



**Peninsula
Dental**
Social Enterprise

**Peninsula Dental Social Enterprise
Patient Satisfaction Survey**

1st August 2024 – 31st January 2025



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Introduction

This report details the results of the patient satisfaction survey that took place between 1st August 2024 and 31st January 2025.

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, 2989 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, so not all may total to 100%.

Question Responses

All sites

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

- 93% of respondents said our service was 'very good'
- 5% 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 this 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'
- 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'
- 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?

- 2% responded with 'no, not at all'
- 0% responded with 'no, not really'
- 1% responded with 'yes, but not fully'
- 20% responded with 'yes'
- 74% 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'
- 1% responded with 'not much'
- 6% responded with 'moderately'
- 25% responded with 'very'
- 19% responded with 'completely'
- 48% did not answer this question or found it to be not applicable

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

- 90% responded with 'very satisfied'
- 5% responded with 'fairly satisfied'
- 0% responded with 'not really satisfied'
- 0% responded with 'not at all satisfied'
- 4% did not answer this question

DEF Breakdown

Number of respondents				
	Derriford	Devonport	Exeter	Truro
Feedback iPads	1003	214	223	1544
Online	1	1	2	1

Thinking about our service, overall how was your experience of our service?				
	Derriford	Devonport	Exeter	Truro
Very Good	96%	92%	93%	91%
Good	2%	6%	5%	6%
Neither Good nor Poor	0%	0%	0%	0%
Poor	0%	0%	0%	0%
Very Poor	0%	0%	0%	0%
Don't know	0%	1%	0%	0%
Not Answered	1%	1%	1%	3%

Were you satisfied with the cleanliness of the facilities at your visit today?				
	Derriford	Devonport	Exeter	Truro
Very Satisfied	99%	93%	97%	96%
Fairly Satisfied	1%	5%	3%	2%
Not really satisfied	0%	0%	0%	0%
Not at all satisfied	0%	0%	0%	0%
Not Answered	0%	1%	0%	2%

Were you satisfied with the helpfulness of staff at your visit today?				
	Derriford	Devonport	Exeter	Truro
Very Satisfied	98%	94%	97%	97%
Fairly Satisfied	1%	3%	3%	1%
Not really satisfied	0%	1%	0%	0%
Not at all satisfied	0%	0%	0%	0%
Not Answered	1%	2%	0%	2%

Were you satisfied with the time taken to get an appointment?				
	Derriford	Devonport	Exeter	Truro
Very Satisfied	95%	89%	90%	91%
Fairly Satisfied	4%	8%	9%	7%
Not really satisfied	0%	0%	0%	0%
Not at all satisfied	0%	1%	0%	0%
Not Answered	1%	1%	0%	2%

Did you feel sufficiently involved in decisions about your care?				
	Derriford	Devonport	Exeter	Truro
No, not at all	2%	7%	2%	2%
No, not really	0%	0%	1%	0%
Yes, but not fully	0%	2%	1%	1%
Yes	19%	19%	17%	21%
Yes, Absolutely	77%	67%	75%	73%
Not Applicable	1%	3%	3%	1%
Not Answered	0%	2%	1%	2%

