinion on any letters or written information that you received prior to your appointment?

	Derriford	Devonport	Exeter	Truro	PDSE
Poor	0%	0%	0%	0%	0%
Less than satisfactory	1.5%	0%	1.9%	0%	1.1%
Satisfactory	3.9%	0%	6.8%	4.3%	4.0%
Good	29.6%	23.1%	28.4%	30.3%	28.3%
Excellent	59.2%	75.3%	54.8%	62.9%	61.5%
I cannot comment in this area	5.4%	1.4%	7.8%	2.1%	4.9%
Total responses	100%	100%	100%	100%	100%

3. On arrival what was your experience at reception?

	Derriford	Devonport	Exeter	Truro	PDSE
Poor	0%	0%	0%	0%	0%
Less than satisfactory	0%	0%	0%	0%	0%
Satisfactory	0%	0%	2.9%	0%	0.8%
Good	14%	4.3%	20.5%	21.7%	15%
Excellent	85%	94.1%	76.4%	78.1%	83.5%
I cannot comment in this area	0%	1.4%	0%	0%	0.2%
Total responses	99%	100%	100%	100%	100%

4. How clean and tidy was the facility?

	Derriford	Devonport	Exeter	Truro	PDSE
Poor	0%	0%	0%	0%	0%
Less than satisfactory	0%	0%	0%	0%	0%
Satisfactory	0%	1.4%	0%	0%	0.2%
Good	7%	4.3%	19.6%	8.6%	10.4%
Excellent	92.8%	92.7%	80.3%	91.1%	89%
I cannot comment in this area	0%	0%	0%	0%	0%
Total responses	99.8%	98.4%	0%	100%	100%

5. How would you rate the waiting time for your appointment?

	Derriford	Devonport	Exeter	Truro	PDSE
Poor	0%	0%	0.9%	0%	0.2%
Less than satisfactory	2.3%	1.4%	1.9%	0%	1.7%
Satisfactory	7%	4.3%	14.7%	6.5%	8.6%
Good	26.5%	14.4%	31.3%	34.7%	26.8%
Excellent	63.1%	78.2%	50.9%	58.5%	61.8%
I cannot comment in this area	0.7%	1.4%	0%	0%	0.5%
Total responses	99.6%	100%	0%	0%	100%

6. How would you rate the student that treated you?

	Derriford	Devonport	Exeter	Truro	PDSE
Poor	0%	0%	0%	0%	0%
Less than satisfactory	0%	0%	0%	0%	0%
Satisfactory	1.5%	0%	2.9%	4.3%	2%
Good	4.6%	8.6%	12.7%	21.7%	10.1%
Excellent	93.6%	89.8%	82.3%	73.7%	86.9%
I cannot comment in this area	0%	1.4%	1.9%	0%	0.8%
Total responses	99.7%	100%	100%	0%	100%

7. How would you rate the Supervisor / Dentist who supported the student?

	Derriford	Devonport	Exeter	Truro	PDSE
Poor	0%	0%	0.9%	0%	0.2%
Less than satisfactory	0%	0%	0%	0%	0%
Satisfactory	0.7%	0%	0.9%	0%	0.5%
Good	10.1%	5.7%	18.6%	21.6%	12.7%
Excellent	88.1%	92.7%	79.3%	60.7%	85.8%
I cannot comment in this area	0%	0%	0%	0%	0%
Total responses	98.9%	98.4%	0%	100%	100%

8. If you had any contact with the dental nurses, how would you rate them?

	Derriford	Devonport	Exeter	Truro	PDSE
Poor	0%	0%	0%	0%	0%
Less than satisfactory	0%	0%	0%	0%	0%
Satisfactory	0.7%	0%	0.9%	0%	0.5%
Good	17.1%	5.7%	17.6%	26.0%	16.1%
Excellent	64.7%	81.1%	77.4%	60.7%	71.3%
I cannot comment in this area	16.3%	13.0%	3.9%	13.0%	11.5%
Total responses	98.8%	100%	0%	100%	100%

9. How would you rate the explanation of any treatment?

	Derriford	Devonport	Exeter	Truro	PDSE
Poor	0%	0%	0%	0%	0%
Less than satisfactory	0%	0%	0%	0%	0%
Satisfactory	3.9%	0%	2.9%	2.1%	2.6%
Good	10.1%	8.6%	25.4%	21.7%	15.8%
Excellent	85%	89.8%	71.5%	75.9%	80.9%
I cannot comment in this area	0%	0%	0%	0%	0%
Total responses	99%	98.4%	0%	100%	100%

