



**Peninsula  
Dental**  
Social Enterprise

**Peninsula Dental Social Enterprise  
Patient Satisfaction Survey**

**1<sup>st</sup> August 2023 – 31<sup>st</sup> January 2024**



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## Introduction

This report details the results of the patient satisfaction survey that took place between Tuesday 1<sup>st</sup> August 2023 and Wednesday 31<sup>st</sup> 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?**

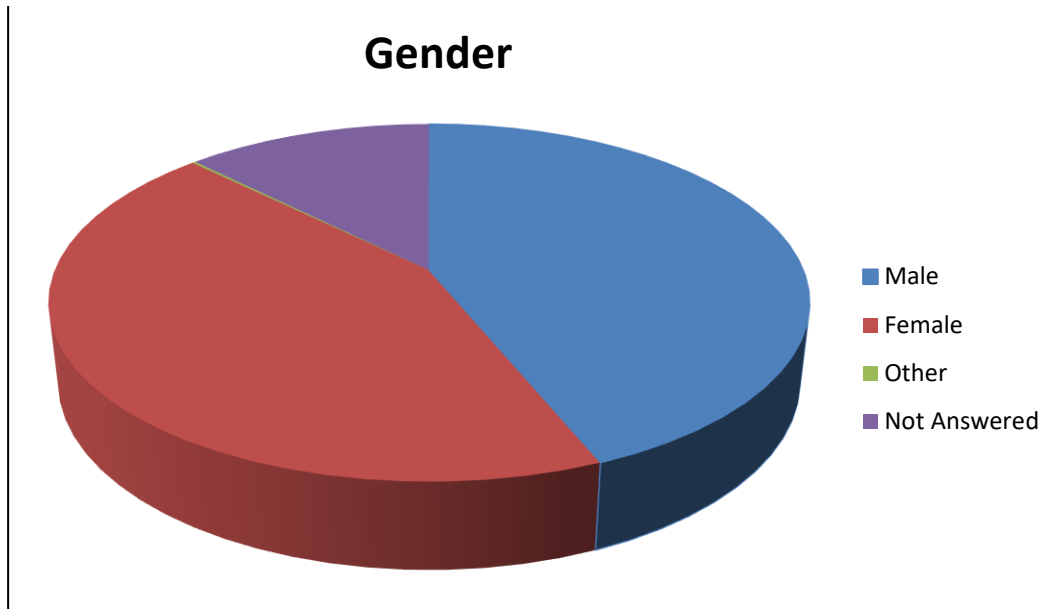
- 1% responded with not at all
- 0% responded with not much
- 6% responded with moderately
- 20% responded with very
- 17% responded with completely
- 56% did not answer this question or found it to be not applicable

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

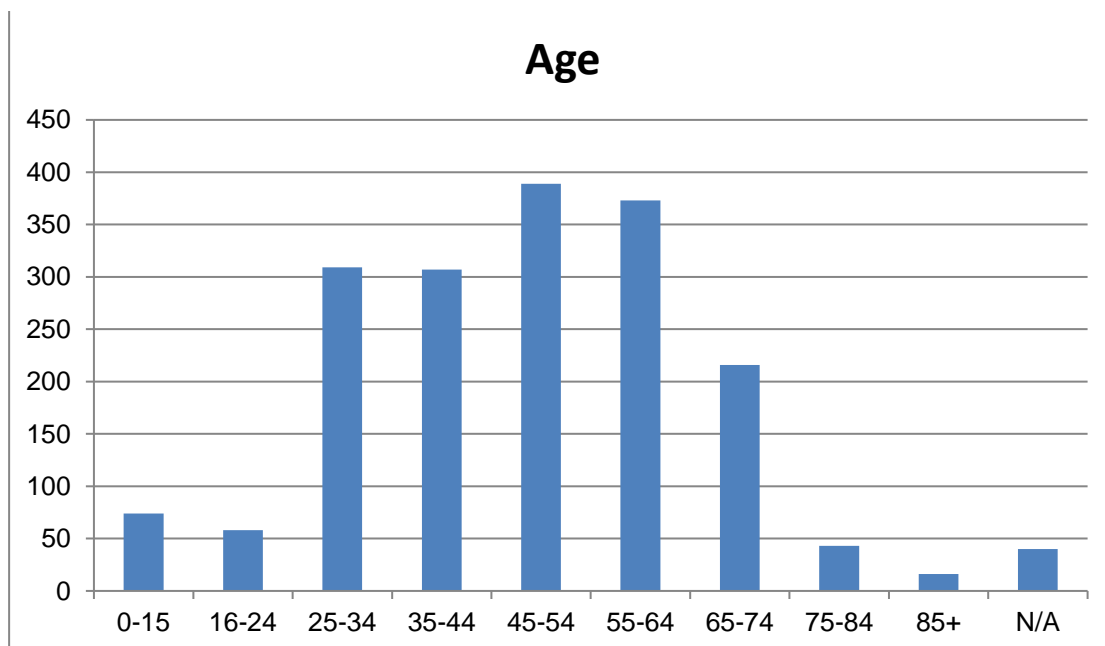
- 88% responded with very satisfied
- 5% responded with fairly satisfied
- 0% responded with not really satisfied
- 0% responded with not at all satisfied
- 13% did not answer this question

