



Peninsula Dental Social Enterprise Patient Satisfaction Survey

July 2018 – February 2019



Contents

Introduction	2
PDSE results overview	3
Demographic information	5
Results breakdown by PDSE and DEF	7
Demographic information breakdown by DEF	10
Summary	12
Appendix 1: All responses to additional comments option	13

Introduction

A patient satisfaction survey was carried out between Wednesday 25th July 2018 and Thursday 31st January 2019. Patients were invited to complete a questionnaire capturing their recent experience at each of the four Dental Education Facilities (DEFs).

The feedback was facilitated via an iPad located in the reception area of each site and incorporates 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?”

511 individual surveys were completed during the 6 months period across Derriford, Devonport, Exeter and Truro DEFs.

The results from the survey responses have been collated and are presented in both organisational and local DEF specific formats. 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 collected can be found in the appendix, with negative comments are highlighted in red.

* 1 sexually inappropriate comment omitted

How likely are you to recommend our Dental Practice to friends and family if they need similar care or treatment?

- 82% of respondents were extremely likely to recommend us
- 11% were likely to recommend us
- 1% were neither likely nor unlikely
- 3% were unlikely or extremely unlikely to recommend us
- 3% didn't know or did not answer this question

How was your experience at Reception and of making an appointment?

- 1% responded poor or less than satisfactory
- 11% said their experience was satisfactory or good
- 86% responded with excellent
- 2% did not answer this question

How would you rate the student that treated you?

- 95% of patients who responded felt the student that treated them was good or excellent
- 2% felt they could not comment or did not answer
- 3% responded satisfactory or poor

How would you rate the Supervisors and Dental Nurses?

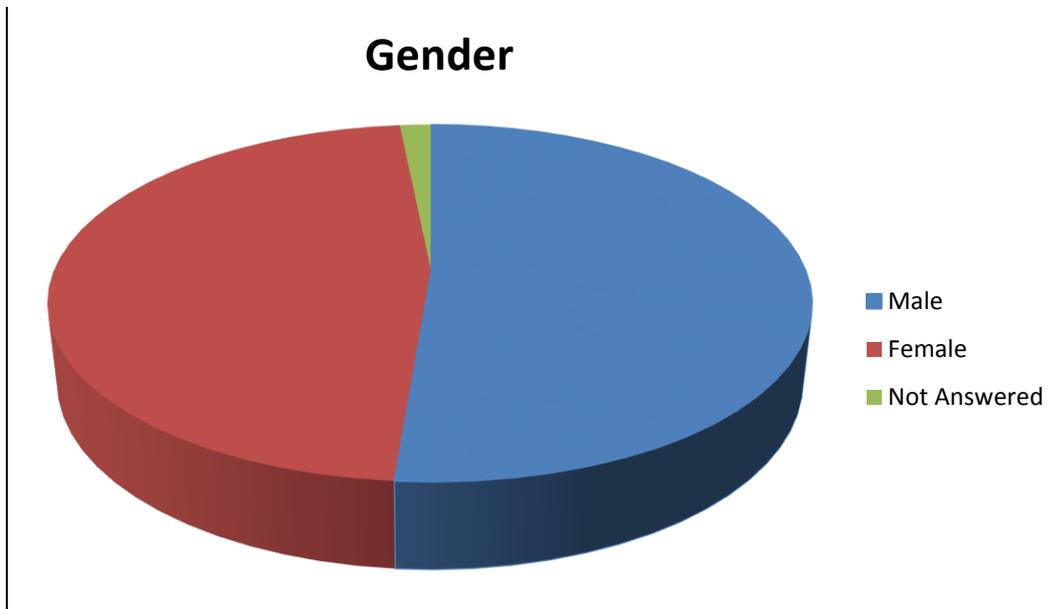
- 87% of respondents felt the Supervisor or Dentist who supported the student were excellent
- 10% responded with good
- 3% felt they could not comment or did not answer this question

