



Peninsula Dental

Social Enterprise

Patient Survey

**February 2018
to
July 2018**

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Introduction

A patient satisfaction survey was carried out between Thursday 15th February and Tuesday 24th July 2018. 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?”

243 individual surveys were completed during this period across the 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 rounded percentage.

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?

95% of patient respondents said they were extremely likely or likely to recommend PDSE to friends and family. 1% provided an answer of neither likely nor unlikely, unlikely or extremely unlikely. 4% of respondents answered with they did not know, or did not answer this question.

1. What was your experience of making an appointment?

- 86% of patients that responded felt their experience was good or excellent
- 8% felt it was satisfactory
- 0% felt it was poor or less than satisfactory
- 6% felt they could not comment or did not answer this question

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

- 84% of respondents felt the letters or written information they received were good or excellent
- 5% felt they this was satisfactory
- 0% felt they poor or were less than satisfactory
- 11% felt they could not comment or did not answer this question

3. On arrival what was your experience at reception?

- 93% of respondents rated their experience at reception as good or excellent
- 0% rated it as satisfactory
- 2% rated it as poor or less than satisfactory
- 5% felt they could not comment or did not answer this question

4. How clean and tidy was the facility?

- 94% of respondents rated the facility as good or excellent in terms of being clean and tidy
- 0% rated it as satisfactory
- 1% rated it as poor or less than satisfactory
- 5% said they could not comment in this area or did not answer this question

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

- 88% of patients who responded rated their wait time as good or excellent
- 9% rated it as satisfactory
- 2% gave a negative response to this question, answering with poor or less than satisfactory
- 1% felt they could not comment in this area or did not answer this question

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

- 94% of patients who responded felt the student that treated them was good or excellent
- 2% felt they were satisfactory
- 0% felt they were poor or less than satisfactory
- 4% felt they could not comment or did not answer this question

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

- 96% of respondents felt the Supervisor or Dentist who supported the student were good or excellent
- 1% felt they were satisfactory
- 0% rated as poor or less than satisfactory
- 3% could not comment in this area or did not answer this question

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

- 82% of patients who had contact with the dental nurses rated them as good or excellent
- 1% rated them as satisfactory
- 0% rated them as poor or less than satisfactory
- 17% could not comment in this area or did not answer this question

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

- 93% of patients who responded rated any explanations as good or excellent
- 2% rated explanations as satisfactory
- 0% rated explanations poor or less than satisfactory
- 5% could not comment in this area or did not answer this question

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

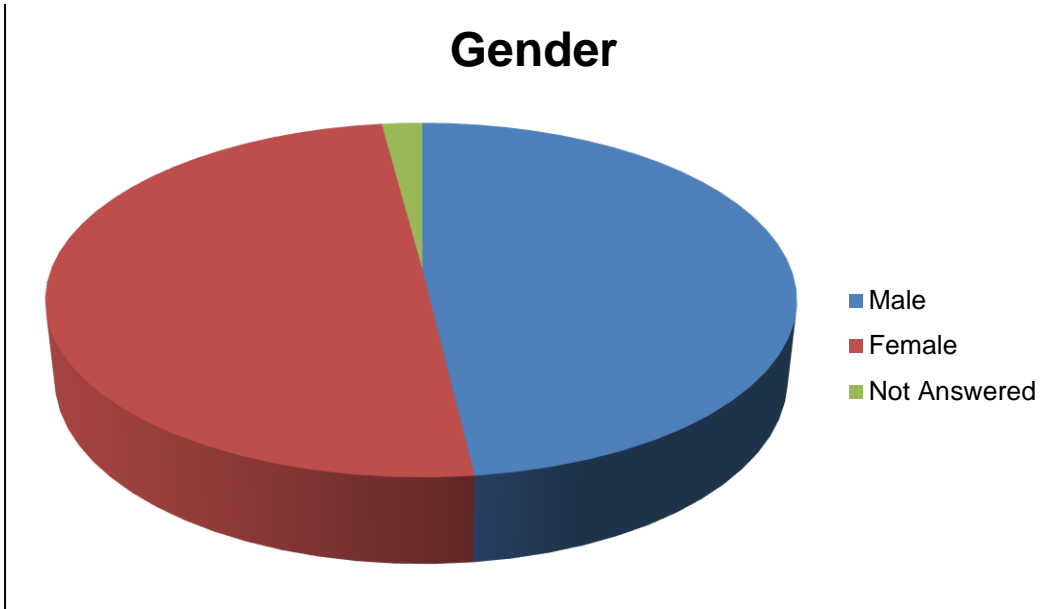
- 94% rated the students' understanding and responses to questions as good or excellent
- 2% rated as satisfactory
- 0% rated as poor or less than satisfactory
- 4% could not comment in this area or did not answer this question

