



**Peninsula
Dental**
Social Enterprise

**Peninsula Dental Social Enterprise
Patient Satisfaction Survey**

1st August 2022 – 31st January 2023



Contents

Introduction	3
PDSE results overview	4
Demographic information	6
Results breakdown by PDSE and DEF	8
Demographic information breakdown by DEF	11
Summary	13

Introduction

This report details the results of the patient satisfaction survey that took place between Monday 1st August 2022 and Sunday 1st January 2023.

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, 2872 patients completed individual surveys across Derriford, Devonport, Exeter and Truro DEFs.

The feedback was submitted via the iPad located in the reception area of each site as well as on our website and incorporates the standard Family and Friends Test Question *“Thinking about our service, overall how was your experience of our service?”* 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.

Thinking about our service, overall how was your experience of our service?

- 92% of respondents said our service was very good
- 7% said our service was good
- 0% said our service was neither good nor poor
- 0% said our service was poor
- 0% said our service was very poor
- 0% said they did not know
- 1% did not answer the question

Were you satisfied with the cleanliness of the facilities at your visit today?

- 97% responded with very satisfied
- 2% responded with fairly satisfied
- 0% responded with not really satisfied
- 0% responded with not at all satisfied
- 1% did not answer this question

Were you satisfied with the helpfulness of staff at your visit today?

- 97% responded with very satisfied
- 2% responded with fairly satisfied
- 0% responded with not really satisfied
- 0% responded with not at all satisfied
- 1% did not answer this question

Were you satisfied with the time taken to get an appointment?

- 93% responded with very satisfied
- 6% responded with fairly satisfied
- 0% responded with not really satisfied
- 0% responded with not at all satisfied
- 1% did not answer this question

Did you feel sufficiently involved in decisions about your care?

- 3% responded with no, not at all
- 0% responded with no, not really
- 1% responded with yes, but not fully
- 21% responded with yes
- 73% responded with yes, absolutely
- 2% did not answer this question or found it to be not applicable

Has your oral health improved following the completion of your care plan?

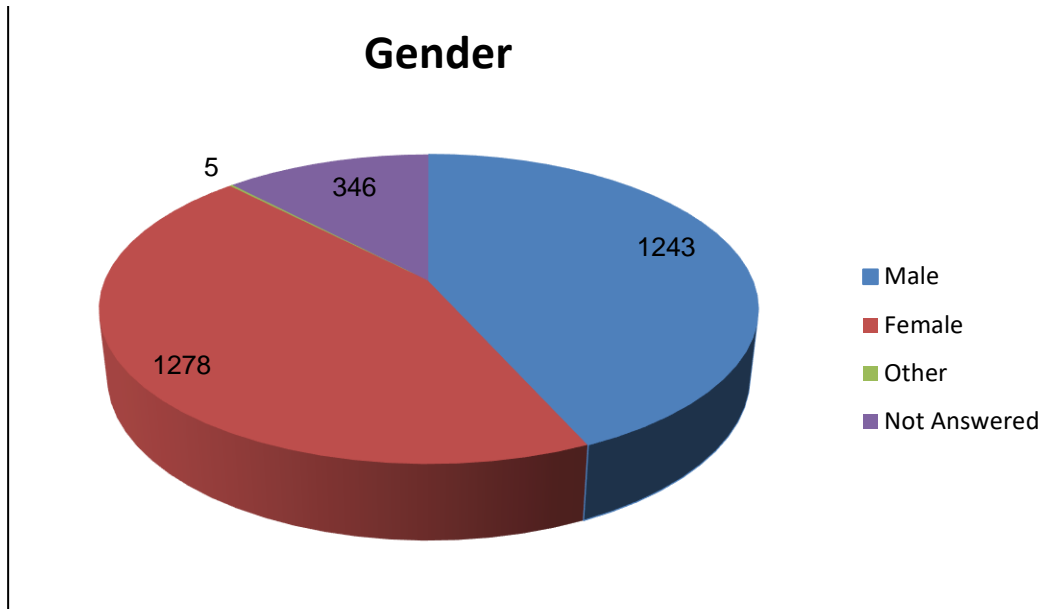
- 1% responded with not at all
- 1% responded with not much
- 7% responded with moderately
- 22% responded with very
- 15% responded with completely
- 54% did not answer this question or found it to be not applicable

Were you satisfied with the overall outcome of your care and treatment?