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

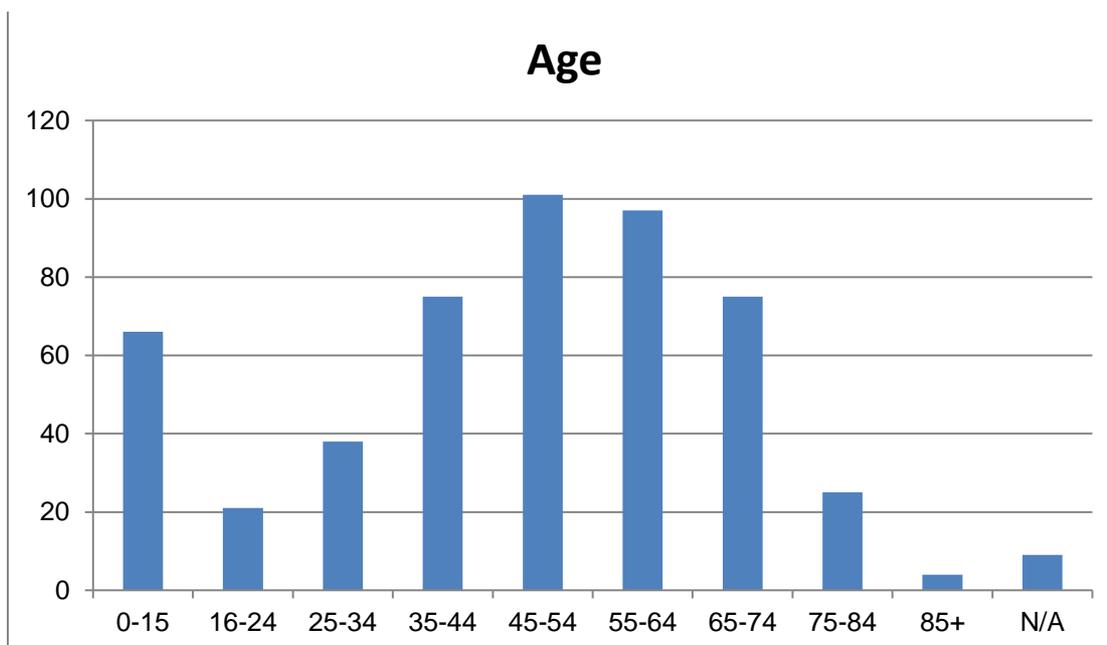
- 91% felt the service was excellent
- 7% responded with good
- 2% felt they could not comment or did not answer

