



**Peninsula
Dental**
Social Enterprise

Peninsula Dental Social Enterprise Patient Satisfaction Survey

1st February 2026 – 31st July 2026



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Introduction

This report details the results of the patient satisfaction survey that took place between 1st February 2026 and 31st July 2026.

Visiting patients were encouraged to complete a questionnaire capturing their recent experience at each of the four Dental Education Facilities (DEFs) in Derriford, Devonport, Exeter and Truro and the Dental Education Practice (DEP) in Plymouth City Centre. Over a period of 6 months, 1442 patients completed individual surveys across the DEFs and DEP.

The feedback was submitted via:

- iPads located in the reception area of each site (except the DEP)
- a link sent out via SMS after completed appointments (for the DEP only)
- a link on our website
- paper forms available on request

The survey 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?

- 91% of respondents said our service was 'very good'
- 4% said our service was 'good'
- 1% said our service was 'neither good nor poor'
- 0% said our service was 'poor'
- 1% said our service was 'very poor'
- 0% said they did not know
- 3% did not answer this question

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

- 96% responded with 'very satisfied'
- 1% responded with 'fairly satisfied'
- 0% responded with 'not really satisfied'
- 0% responded with 'not at all satisfied'
- 2% did not answer this question

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

- 95% responded with 'very satisfied'
- 2% responded with 'fairly satisfied'
- 0% responded with 'not really satisfied'
- 0% responded with 'not at all satisfied'
- 3% did not answer this question

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

- 90% responded with 'very satisfied'
- 6% responded with 'fairly satisfied'
- 1% responded with 'not really satisfied'
- 0% responded with 'not at all satisfied'
- 3% did not answer this question

Did you feel sufficiently involved in decisions about your care?

- 89% responded with 'yes, absolutely'
- 7% responded with 'yes'
- 1% responded with 'yes, but not fully'
- 0% responded with 'no, not really'
- 0% responded with 'no, not at all'
- 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?

- 40% responded with 'completely'
- 17% responded with 'very'
- 3% responded with 'moderately'
- 0% responded with 'not much'
- 0% responded with 'not at all'
- 38% 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'
- 4% responded with 'fairly satisfied'
- 1% responded with 'not really satisfied'
- 0% responded with 'not at all satisfied'
- 5% did not answer this question

DEF Breakdown

Number and method of responses					
	Derriford	Devonport	Exeter	Truro	DEP
Feedback iPads	114	0	69	545	0
Online/SMS	5	57	237	2	412
Paper	0	0	0	0	1

Thinking about our service, overall how was your experience of our service?					
	Derriford	Devonport	Exeter	Truro	DEP
Very Good	97%	86%	90%	94%	88%
Good	2%	4%	3%	4%	6%
Neither Good nor Poor	1%	0%	1%	0%	2%
Poor	0%	0%	0%	0%	1%
Very Poor	1%	1%	1%	0%	1%
Don't know	0%	0%	0%	0%	0%
Not Answered	0%	11%	6%	2%	2%

Were you satisfied with the cleanliness of the facilities at your visit today?					
	Derriford	Devonport	Exeter	Truro	DEP
Very Satisfied	98%	86%	95%	96%	98%
Fairly Satisfied	1%	1%	1%	2%	1%
Not really satisfied	0%	0%	0%	0%	0%
Not at all satisfied	1%	0%	0%	0%	1%
Not Answered	0%	14%	5%	1%	1%

Were you satisfied with the helpfulness of staff at your visit today?					
	Derriford	Devonport	Exeter	Truro	DEP
Very Satisfied	99%	86%	94%	97%	90%
Fairly Satisfied	0%	0%	1%	2%	3%
Not really satisfied	0%	0%	0%	0%	1%
Not at all satisfied	1%	0%	0%	0%	1%
Not Answered	1%	14%	5%	1%	4%

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

	Derriford	Devonport	Exeter	Truro	DEP
Very Satisfied	96%	77%	94%	95%	82%
Fairly Satisfied	3%	7%	3%	3%	13%
Not really satisfied	2%	2%	0%	1%	2%
Not at all satisfied	0%	0%	0%	0%	1%
Not Answered	0%	14%	4%	1%	2%

Did you feel sufficiently involved in decisions about your care?