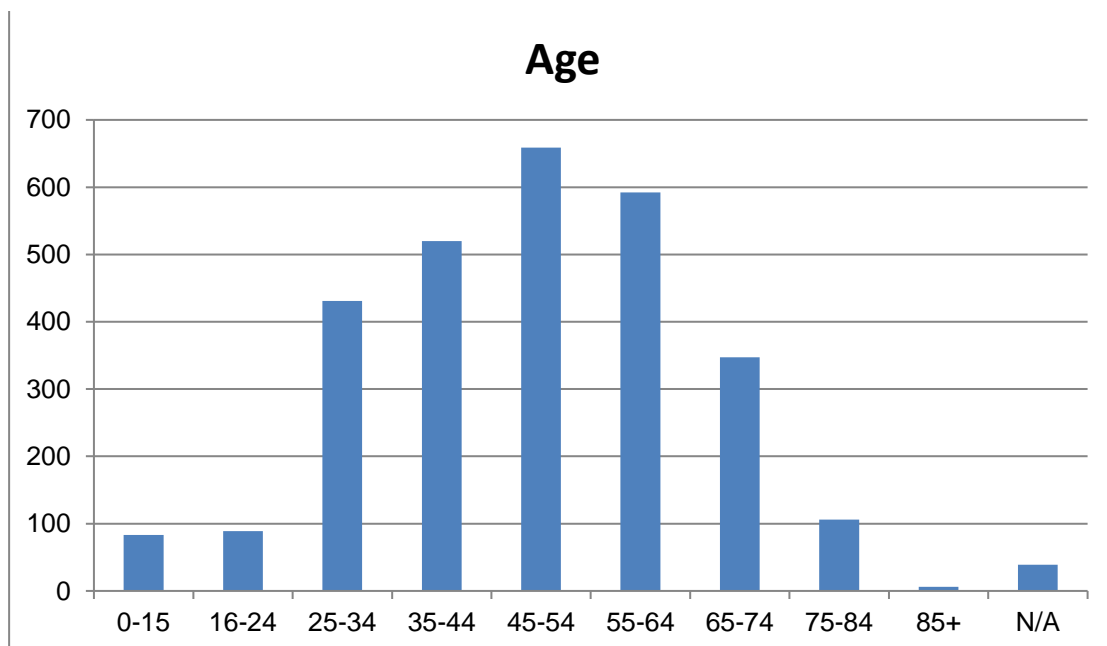
- 87% responded with very satisfied
- 6% responded with fairly satisfied
- 0% responded with not really satisfied
- 0% responded with not at all satisfied
- 7% did not answer this question