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

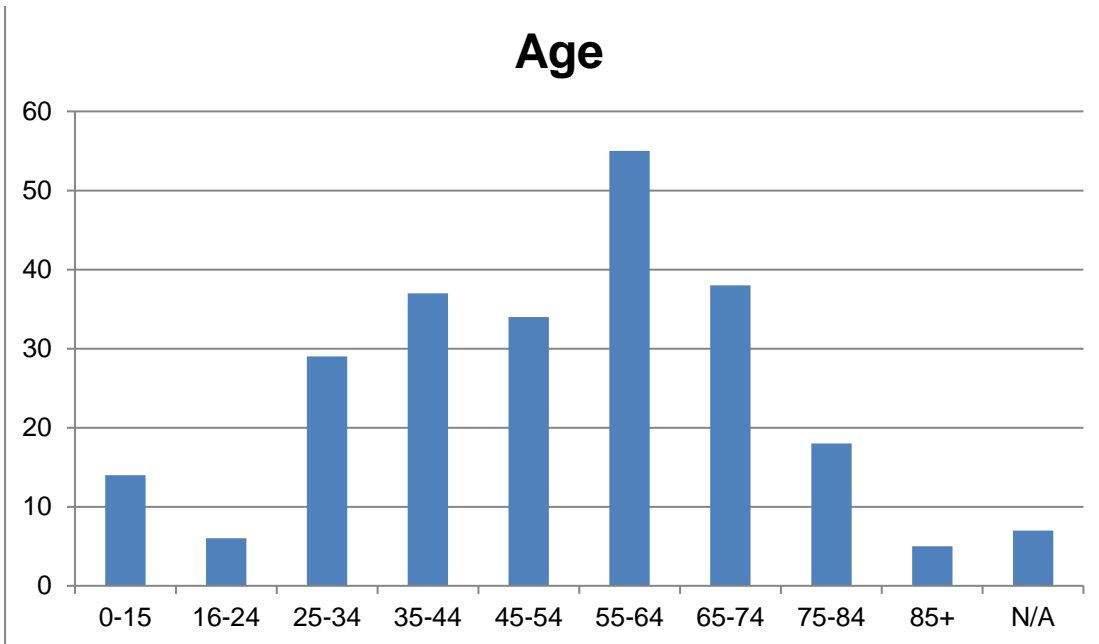
- 96% rated their experience as good or excellent
- 1% gave a response of satisfactory
- 0% gave a response of poor or less than satisfactory
- 3% could not comment in this area or did not answer this question