	Derriford	Devonport	Exeter	Truro	DEP
Yes, absolutely	93%	79%	91%	91%	85%
Yes	6%	5%	6%	7%	10%
Yes, but not fully	0%	1%	0%	1%	0%
No, not really	0%	0%	0%	0%	1%
No, not at all	0%	0%	0%	0%	1%
Not Applicable	1%	0%	0%	0%	1%
Not Answered	0%	16%	3%	1%	1%

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

	Derriford	Devonport	Exeter	Truro	DEP
Completely	66%	47%	44%	41%	29%
Very	9%	18%	24%	19%	13%
Moderately	2%	2%	3%	3%	3%
Not much	0%	1%	0%	1%	0%
Not at all	0%	0%	0%	0%	1%
Not Applicable	17%	14%	17%	21%	30%
Not Answered	7%	19%	13%	15%	23%

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

	Derriford	Devonport	Exeter	Truro	DEP
Very Satisfied	97%	82%	92%	92%	84%
Fairly Satisfied	1%	5%	2%	3%	7%
Not really satisfied	0%	0%	0%	0%	2%
Not at all satisfied	1%	0%	0%	0%	1%
Not Answered	2%	12%	6%	5%	6%

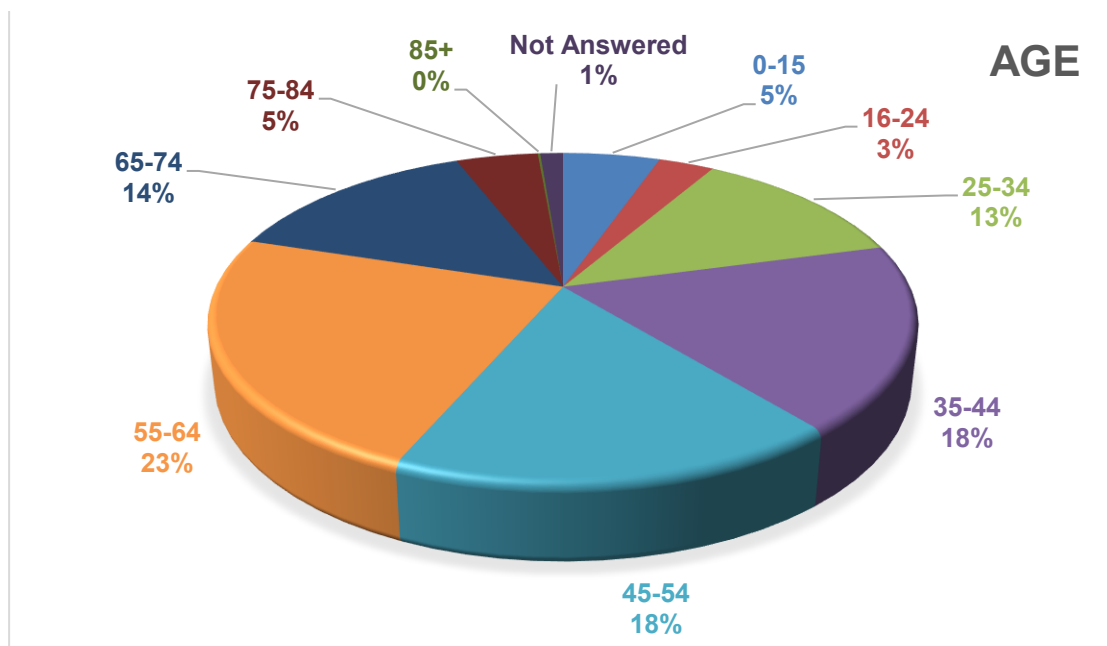
Demographic Information

All sites

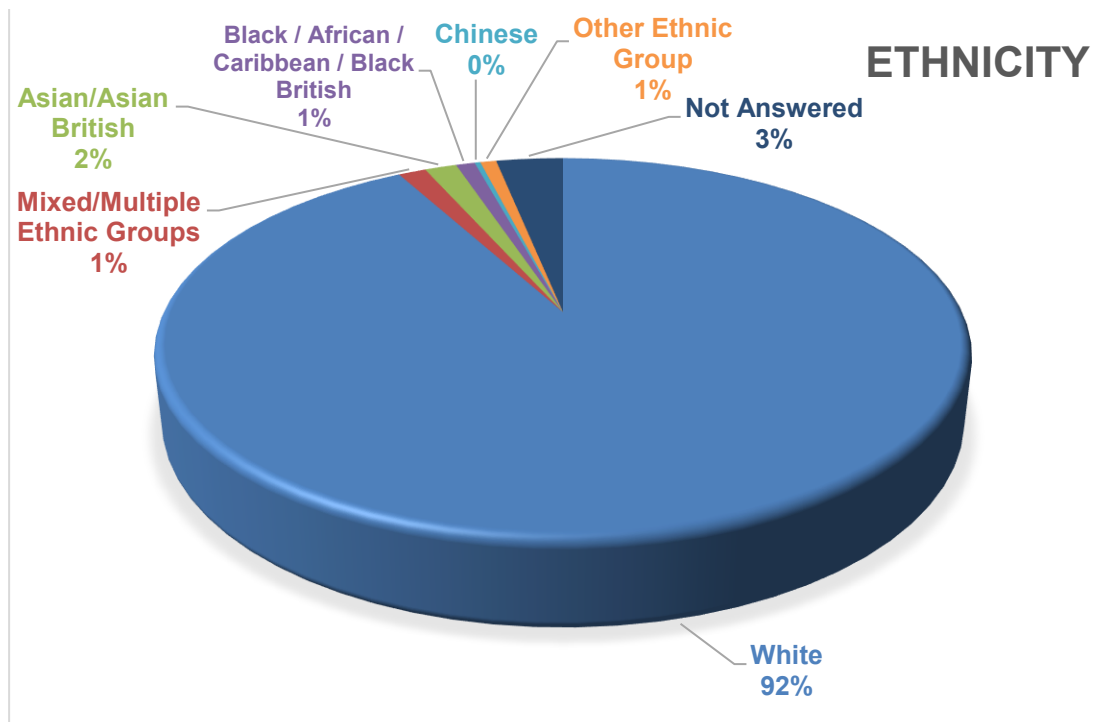
Gender



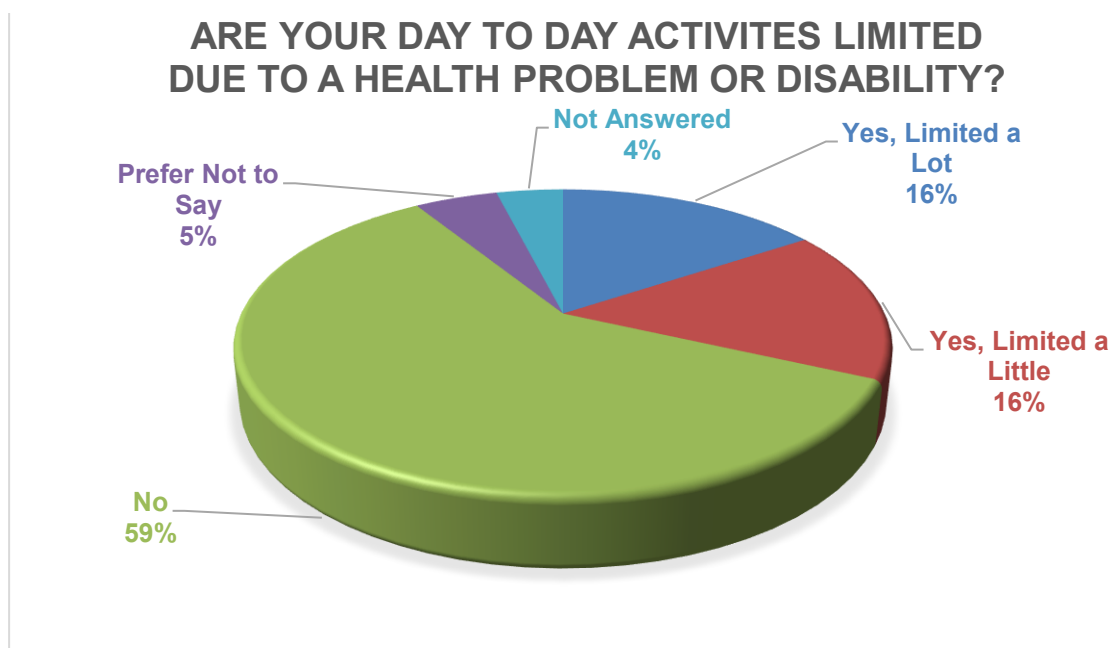
