



**Peninsula
Dental**
Social Enterprise

**Peninsula Dental Social Enterprise
Patient Satisfaction Survey**

1st August 2023 – 31st January 2024



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Introduction

This report details the results of the patient satisfaction survey that took place between Tuesday 1st August 2023 and Wednesday 31st January 2024.

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, 2425 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
- 6% 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
- 2% 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?

- 98% responded with very satisfied
- 1% 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?

- 92% responded with very satisfied
- 6% responded with fairly satisfied
- 1% 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?

- 2% responded with no, not at all
- 0% responded with no, not really
- 1% responded with yes, but not fully
- 19% responded with yes
- 75% responded with yes, absolutely
- 3% did not answer this question or found it to be not applicable

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

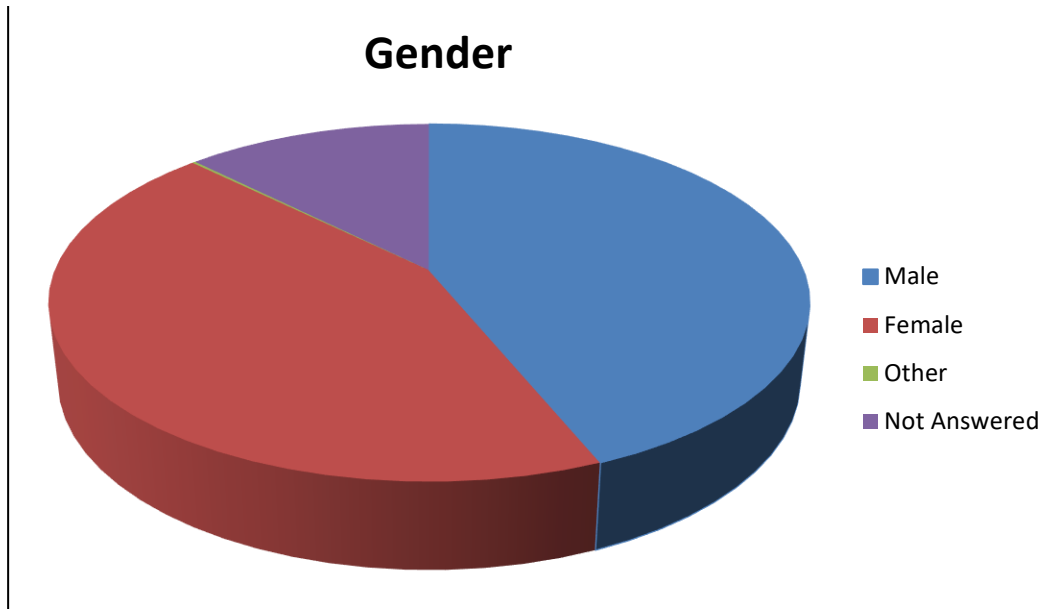
- 1% responded with not at all
- 0% responded with not much
- 6% responded with moderately
- 20% responded with very
- 17% responded with completely
- 56% did not answer this question or found it to be not applicable