10. How would you rate the students understanding and response to any questions you asked?

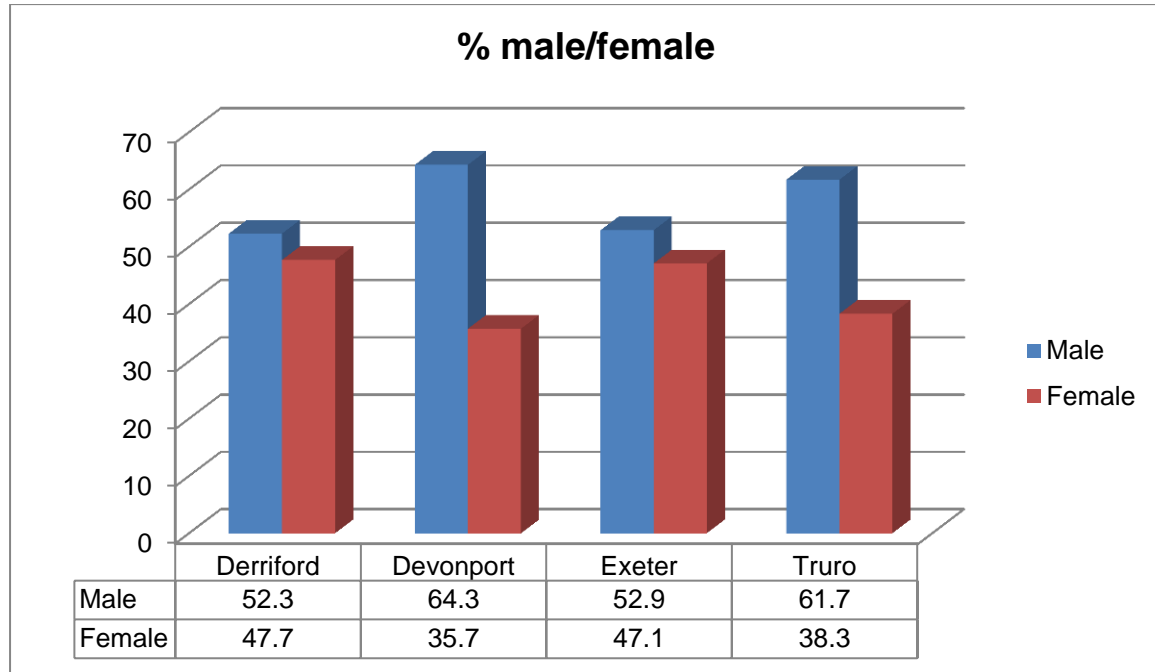
	Derriford	Devonport	Exeter	Truro	PDSE
Poor	0%	0%	0%	0%	0%
Less than satisfactory	0%	0%	1.9%	0%	0.5%
Satisfactory	0.7%	0%	2.9%	4.3%	1.7%
Good	15.6%	13.0%	18.6%	26.0%	17.3%
Excellent	83.4%	85.4%	73.5%	67.2%	78.8%
I cannot comment in this area	0%	1.4%	2.9%	2.1%	1.4%
Total responses	99.7%	100%	100%	100%	100%

11. In general, how would you rate the service you received at Peninsula Dental Social Enterprise?

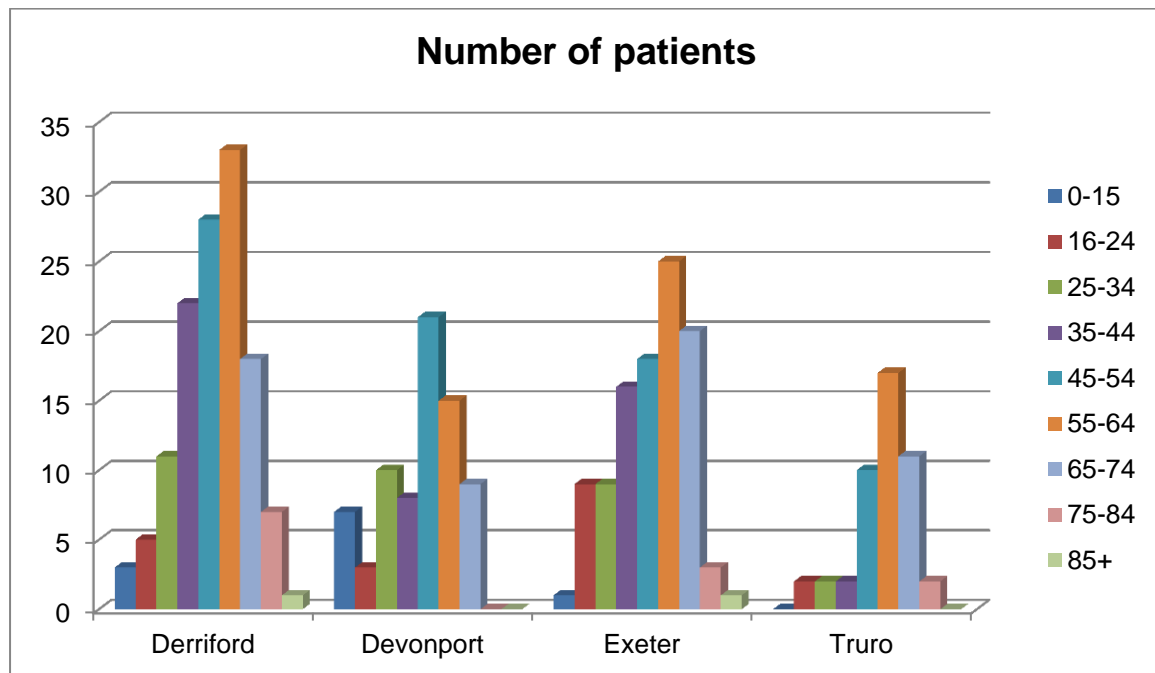
	Derriford	Devonport	Exeter	Truro	PDSE
Poor	0%	0%	0%	0%	0%
Less than satisfactory	0%	0%	1%	0%	0.2%
Satisfactory	0%	0%	0%	0%	0%
Good	5.4%	2.8%	10%	8.6%	6.6%
Excellent	94.5%	97.1%	90%	91.3%	92.4%
I cannot comment in this area	0%	0%	0%	0%	0%
Total responses	100%	100%	100%	100%	100%