Age



Ethnicity



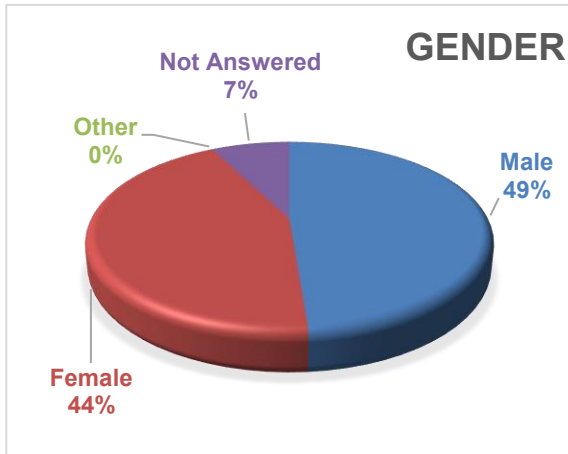
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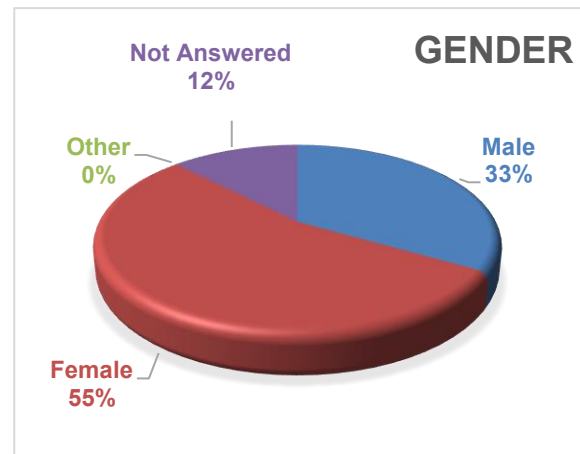
DEF Breakdown

Gender

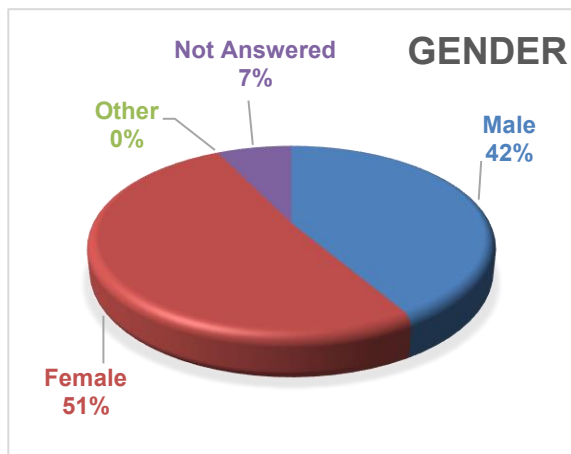
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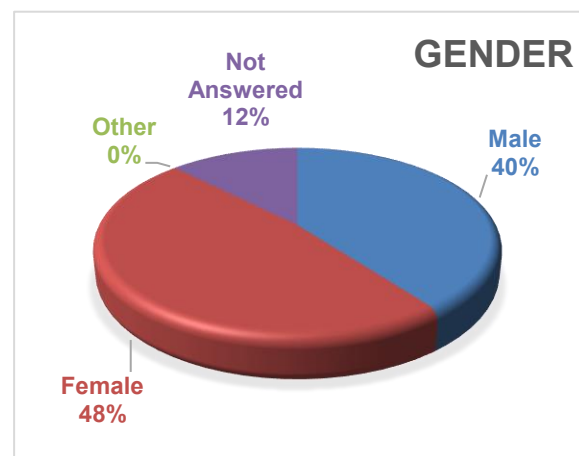
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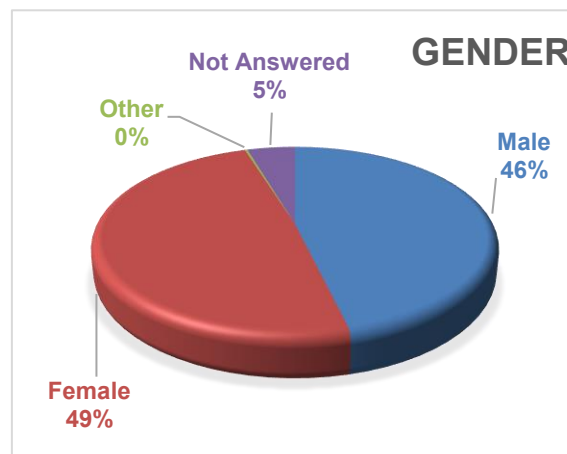
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Truro:

