



**2016
Survey
Results**

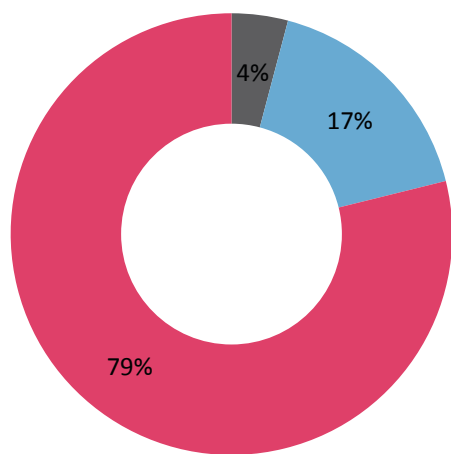
At Pont Steffan Dental we are constantly looking for ways to improve the service we provide for our patients. We regularly welcome feedback in many forms, these include: on our website, in reception via comment/feedback cards and verbally. Every two years we aim to email our patients a short questionnaire to better analyse areas to work on.

In May 2016 we conducted a ten question survey, produced with Survey Monkey and emailed to all patients that had provided us an email address. Due to the nature of how the patient email list was generated, these patients range from being current, left or never attended patients. We had a total of 198 respondents, this booklet is a summery of the results we obtained.

Question 1. How likely is it that you would recommend Pont Steffan Dental Practice to a friend or colleague?

Answered: 194 Skipped: 4

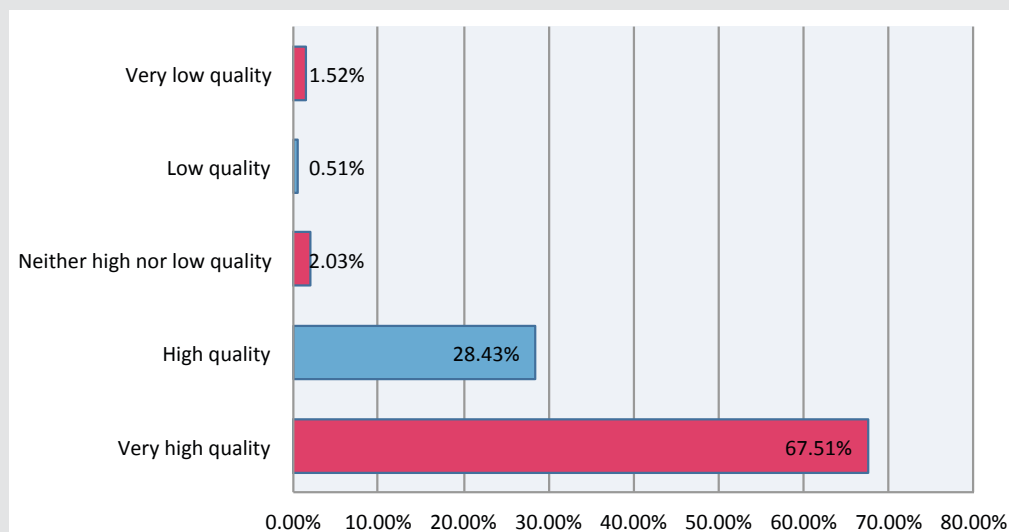
■ Detractors (0-6) ■ Passives (7-8) ■ Promoters (9-10)



Detractors (0-6)	Passives (7-8)	Promoters (9-10)
8 (4%)	33 (17%)	153 (79%)

Question 2. How would you rate the quality of the services we provide?