Demographic Information

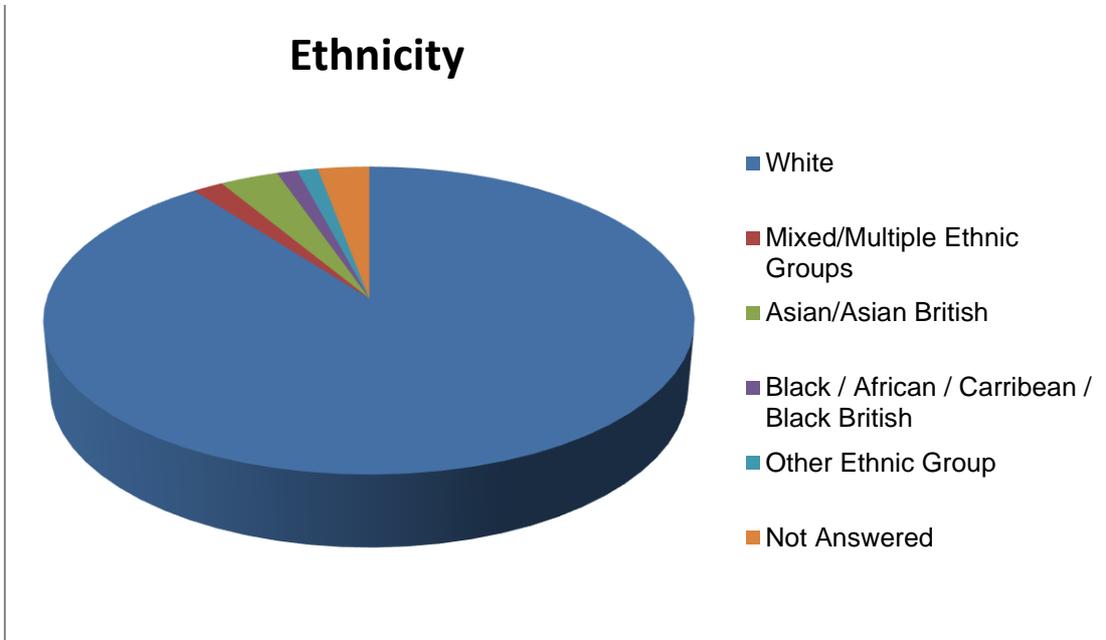
Gender



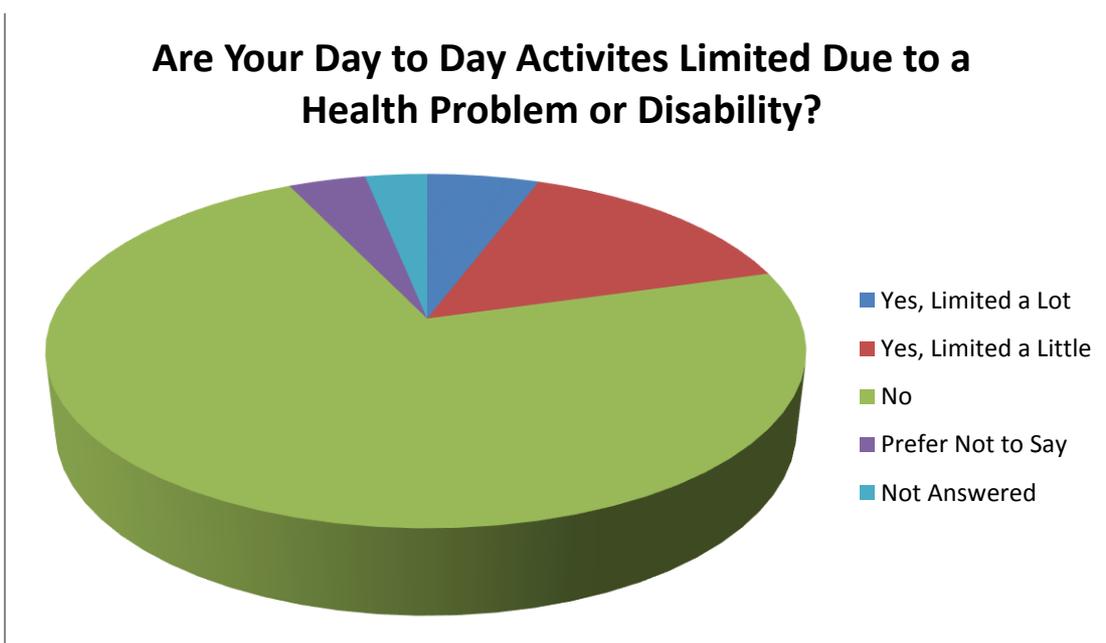
Age



Ethnicity



Disability



DEF Breakdown

How likely are you to recommend the Dental Educational Facility to your friends and family if they need similar care or treatment?					
	Derriford	Devonport	Exeter	Truro	PDSE
Extremely likely	86%	66%	83%	90%	82%
Likely	6%	26%	10%	10%	11%
Neither likely nor unlikely	2%	0%	1%	0%	1%
Unlikely	1%	0%	1%	0%	1%
Extremely unlikely	0%	3%	2%	0%	2%
Don't know / not answered	5%	5%	3%	0%	3%

How was your experience of making an appointment at reception?					
	Derriford	Devonport	Exeter	Truro	PDSE
Poor	0%	0%	0%	0%	1%
Less than satisfactory	0%	0%	0%	0%	0%
Satisfactory	4%	0%	1%	0%	1%
Good	6%	14%	11%	13%	10%
Excellent	88%	81%	87%	87%	86%
I cannot comment in this area / not answered	2%	5%	1%	0%	2%

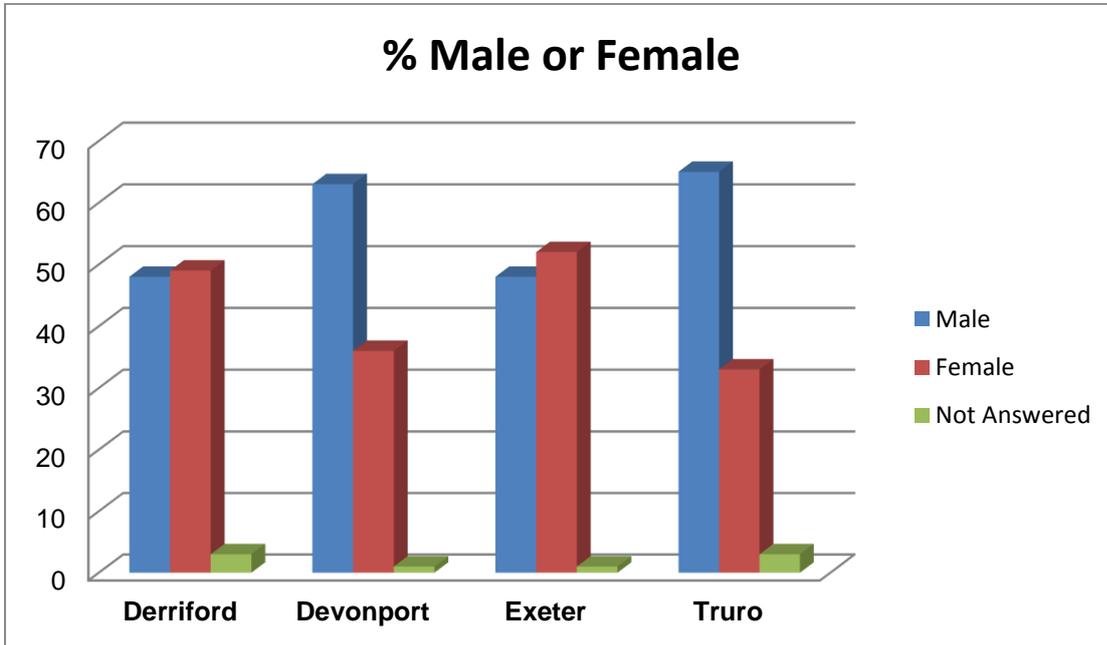
How would you rate the student that treated you?					
	Derriford	Devonport	Exeter	Truro	PDSE
Poor	0%	0%	1%	0%	1%
Less than satisfactory	0%	0%	0%	0%	0%
Satisfactory	0%	5%	3%	0%	2%
Good	0%	11%	9%	0%	7%
Excellent	94%	79%	86%	100%	87%
I cannot comment in this area / not answered	6%	5%	1%	0%	3%