Demographic Information

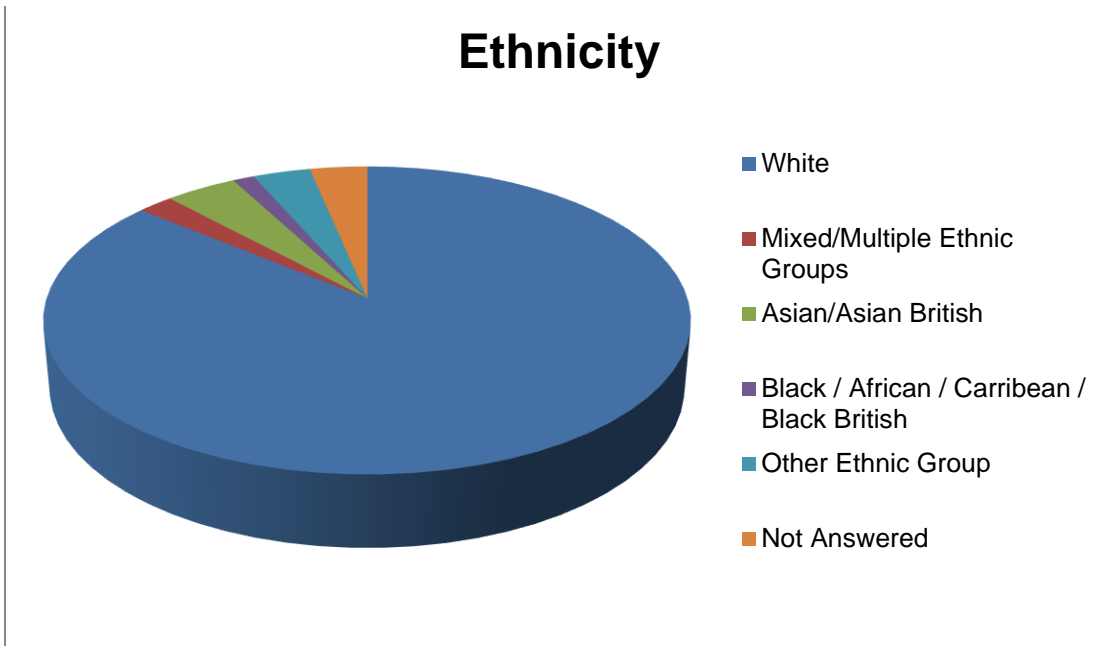
Gender



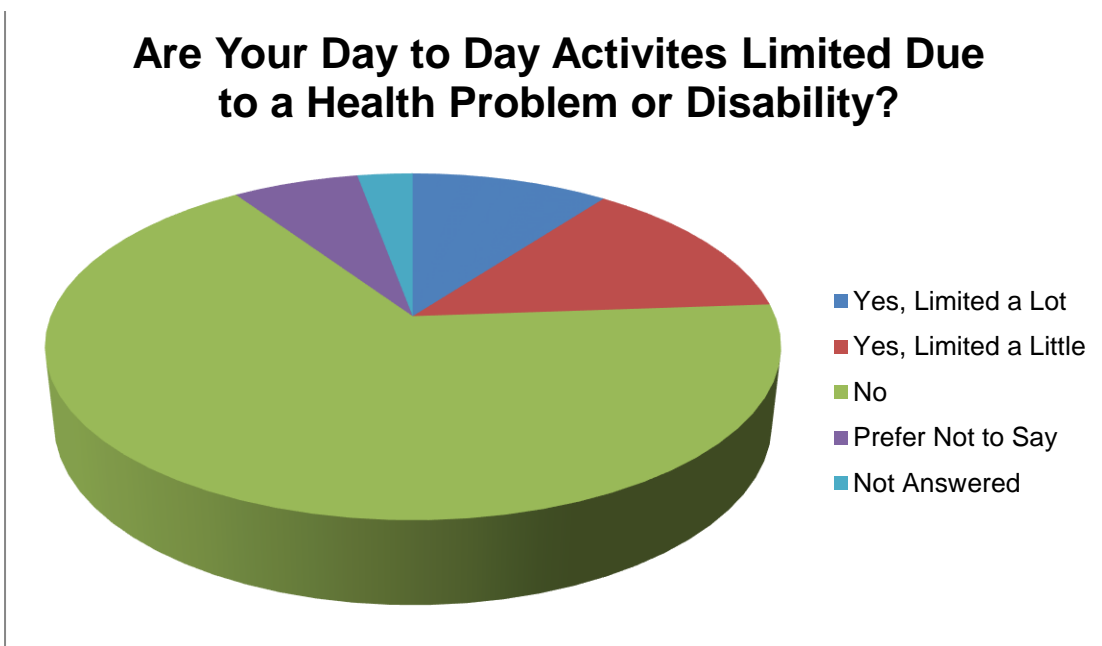
Age



Ethnicity



Disability



DEF Breakdown

The results below are shown as a percentage of those who answered. Those who skipped the question have been excluded, and so therefore, these percentages will show slightly differently to the results at the start of this report.

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 | 92% | 86% | 88% | 87% | 89% |
| Likely | 3% | 9% | 10% | 3% | 6% |
| Neither likely nor unlikely | 1% | 1% | 0% | 0% | 1% |
| Unlikely | 0% | 0% | 0% | 0% | 0% |
| Extremely unlikely | 0% | 0% | 0% | 3% | 0% |
| Don't know | 4% | 4% | 2% | 7% | 4% |

1. What was your experience of making an appointment?

| | Derriford | Devonport | Exeter | Truro | PDSE |
|-------------------------------|------------------|------------------|---------------|--------------|-------------|
| Poor | 0% | 0% | 0% | 0% | 0% |
| Less than satisfactory | 0% | 0% | 0% | 0% | 0% |
| Satisfactory | 7% | 7% | 11% | 0% | 8% |
| Good | 21% | 13% | 14% | 0% | 17% |
| Excellent | 67% | 67% | 75% | 100% | 70% |
| I cannot comment in this area | 5% | 13% | 0% | 0% | 5% |

