



Peninsula Dental Social Enterprise Patient Satisfaction Survey

February 2019 – July 2019



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Introduction

This report details the results of the patient satisfaction survey that took place between Friday 1st February 2019 and Wednesday 31st July 2019. Visiting patients were encouraged to complete a questionnaire capturing their recent experience at each of the four Dental Education Facilities (DEFs). Over a period of 6 months, patients completed 2632 individual surveys across Derriford, Devonport, Exeter and Truro DEFs.

The feedback has been collected by the 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?”* The results from the survey responses have been collated and have been presented in both organisational and localised formats. Patients had the option to skip questions and these results are included in the figures. Results have been expressed as a rounded percentage.

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

- 85% of respondents were extremely likely to recommend us
- 10% were likely to recommend us
- 1% were neither likely nor unlikely
- 2% were unlikely or extremely unlikely to recommend us
- 2% didn't know or did not answer this question

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

- 96% responded with good or excellent
- 2% responded with satisfactory
- 2% did not answer this question

How would you rate the student that treated you?

- 96% of patients who responded felt the student that treated them was good or excellent
- 3% felt they could not comment or did not answer
- 1% responded satisfactory

How would you rate the Supervisors and Dental Nurses?

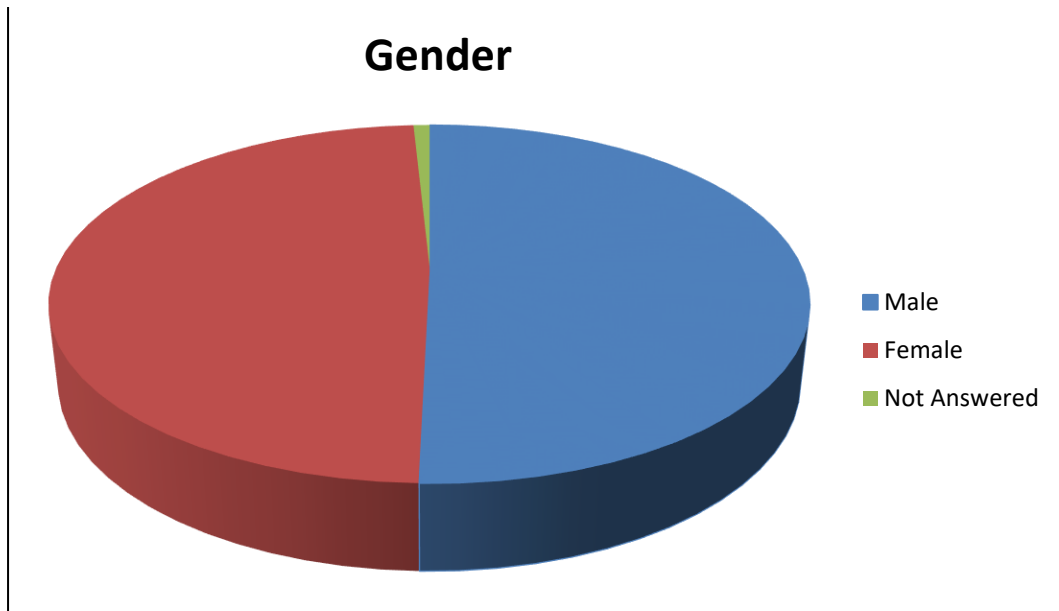
- 89% of respondents felt the Supervisor or Dentist who supported the student were excellent
- 9% responded with satisfactory or good
- 2% felt they could not comment or did not answer this question