How would you rate the Supervisors and Dental Nurses?					
	Derriford	Devonport	Exeter	Truro	PDSE
Poor	0%	0%	0%	0%	0%
Less than satisfactory	0%	0%	0%	0%	0%
Satisfactory	0%	0%	0%	0%	0%
Good	12%	16%	9%	0%	10%
Excellent	84%	79%	90%	96%	87%
I cannot comment in this area	4%	5%	1%	4%	3%

In general, how would you rate the service you have received at the Peninsula Dental School?					
	Derriford	Devonport	Exeter	Truro	PDSE
Poor	0%	0%	0%	0%	0%
Less than satisfactory	0%	0%	0%	0%	0%
Satisfactory	0%	3%	0%	0%	0%
Good	6%	8%	7%	0%	7%
Excellent	90%	84%	92%	100%	91%
I cannot comment in this area	4%	5%	1%	0%	2%

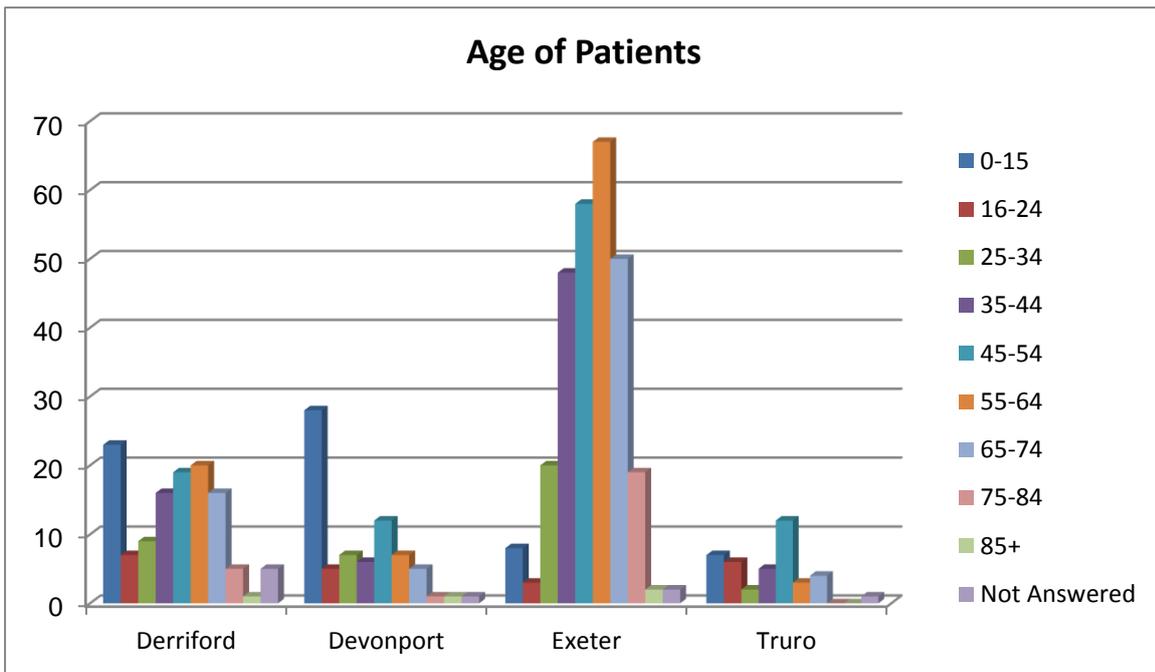
Demographic Information by DEF

Gender

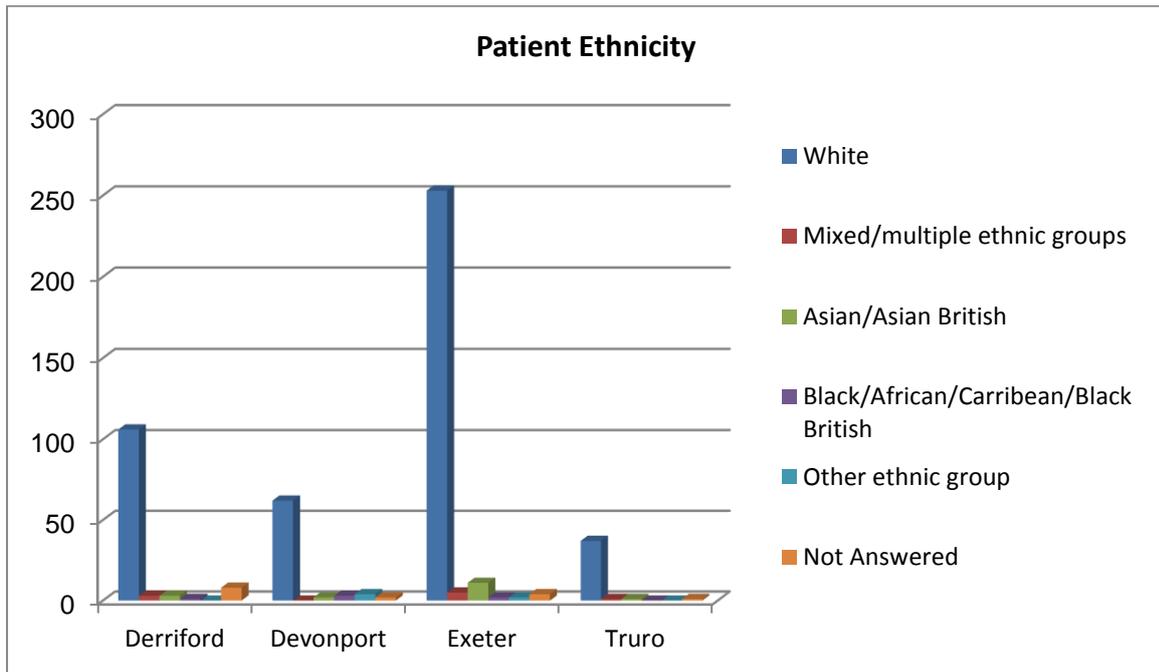


	Derriford	Devonport	Exeter	Truro
Male	48%	63%	48%	65%
Female	49%	36%	52%	33%
N/A	3%	1%	1%	2%

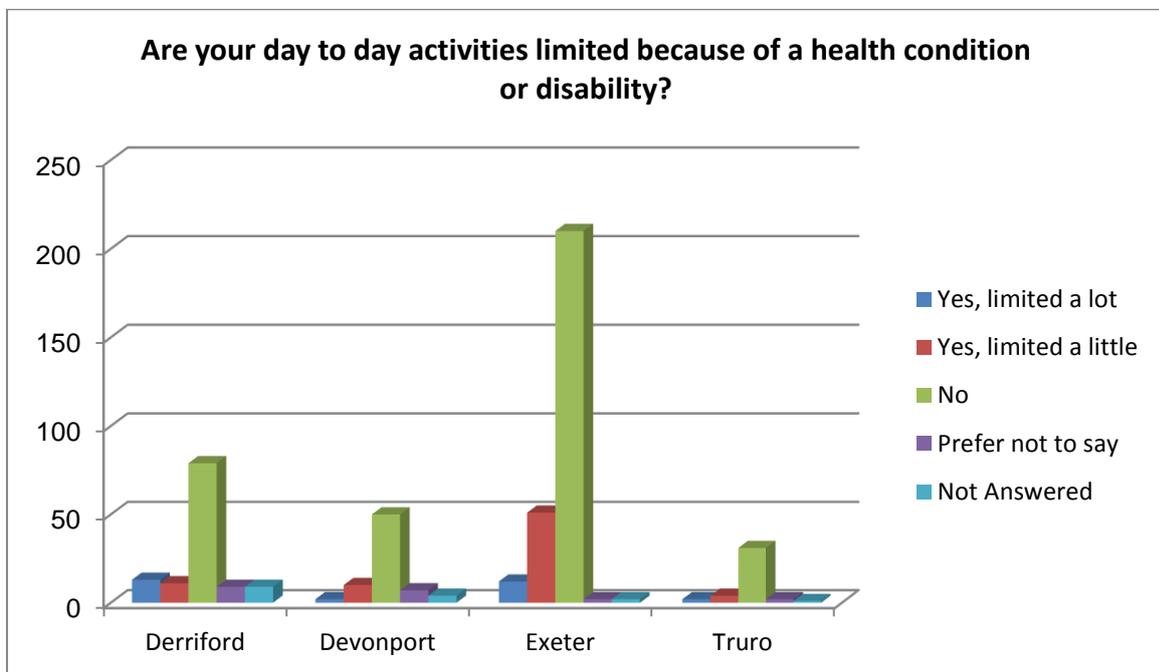
Age



Ethnicity



Disability or Health Condition



Summary

Overall, 93% of respondents answered that they would recommend PDSE to friends and family if they needed similar care or treatment, with 98% of participants rating the service they received at the Peninsula Dental School as either excellent or good.

In total, there were only 6 negative comments (highlighted in red in the appendix) out of the 511 left by patients.

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

Appendix 1. Responses to supplementary questions

(Question 1) Can you tell us why you gave that response?

Are there any further comments you would like to add?

Derriford
Very good service
Very professional and considerate and caring
A and her assistant and the managers gave me wonderful treatment and care
Cos all staff are very good at the job that needs to be done on your teeth .
The care and attention is tremendous.
There are very professional
Excellent care, friendly staff and extremely professional
Good customer service, knowledgeable staff
Good customer service, knowledgeable staff
Excellent care and made aware of treatment throughout
Very helpful and very good
Very methodical and explained everything along the way. Dealt with the existing problem.
Excellent customer services
The treatment and information that I've only just started to receive is by far superior to the previous dental treatment I've had in the past few years. Excellent!
Very good care
Because you're a good dentist
I
All the staff were very helpful and attentive
Very good service
Extremely pleased with the level of care and work
As I think it helps to benefit the students, to learn and it helps us to overcome any fears we have, as they take their time and it is helpful as if honest it does not cost us anything, as the patient
Excellent and caring, professional service
Students make you feel at ease, treatment is done well and supervised a lot.
Amazing dentist, made me feel very welcome
The team are awesome
I,ve had various students doing treatments on my teeth,they have all been so very kind & have done such good work. I,m hugely Thankful to Peninsula Dental for such good work & for much info about my dental care.
Great service
Brilliant
It's niiice
Very friendly staff
Thier helpful
Because their so nice and helpful
Fantastic service