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 | 0% | 0% | 0% | 0% | 0% |
| Satisfactory | 5% | 13% | 0% | 0% | 5% |
| Good | 19% | 7% | 21% | 50% | 18% |
| Excellent | 74% | 60% | 61% | 50% | 67% |
| I cannot comment in this area | 2% | 20% | 18% | 0% | 10% |

3. On arrival what was your experience at reception?

| | Derriford | Devonport | Exeter | Truro | PDSE |
|-------------------------------|-----------|-----------|--------|-------|------|
| Poor | 0% | 7% | 0% | 0% | 1% |
| Less than satisfactory | 2% | 0% | 0% | 0% | 1% |
| Satisfactory | 0% | 0% | 0% | 0% | 0% |
| Good | 7% | 13% | 21% | 0% | 13% |
| Excellent | 86% | 73% | 79% | 100% | 82% |
| I cannot comment in this area | 5% | 7% | 0% | 0% | 3% |

4. How clean and tidy was the facility?

| | Derriford | Devonport | Exeter | Truro | PDSE |
|-------------------------------|-----------|-----------|--------|-------|------|
| Poor | 2% | 0% | 0% | 0% | 1% |
| Less than satisfactory | 0% | 0% | 0% | 0% | 0% |
| Satisfactory | 0% | 0% | 0% | 0% | 0% |
| Good | 2% | 14% | 4% | 0% | 5% |
| Excellent | 91% | 86% | 96% | 100% | 92% |
| I cannot comment in this area | 5% | 0% | 0% | 0% | 2% |

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

| | Derriford | Devonport | Exeter | Truro | PDSE |
|-------------------------------|-----------|-----------|--------|-------|------|
| Poor | 0% | 0% | 0% | 0% | 0% |
| Less than satisfactory | 0% | 0% | 7% | 0% | 2% |
| Satisfactory | 12% | 6% | 7% | 0% | 9% |
| Good | 19% | 27% | 29% | 50% | 24% |
| Excellent | 69% | 67% | 57% | 50% | 65% |
| I cannot comment in this area | 0% | 0% | 0% | 0% | 0% |

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 | 2% | 0% | 4% | 0% | 2% |
| Good | 5% | 7% | 7% | 50% | 7% |
| Excellent | 93% | 80% | 89% | 50% | 89% |
| I cannot comment in this area | 0% | 13% | 0% | 0% | 2% |

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

| | Derriford | Devonport | Exeter | Truro | PDSE |
|-------------------------------|------------------|------------------|---------------|--------------|-------------|
| Poor | 0% | 0% | 0% | 0% | 0% |
| Less than satisfactory | 0% | 0% | 0% | 0% | 0% |
| Satisfactory | 2% | 0% | 0% | 0% | 1% |
| Good | 10% | 13% | 14% | 50% | 13% |
| Excellent | 88% | 74% | 86% | 50% | 84% |
| I cannot comment in this area | 0% | 13% | 0% | 0% | 2% |

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 | 2% | 0% | 0% | 0% | 1% |
| Good | 10% | 13% | 23% | 0% | 14% |
| Excellent | 67% | 74% | 77% | 50% | 71% |
| I cannot comment in this area | 21% | 13% | 0% | 50% | 14% |

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 | 2% | 7% | 0% | 0% | 2% |
| Good | 14% | 20% | 18% | 50% | 17% |
| Excellent | 84% | 53% | 82% | 50% | 77% |
| I cannot comment in this area | 0% | 20% | 0% | 0% | 4% |