## Demographic Information

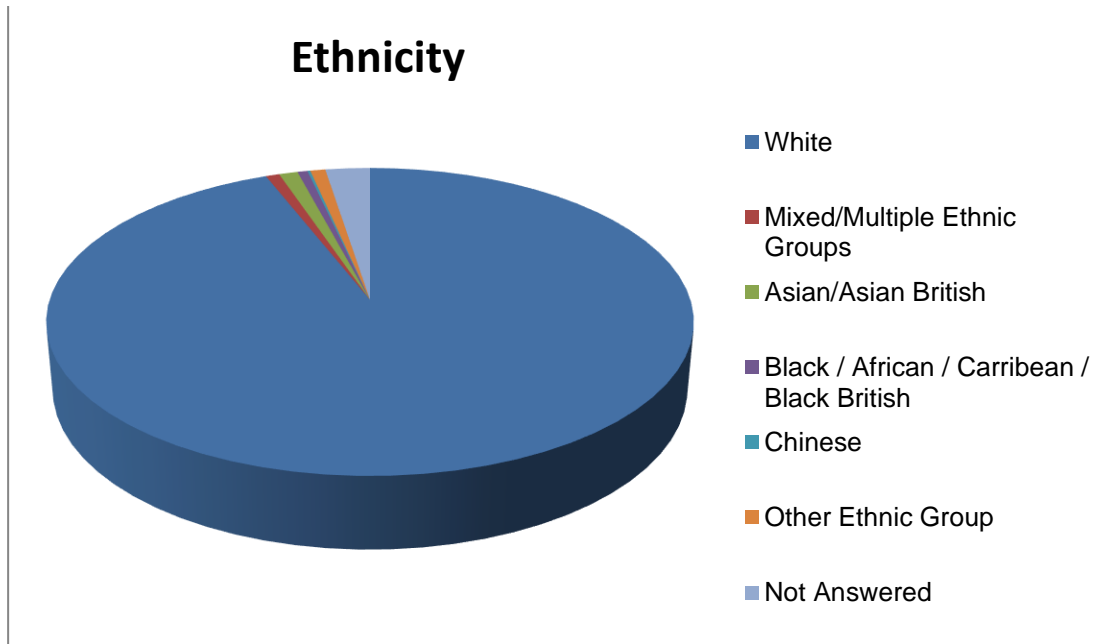
### Gender



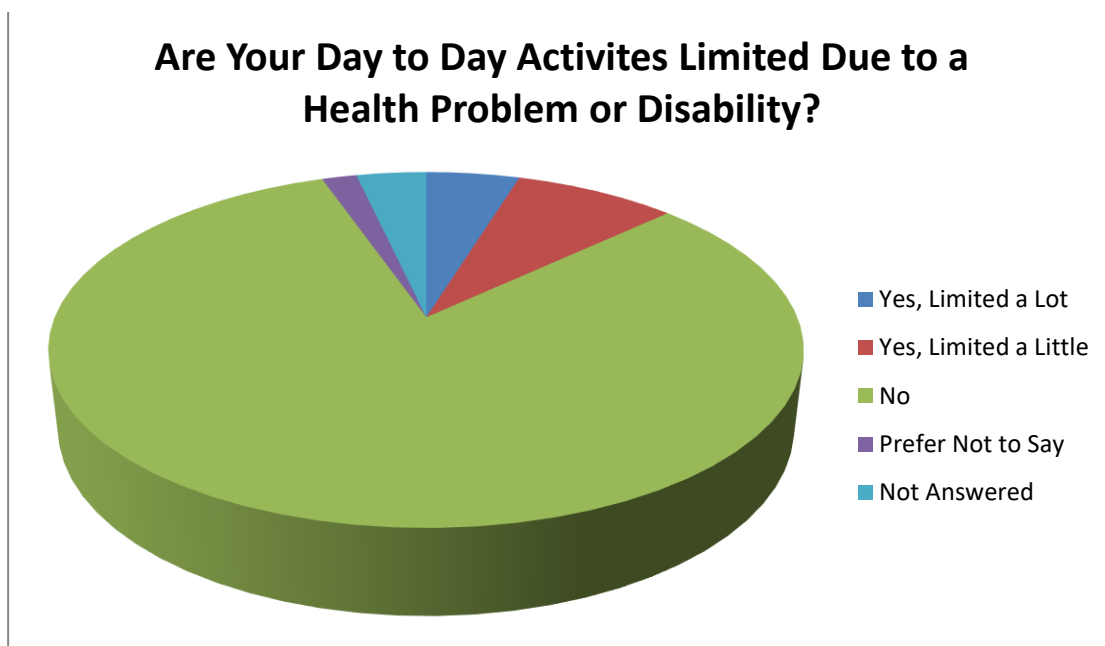
### Age



## Ethnicity



## Disability



## DEF Breakdown

| <b>Thinking about our service, overall how was your experience of our service?</b> |                  |                  |               |              |
|--|------------------|------------------|---------------|--------------|
|  | <b>Derriford</b> | <b>Devonport</b> | <b>Exeter</b> | <b>Truro</b> |
| 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   | 2%               | 1%               | 2%            | 2%           |

| <b>Were you satisfied with the cleanliness of the facilities at your visit today?</b> |                  |                  |               |              |
|---|------------------|------------------|---------------|--------------|
|   | <b>Derriford</b> | <b>Devonport</b> | <b>Exeter</b> | <b>Truro</b> |
| 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%           |