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

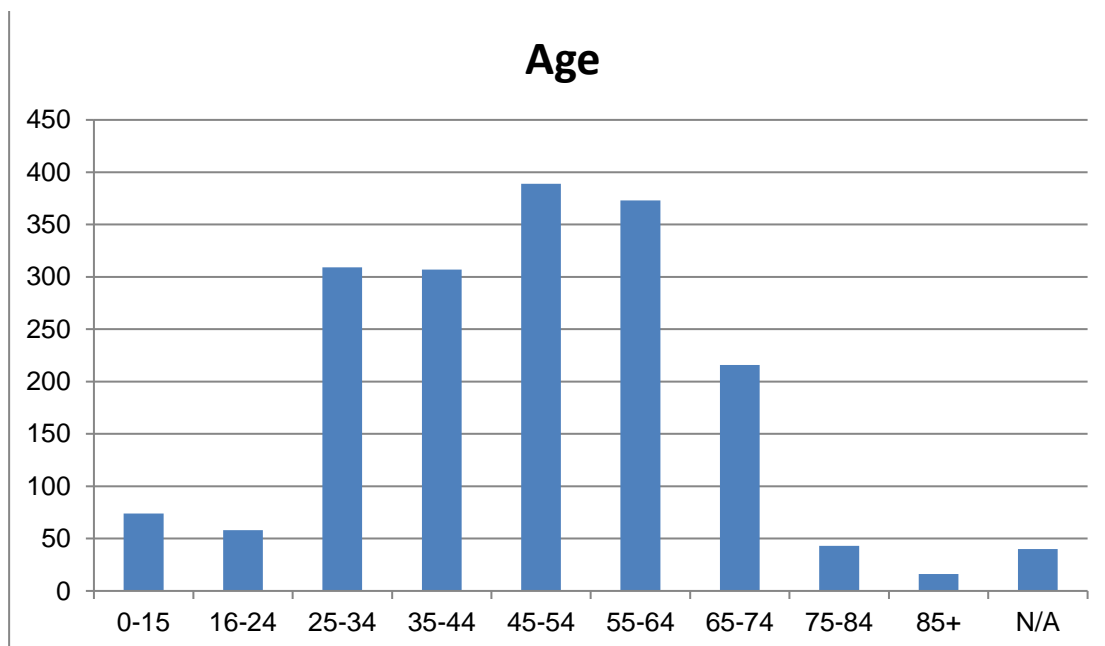
- 88% responded with very satisfied
- 5% responded with fairly satisfied
- 0% responded with not really satisfied
- 0% responded with not at all satisfied
- 13% did not answer this question