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

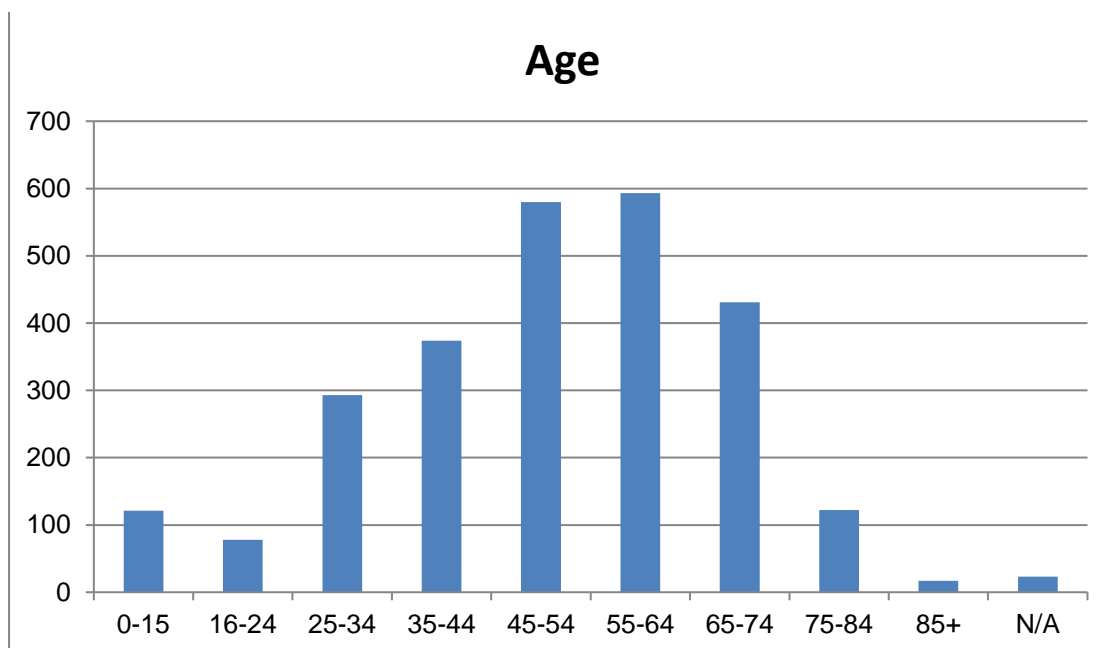
- 90% felt the service was excellent
- 8% responded with satisfactory or good
- 2% felt they could not comment or did not answer