Demographic Information

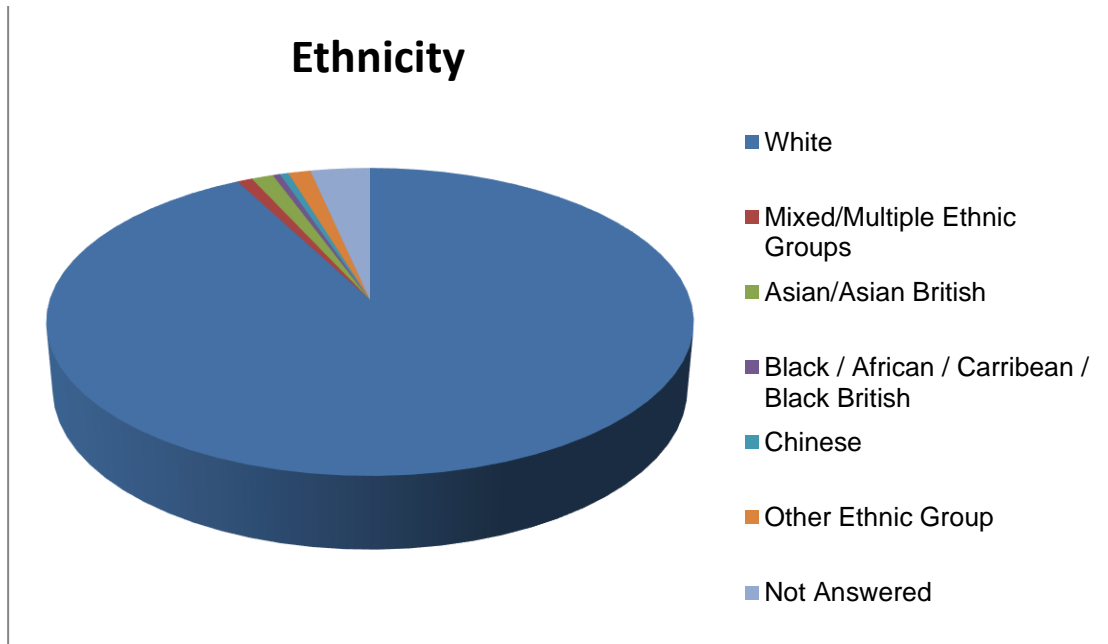
Gender



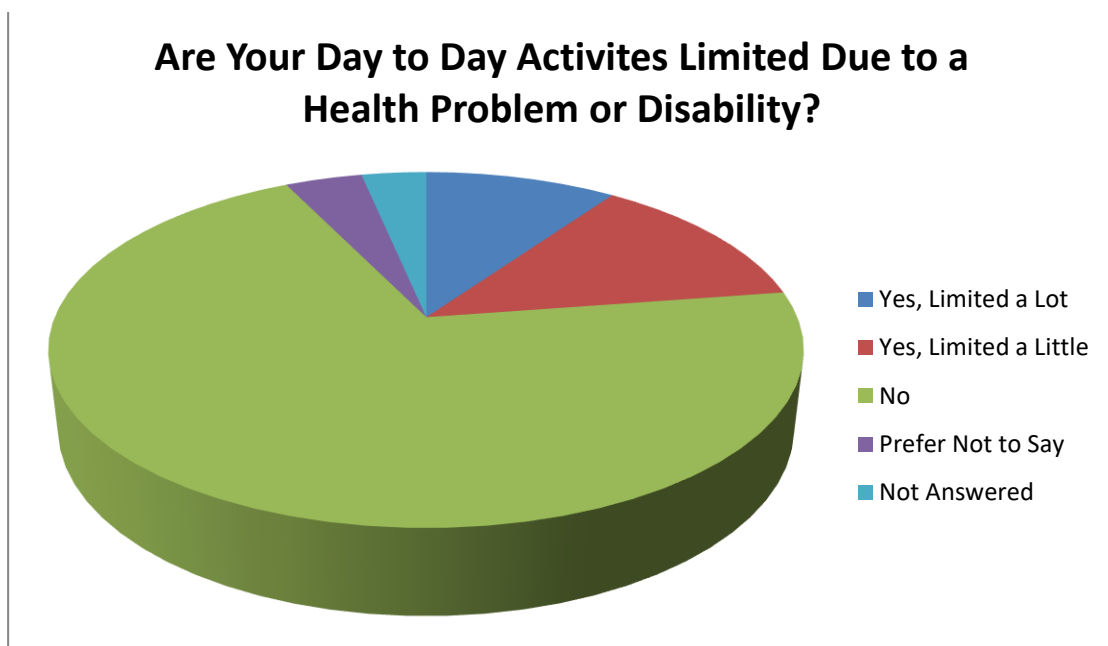
Age



Ethnicity



Disability



DEF Breakdown

Thinking about our service, overall how was your experience of our service?				
	Derriford	Devonport	Exeter	Truro
Very Good	98%	78%	92%	92%
Good	0%	16%	7%	7%
Neither Good nor Poor	1%	2%	0%	0%
Poor	0%	2%	0%	0%
Very Poor	0%	0%	0%	0%
Don't know	0%	0%	0%	0%
Not Answered	1%	2%	1%	1%

Were you satisfied with the cleanliness of the facilities at your visit today?				
	Derriford	Devonport	Exeter	Truro
Very Satisfied	98%	91%	97%	97%
Fairly Satisfied	1%	5%	2%	2%
Not really satisfied	1%	0%	0%	0%
Not at all satisfied	0%	2%	0%	0%
Not Answered	0%	2%	1%	1%

Were you satisfied with the helpfulness of staff at your visit today?				
	Derriford	Devonport	Exeter	Truro
Very Satisfied	98%	91%	97%	97%
Fairly Satisfied	1%	5%	2%	2%
Not really satisfied	1%	0%	0%	0%
Not at all satisfied	0%	0%	0%	0%
Not Answered	0%	4%	1%	1%