Demographic information by DEF

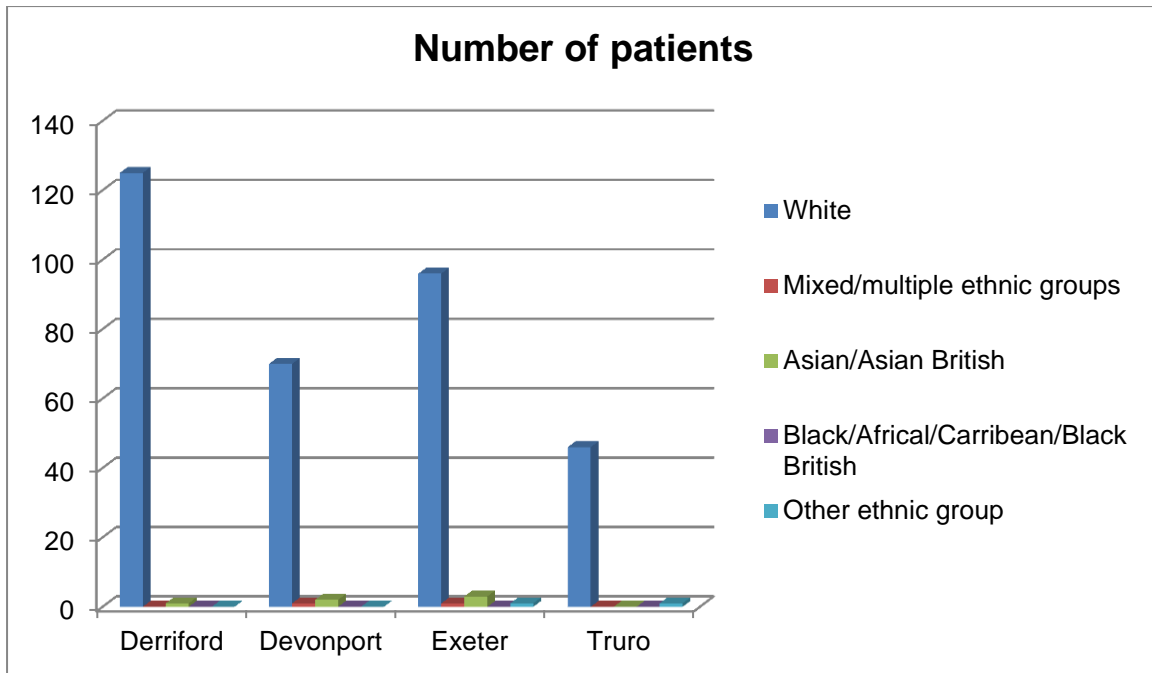
Gender



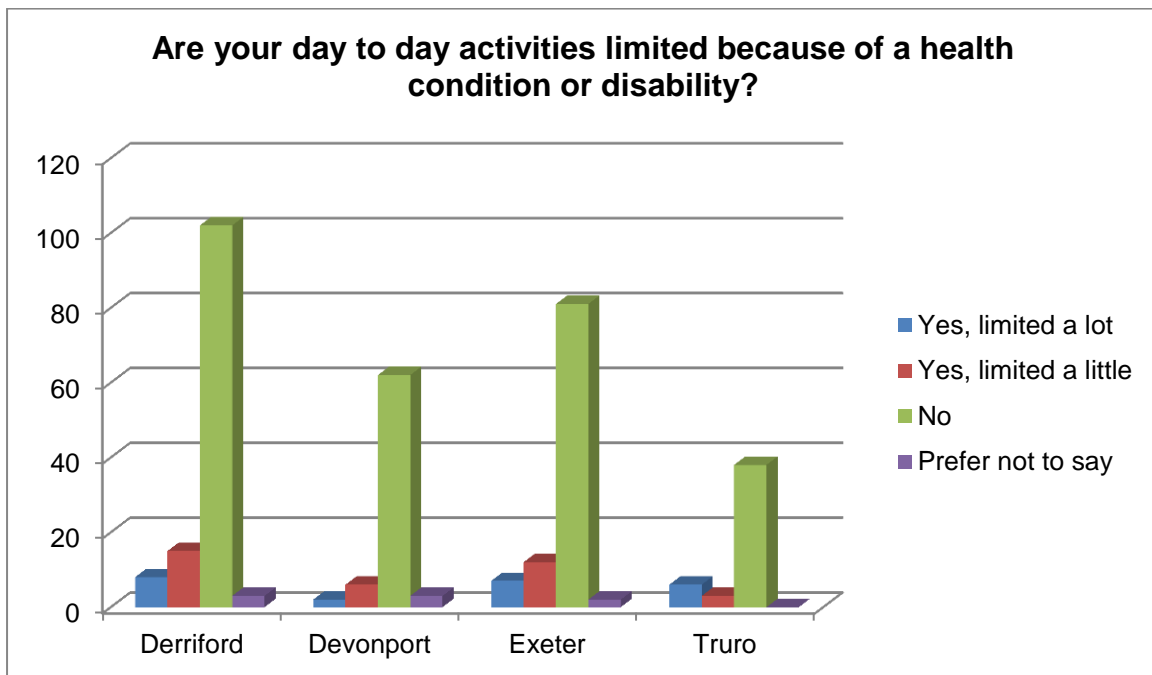
Age



Ethnicity



Disability or health condition



Summary

This year we changed the format of the questions from a 3 point 'smiley face' rating scale to a 5 point scale ranging from poor to excellent. This was implemented as the feedback from patients last year was that they did not have the option to select very good or excellent. We also included the option to skip or select N/A as some question would not be relevant to all respondents.