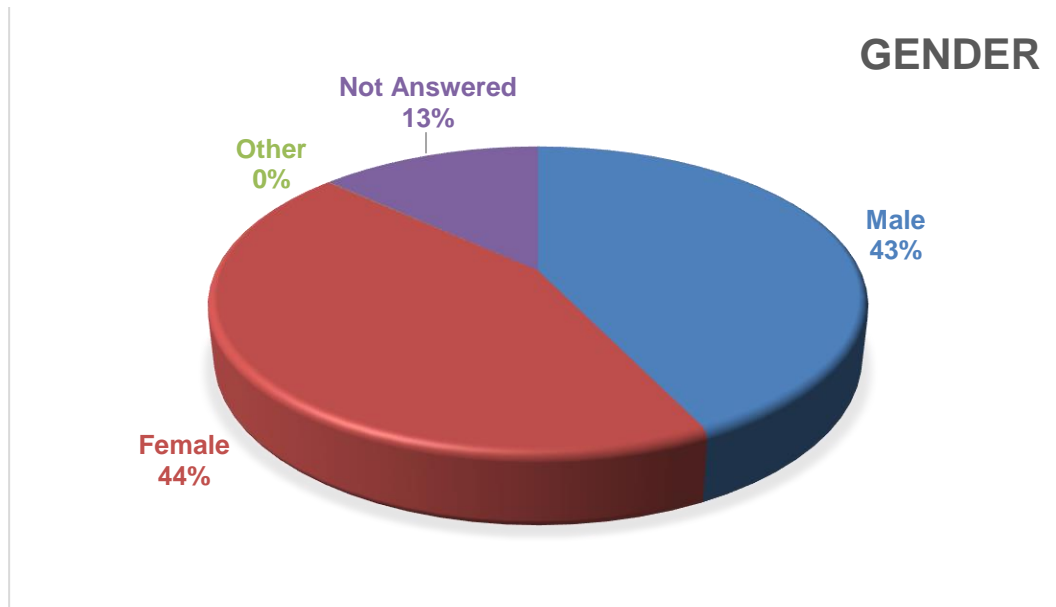
Has your oral health improved following the completion of your care plan?				
	Derriford	Devonport	Exeter	Truro
Not at all	1%	5%	1%	1%
Not much	1%	1%	0%	1%
Moderately	6%	7%	8%	6%
Very	25%	22%	26%	24%
Completely	22%	24%	17%	17%
Not Applicable	26%	32%	31%	33%
Not Answered	18%	9%	16%	18%

Were you satisfied with the overall outcome of your care and treatment?				
	Derriford	Devonport	Exeter	Truro
Very Satisfied	92%	88%	88%	90%
Fairly Satisfied	3%	6%	9%	5%
Not really satisfied	0%	0%	0%	0%
Not at all satisfied	0%	0%	0%	0%
Not Answered	4%	5%	3%	5%