Demographic Information

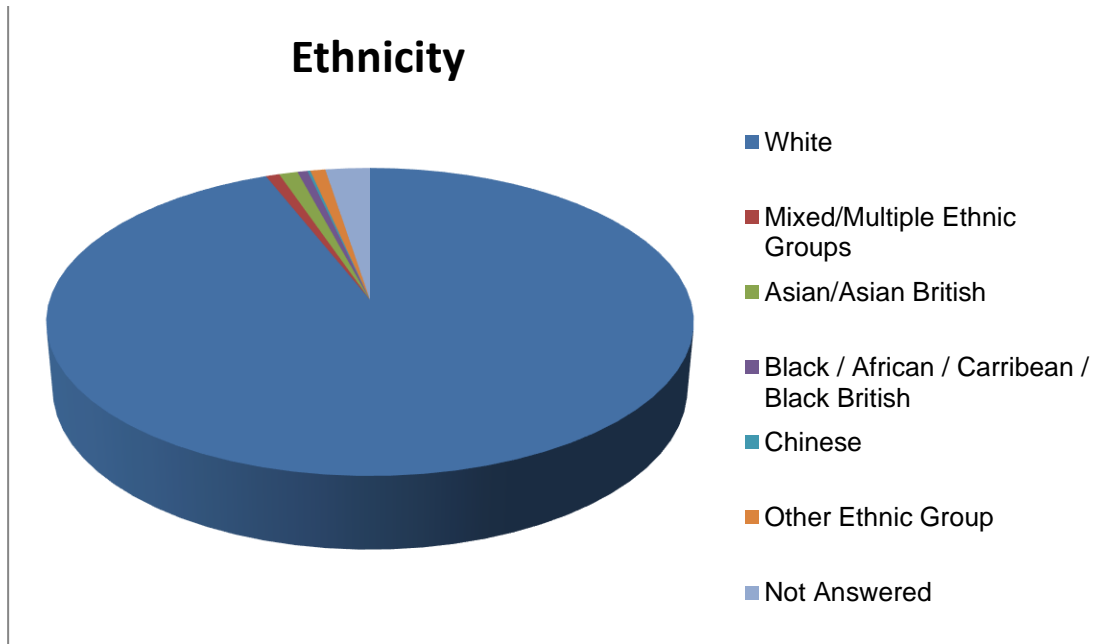
Gender



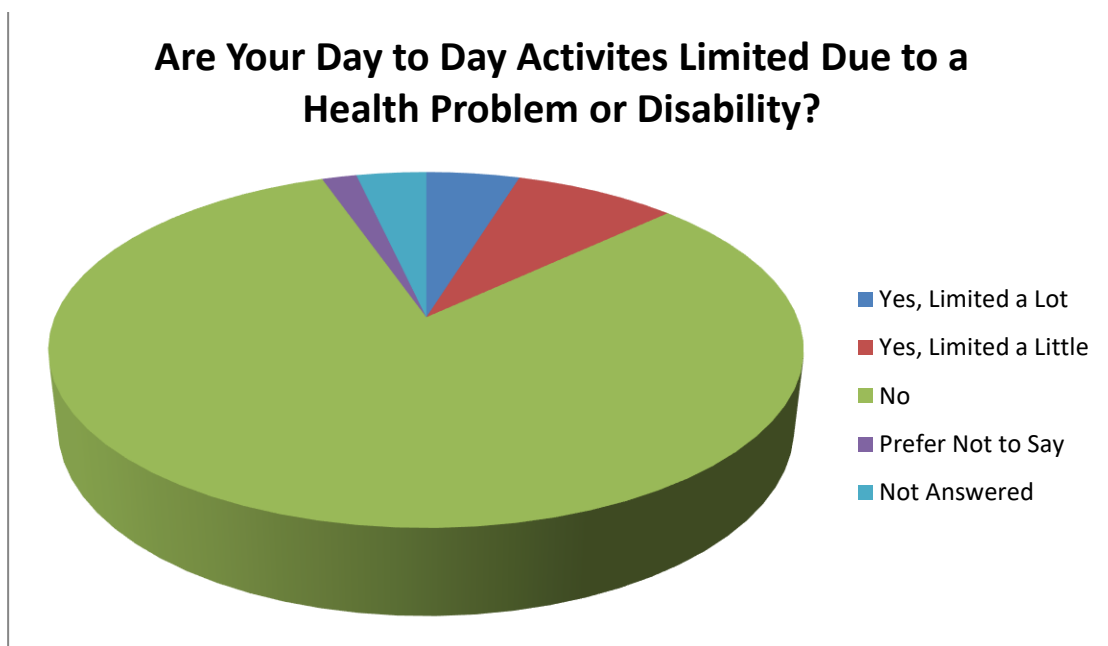
Age



Ethnicity



Disability



DEF Breakdown

Thinking about our service, overall how was your experience of our service?				
	Derriford	Devonport	Exeter	Truro
Very Good	96%	90%	90%	93%
Good	4%	9%	7%	5%
Neither Good nor Poor	0%	0%	1%	0%
Poor	0%	0%	0%	0%
Very Poor	0%	0%	0%	0%
Don't know	0%	0%	0%	0%
Not Answered	0%	1%	2%	1%

Were you satisfied with the cleanliness of the facilities at your visit today?				
	Derriford	Devonport	Exeter	Truro
Very Satisfied	99%	95%	95%	98%
Fairly Satisfied	1%	3%	4%	1%
Not really satisfied	0%	0%	0%	0%
Not at all satisfied	0%	0%	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	99%	94%	94%	98%
Fairly Satisfied	1%	4%	4%	1%
Not really satisfied	0%	0%	0%	0%
Not at all satisfied	0%	0%	0%	0%
Not Answered	0%	2%	2%	1%

Were you satisfied with the time taken to get an appointment?				
	Derriford	Devonport	Exeter	Truro
Very Satisfied	91%	87%	91%	94%
Fairly Satisfied	6%	10%	7%	5%
Not really satisfied	2%	1%	1%	0%
Not at all satisfied	0%	0%	0%	0%
Not Answered	1%	2%	1%	1%