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

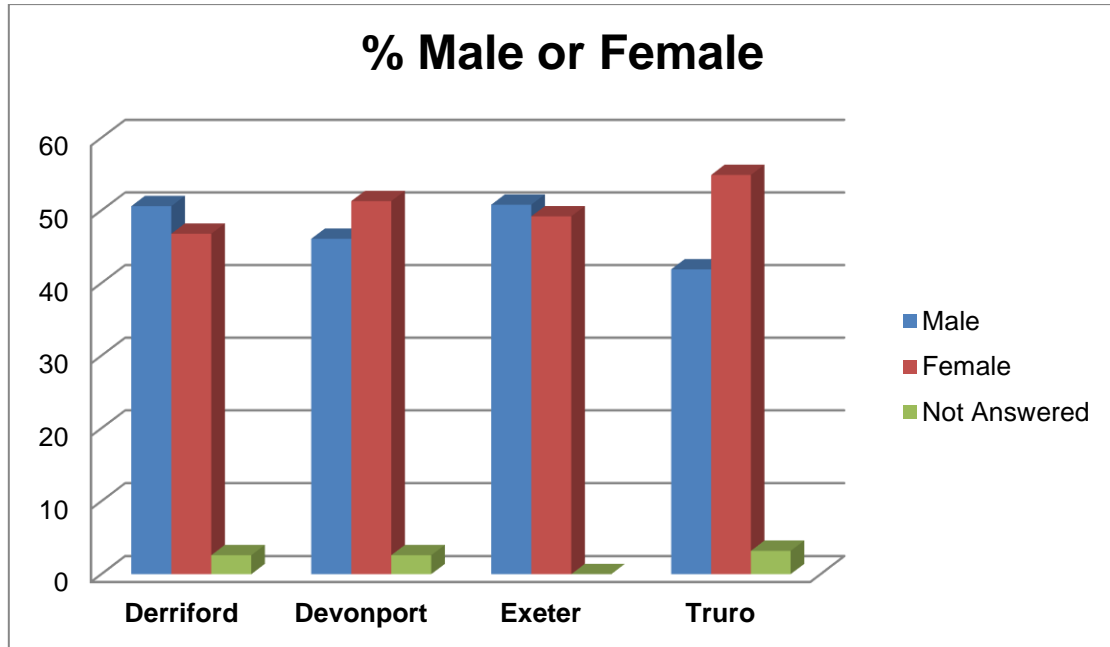
| | Derriford | Devonport | Exeter | Truro | PDSE |
|-------------------------------|------------------|------------------|---------------|--------------|-------------|
| Poor | 0% | 0% | 0% | 0% | 0% |
| Less than satisfactory | 0% | 0% | 0% | 0% | 0% |
| Satisfactory | 2% | 7% | 0% | 0% | 2% |
| Good | 12% | 20% | 39% | 0% | 22% |
| Excellent | 86% | 60% | 61% | 100% | 74% |
| I cannot comment in this area | 0% | 13% | 0% | 0% | 2% |

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% | 0% | 0% | 0% |
| Satisfactory | 2% | 0% | 0% | 0% | 2% |
| Good | 7% | 13% | 14% | 0% | 10% |
| Excellent | 91% | 74% | 86% | 100% | 86% |
| I cannot comment in this area | 0% | 13% | 0% | 0% | 2% |