Because I recommend this extremely
They are very nice
Student was extremely good with my son with additional needs. Patient and thorough
Excellent work
Excellent service and care
No
A bigTHANK you all.
Thank you
No
Hi
No excellent service and treatment
Would recommend them
I finished my course of treatment in May 2018. It was all excellent. I am pleased to hear that my student passed her final BDS exam!
The team made me feel relaxed and happy
I,m sorry that it,s my last appointment today.
Thorough and helpful
Nothing
They are very funny

Devonport
Good care and advise (and it's free)!
Excellent service and advice
Because of the treatment, the way I've been looked after. Very kind helpful and professional
Superb service
I am very pleased with the treatment I have received and feel positive regarding future treatment
Excellent treatment and care as always. I encourage everyone to try to book in here as I have gone from terrified to relaxed with these students and dentists.
I have had really good treatment, everyone is really professional
My teeth haven't been seen to in many years yet the Clinician was profession, personally kind and very gentle. She explained everything involved and put me completely at ease
Happy with service
Happy with the treatment and service
Because the make you feel safe and help you through your fears
The staff and students are very professional
We have coming for my granddaughters treatment for the last ten years and the treatment and advice we have been given has been outstanding. My wife and I have also been patients here and the same comments apply.
The staff are so nice and they explain everything as they go through
Because the students and staff have been very helpful
All go
They are very good
Good experience

Excellent service
Very friendly and helpful
Great helpful friendly knowledgeable staff
Everyone is amazing and makes me feel welcomed
Amman is a lovely dentist and made a real difference to my teeth already
My student is very though,
Alex my dentist is lovely. Conveys information in a way that is easy to understand. She is very personable, friendly and reassuring.
The treatment was good
Because the staff here is so nice and the treatment is simple
Treated some years ago but have had no lproblems
The staff have changed me from a dentalphobic to a person who looks forward to coming to see the dentist and almost sees it as a social event. Thank you.
Very happy to be treated here ??
Just to reiterate the Clinician was brilliant, thorough and put me at ease
Very helpful
No
Thank you
All good
No
No
S on reception and L the dental student were fantastic
Peninsula is amazing
The supervisors are all very supportive to their students and also very nice to me. They make me feel welcome as a person, not just like a case study.
Thanks for all the help. Really appreciated

Exeter
My dentist was very thorough, great work
Thorough service.
I really enjoyed my treatments, the students are so courteous, helpful and professional. Keep up the good jobs! ??????
Quality, precision, ,are two of many thing that come to mind
Excellent treatment & care.
Good communication throughout and really friendly reception staff
Excellent treatment as usual
Friendly staff
All very good
Very good treatment and confidence
Everyone so kind
Very good and careing students and staff.
More time is given to explain to the patient exactly what any issues are In a personable way instead of being rushed through & confused with complicated dentist jargon.
The service and explanations given were excellent
Very happy with service provided

Excellent service
This is a fab place, with amazing staff, all lovely with some even lovelier!!!!!!
Great service
Everything was good from reception to the finished article and curtesy
Because they are very thorough and carefuk
It's a good service very thorough
Excellent service
Like to be in care of my dental health check
Always explaining what is happening always having treatment checked
Always explaining what is happening always having treatment checked
Relaxed environment, efficient staff. All good
Because of the friendly dentist and dental nurse explaining everything as they went along
Great level of care
Confident with the service, treatment and supervision.
Felt comfortable
My experience has been good.
Very good treatment
Cost of treatment and detailed oversight from clinical supervisors
Very happy with the service
Always friendly and time spent on me
Because you are brilliant
Excellent people-centred care
Because the students took great care with my problematic teeth and treated me with respect
Professional friendly service a plus service
Nice friendly you feel comfortable and welcome
Very professional
Fantastic service, professional. Investigates and thorough checks
Michael was Very attentive from start to finish.
Very good takes right amount of time
Very good treatment
Vaery efficient staff who have no problem explaining issues
Brilliant student and assistant, good service!
Because I'm more than satisfied with the treatment
everyone so friendly Helpful
Excellent treatment
Really good
Been coming for over a year now always consistent good care
Because of the professionalism I have always had since being here
Good service
Happy with the service provided
Very pleased with everything you have done for me
Treatment was well carried out. Student was considerate and helpful. Procedures were well explained.
Because it is excellent treatment and very comfortable
Always really friendly and reassuring during procedures