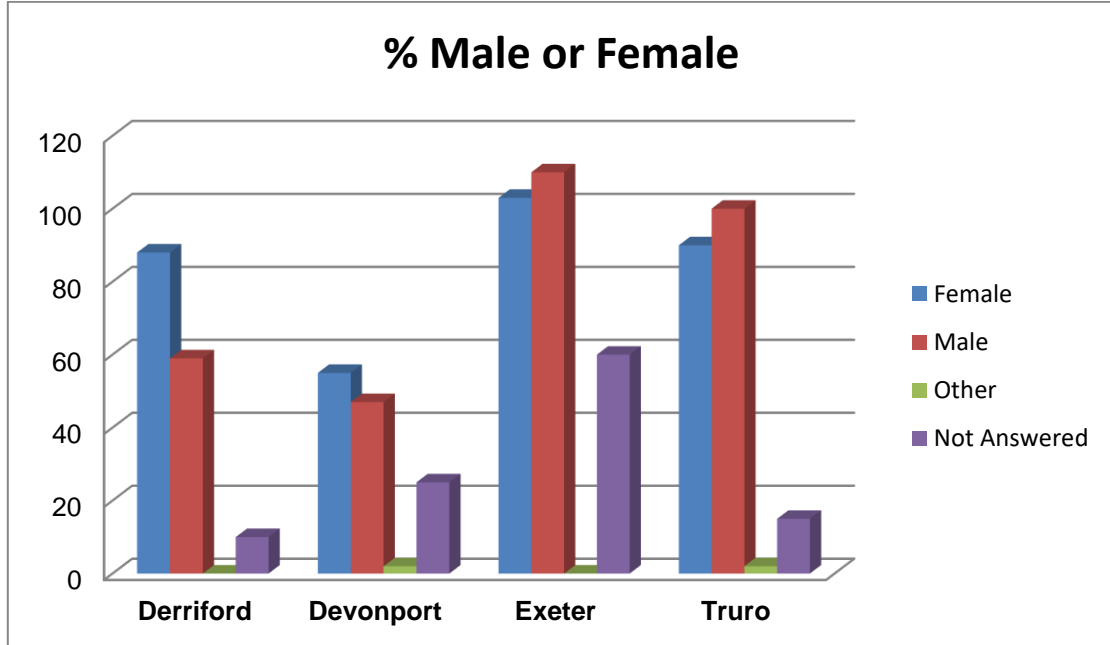
Did you feel sufficiently involved in decisions about your care?				
	Derriford	Devonport	Exeter	Truro
No, not at all	2%	4%	4%	1%
No, not really	0%	0%	1%	0%
Yes, but not fully	1%	3%	2%	1%
Yes	15%	24%	24%	19%
Yes, Absolutely	79%	64%	66%	77%
Not Applicable	1%	4%	1%	1%
Not Answered	2%	1%	2%	1%

Has your oral health improved following the completion of your care plan?				
	Derriford	Devonport	Exeter	Truro
Not at all	2%	2%	2%	0%
Not much	0%	2%	2%	0%
Moderately	4%	9%	5%	7%
Very	18%	17%	15%	21%
Completely	33%	15%	18%	16%
Not Applicable	26%	38%	28%	39%
Not Answered	17%	17%	30%	17%

Were you satisfied with the overall outcome of your care and treatment?				
	Derriford	Devonport	Exeter	Truro
Very Satisfied	92%	85%	78%	90%
Fairly Satisfied	5%	12%	7%	4%
Not really satisfied	0%	0%	1%	0%
Not at all satisfied	0%	0%	0%	0%
Not Answered	3%	3%	14%	6%