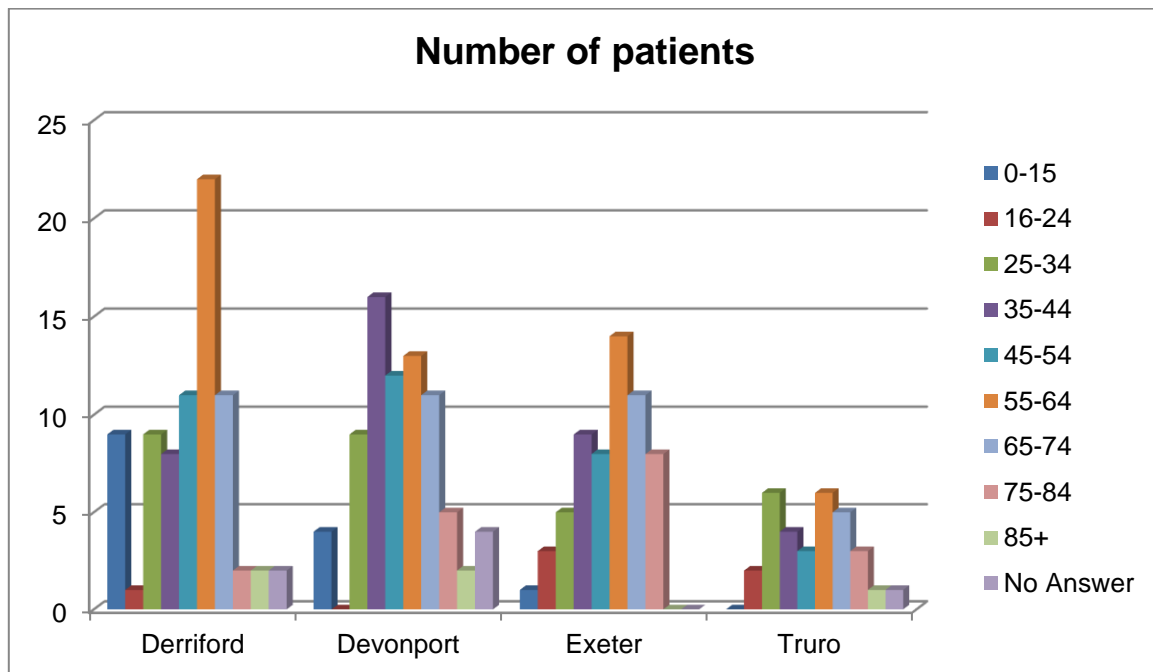
Demographic Information by DEF

Gender

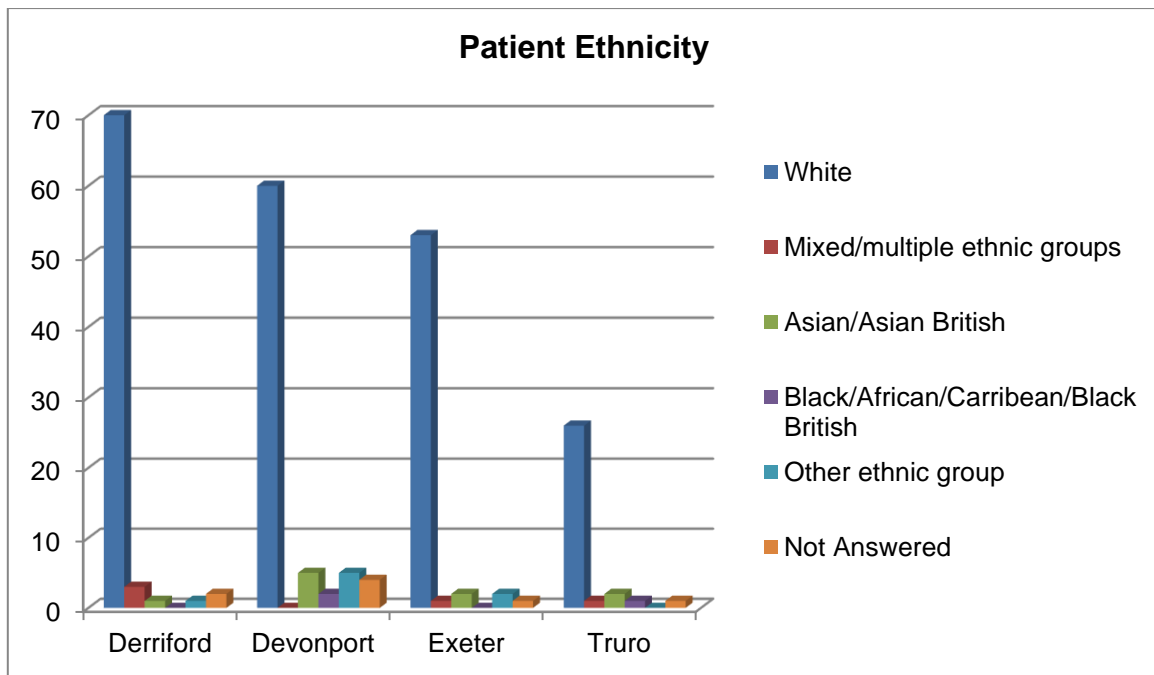


| | Derriford | Devonport | Exeter | Truro |
|---------------|-----------|-----------|--------|-------|
| Male | 50.6% | 46.1% | 50.8% | 41.9% |
| Female | 46.8% | 51.3% | 49.2% | 54.9% |
| N/A | 2.6% | 2.6% | 0% | 3.2% |