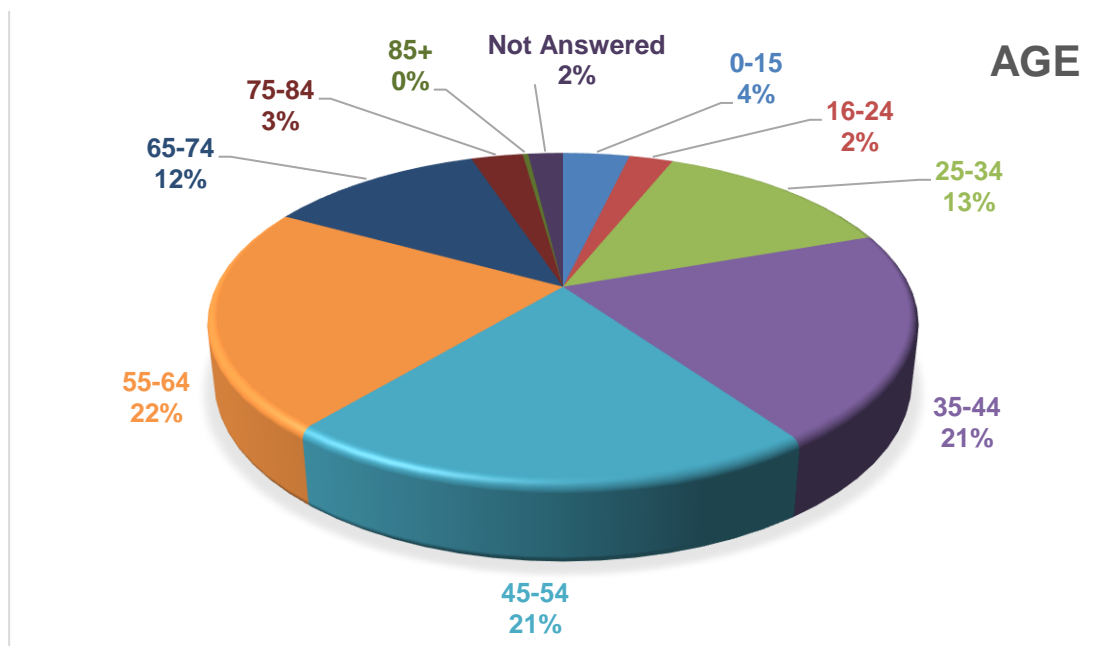
Demographic Information

All sites

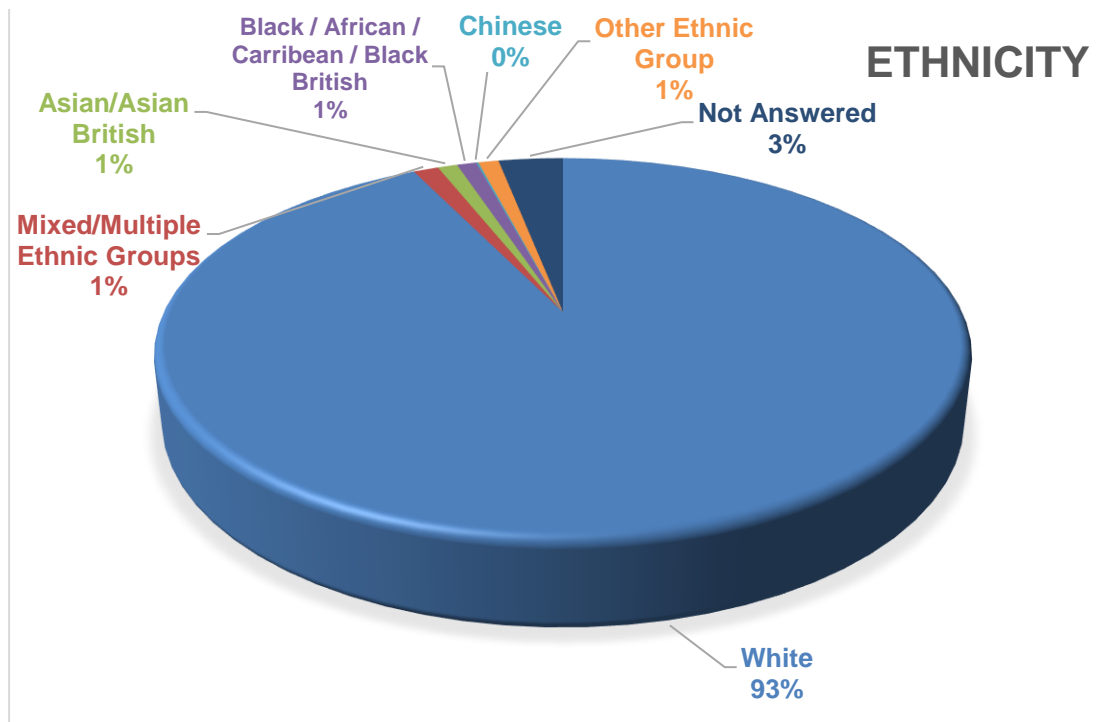
Gender



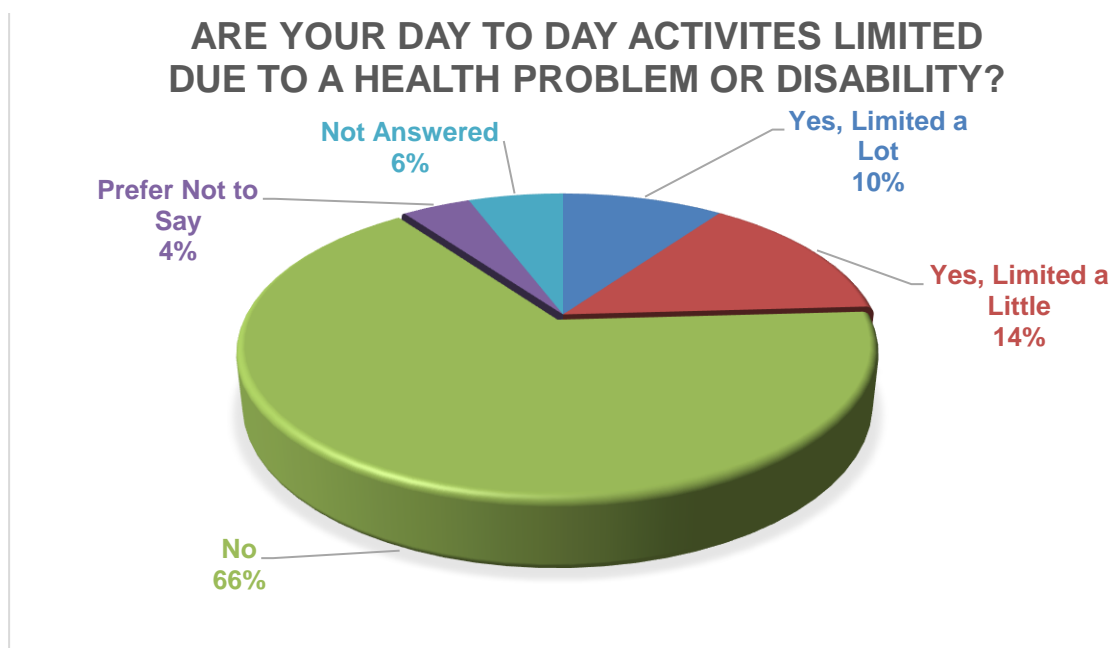