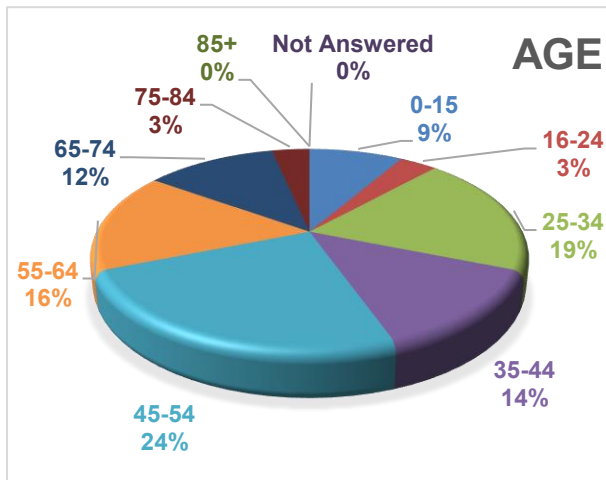


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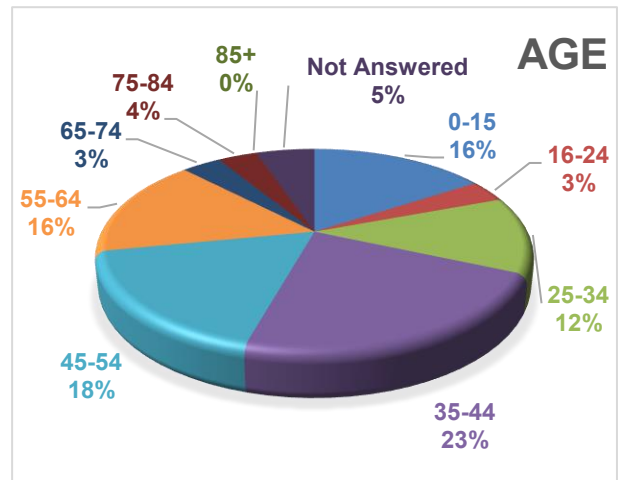


Age

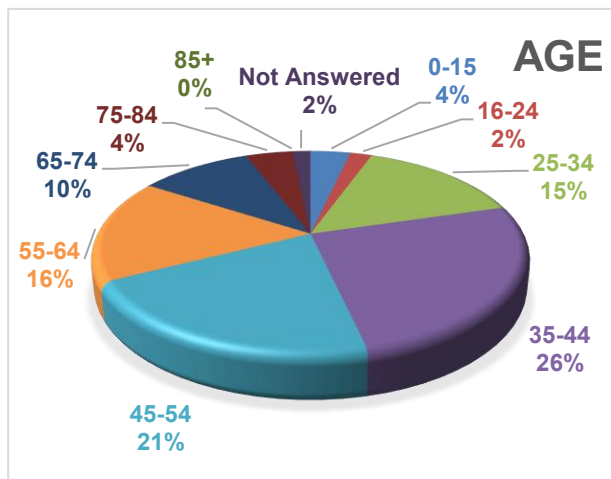
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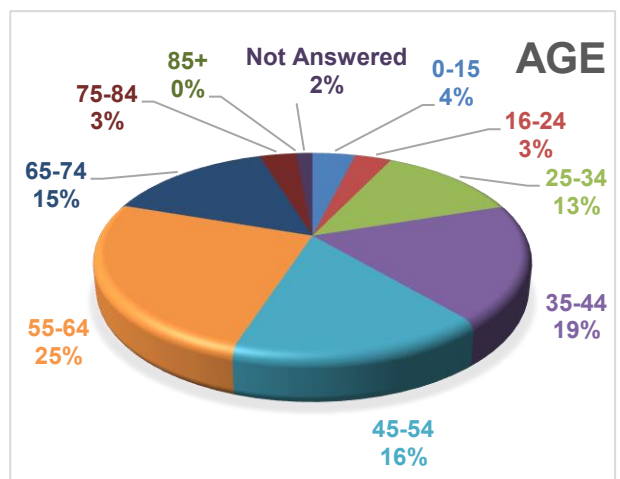
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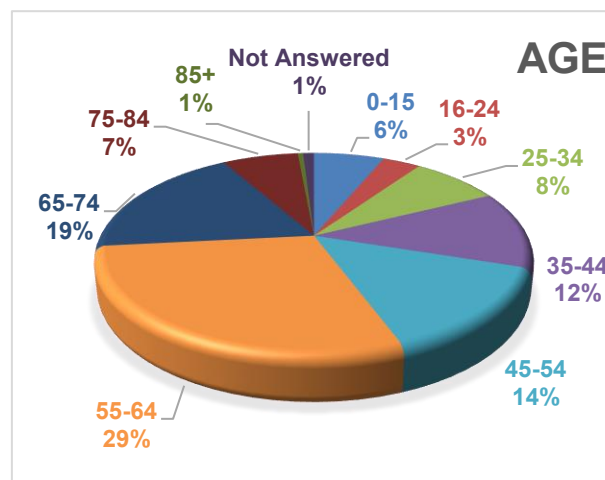
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Truro:

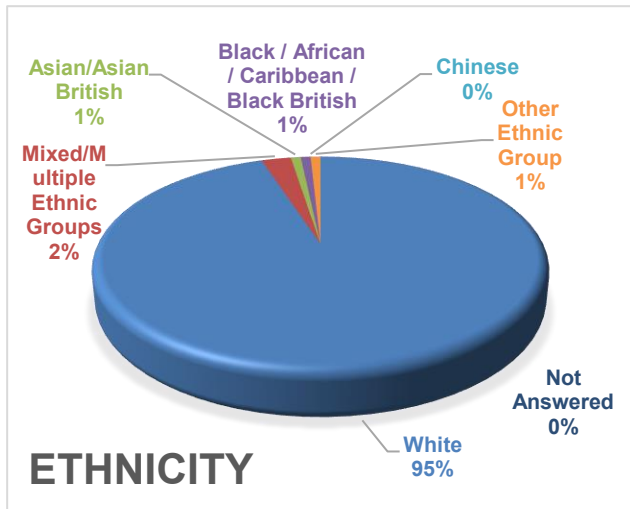


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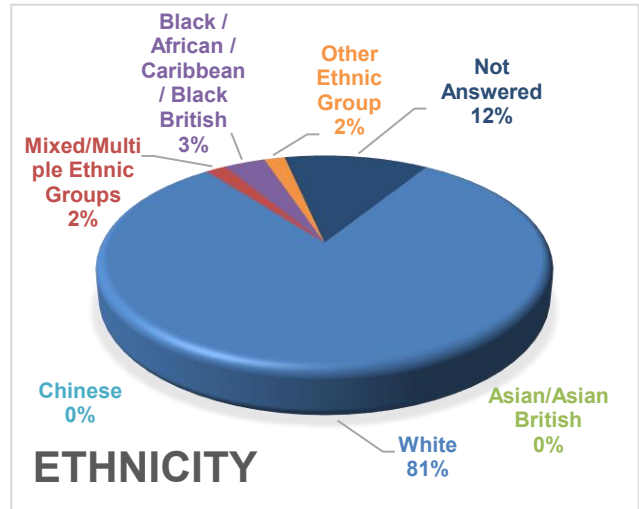