Were you satisfied with the time taken to get an appointment?				
	Derriford	Devonport	Exeter	Truro
Very Satisfied	98%	76%	93%	93%
Fairly Satisfied	1%	18%	6%	6%
Not really satisfied	0%	2%	0%	0%
Not at all satisfied	0%	0%	0%	0%
Not Answered	1%	4%	1%	1%

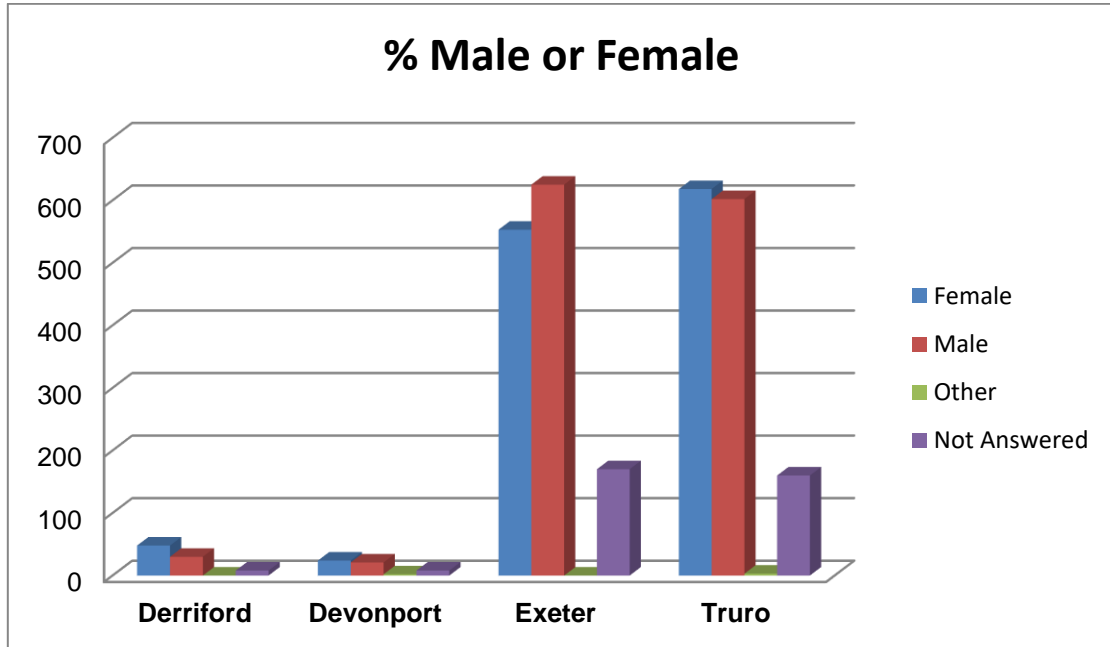
Did you feel sufficiently involved in decisions about your care?				
	Derriford	Devonport	Exeter	Truro
No, not at all	2%	5%	3%	3%
No, not really	0%	0%	0%	0%
Yes, but not fully	2%	6%	1%	1%
Yes	18%	18%	21%	20%
Yes, Absolutely	77%	62%	72%	74%
Not Applicable	0%	4%	2%	1%
Not Answered	1%	5%	1%	1%

Has your oral health improved following the completion of your care plan?				
	Derriford	Devonport	Exeter	Truro
Not at all	1%	6%	1%	1%
Not much	2%	2%	0%	0%
Moderately	7%	7%	7%	7%
Very	16%	36%	21%	24%
Completely	25%	13%	15%	15%
Not Applicable	34%	20%	35%	35%
Not Answered	15%	16%	21%	18%

Were you satisfied with the overall outcome of your care and treatment?				
	Derriford	Devonport	Exeter	Truro
Very Satisfied	88%	80%	86%	87%
Fairly Satisfied	4%	11%	7%	6%
Not really satisfied	1%	2%	0%	0%
Not at all satisfied	0%	0%	0%	0%
Not Answered	7%	7%	7%	7%