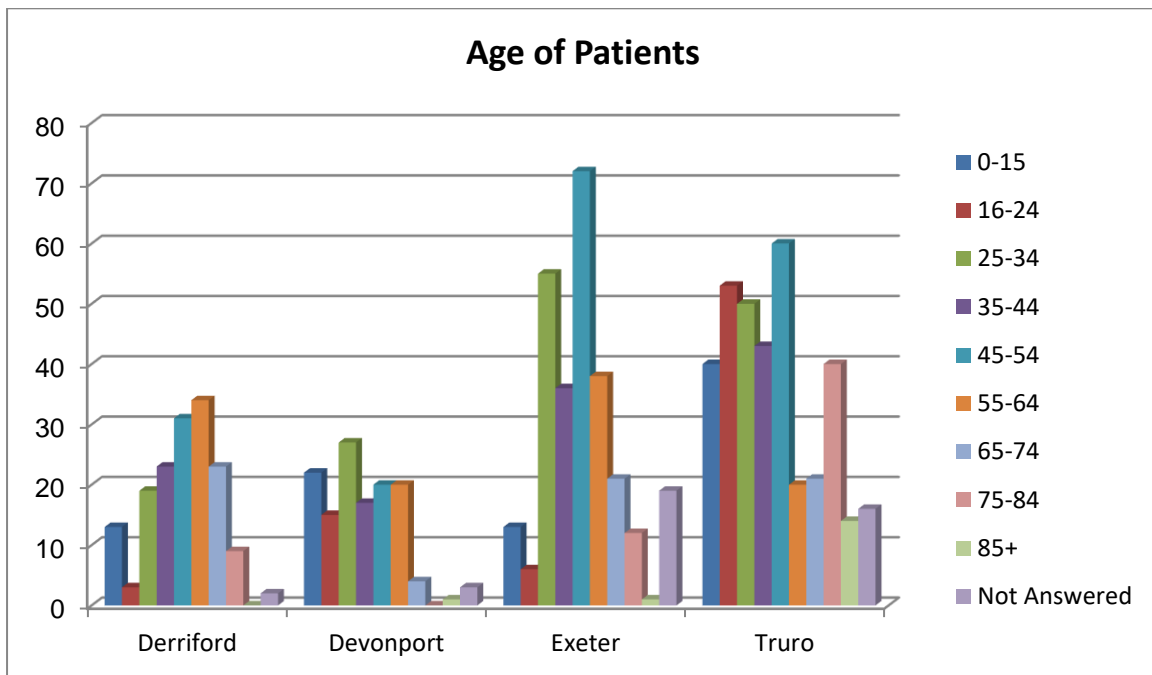
Demographic Information by DEF

Gender

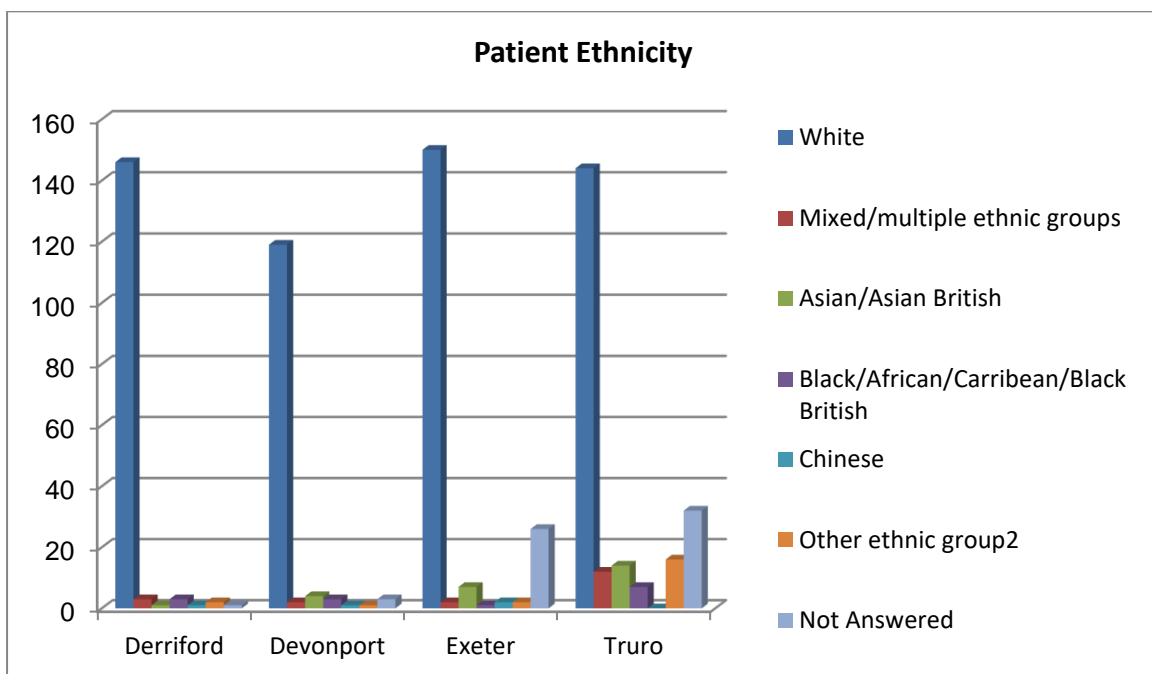


	Derriford	Devonport	Exeter	Truro
Female	56%	43%	38%	44%
Male	38%	37%	40%	46%
Other	0%	2%	1%	0%
N/A	6%	18%	21%	10%