Demographic Information

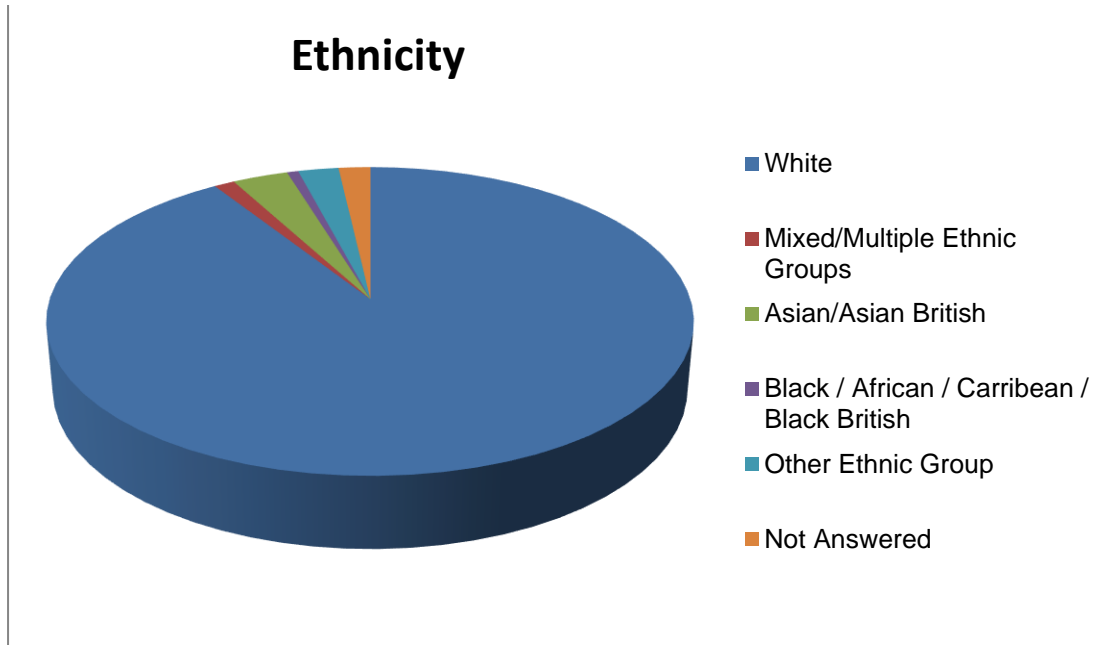
Gender



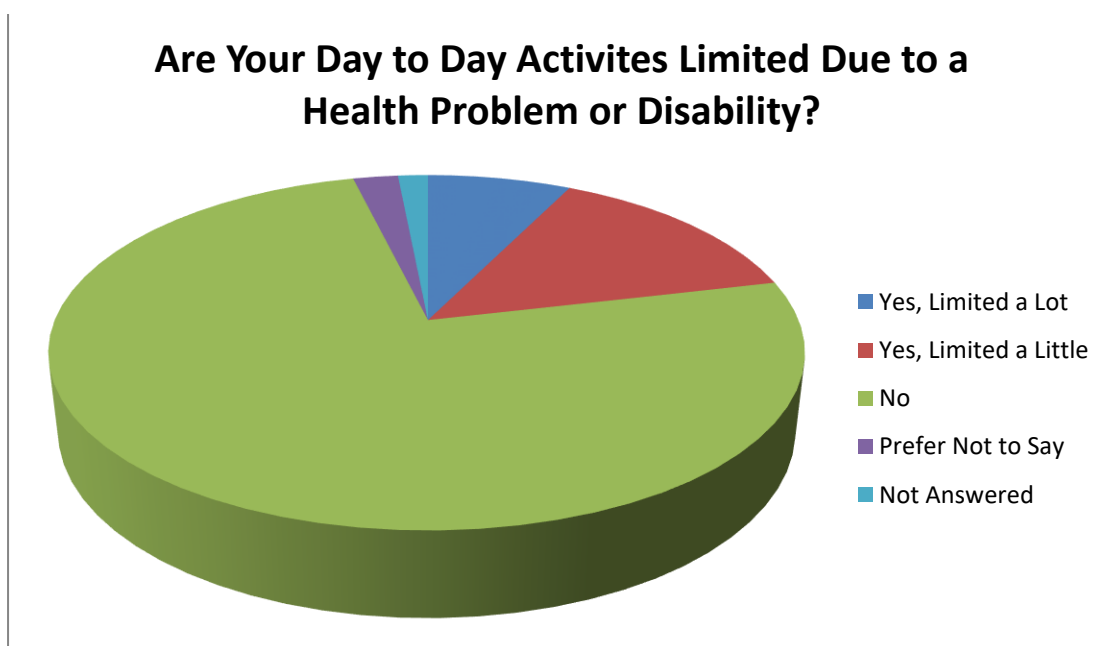
Age



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%	87%	83%	89%	85%
Likely	9%	10%	11%	6%	10%
Neither likely nor unlikely	0%	0%	1%	0%	1%
Unlikely	1%	0%	0%	0%	0%
Extremely unlikely	2%	1%	2%	2%	2%
Don't know / not answered	2%	2%	3%	3%	2%

How was your experience of Reception and of making an appointment?					
	Derriford	Devonport	Exeter	Truro	PDSE
Poor	1%	1%	0%	0%	0%
Less than satisfactory	1%	0%	0%	0%	0%
Satisfactory	2%	2%	2%	3%	2%
Good	18%	9%	13%	8%	12%
Excellent	76%	87%	84%	87%	84%
I cannot comment in this area / not answered	2%	1%	1%	2%	2%