Overall, over 99% of respondents would recommend PDSE to friends and family if they needed similar care or treatment. Only 0.2% gave a negative response however given the comment this patient made (highlighted in red in appendix) this was likely to be an error. This is an identical response as was collected from the same survey 1 year previously.

There are very few negative comments (those highlighted in red in the appendix) and these do not follow a trend or theme.

By far the greatest source of patients remains word of mouth. This in itself is testament to the quality of service and level of care delivered by the students and staff.

The responses around waiting times for an appointment gave the same results as last year with 1.9% giving a negative reply. Although this is still an incredibly small number we have now revised our 'triage' literature and process to make it clearer from the outset how our processes may differ from a general dentist and ensure patient expectations are met.

100% of patients responded positively when asked about the explanation of any treatment. This is important in demonstrating we are involving patients in decisions about their care.

The results to this survey are extremely encouraging and demonstrate that our patients are incredibly positive about the quality of patient care, clinical treatment staff interaction and our facilities at Peninsula.

Appendix 1, All comments

Comments from FFT question :

“How likely are you to recommend the Peninsula Dental School to your friends and family if they needed similar care of treatment?”

Can you tell us why you gave that response?

Derriford
Very good (FFT: Extremely likely)
Because I find the school dentist is a very good school well recommended. (FFT: Extremely likely)
Treatment is first class in all aspects (FFT: Extremely likely)
Staff are very capable and have an excellent manner (FFT: Extremely likely)
Happy with all work done on my teeth. (FFT: Extremely likely)
Free (FFT: Extremely likely)
Excellent treatment and very polite & professional (FFT: Extremely likely)
I feel very confident and relaxed with all treatment provided. All explanations are very thorough and helpful. (FFT: Extremely likely)
Good service that is thoroughly supervised (FFT: Likely)
Good service , very polite, kept informed (FFT: Extremely likely)
Free service and professional students (FFT: Extremely likely)
The treatment has been excellent although I have three appointment cancelled, unfortunately I had already arrived at nine when two appointments where cancelled! (FFT: Likely)
S is the best dentist I've ever had (FFT: Extremely likely)
Friendly professional and welcoming (FFT: Extremely likely)
Because of the excellence of care (FFT: Extremely likely)
Because I have felt very at ease here (FFT: Extremely likely)
All good - Jess is a great student! (FFT: Extremely likely)
Good treatment, and good learning for student. (FFT: Extremely likely)
Please with treatment (FFT: Extremely likely)
Reliable (FFT: Likely)
Brilliant service (FFT: Extremely likely)
Professional and thorough investigation (FFT: Extremely likely)
I am extremely happy with the way I have been treated, both medically and personally. (FFT: Extremely likely)
Because the treatment I have received could not have better (FFT: Extremely likely)
Professional service and always felt comfortable during treatment more so than at a dental practice (FFT: Extremely likely)
I've had the best experience ever (FFT: Extremely likely)
Careful and considerate treatment, great facility (FFT: Extremely likely)
Very good service everyone really helpful (FFT: Extremely likely)
Excellent treatment (FFT: Extremely likely)
Lovely service (FFT: Extremely likely)
Everyone is so friendly,always polite,excellent dental care (FFT: Extremely likely)
Nice and polite students very gentle (FFT: Extremely likely)
Very pleased with treatment I'm receiving, and the staff/students are great too.. (FFT: Extremely likely)

Because of the eclectic work you have done and good all round assistants including front desk (FFT: Extremely unlikely)
Treatment fantastic and staff are great (FFT: Extremely likely)
I was recommended by friends so I'd pass it onto others (FFT: Likely)
End result will be ok and free (FFT: Extremely likely)
Very good service (FFT: Extremely likely)
The treatment I have had has been first class and the students do a wonderful job. (FFT: Extremely likely)
Very friendly and helpful, professional, clean environment (FFT: Extremely likely)
It is good here (FFT: Extremely likely)
I always feel in better hands the treatments feel more thoughtful (FFT: Extremely likely)
Very good. Service and care (FFT: Extremely likely)
Very happy with my treatment so far (FFT: Extremely likely)
Excellent treatment (FFT: Extremely likely)
Fabulous service and care. Also I feel strongly the need to support students who make a vocational choice for study. (FFT: Extremely likely)
Always had very good treatment. (FFT: Extremely likely)
Fantastic dentist (FFT: Extremely likely)
I've been extremely impressed with the treatment I've had (FFT: Extremely likely)
The whole process is good for myself and students (FFT: Extremely likely)
I think they are doing a wonderful job (FFT: Extremely likely)
It's very good (FFT: Extremely likely)
Very good service (FFT: Extremely likely)
Excellent service, very cheery and nice. (FFT: Extremely likely)
The staff are not only efficient, they are kind and considerate too. Always well greeted, politely and with a smile. (FFT: Extremely likely)
I feel comfortable with the students (FFT: Extremely likely)
Lovely high quality care (FFT: Extremely likely)
Because great results and very friendly (FFT: Extremely likely)
It's free and thorough treatment (FFT: Extremely likely)
Brilliant (FFT: Extremely likely)
The excellent service I was given (FFT: Extremely likely)
Excellent treatment, very professional students (FFT: Extremely likely)
Very good service (FFT: Extremely likely)
Fantastic service from administrators to clinical staff (FFT: Extremely likely)
Excellent people skills and felt at ease with all stages of my treatment (FFT: Extremely likely)
Great dental students very patient and great attention to detail also very informative (FFT: Extremely likely)
The dentists and their assistants are always so kind understanding and not judgemental. The supervisors are also kind and understanding too and non judgemental. Just very pleasant people. (FFT: Extremely likely)
Because they did a great job (FFT: Extremely likely)
Really relaxed appointment (FFT: Extremely likely)
Very patient, caring, attentive (FFT: Extremely likely)
First class treatment, many thanks. (FFT: Extremely likely)
Excellent care from the onset of my treatment here (FFT: Extremely likely)
Very good service, everyone is extremely polite and informative (FFT: Extremely likely)
Good tx and communication with patient. All students well supervised. Staff very respectful. (FFT: Extremely likely)
I work here too (FFT: Extremely likely)