Age



Ethnicity



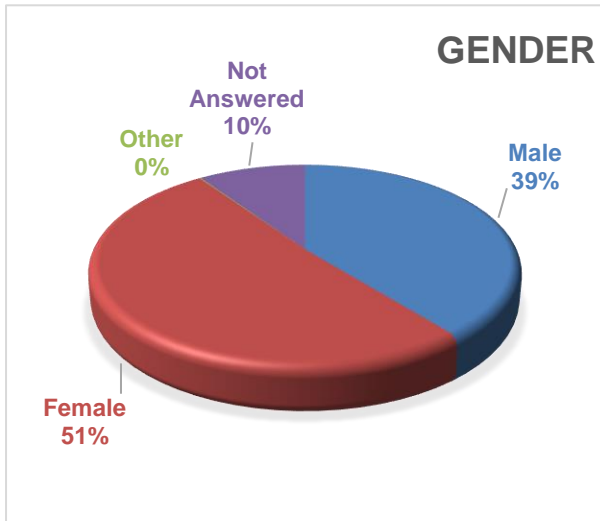
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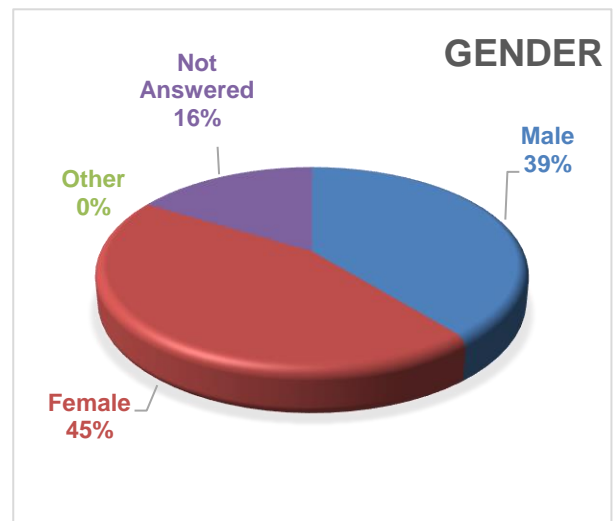
DEF Breakdown