Ethnicity

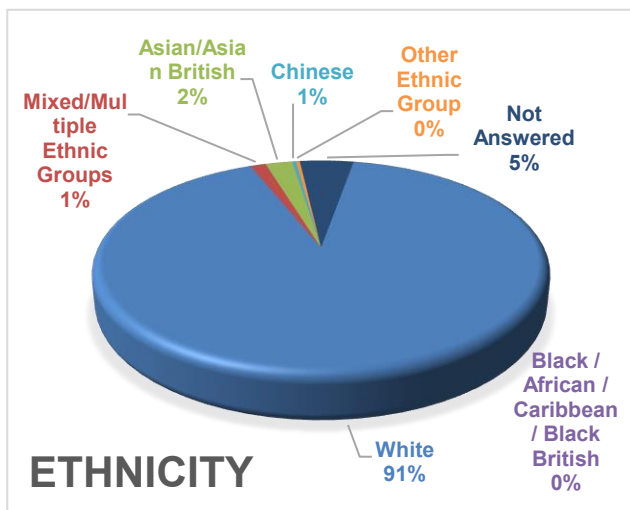
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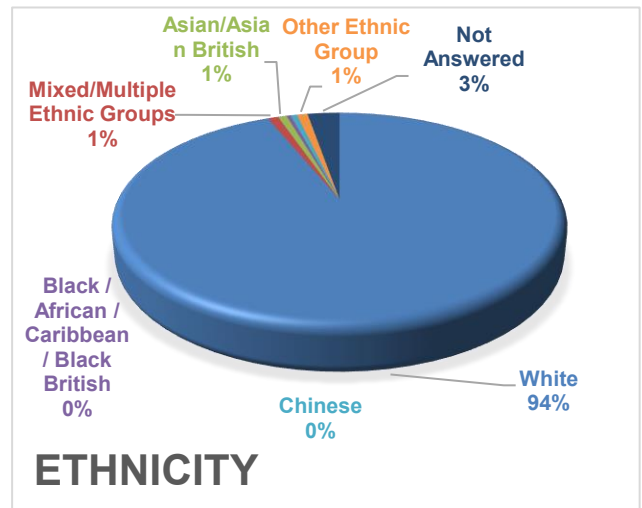
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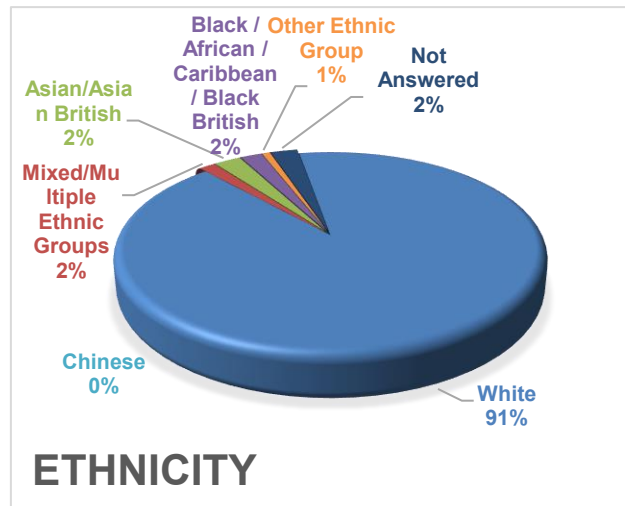
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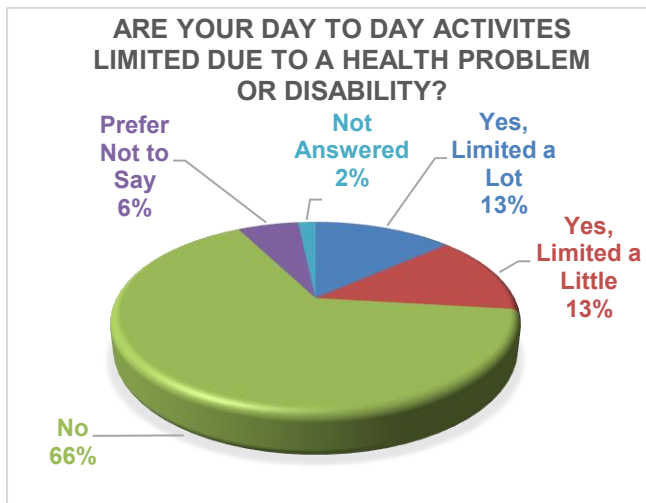


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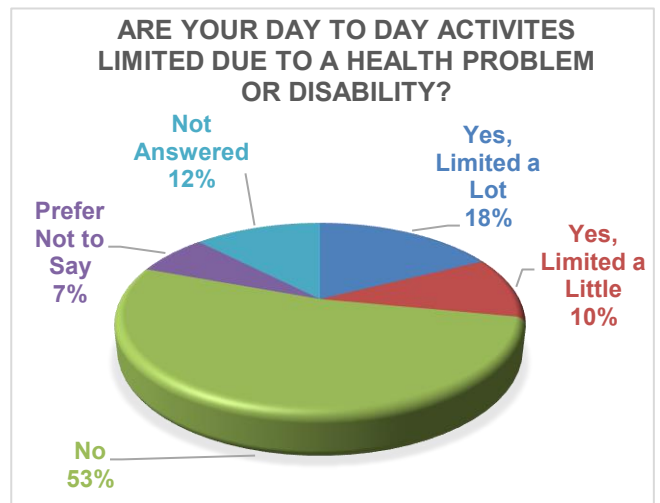


