



Peninsula Dental Social Enterprise Patient Satisfaction Survey

1st Feb 2020 – 31st July 2020



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Introduction

This report details the results of the patient satisfaction survey that took place between 1st February and 31st July 2020. Due to the closure of all clinics in response to COVID-19, no surveys were completed at any site after 2nd March 2020.

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 258 individual surveys across Derriford, Devonport, Exeter and Truro DEFs.

The feedback has been collected by an iPad located in the reception area of each site and incorporates the standard NHS 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?

- 82% of respondents were extremely likely to recommend us
- 10% were likely to recommend us
- 0% were neither likely nor unlikely
- 2% were unlikely or extremely unlikely to recommend us
- 6% 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
- 0% responded with satisfactory
- 0% responded with less than satisfactory or poor
- 4% 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?

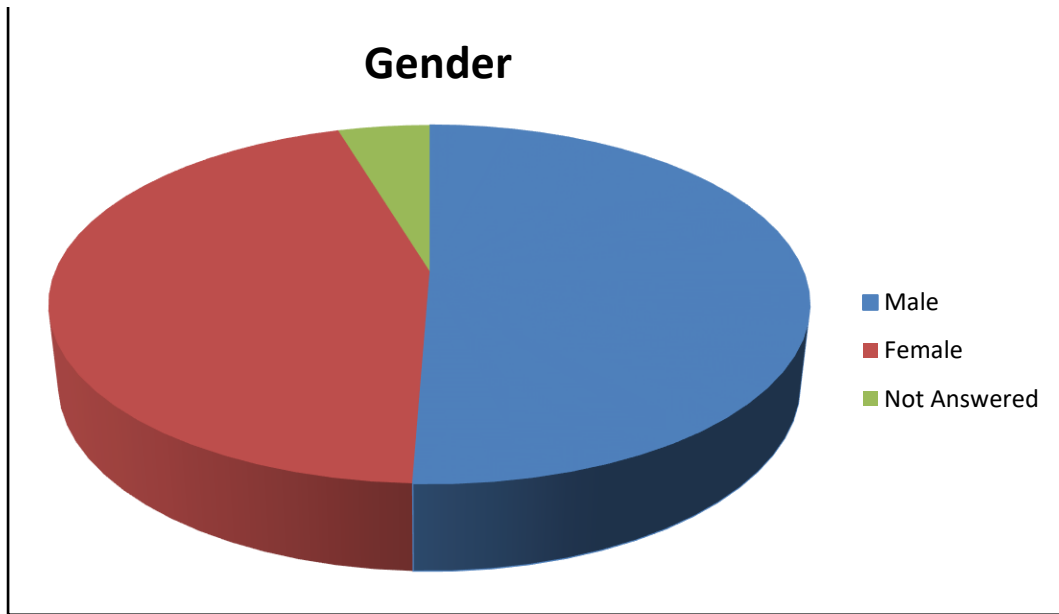
- 96% of respondents felt the Supervisor or Dentist who supported the student were excellent
- 1% responded with satisfactory or good
- 3% felt they could not comment or did not answer this question

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

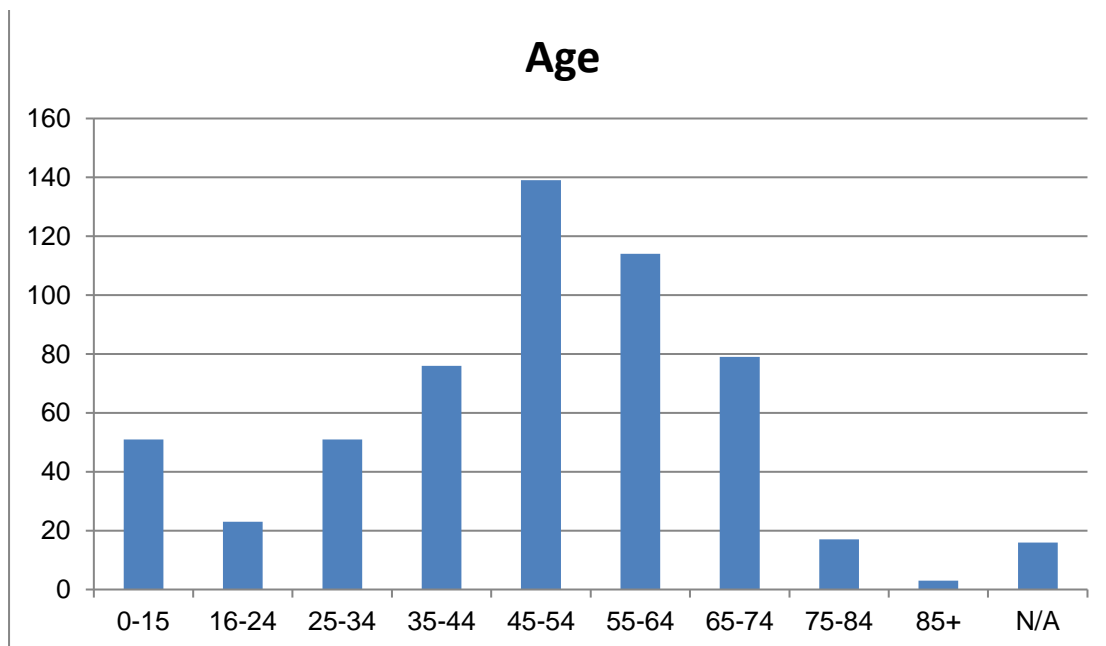
- 96% felt the service was excellent
- 0% responded with satisfactory or good
- 4% felt they could not comment or did not answer