Fantastic service
Great service but the length of the appointments are longer
Excellent dental care
Good service
Good service and helpful; thorough
Much better than my usual dentist!!!!
Friendly, professional, quick, great explanations.
The nurses and receptionists are very friendly and give assurance if you are a bit nervous.
Overwhelmed with the system brilliant system
Helpful and so informative
All students helpful
Good service
I cannot believe that I was booked to come to do a teeth cleaning, but the appointment was one hour late. I waited one hour. The student did not do any cleaning for my teeth, did not apologise.
Good service
Great people, great caring service
Good communication,
Staff very helpful
Efficiency of staff
Treatment was good nice and relaxed
Very gentle
Very professional treatment
Very caring and pleasant staff
Excellent treatment at no cost
Great service and friendly staff
I have already told family and friends. The students and teachers are always very caring and make you feel relaxed
Excellent treatment
Had excellent service students well supervised
It's so good here
I liked the dentist team today
Excellent care
The care was very personal and professional
Excellent treatments and supervisory assistants
Friendly and extremely competent dentist. Relaxed atmosphere.
Excellent service friendly staff
Students need to learn and they provide a good service
Friendly and helpful
I have an enormous fear of dentists but coming here has made me feel so much better about them
Helped my mouth hygiene
Because they are very caring and professional
Because I've had wonderful from the students
Excellent care and understanding
Because I am really happy with the treatment I receive here.

Free dental care, vigilant dental checks
Great friendly service
Made to feel comfortable and welcome
Extremely thorough friendly dental & reception staff excellent service
Efficient good thorough check up and treatment
Because the treatment was very good
Exiled service
Very helpful and nice dental staff all round from the moment you arrive.
Good advice care and attention to detail
I am please of the good service my student dentist do
Good experience
Very patient , helpful and understanding
Excellent care
Friendly students who have immediate support if needed
Nice to have someone with the latest training, facilities and high-skill back-up in the supervisor
Polite staff
Everyone is so caring and do not rush procedure
Because I felt very comfortable and was made to feel very welcome and everything was very professional.
Very thorough treatment
An excellent service but need to allow time
Very thorough and friendly staff in all areas
Treatment was outstanding, considerably better than private treat received for many years prior to coming to dental school
Professional and helpful
I like the friendly service here from the student dentist, the supervisor and the receptionist.
Excellent care and treatment
Good service
Lovely and caring students and tutors and a relaxed environment.
The treatment was excellent. Very pleased.
I have had amazing treatment in every one of my many appointments over the years. The students are extremely skilled and explain the procedures carefully. The supervisors are fantastically patient and as attentive as the students and dental nursing staff.
The students talk you through what's happening and discuss options and are all very professional n friendly and it is free
I feel with the students they take great care and are ready to take the time to perfect the job.
Great student and supervisor and nurse today
Always helpful, polite
Polite and efficient
Satisfaction
Excellent service
Quality,and up to date methods
The care is thorough

Always responsive and personable
Because excellent friendly professional staff and facilities
Very thorough and gentle. Always good to have this supervised which makes one feel confident
Been a fantastic service
Highbury go,huff,k.g
Great service friendly staff felt vvvvv safe
Reassuring staff
Excellent treatment
Very profecinal work done
Perfect in every respect
Very helpful
Friendly and thorough students, kept me well informed and reassured.
Very good care and treatment but appointments do take extra time
I'm,..ooH
Great friendly service
As it helps with training further Dentists
Always had a very good experience, students are polite well trained and compassionate excellent student
It is a very good oppportunity to have a complete assessment of your oral health. I have never had such good care and time taken to explain and help me to improve. I also love the idea of helping dental students to gain confidence
Student was very patient and friendly
Everyone very reassuring
Great treatment
Staff always going out of their way to help and good instruction on how to look after my dental hygiene
Students are nice to talk to, never rude
The students really concentrate on what they are doing ,and take great care and attention. They get expert advice from the tutors and all are so nice friendly and caring. All involved make it a nice experience
Mike is amazing, friendly
Always brilliant care in every respect
The dentist I had was really nice and was considerate of me and gave me the information I needed to know, and was really comforting towards me and made me feel safe in her care
The dentist have the time to take time to do a good job
Happy with service
Good treatment and care
Efficient
Great team and care.
Very friendly treatment, reassuring and good communication
Because I had very good treatment
The care you receive and the fact it's free
Very good and with my dental history of bad treatment in the past really really happy with my treatment

Good treatment good communication and explanation, not heavy handed, polite and pleasant.
Because everybody is so helpful and polite and very good work
Lovely people. Made the experience much better than I expected. I have a real fear of dentists but coming here has changed that such a lot.
Pleased with the thorough treatment
Very pleasant experience very nice lady
Because I think the student did a good job today
The treatment was professional and caring
Good staff
Very friendly team & knowledgeable
Because they were very helpful
Really good care and treatment
Well and thoroughly examined and treated.
I have had a very positive experience throughout my treatment including today
Toby is very nice & patient & understanding
It is always very thorough here.
Very good nothing is too much trouble
Excellent care all round
Good service
Very happy with the service
Gg
It was ***** bad time bad bad bad
Excellent service
Lovely clean facilities, friendly staff and hard working students
Very happy with everything
Would be great to film the treatment, so the patient and student could look back at the quality work
I've never had better treatment.
I always strongly recommend
Thank you
Time delay between appointment time and actually seeing student
The nurse and staff deserve a beyond excellent box
Very grateful for this service
The Reception Ladies were particularly helpful today and Jennie and Marsha fab!!!!!!
Thank you
Speak as I find and curtesy is a big thing for me
No
Fantastic service, I feel very calm when having my treatment!
Best thorough investigation of teeth doctors
Very happy
Very happy
All good ??
No
Delighted with the level of care and treatment received
I appreciate explanations given and my questions answered.