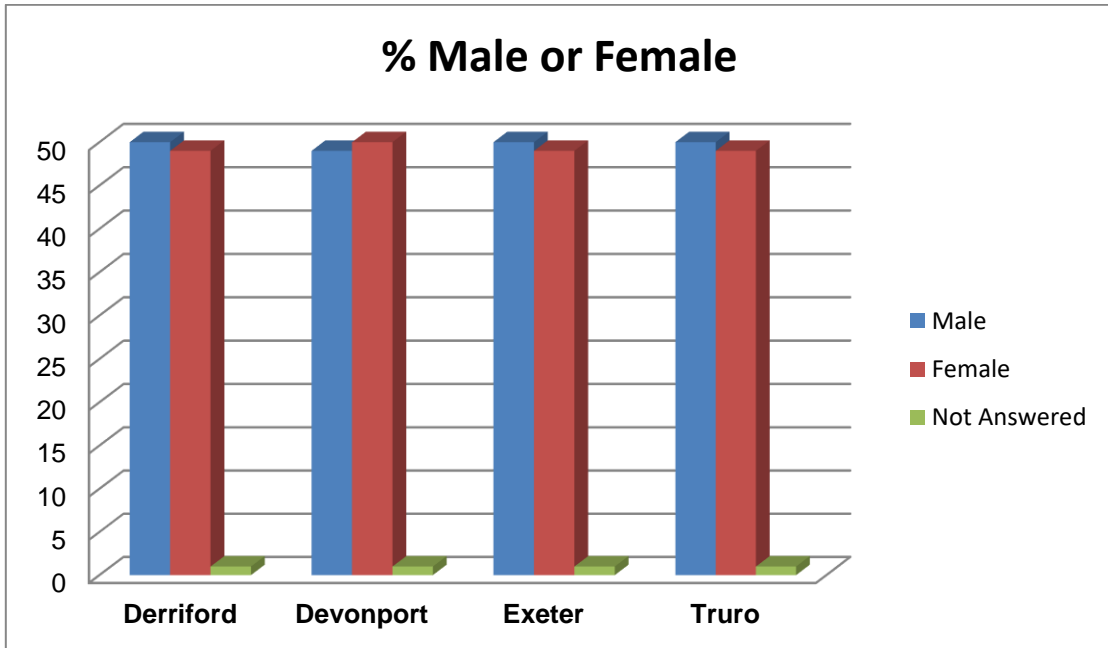
How would you rate the student that treated you?					
	Derriford	Devonport	Exeter	Truro	PDSE
Poor	1%	0%	0%	0%	0%
Less than satisfactory	0%	0%	0%	0%	0%
Satisfactory	1%	0%	1%	1%	1%
Good	7%	5%	9%	6%	8%
Excellent	89%	92%	85%	92%	88%
I cannot comment in this area / not answered	2%	3%	5%	1%	3%

How would you rate the Supervisors and Dental Nurses?					
	Derriford	Devonport	Exeter	Truro	PDSE
Poor	1%	0%	0%	0%	0%
Less than satisfactory	0%	0%	0%	0%	0%
Satisfactory	1%	0%	1%	0%	1%
Good	10%	7%	9%	8%	8%
Excellent	87%	91%	88%	91%	89%
I cannot comment in this area	1%	2%	2%	1%	2%

In general, how would you rate the service you have received at the Peninsula Dental School?					
	Derriford	Devonport	Exeter	Truro	PDSE
Poor	1%	0%	0%	0%	0%
Less than satisfactory	0%	0%	0%	0%	0%
Satisfactory	0%	0%	1%	0%	1%
Good	6%	5%	8%	4%	7%
Excellent	90%	93%	89%	94%	90%
I cannot comment in this area	3%	2%	2%	2%	2%