Demographic Information

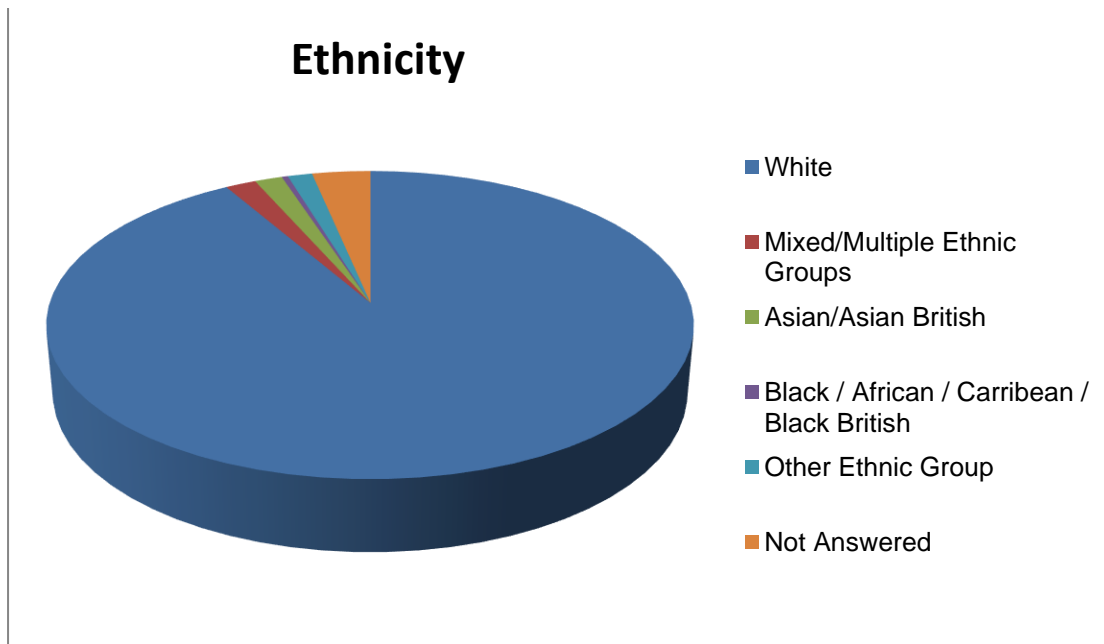
Gender



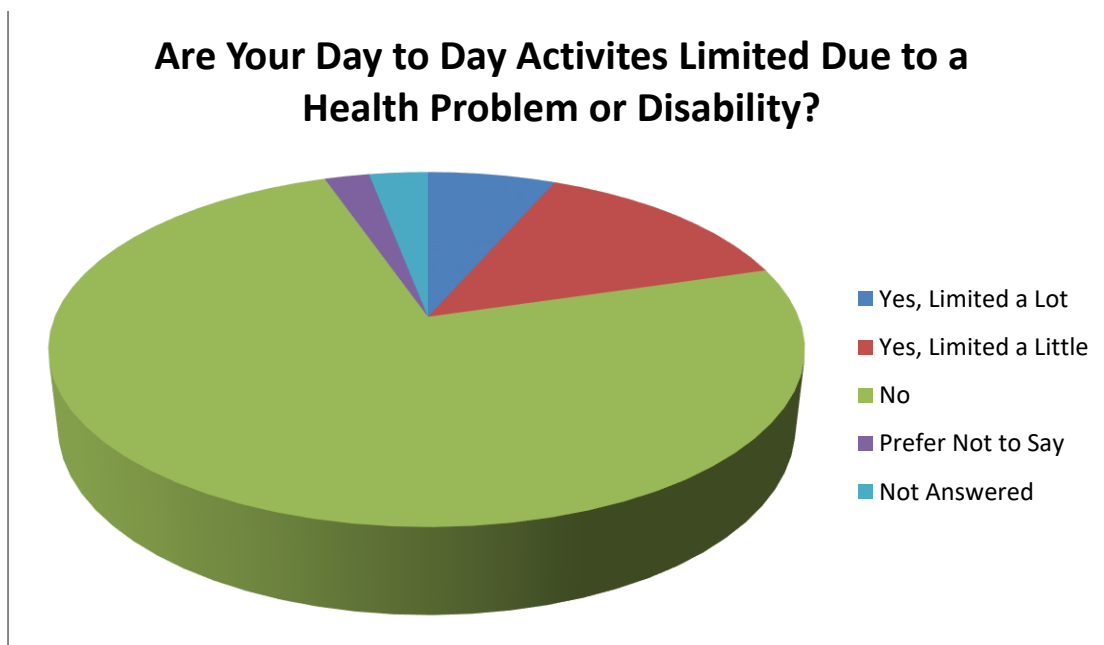
Age



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	88%	82%	81%	80%	82%
Likely	6%	7%	11%	711%	10%
Neither likely nor unlikely	0%	2%	0%	0%	0%
Unlikely	3%	0%	0%	0%	0%
Extremely unlikely	0%	0%	2%	3%	2%
Don't know / not answered	3%	10%	6%	6%	6%

How was your experience of Reception and of making an appointment?					
	Derriford	Devonport	Exeter	Truro	PDSE
Poor	0%	2%	0%	0%	0%