Disability

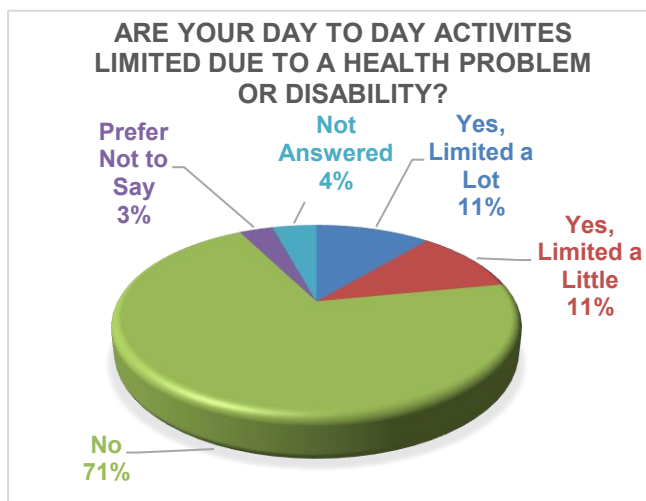
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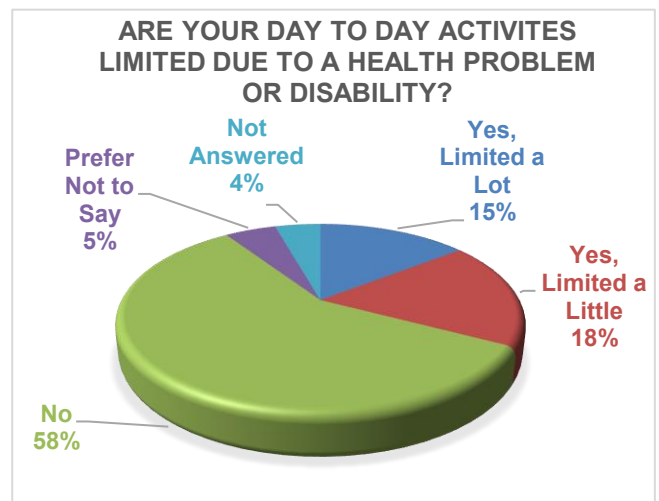
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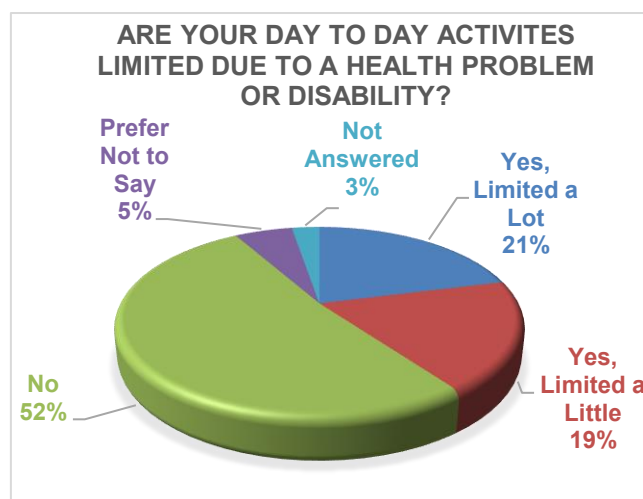
Exeter:



Truro:



DEP:



Summary

Overall, 95% of respondents answered that their overall experience at PDSE was 'good' or 'very good.' 1% said their experience was 'poor' or 'very poor', with the remaining percentage giving a neutral response or not answering the question.

Feedback from a patient at the Dental Education Practice, July 2026:

"I have a phobia of dentists and am absolutely terrified, especially for something like an extraction. My dentist EO and the nurse were so very kind and understanding. They made the experience as quick and painless as possible, and I wasn't made to feel ashamed or silly for the upset. If every dentist was like them, I think people would be much less afraid to go. I cannot express how grateful I am to them.

Thank you again to EO and the nurse for making my experience as good as they did. I feel very lucky to have seen them."