| <b>Were you satisfied with the helpfulness of staff at your visit today?</b> |                  |                  |               |              |
|--|------------------|------------------|---------------|--------------|
|  | <b>Derriford</b> | <b>Devonport</b> | <b>Exeter</b> | <b>Truro</b> |
| 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%           |



| <b>Were you satisfied with the time taken to get an appointment?</b> |                  |                  |               |              |
|--|------------------|------------------|---------------|--------------|
|  | <b>Derriford</b> | <b>Devonport</b> | <b>Exeter</b> | <b>Truro</b> |
| 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%           |

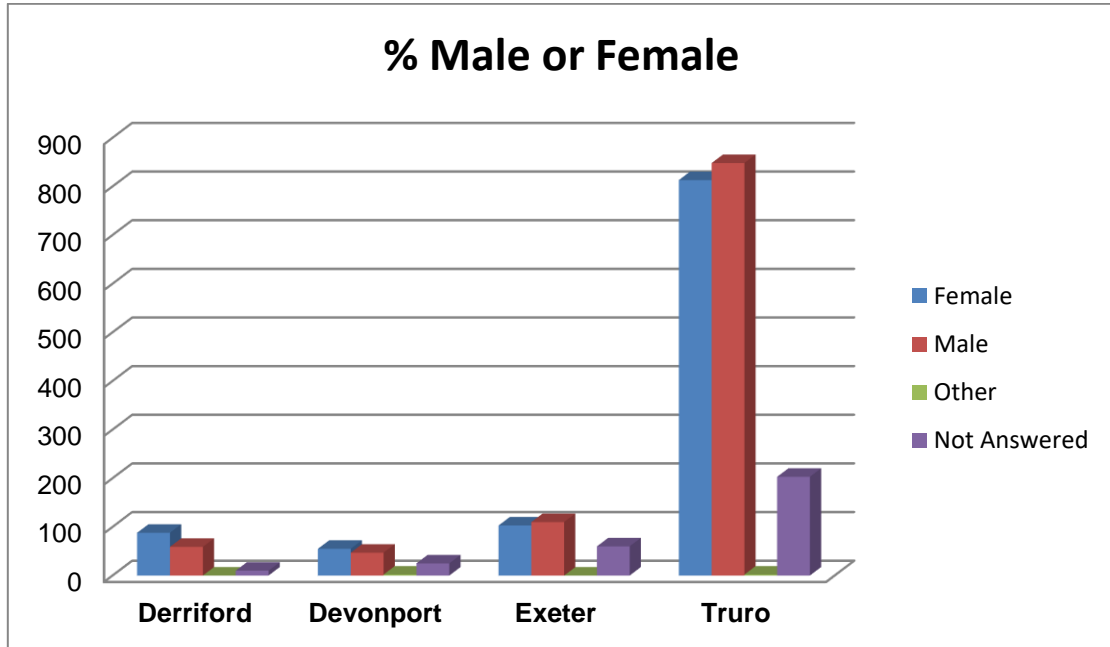
| <b>Did you feel sufficiently involved in decisions about your care?</b> |                  |                  |               |              |
|---|------------------|------------------|---------------|--------------|
|   | <b>Derriford</b> | <b>Devonport</b> | <b>Exeter</b> | <b>Truro</b> |
| No, 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%           |