Less than satisfactory	0%	0%	0%	0%	0%
Satisfactory	3%	0%	0%	0%	0%
Good	14%	13%	13%	13%	10%
Excellent	79%	84%	86%	86%	88%
I cannot comment in this area / not answered	3%	2%	1%	1%	2%

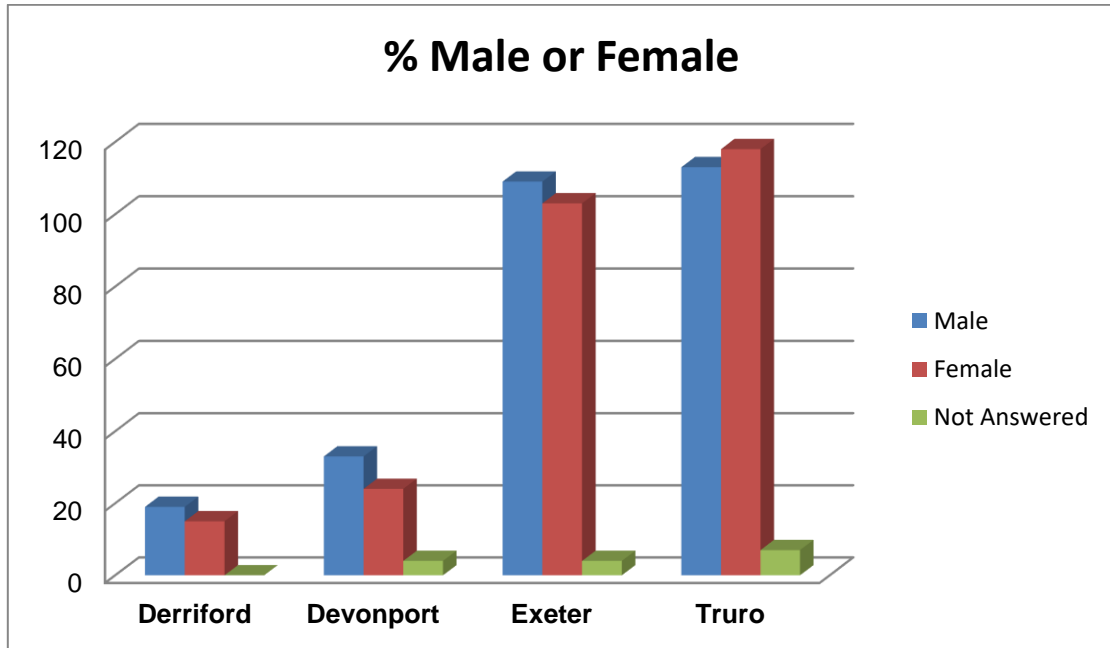
How would you rate the student that treated you?					
	Derriford	Devonport	Exeter	Truro	PDSE
Poor	0%	2%	0%	0%	1%
Less than satisfactory	0%	0%	0%	0%	0%
Satisfactory	3%	0%	0%	0%	1%
Good	3%	9%	7%	5%	4%
Excellent	91%	88%	91%	95%	93%
I cannot comment in this area / not answered	3%	0%	1%	0%	1%