I was not happy with Mr dentist and. I needed work done (FFT: Extremely likely)
Because the dentist is very friendly and helpful and the treatment is very good. (FFT: Extremely likely)
Good service, take time. No rushing (FFT: Extremely likely)
First class service (FFT: Extremely likely)
I have found the staff here excellent (FFT: Extremely likely)
I was asked if I would, very good students (FFT: Extremely likely)
Good treatment (FFT: Extremely likely)
I have had such good care from K (FFT: Extremely likely)
Excellent level of care (FFT: Extremely likely)
Very professional up to date treatment (FFT: Extremely likely)
Excellent service (FFT: Extremely likely)
Brilliant service very good work from all members of staff (FFT: Extremely likely)
I had a very good dentist. Very patient and caring and understanding. (FFT: Likely)
Friendly and patient staff who put my sons needs first everytime (FFT: Extremely likely)
Free (FFT: Extremely likely)
To help in training (FFT: Extremely likely)
Excellent treatment and staff at all times (FFT: Extremely likely)
I am being treated brilliantly (FFT: Extremely likely)
Lovely dentist. Caring and thoughtful. Everything explained really well. (FFT: Extremely likely)
Excellent care was very scared but feeling much better about going to dentist now (FFT: Extremely likely)
Very good treatment (FFT: Extremely likely)
It's good (FFT: Extremely likely)
Exelent service very competent (FFT: Extremely likely)
I think that the treatment is very good and it fits around my work (FFT: Extremely likely)
I have had fantastic treat very well looked after (FFT: Extremely likely)
Fantastic service. Really thorough, extremely professional and have very well cared for at all times. (FFT: Extremely likely)
Great treatment and very thorough (FFT: Extremely likely)
Excellent treatment (FFT: Extremely likely)
Because it,s free and a very good standard of work. (FFT: Extremely likely)
Because it's excellent (FFT: Extremely likely)
Good (FFT: Extremely likely)
Very child friendly (FFT: Extremely likely)
Excellent treatment. (FFT: Extremely likely)
Very good service (FFT: Extremely likely)
Helpful, polite, understanding generally a happy place (FFT: Extremely likely)
The level of patience and everything is explained before being carried out (FFT: Extremely likely)
A very good service and nice people to deal with (FFT: Extremely likely)
Z is amazing as is her practice partner (FFT: Extremely likely)
Fantastic service from students and staff! :) (FFT: Extremely likely)
Great service (FFT: Extremely likely)
Excellent attention, also very informative (FFT: Extremely likely)

Devonport

Before I started to have treatment I had a lot of problems ,having attended my appointments I am not longer in the discomfort and pain I had been in, I find the students very helpful and explain what they will be doing. I feel the service I have received has been excellent . (FFT: Extremely likely)
Delighted with the care and advice I am being given. (FFT: Extremely likely)
Very good at all times (FFT: Extremely likely)
Excellent treatment (FFT: Extremely likely)
Friendly and thorough examination (FFT: Extremely likely)
Friendly (FFT: Extremely likely)
Thorough inspection overseen correctly (FFT: Extremely likely)
Very friendly staff (FFT: Extremely likely)
Impressed with everything (FFT: Extremely likely)
Excellent care and attention from the student (FFT: Extremely likely)
I've been really happy with all the treatment I have received at the school (FFT: Extremely likely)
Ladies are really nice (FFT: Likely)
Staff are very friendly (FFT: Extremely likely)
Am very nervous and find it better here as everything is explained to me (FFT: Extremely likely)
Very thorough and comfortable process ,well explained. (FFT: Extremely likely)
Good dental school (FFT: Extremely likely)
Good quality free dental care (FFT: Likely)
I have had excellent service (FFT: Extremely likely)
Excellent service (FFT: Extremely likely)
Excellent service (FFT: Extremely likely)
Very good treatment (FFT: Extremely likely)
The service very good (FFT: Extremely likely)
Good treatment (FFT: Likely)
Super quality of care and expertise continued inform treatment and involve the of patient Very modern equipment skilfully used (FFT: Extremely likely)
Great caring attitude and make me feel at home. (FFT: Extremely likely)
Very caring and polite (FFT: Extremely likely)
Treatment is great (FFT: Extremely likely)
Very thorough and sensitive to needs (FFT: Extremely likely)
Polite and professional students. Quality of care is excellent. Time is taken to explain techniques that maximise dental hygiene and health. (FFT: Extremely likely)
The service is excellent and free.I know and meet many people it is of use to. I have told many already (FFT: Extremely likely)
Exceptional treatment (FFT: Extremely likely)
Because the treatment is very good (FFT: Extremely likely)
Staff are friendly and patient put at ease (FFT: Extremely likely)
Had great service (FFT: Extremely likely)
Very supportive with nervous patients, excellent explanations for treatment. (FFT: Extremely likely)
Personal care, in depth assessment of need, always feel that I am in safe hands getting best practice and it's free!! Nice to contribute towards training of students. (FFT: Extremely likely)
Very good service (FFT: Extremely likely)
The treatment has been well explained, painless and has given me confidence in going to the dentist (FFT: Extremely likely)
Very thorough and professional treatment (FFT: Extremely likely)
Because of my excellent treatment (FFT: Extremely likely)
The lady I had was extremely good and explained the procuredure extensivley (FFT: Extremely likely)
G was so patient and explained everything so wll (FFT: Extremely likely)