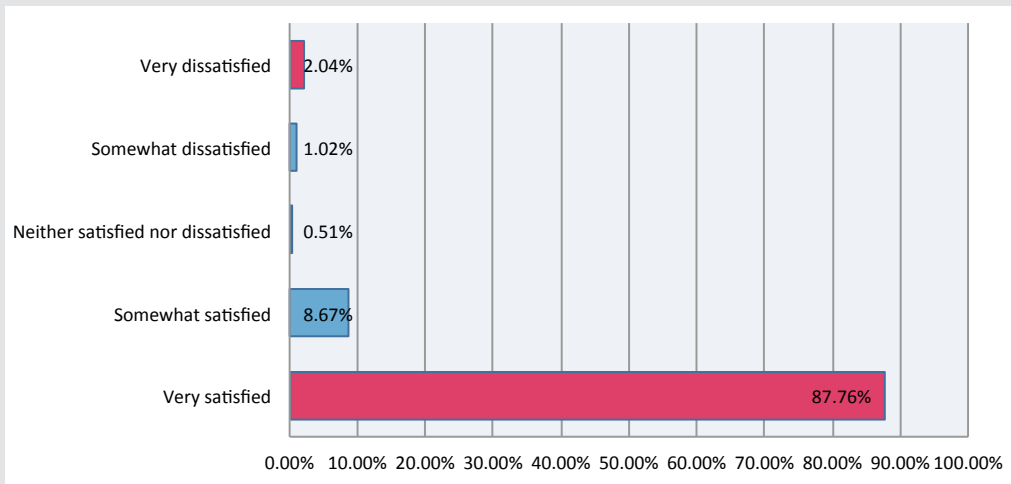
Answered: 197 Skipped: 1



Answer Choices	Responses
Very high quality	133 (67.5%)
High quality	56 (28.43%)
Neither high nor low quality	4 (2.03%)
Low quality	1 (0.51%)
Very low quality	3 (1.52%)
Total	197

Question 3. Overall, how satisfied or dissatisfied are you with Pont Steffan Dental Practice?

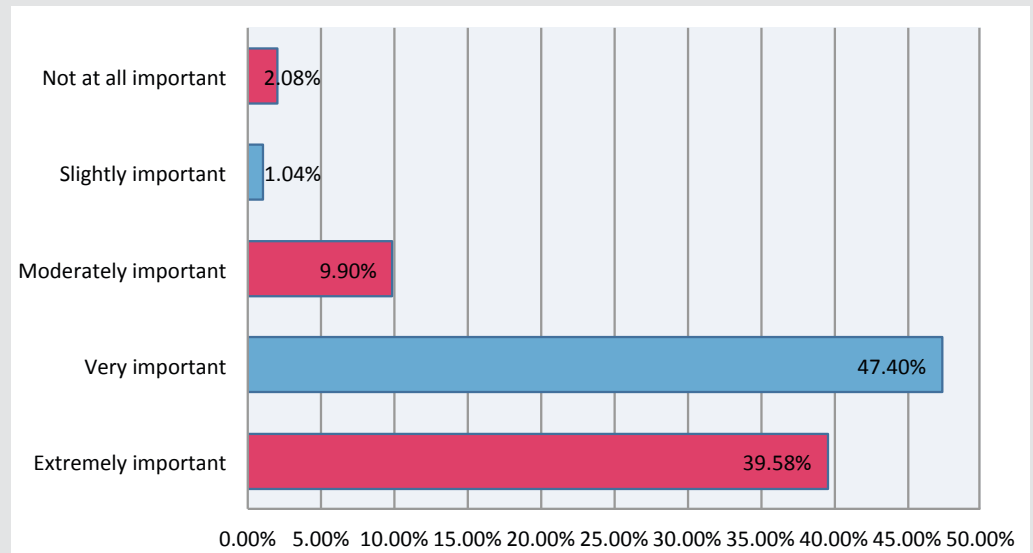
Answered: 196 Skipped: 2



Answer Choices	Responses
Very satisfied	172 (87.76%)
Somewhat satisfied	17 (8.67%)
Neither satisfied nor dissatisfied	1 (0.51%)
Somewhat dissatisfied	2 (1.02%)
Very dissatisfied	4 (2.04%)
Total	196

Question 4. How important to the employees at Pont Steffan Dental Practice make you feel?