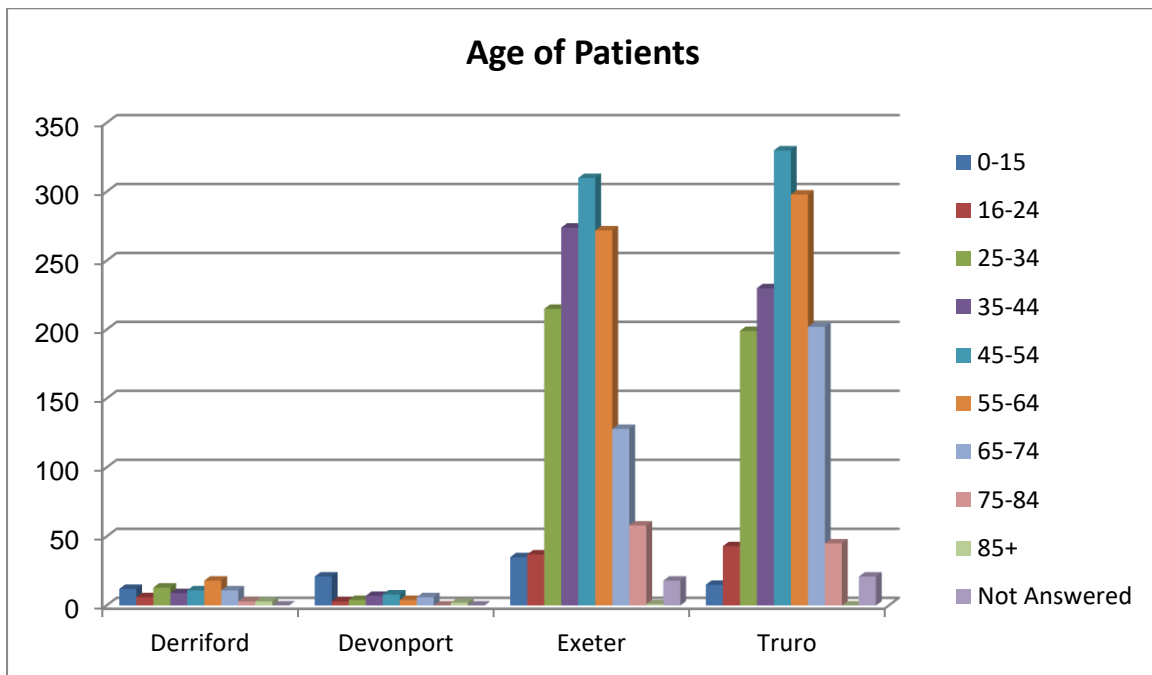
Demographic Information by DEF

Gender

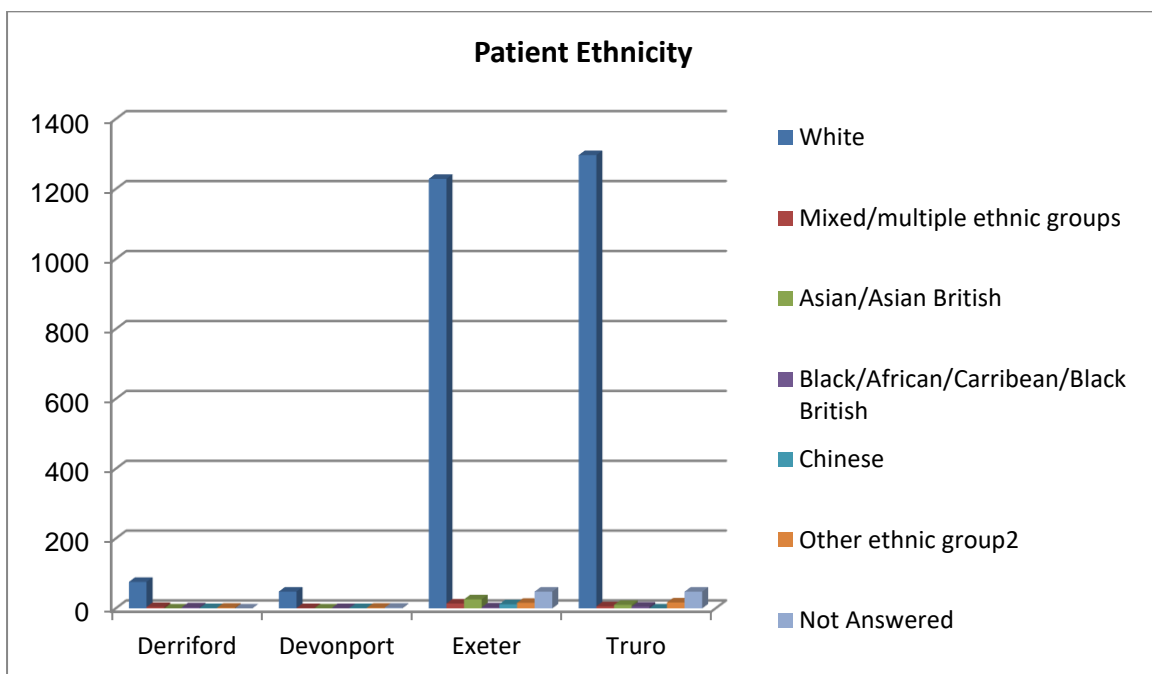


	Derriford	Devonport	Exeter	Truro
Female	56%	44%	41%	45%
Male	35%	38%	46%	44%
Other	0%	4%	0%	0%
N/A	9%	14%	13%	11%

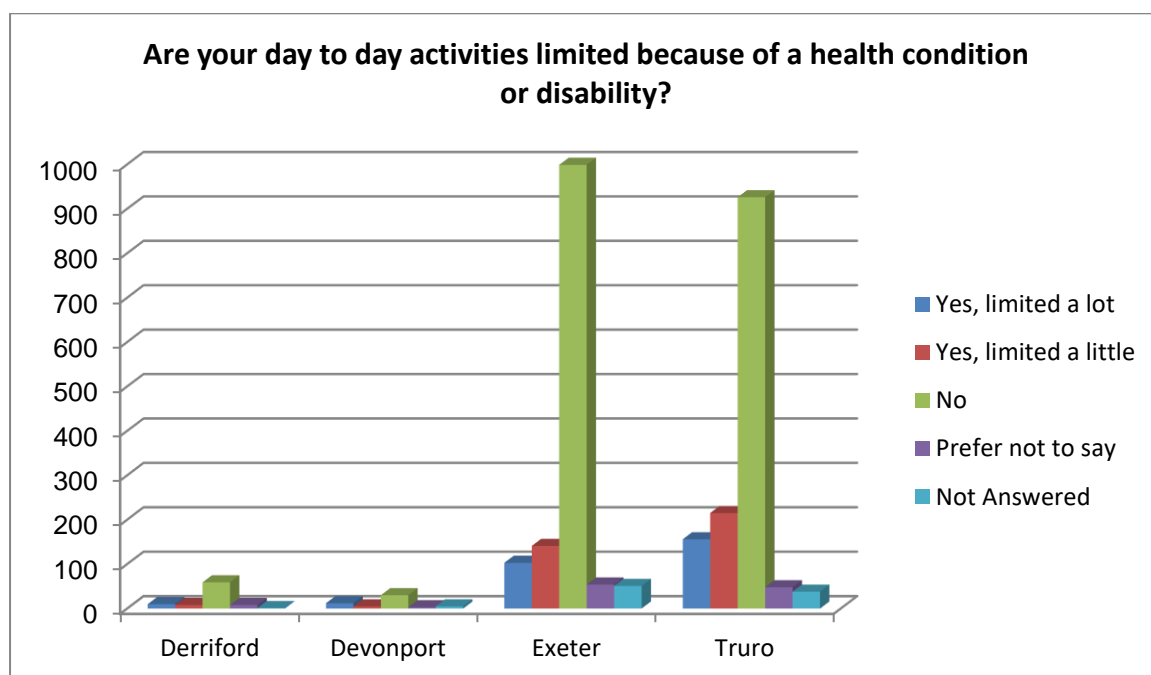
Age



Ethnicity



Disability or Health Condition



Summary

Overall, 99% of respondents answered that their overall experience at PDSE was good or very good, with the remaining 1% not answering the question. Overall, 99% of respondents answered that their overall experience at PDSE was good or very good, with the remaining 1% not answering the question.

Feedback from patient at the Truro DEF, December 2022:

“The overall Facility has a wonderful, caring and relaxed atmosphere and at the same time, one senses the high professionalism and high ethical standards of the Facility, right from the moment you enter the front door and the lovely, smiling reception. People always overlook the importance of the Reception and Welcome which is the first impression one gets of an Organisation. Yours, as said above, is spot on.”