Always kind and careful doctor (FFT: Extremely likely)
Very caring very understanding (FFT: Extremely likely)
Because I have given good treatment so far! (FFT: Extremely likely)
Careful progress good communications (FFT: Extremely likely)
Good service (FFT: Extremely likely)
I know many people who can't find an NHS dentist. (FFT: Extremely likely)
Very thorough and professional treatment (FFT: Extremely likely)
Excelent (FFT: Extremely likely)
Very good all round (FFT: Extremely likely)
Excellent service (FFT: Extremely likely)
Very good treatment and advice (FFT: Extremely likely)
Everyone was really helpful and very thorough (FFT: Extremely likely)
Best treatment I have had also very caring and understanding about medication (FFT: Extremely likely)
Because the dentists are very helpful (FFT: Extremely likely)
Because the dentists are vey nice (FFT: Extremely likely)

Exeter
Very friendly and through (FFT: Extremely likely)
Very friendly and through (FFT: Extremely likely)
Helpful (FFT: Extremely likely)
Helpful (FFT: Extremely likely)
Lovely staff and very thorough (FFT: Extremely likely)
Everybody is very thorough and clear with explanation (FFT: Extremely likely)
Very happy with the treatment that I have received (FFT: Extremely likely)
Excellent care. Very thorough (FFT: Extremely likely)
Friendly staff. Efficient service. Free (FFT: Extremely likely)
A very professional service (FFT: Extremely likely)
The treatment was excellent. (FFT: Extremely likely)
Very good and kind (FFT: Extremely likely)
Friendly, helpful, professional. (FFT: Extremely likely)
The treatment received was very good (FFT: Likely)
Good experience (FFT: Likely)
Painless filling! (FFT: Extremely likely)
Very helpful (FFT: Likely)
Excellent patient care (FFT: Extremely likely)
The treatment I have had has been excellent and all the staff are very friendly and helpful. (FFT: Extremely likely)
Excellent service, very confident dentist and an overall excellent treatment. Very pleasing results. Thank you. (FFT: Extremely likely)
Good (FFT: Extremely likely)
Good service (FFT: Likely)
Very friendly and good knowledge (FFT: Extremely likely)
Brilliant work and caring (FFT: Extremely likely)
Verypleased (FFT: Extremely likely)
Very helpful and professional and explained all treatment that would help me keep my own teeth (FFT: Extremely likely)

I have had the best dental treatment since I have been coming here. (FFT: Extremely likely)
Very competent relaxed and friendly treatment. Thank you very much. (FFT: Extremely likely)
Great people (FFT: Extremely likely)
It was asome (FFT: Extremely likely)
Treatment has been painstaking and thorough and all procedures have been explained to me. All the students have been sympathetic and friendly. Standard very high. (FFT: Extremely likely)
Prompt service overseen by senior professional (FFT: Extremely likely)
Because I have had a lot of work at the devonport school ,it was always a good experience (FFT: Extremely likely)
Excellent experience (FFT: Extremely likely)
Friendly and efficient yet comprehensive service (FFT: Extremely likely)
Efficient professional (FFT: Extremely likely)
Because it is very good (FFT: Extremely likely)
All the staff are very helpful and explain the treatment plan it is nice to feel involved with your own treatment (FFT: Extremely likely)
I have only had the best experience here, I feel more informed than in any dental practice I had attended in the past and feel more confident in the outcome (FFT: Extremely likely)
Professional and fast (FFT: Extremely likely)
Very friendly helpful staff (FFT: Extremely likely)
Pleased with the service provided (FFT: Extremely likely)
The lady called Z and her dental nurse J were brilliant handling patients. Very welcoming and friendly at the same. In terms of taking care of my teeth they're just too sweet. Well done and to the rest of the team. Excellent. (FFT: Extremely likely)
Someone recommended you to me (FFT: Extremely likely)
Professional and pleasant. (FFT: Extremely likely)
Very good staff. Nice environment. (FFT: Extremely likely)
Fabulous interaction (FFT: Extremely likely)
Care and time (FFT: Extremely likely)
Very good treatment (FFT: Extremely likely)
Very good and helpful service (FFT: Extremely likely)
Good treatment (FFT: Extremely likely)
Pleased with service (FFT: Extremely likely)
Always pleased with treatment (FFT: Likely)
Excellent professionals, treat patients with care and respect (FFT: Extremely likely)
Because it's excellent service (FFT: Extremely likely)
The whole experience was fine. I have already recommended it to someone who is now waiting for an appointment (FFT: Extremely likely)
I received extremely good dental care, from very courteous and friendly people. (FFT: Extremely likely)
Excellent treatment (FFT: Extremely likely)
Outstanding care and attention (FFT: Extremely likely)
Well looked after, friendly staff and dealt with professionally. (FFT: Extremely likely)
Always received first class treatment (FFT: Extremely likely)
I have had better advice and treatment from the students than from previous treatment from dentists. (FFT: Extremely likely)
Skills (FFT: Extremely likely)
Fantastic student brilliant at locals. Thanks (FFT: Extremely likely)
The staff very helpful and informative (FFT: Extremely likely)
Excellent proficient considered service (FFT: Extremely likely)
Really good service (FFT: Extremely likely)