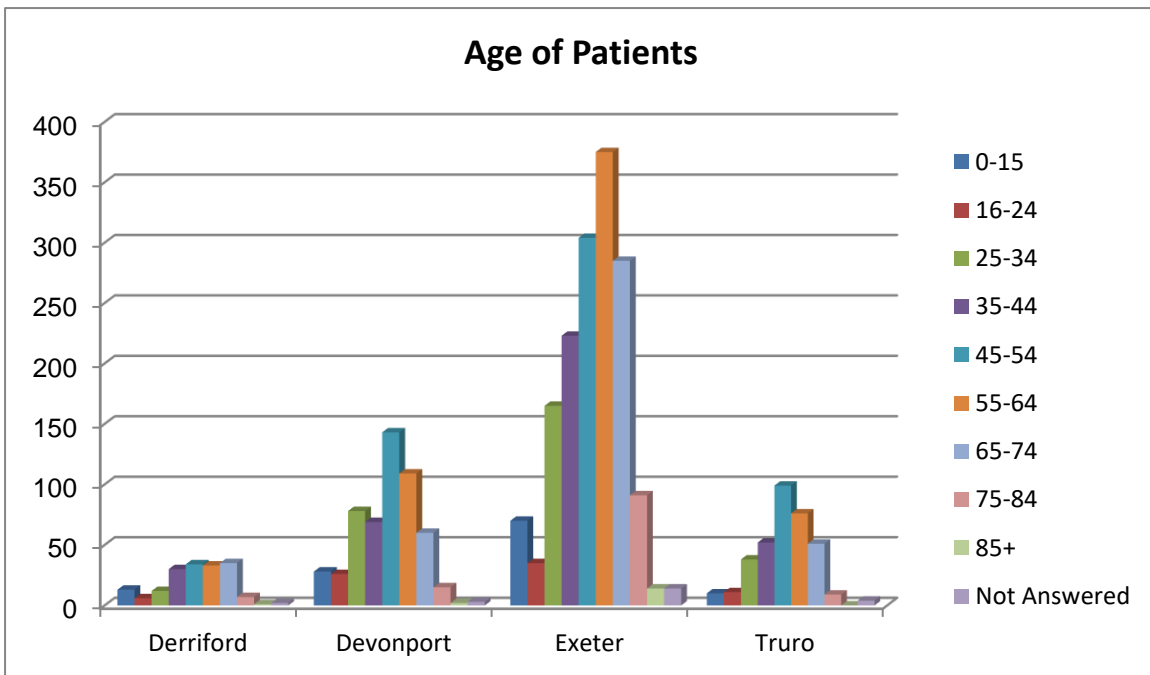
Demographic Information by DEF

Gender

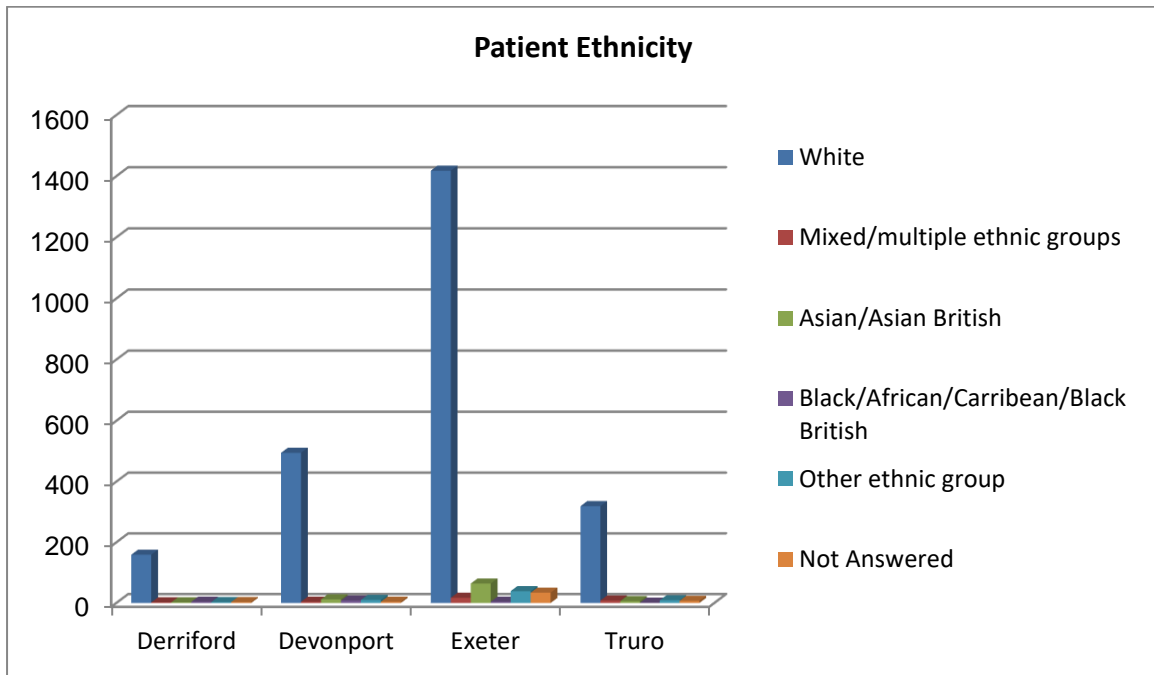


	Derriford	Devonport	Exeter	Truro
Male	50%	49%	50%	50%
Female	49%	50%	49%	49%
N/A	1%	1%	1%	1%

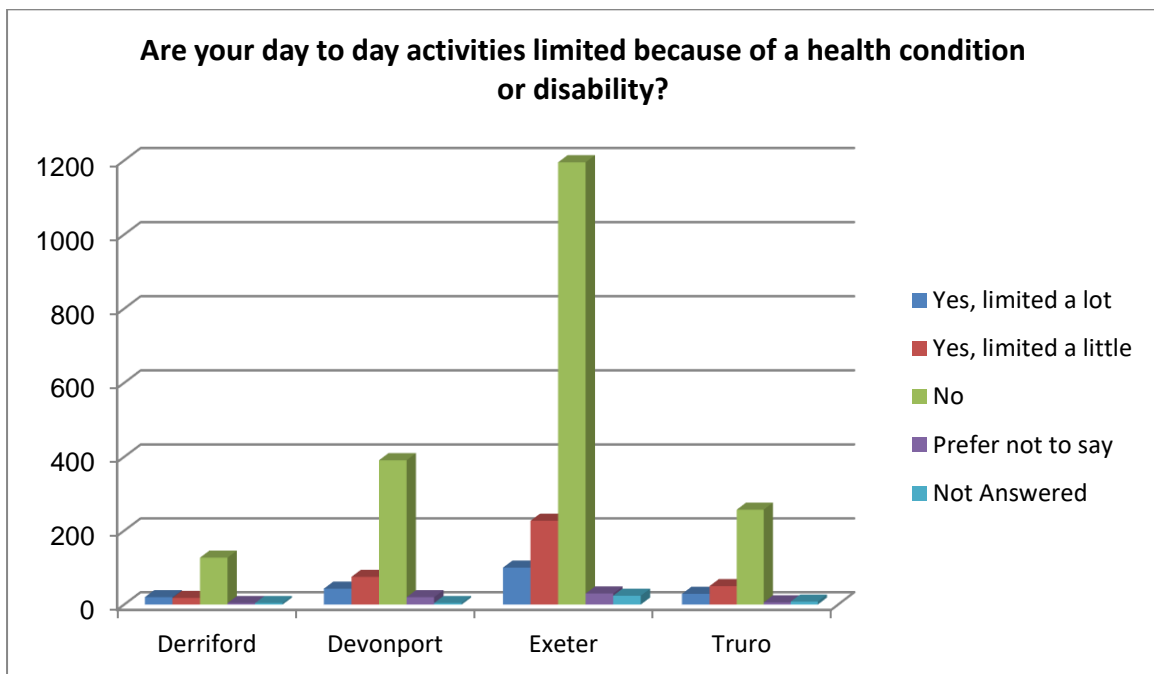
Age



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 97% of participants rating the service they received at the Peninsula Dental School as either excellent or good. 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.