Gender

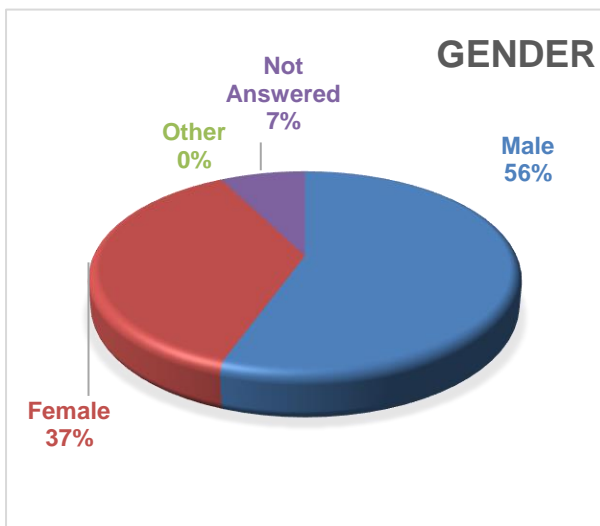
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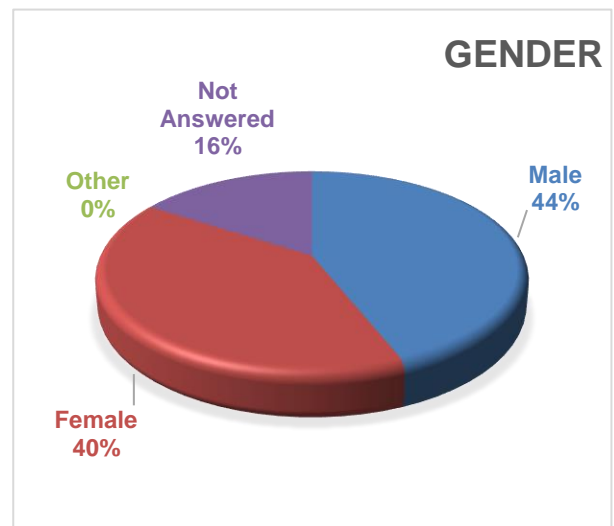
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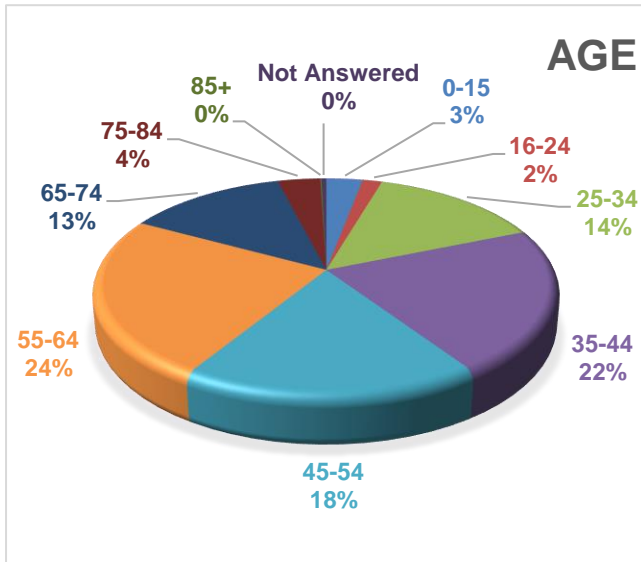


Truro:

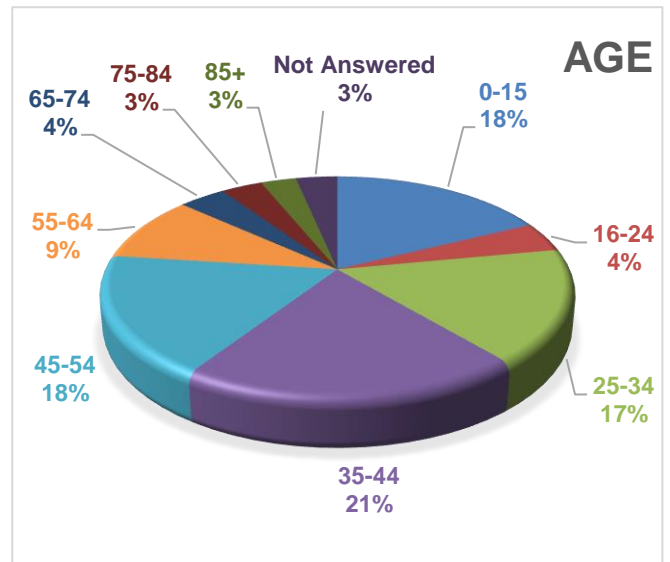


Age

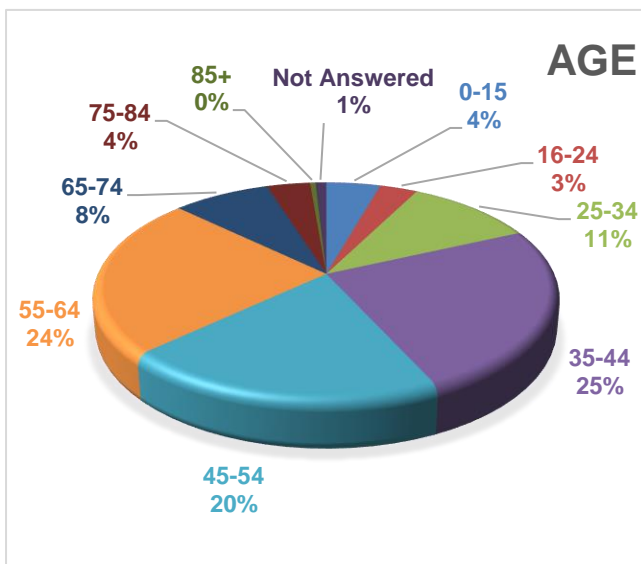
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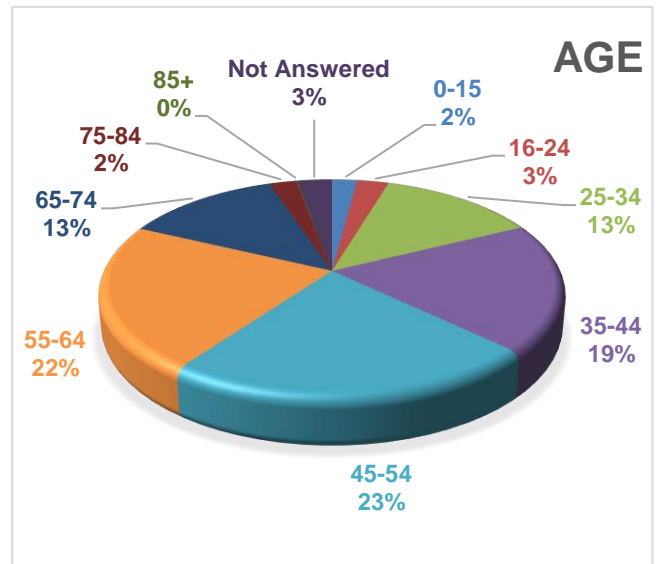
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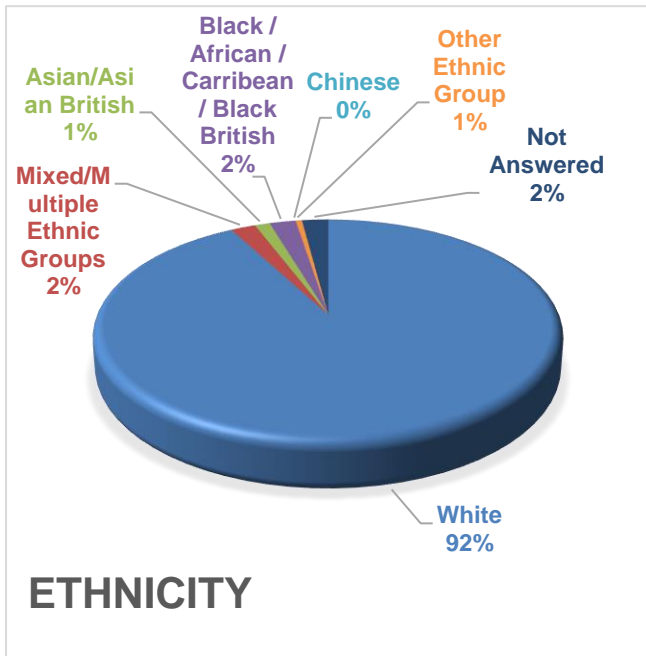