Good information given and time to make decisions about care (FFT: Likely)
Superb supervisors with vast experience (FFT: Likely)
Excellent treatment environment and particularly the people. (FFT: Extremely likely)
The service I have received has been excellent and thorough. (FFT: Extremely likely)
You're informed & cared for well. (FFT: Likely)
Brilliant student (FFT: Extremely likely)
Brilliant service altogether!! (FFT: Extremely likely)
Everyone is always cheerful, helpful and always provide an excellent care package and their attention to detail is first class (FFT: Extremely likely)
Having been scared to attend a dentist I have been treated with gentle care and reassurance at all times (FFT: Extremely likely)
Consideration,relaxing,and free. (FFT: Extremely likely)
The quality and care is good (FFT: Extremely likely)
Very good patient care which is appreciated by myself being a member of nhs staff (FFT: Extremely likely)
Very thorough and easy to talk to (FFT: Extremely likely)
Good level of care and supervision (FFT: Extremely likely)
Good srevice (FFT: Likely)
Excellent treatment(FFT: Extremely likely)
Thorough and good quality supervised treatment (FFT: Extremely likely)
Good advice (FFT: Extremely likely)
They do a good job here and also being on a pension means I cannot afford other treatment (FFT: Extremely likely)
Very good communication (FFT: Extremely likely)
Pleased (FFT: Likely)
The professionalism and friendly approach by all staff (FFT: Extremely likely)
Very efficient care (FFT: Extremely likely)

Truro
Fantastic service polite efficient (FFT: Extremely likely)
They are on the waiting list (FFT: Extremely likely)
Their good (FFT: Extremely likely)
Such thorough treatment and free! (FFT: Extremely likely)
Care and attension (FFT: Extremely likely)
Great quality service and education (FFT: Extremely likely)
Very caring treatment (FFT: Extremely likely)
I have been very happy with all my treatment (FFT: Extremely likely)
Good servis (FFT: Extremely likely)
Very thorough treatment. (FFT: Extremely likely)
First class tretment (FFT: Extremely likely)
Because the treatment cannot be bettered (FFT: Extremely likely)
I think the service is very good (FFT: Extremely likely)
Because it gives the public a dental service and students a chance to practice (FFT: Extremely likely)
The students are exceptional treatment very good (FFT: Extremely likely)
I have always had very good treatment. Students and supervisors very polite and knowledgeable, always put my mind at rest. Very pleased with all treatment I have had (FFT: Extremely likely)
Getting the best treatment (FFT: Extremely likely)

Happy with the treatment and service from all staff (FFT: Extremely likely)
the students put me at ease and I felt very relaxed under professorial supervisin (FFT: Extremely likely)
Very caring (FFT: Extremely likely)
I've generally been happy with my treatment (FFT: Likely)
Because I have received excellent service with amazing thoughtful and caring people reception staff as well as the dental students (FFT: Extremely likely)
Always helpful and feel comfortable (FFT: Likely)
It is a very good service and nice peope (FFT: Extremely likely)
You get a friendly free service and I always leave happy (FFT: Extremely likely)
Excellent care (FFT: Extremely likely)
Because had good care & treatment (FFT: Extremely likely)
Very good service (FFT: Extremely likely)
Think it is a wonderful experience to see people learning (FFT: Extremely likely)
Because I have had great treatment and it has restored my faith in dental treatment. (FFT: Extremely likely)
Friendly, good treatment (FFT: Extremely likely)
Good service by my students (FFT: Extremely likely)
Good treatment (FFT: Likely)
Great treatment. Plus the chance to aid students with their training. (FFT: Extremely likely)
Their teeth are in need of treatment but the expense is a drawback (FFT: Extremely likely)
Alwaysgoodservice (FFT: Extremely likely)
I have found this to be an excellent service couldn't be more pleased with it (FFT: Extremely likely)
Good level of care and a friendly efficient service (FFT: Extremely likely)
Have not been to a dentist for over twenty years through fear, am treated with care patience! (FFT: Extremely likely)
Great service (FFT: Extremely likely)
I think the service is very good (FFT: Extremely likely)
Very good here. (FFT: Extremely likely)
Excellent care from all concerned (FFT: Extremely likely)
Much better experience than commercial dentist. (FFT: Extremely likely)

Appendix 2. Responses to supplementary question

Would you like to tell us anything else about your visit to PDSE?