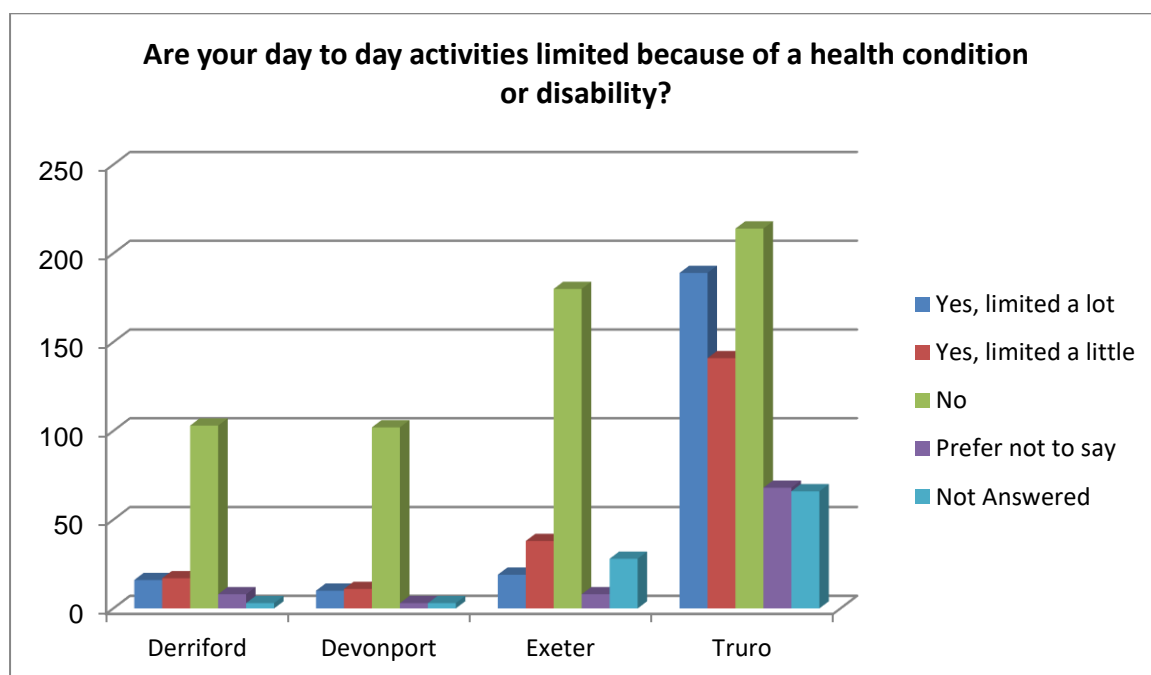
Age



Ethnicity



Disability or Health Condition



Summary

Overall, 98% of respondents answered that their overall experience at PDSE was good or very good, with the remaining 2% not answering the question.

Feedback from patient at the Derriford DEF, January 2024:

"I attended the Peninsula Dental School at Derriford in Plymouth this afternoon. My two young children, aged 8 & 5 attended their appointments today & we were welcomed into the room by MH & TT.

I would just like to give recognition to both of them as I've never felt such at ease knowing my two children will be looked after & be given the best care they deserve. Their enthusiasm towards the children was flawless & their knowledge was outstanding.

When I was unsure about the information given, they were more than happy to explain in further detail & make sure we had all the information we needed.

I believe these two students deserve recognition for their passion & compassion towards their patients.

Thank you to both MH & TT for making my children's experience with the dentist a positive one!