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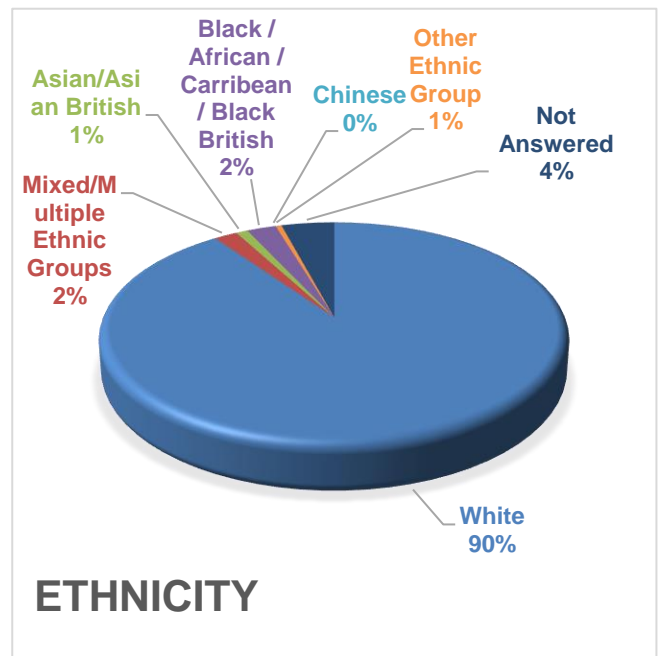


Ethnicity

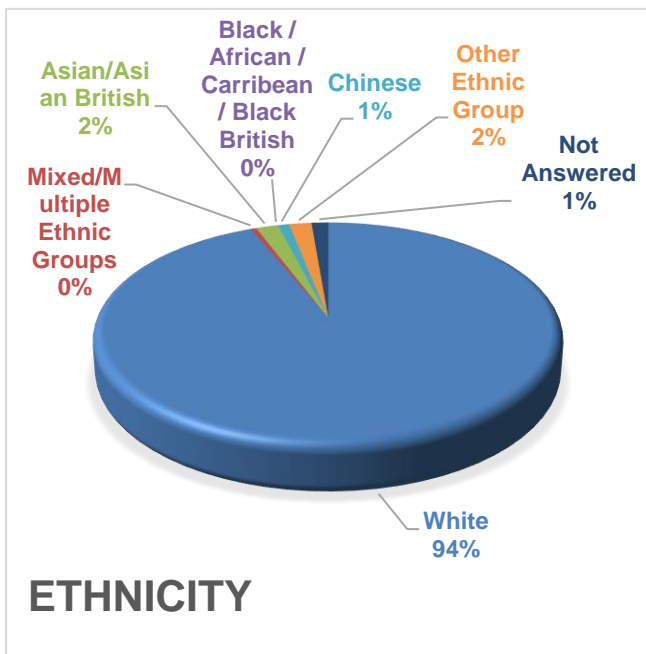
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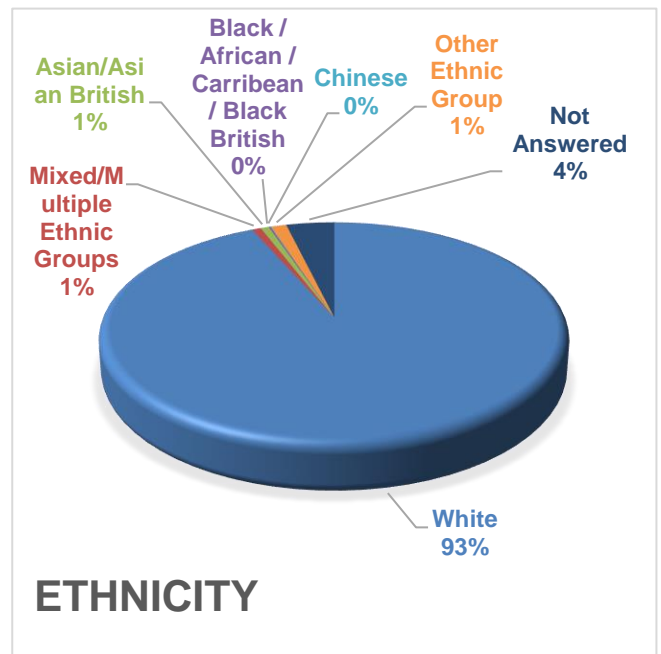
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Exeter:



Truro:

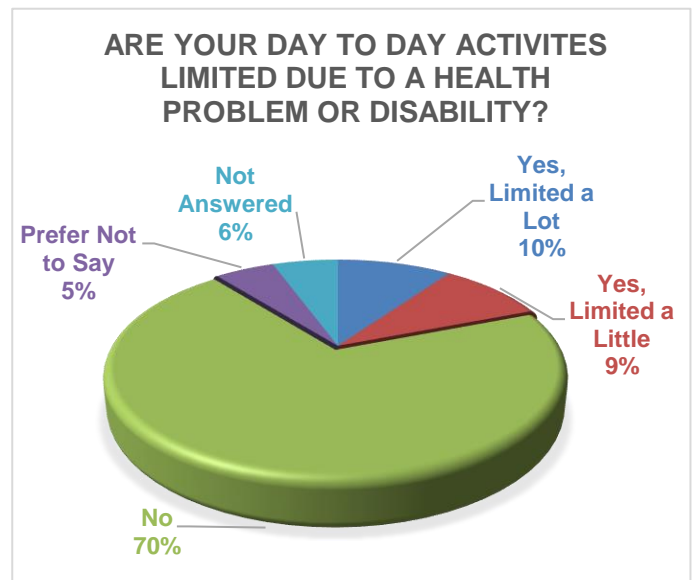


Disability

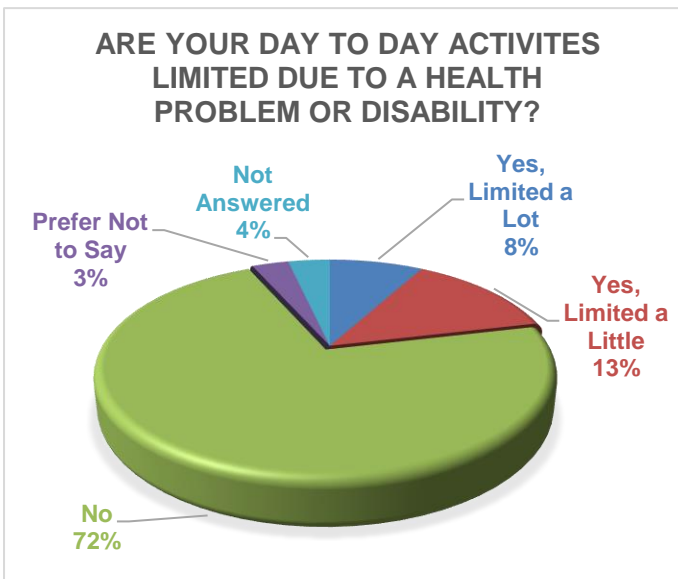
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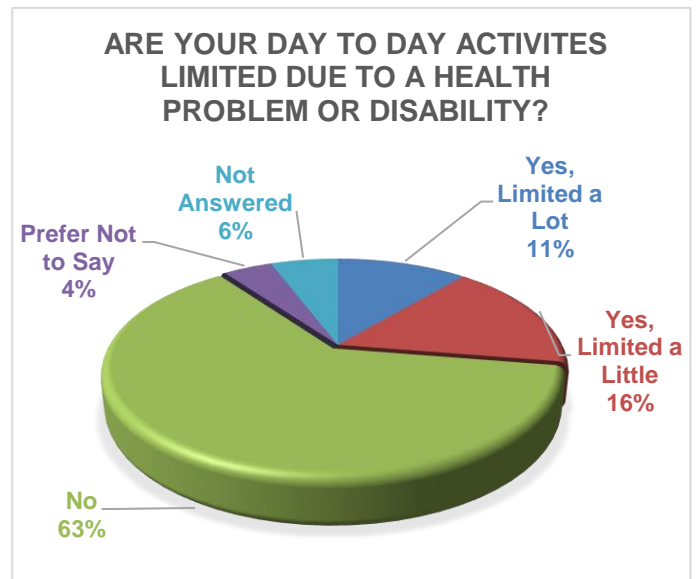
Devonport:



Exeter:



Truro:



Summary

Overall, 98% of respondents answered that their overall experience at PDSE was 'good' or 'very good.' 0.1% said their experience was 'poor' or 'very poor', with the remaining percentage not answering the question.

Feedback from a patient at the Derriford DEF, January 2025:

"I have been seen a few times now by C, a year 5 student, and I wanted to express that she is tremendously caring, understanding, considerate and professional. I have found her to be very clear in explaining options to me and what the next steps are.

The supervisors I have experienced have been fantastic and the reception staff are always very friendly and keen to help.

Thank you for all you have done for me so far."