Derriford
Very good
A first class service from the start of treatment to date
Very impressed with my experience and thank you for your help
I feel very grateful and fortunate to have the dental school so close and available
It was very good
As already explained before re appointments i.e not being told till you are here at nine that appointment has been cancelled, twice,
You should be proud of the excellent service you always provide
No coffee available and magazines and papers
No
Very good.
Have already recommended to many people
Friendly, professional and immaculate, presentation and communication skills are fantastic.
No
It has always been a good experience and I can't fault my time spent here at all
No all is excellent
All good thank you
Yes see letter to principal approx October
I have been coming here for the past 15 months and have been seen by 2 different students and both times it has been an excellent experience. Definitely feel I have had the gold star treatment. Thank you very much
I am very grateful for all my treatment
Yes good people thanks
I simply feel I get the best treatments it has to be with the supervisors on hand
Very profesional
I have regained confidence in dentistry since attending the clinic, thank you!
Absolutely brilliant
All the staff are very professional I'm very grateful for the whole service. Thank you
Just I think I enjoy coming to the dentist when I never used to
All round first class treatment many thanks
I am more than pleased with every aspect of my involvement with the dental school and very grateful for the level and standard of treatment. Even to the care given when an emergency occurred and I needed it fixed before going abroad to the Americas.
I'm just very happy with the care the show to us
Only waiting time when I made effort to be on time myself
All round a great experience from someone who once held a phobia of dentists
Mr Tom Bean, who has been treating me has an excellent manner, he is polite, competent and will go far I'm sure.
Nothing to add, great treatment, many thanks
Amazing!!!
No

All really good and not stressful
Thanks for providing such an excellent service!
Always treated very courteously, comfort constantly checked. Very thorough treatments.
First class
Nothing to add. It has been a very good experience.
Can't to come again
I am disabled but C and Z have always treated me great
All good
It's good if you don't have a job but I expect it's hard when working. Also the man on the automated phone line can't seem to pronounce 'peninsula'. Which I find amusing.
Friendly welcome by all
First class all round
Fantastic treatment and very polite staff
I was recommended the dental school by a friend and I can't rate it highly enough.
Very happy with my visits. Top drawer service all around. Many thanks. I was very apprehensive about visiting the dentist but was made to feel at ease almost immediately. Very appreciative of all the hard work done on my teeth.
No
No
I was not very keen on visiting the dentist however the polite, caring, treatment that I have received has been second to none. Thank you.

Devonport
A very good service
Thank you for the opportunity to have such great care, time and so much assistance
Very good service,works well for all concerned
Very impressed with the service offered
Very pleased with everything
Impressed throughout. All nice people here
Very pleased
Hope I soon get my smile back lol
I have learnt an enormous amount ref dental home care and hygiene and have enjoyed the experience. Fantastic dental school
Great studentcara" really good."
Brills
Welcoming and overall brilliant service.
Students from the dental school visited the hostel I was living in to give advice and refer people
Everyone is so friendly and wanting to please
I have recommended friends to your service, who, like me have made poor dental choices in the past.
I am so impressed with your standards, especially patient centred practice thank you
Very professional standereds
Excellent
Really good service
Very helpful
Good service!
I guess the horror of the parking has to be raised . Tense patients arriving cannot be good perhaps you need another level.

Excellent
Very good
Thanks
Excellent service and after care
All my visits have been excellent.

Exeter
J lovely and very good patient manner
It has been brilliant, thank you.
Excellent service
Builds confidence, quick and painless.
Nil
Best dentist experience I have had. I cannot praise it high enough.
Service excellent, five star treatment!!. Customer service skills fab, a lot of dentists could learn a lot from you, some are very poor in Exeter. Thank you, would definitely like to come back for check ups.
Everything is explained and talked through when treatment is being done
Excellent experience has I had a dread of going to the dentist
Thank you for all your care.
Just all excellent, thank you.
I thought it was good
I have felt very safe with the treatment I have received here and am most impressed with the professional capabilities of everyone with whom I have come into contact.
I think devonport is miles better than Exeter. Shame it's closer to my address
Very nice and friendly
I hope the students take their approach forward into their future jobs. Clients like to be talked to and to feel comfortable with the dentist.
None really. Generally it's all great.
Very pleased
Very professional student and also the nurses are very knowledgeable and able to go through things again if you didn't understand. The whole team are very good so well done to them and their boss well run unit
Reassuring and educational
Everyone was polite courteous and helpful
I find it a great help to keeping my teeth and mouth in good order
It was well worth the time and trouble to come here from Plymouth.
Just brilliant
All brilliant.
Thank you very much for a great service
Excellent reliable service - feel confident in the treatment
Staff always helpful and friendly
All excellent, absolutely.
I was made to feel welcome - all staff polite, courteous and friendly.
Just brilliant best dental treatment I have experienced in my lifetime
All staff nurses and all exceptional
Perfect
The ability of students varies considerably
Only problem is the waiting time normally running late today by half an hour but this is however expected in the circumstances as the students are under pressure and gaining valuable experience

Far superior to my experience at the normal dentist
Tell more people about what you do!
1st class
Very helpful

Truro
Thank you great service
I have always been treated well.the students are kind and approachable.appointments are made for me with ease
I'm
It is a completely wonderful place to be treated
I have been a patient here for 3 years and I have nothing but admiration for the service from reception to the trainee
Extremely happy
Everything has been exelent
You are doing an excellent job may it continue as patients need. Excellent dentists
A very good service
Completely satisfied with the treatment
No
I would say that the service has been good though individual students vary.
Rather than being nervous going to a dentist I now feel relaxed every time I have an appointment
Excellent
Thank you for all your help in restoring my dental care.
Just a friendly atmosphere and staff
I am so great full for the opertunity to be able to smile again! Also to gain knowledge of how to improve my dental hygiene.
I have always had a fear of the dentist but this has been alleviated although I'm concerned about finishing the treatment
All very good
Very happy with the school . Thank you.