| <b>Has your oral health improved following the completion of your care plan?</b> |                  |                  |               |              |
|--|------------------|------------------|---------------|--------------|
|  | <b>Derriford</b> | <b>Devonport</b> | <b>Exeter</b> | <b>Truro</b> |
| 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%          |

| <b>Were you satisfied with the overall outcome of your care and treatment?</b> |                  |                  |               |              |
|--|------------------|------------------|---------------|--------------|
|  | <b>Derriford</b> | <b>Devonport</b> | <b>Exeter</b> | <b>Truro</b> |
| 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%           |

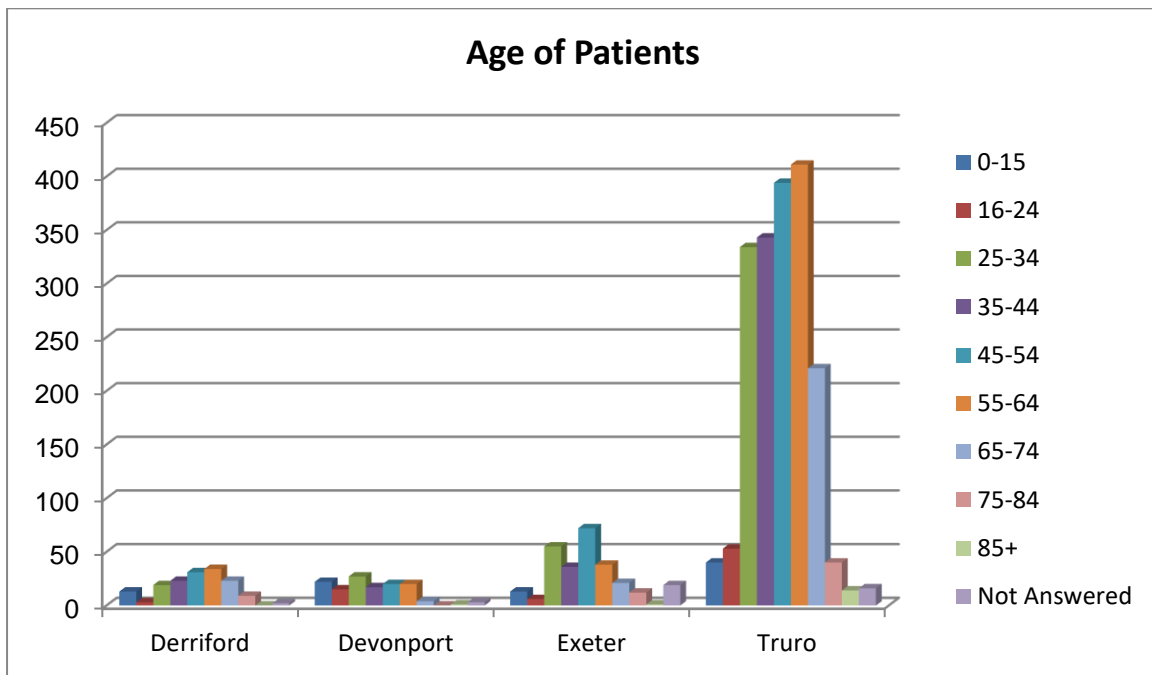
## Demographic Information by DEF

### Gender

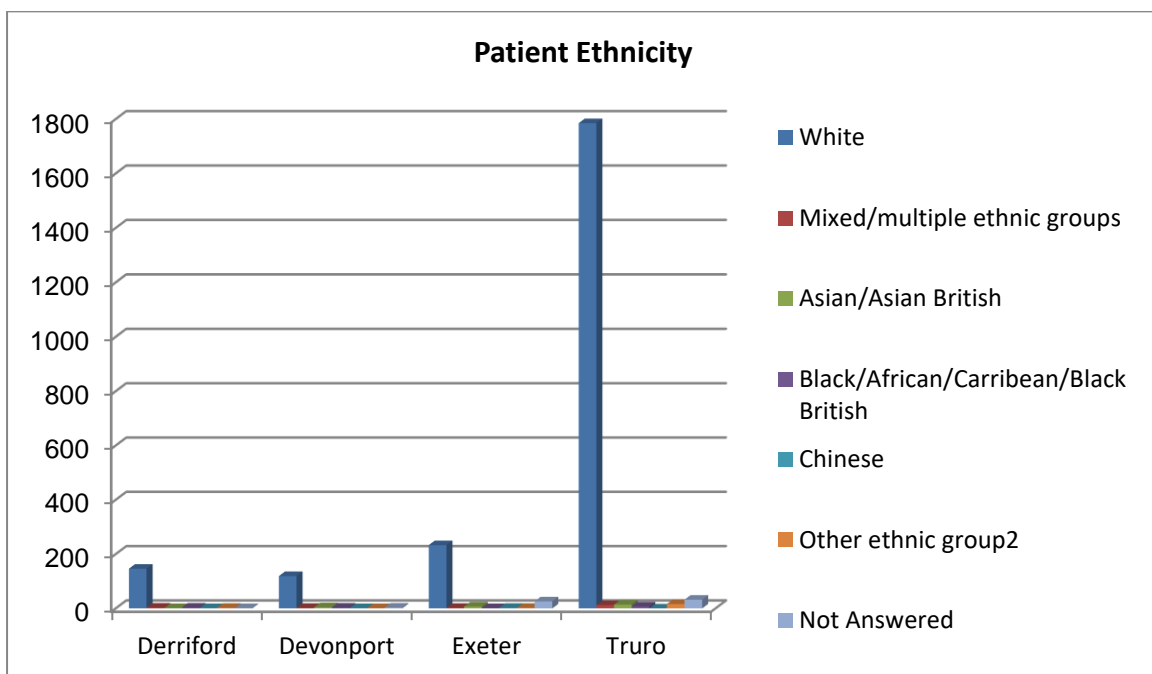


|               | Derriford | Devonport | Exeter | Truro |
|---------------|-----------|-----------|--------|-------|
| <b>Female</b> | 56%       | 43%       | 38%    | 44%   |
| <b>Male</b>   | 38%       | 37%       | 40%    | 46%   |
| <b>Other</b>  | 0%        | 2%        | 1%     | 0%    |
| <b>N/A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

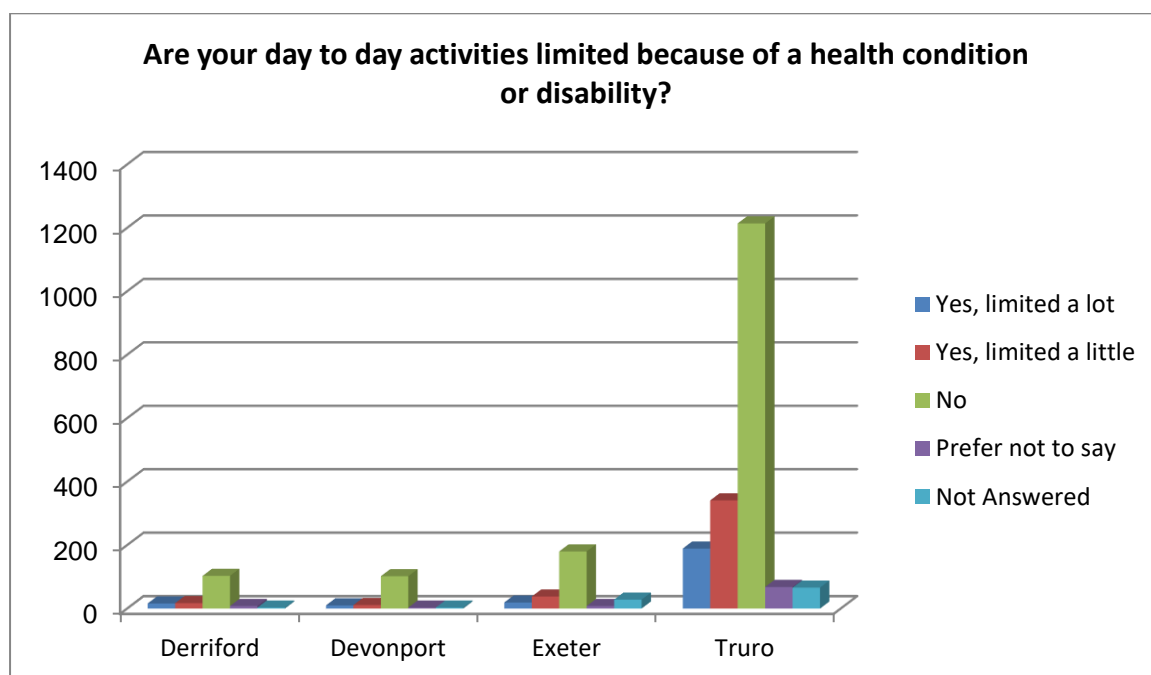
**Age**



**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!*