How would you rate the Supervisors and Dental Nurses?					
	Derriford	Devonport	Exeter	Truro	PDSE
Poor	0%	2%	0%	0%	0%
Less than satisfactory	0%	0%	0%	0%	0%
Satisfactory	3%	0%	0%	1%	1%
Good	12%	9%	7%	5%	6%
Excellent	85%	86%	92%	94%	92%
I cannot comment in this area	0%	4%	0%	0%	1%

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	3%	2%	0%	0%	1%
Good	6%	7%	6%	6%	6%
Excellent	88%	89%	93%	94%	93%
I cannot comment in this area	3%	2%	0%	0%	0%

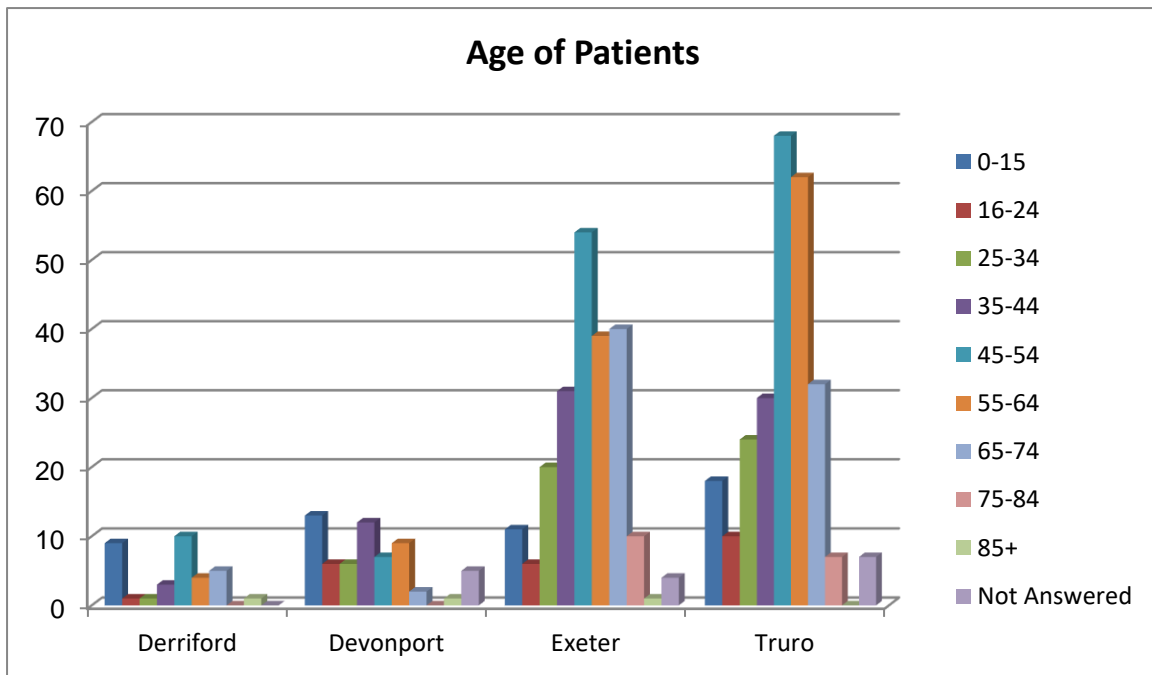
Demographic Information by DEF

Gender

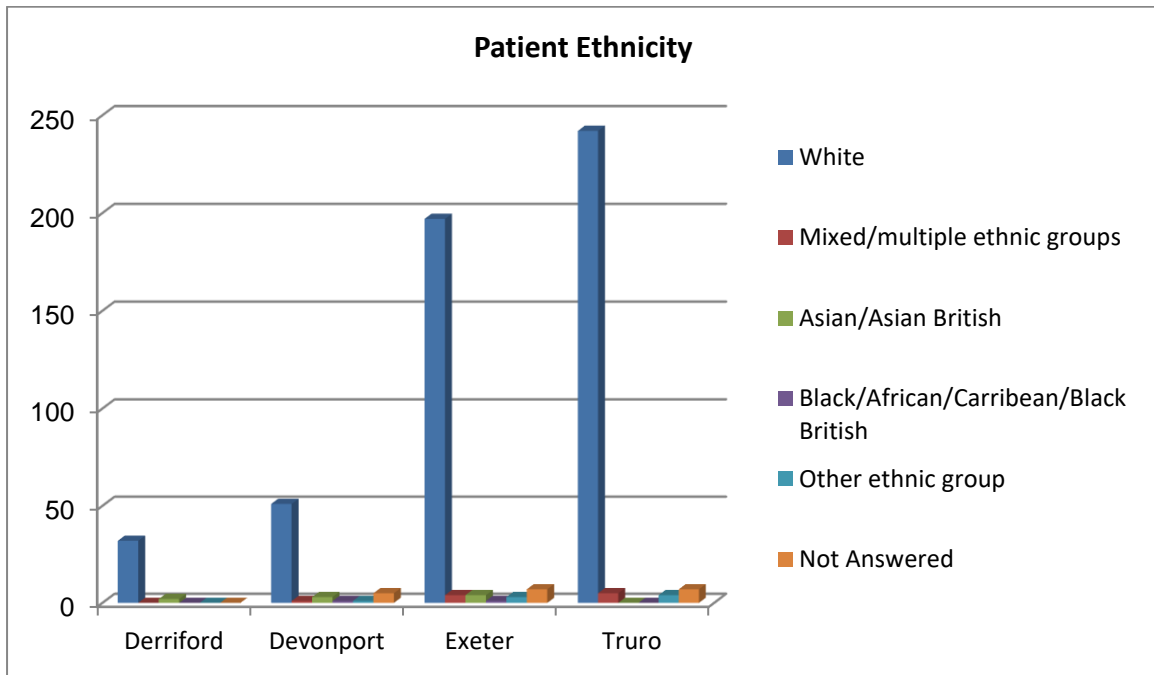


	Derriford	Devonport	Exeter	Truro
Male	56%	54%	50%	52%
Female	44%	39%	48%	46%
N/A	0%	7%	2%	3%

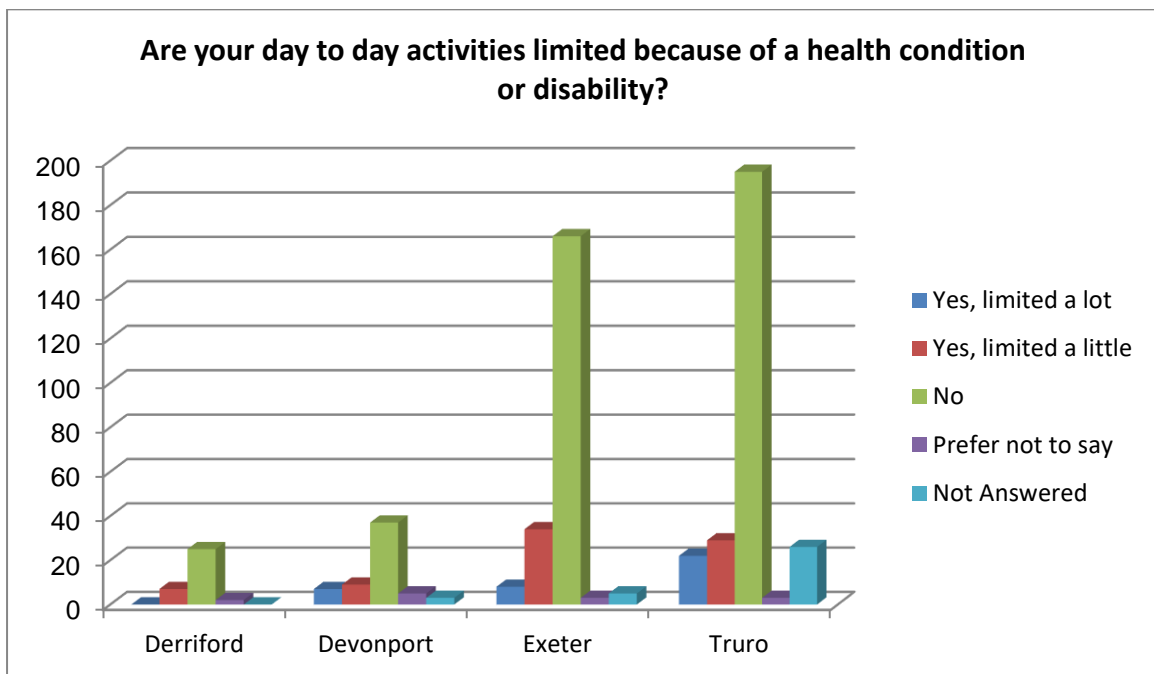
Age



Ethnicity



Disability or Health Condition



Summary

Overall, 92% 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. 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.