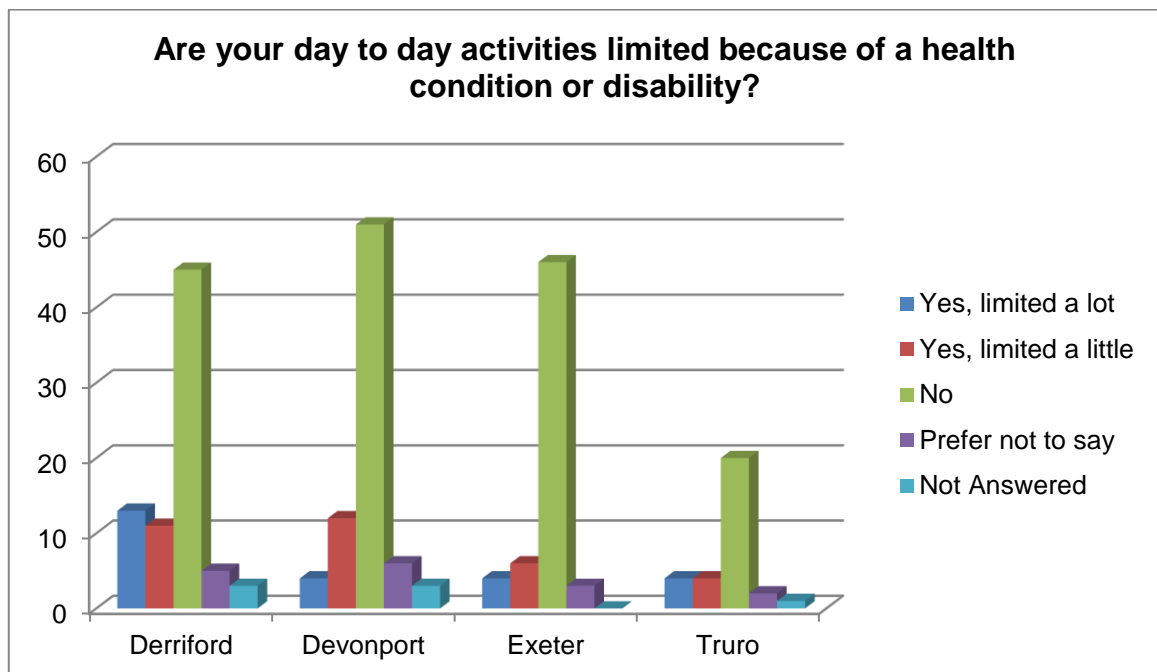
Age



Ethnicity



Disability or Health Condition



Summary

Overall, 95% of respondents answered that they would recommend PDSE to friends and family if they needed similar care or treatment, with 96% of participants rating the service they received at the Peninsula Dental School as either excellent or good.

Encouragingly, 95% of patients responded positively when asked about their experiences of the explanation given to them of treatment carried out, with the remaining 5% not commenting in this area. This demonstrates a continued focus on patient centred care, in that patients feel well informed regarding the provisions of their dental care.

Poor or less than satisfactory responses around waiting times for an appointment remains low at 2%. The recent updates in procedures and paperwork making it clearer from the outset how our processes may differ from a general dentist have helped to ensure patient expectations are met.

Overall, out of the 151 comments left by patients there were 5 negative comments (highlighted in red in the appendix). These largely relate to slow treatment and longer appointment times, which is indicative of under-graduate student treatment.

In summary, the results of this survey continue to reflect how positive our patients are about the quality of patient care, clinical treatment, as well as our staff and student interactions that are carried out across all four of our facilities.

| |
|---|
| Excellent patient care |
| Fantastic results |
| Good practice |
| Very professional treatment |
| The student went the extra mile to help my tooth and took all the time she could to do so, nothing was too much |
| Fantastic treatment, procedures explained thoroughly, competent dentistry |
| Cuz someone finally done what they actually done |
| The treatment I have received here has been first class. |
| Good care |
| Excellent service |
| Because JS, GK, AL, HG and SO have been both professional and brilliant in the care they have given me. DB |
| Happy with work |
| Very satisfied with the treatment I have received |
| I've had a brilliant experience here. Lots of work done and very well looked after with care and attention to detail |
| Every member of the team from reception to the dental students are always extremely kind, polite, professional & understanding. I am so grateful. |
| Thank you!! |

| |
|--|
| Devonport |
| Have answered them so great thank you very much for the service |
| Very impressed |
| Im a cool guy |
| Hhhygfutdvhcggdsyfehfyutrgdjgstjnbvkdjgwegrkdggfygskhxrbcn |
| Amazing people |
| ever time I have attended my appointment for dental work I have received friendly, excellent and highly professional dental procedures. both the students that provided the dental procedure were extremely competent and professional...I was very impressed. |
| Yes |
| Excellent staff and quality 'bedside manner'. Thanks as always. However it would be an improvement to allow the radio to be played in the dental rooms. |
| Please could we have some music just to help relax. Completely takes mind off treatment. |
| Always get an excellent, Lovely experience, although I'm told no radio playing today. This needs a rethink. Not only does a happy relaxed workplace help staffs well being it also reflects on the patient. My experience today was great. However I would have felt more calm and a bit more relaxed with a bit of music in the background. |
| Excellent service always warm welcome |
| Very professional treatment again and highly recommend it to anyone: |
| Already recommended it |
| I am happy with the treatment I received |
| Friendly and relaxing for something that I don't usually enjoy. |
| The service was good, efficient, and the staff and students made me feel welcome and reassured. |
| Good friendly service |
| Staff are very pleasant and helpful. |
| Give the chance for new dentists |