No
No other than thank you
Very impressed at informative friendly professional service
Nice atmosphere and friendly
Timescales are slower than expected.
The efforts of Michael (the student) Chris (the supervisor) and all the dental team is very much appreciated!
No
All excellent
On wards and upwards looking forward to my next visit
Very very good service
No but thank you
No
Looking forward to my next visit.
Keep it going many people will benifet
The supervisors have differing opinions..may be a good thing .?
No
Maybe more explanation for each treatment as I have high anxiety in the dental chair and would be helpful to know in order to prepare myself for it
There should be more facilities like this.
Sensed a lack of confidence wasn't to sure what I was there for
Absolutely brilliant
No
Always a present visit
Good to help future dentists
Student just needs to speak up a bit, just a little too quite
This is a very good place to come for treatment. I find it a better experience than a dental practice and things are explained clearly to you.
Very good service
No
Great dentist
Not now thankyou
No just keep up the good work
Thank you for making the elephant for me today Zachary. Cullen
It would be good to be able to continue treatment here
None
Great training facility producing excellent dentists and dental staff.
No just thankful for treatment
Really pleased that I was able to come to the dental school, I felt it was very impressive - the building, the staff
Very nervous when I arrived but put at ease with Adam very quickley.
No thank you.
Me, my partner and our 4 children all attend this practice and all our dental hygiene has improved through treatment and information provided to us
Friendly cheerful helpful and informative people
100% satisfaction thankyou

Thankyou
No not really
No
No, just thanking the student dentist. He is knowledgable , kind and has good rapport
Excellent thank you
Very happy
All over marks have to be high. It feels safe and reliable. Thank you!
Thank you so much
I have had a few issues with confusion over my notes and what work has been completed or not, butt each time the dentist checks what needs doing,so it hasn't been a big issue. Overall everyone has been very kind and had a very considerate bedside manner
I am very happy with this service
I feel it is unfortunate that I won't be able to receive treatment at the school in the future
This visit is better than before as there were an older nurse who kept thinking we come here to get free treatment but this is not really the reason for me coming here.
No
Very satisfied
Thank you for helping put a smile back on my face
Student today was very confident and thus I felt relaxed
Great student today and first time but not so pleased with J!
Brilliant thank you
Students should have feedback from patient after , each appointment ,
All the staff excel and make each visit as pleasant under the circumstances as possible
Always happy to return
All excellent
None
Excellent in every respect
I've had a much better experience getting treatment at the dental school than I have ever had in a dentists surgery
No
The new system for the dentists to note down teeth health, seems to be causing some problems and looks very fiddly to work with.
Mj is a fantastic supervisor very caring when I was in severe pain
Fabulous service. Thank you for everything you are doing for me.
Staff are so friendly and helpful
I'm very grateful for the help and care I've received ,it's been a great benefit to me , I would not have been able to attend a regular dentist, their extra patience and care making it possible
Always great
Just brilliant
just to say thank you to the dentist who helped me today, she was really good
No
Very happy
No, all said in the survey.
Carry on the good work. Thanks

V happy with all treatments. Only one dentist was a little heavy handed. Also, the chairs are rather bloody uncomfortable!
Would just like to say thank you for all your help
Just a big thankful
Delighted with service received and very grateful thank you
Really brilliant and accommodating staffs
I think the dental care provided is excellent and very well supervised. It's been a very positive experience for me as prior to this experience, I was a nervous patient
I have learnt how to clean my teeth properly since attending the school I'm improving but still need to persevere I get encourage ment here & am over coming my fear of dentists
Very pleased with the service
So good that my student kept me informed of every stage during my treatment

Truro
The work has been excellent
Great service, everything gets checked thourghly
Happy with treatment
Friendly staff, top quality care and results
Professional service and friendly staff
Excellent detailed care.
Always efficient and appointments in time. My student is very thorough and considerate
I have been very impressed with the level of attention given to my dental needs. Excellent in every way.
Polite,professional and a good atmosphere.
Excellent care
Great service and fantastic treatment
They. Are very good
Lovely staff who take extra time an attention
Very good service
Excellent, friendly and painless!!
Brilliant service
Excellent student
Because this a wonderful service
Amazing service
Because it's amazing here
Good
N/a
Good service thanks
I am at the begging of my treatment having had two appointments. A truly representative survey would be best taken at end, but so far EXCELLENT !
Superb treatment.
Top care
Keep up the good work
Highly recommend the dental school!
Brilliant reception

Excellent in all areas

No