| |
|---|
| ??????? |
| Good service |
| Friendly professional treatment made to feel relaxed |
| Because it a excellent help |
| Very impressed again |
| Great treatment |
| Very good overall service |
| Very. Happy |
| Professional service and friendly people |
| Always great service |
| Very good |
| Good service |
| Staff are lovely helpful and caring |
| I was really scared when I first attended & was not sure I would return. I am so glad I did . |
| Nice people well inform about treatment |
| I am a tutor in the police myself and fully support the development of new students. My |
| Very nice people, well organised and very professional |
| Excellent treatment from students and staff |
| Lovely welcoming very informative friendly easy to approach |
| Very good |
| Good treatment and you learnt a lot which helps you be more aware of how to take care of your mouth |
| Brilliant service |
| Very professional |
| I sow some of my friends are happy |
| I am happy with this service |
| Because their good |
| Helpful and considerate |
| I have never had such good treatment from any NHS Dentish |
| Always helpful. Great treatment from the students |
| Very good |
| The students, supervising staff and reception are all friendly,helpful and professional |
| You explain everything and very friendly |
| The treatment I have received has been nothing but excellent. |
| A very professional environment |

| |
|---|
| Exeter |
| It is a shame there was a long wait between appointments. I was very impressed by the service offered and glad to feel that it helps young aspiring dentists. |
| Seen by C |
| Delighted with the standard of treatment received so far, thank you so much |
| The treatment I have received has been brilliant. M & E are fantastic & make a great team. C, their supervisor, has a great rapport with everyone. I have a lovely new tooth - a 'Bobby dazzler'. Thank you everyone ?? |
| Yh |
| So happy to have my smile back |
| Excellent opportunity for people in the community. Great difficulty getting an nhs dentist. |
| Pushed on my mouth very hard |

| |
|---|
| Fab service, highly recommended |
| Your team are brilliant. thank you. |
| A great facility that provides excellent service and expertise Exeter is very lucky, thanks C ,J,and even Mr B! |
| A little slow but good |
| Everyone is so friendly and my wife and I have had excellent treatment from the students and staff |
| They are wonderful people and are very patient,you feel relaxed and everything is explained to you |
| Excellent, well done |
| Good atmosphere, careful approach, friendly and professional |
| Helped my mouth |
| Friendly gentle interesting |
| I am very happy with the service you have provided. I will recommend to friends and definitely come back next year |
| Excellent |
| Very thorough very professional |
| EB has really helped to cure my fear of attending dentist due to her kind and calming manner. I am extremely pleased with all my treatments. A thank you to PO and the CH also. |
| Impressed by his care and diligence at all stages of the operation to provide me with a new set of dentures |
| Excellent care and attention and good supervision M will make a good and caring dentist i wish him well |
| Good service |
| Very pleased with treatment |
| Excellent work |
| My whole experience of the dental faculty has been excellent, from reception to the students, support staff & supervisors. Very good treatment |

| |
|--|
| Truro |
| I FELT THE DENTIST TREATING ME IS THE BEST ONE I HAVE EVER HAD. GENTLE AND FRIENDLY AND NOT MAKING ME NERVOUS AS I AM NORMALLY SCARED OF DENTISTS. FIVE STAR RATING. |
| Students are a pleasure helpful and a credit to this facility |
| Amazing care and professionalism from C and F |
| Excellent staff |
| Very helpful and friendly |
| Great treatment and really thorough. S was really friendly and pleasant and I felt completely at ease. Delighted with my dentures |
| Excellent care, very friendly staff |
| 100% work by N. Very accurate all the way through the course. |
| No |
| Very good service thankyou |
| The students are so friendly and welcoming |
| Always helpful and understanding of my personal anxiety around treatment |

| |
|---|
| Because the students are caring and professional in their approach and delivery. They are lovely. |
| Really good care and treatment, explained the process throughout |
| First class |
| Have always been very afraid of the dentist but S puts me at ease and is very kind |
| Made me feel at ease with the dentist |
| Very professional all staff and students |
| Helpful and kind reception staff. Friendly students. My teeth are the best in years |