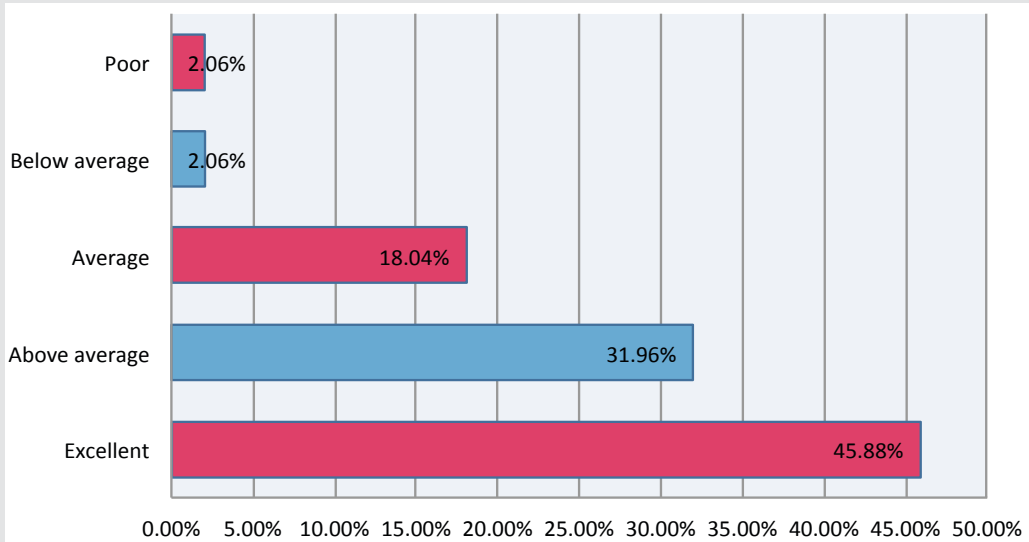
Answered: 192 Skipped: 6



Answer Choices	Responses
Extremely important	76 (39.58%)
Very important	91 (47.40%)
Moderately important	19 (9.90%)
Slightly important	2 (1.04%)
Not at all important	4 (2.08%)
Total	192

Question 5. How would you rate the value for money of your overall experience?

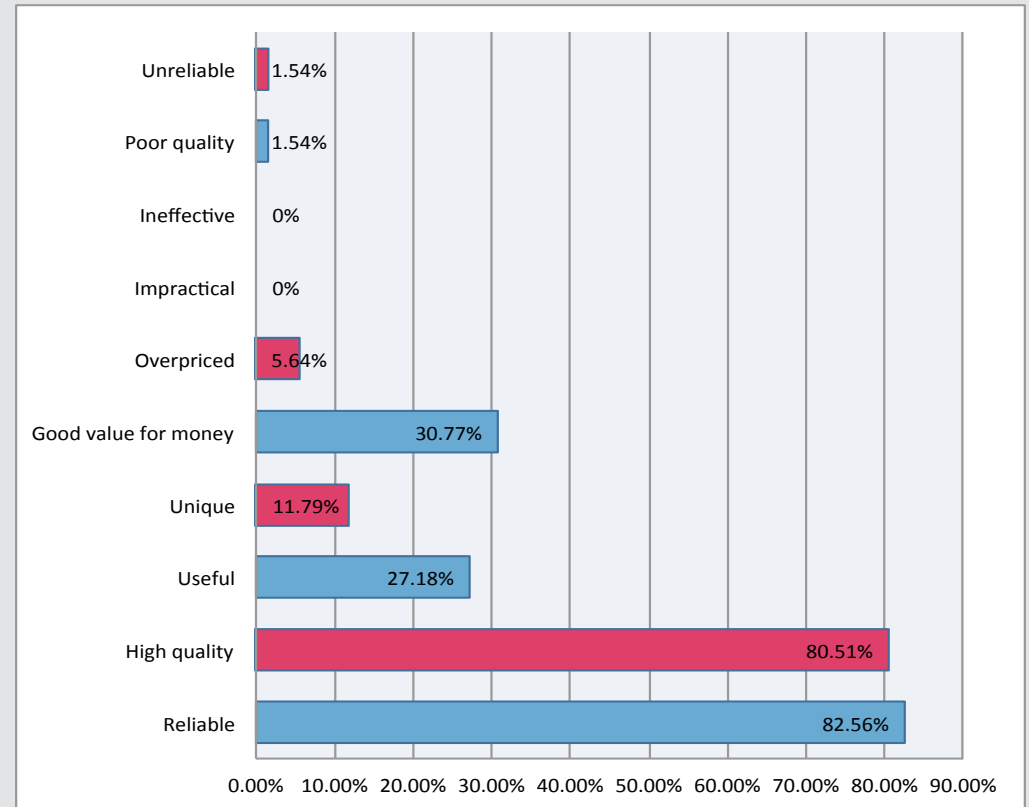
Answered: 194 Skipped: 4



Answer Choices	Responses
Excellent	89 (45.88%)
Above average	62 (31.96%)
Average	35 (18.04%)
Below average	4 (2.06%)
Poor	4 (2.06%)
Total	194

Question 6. Which of the following words would you use to describe Pont Steffan Dental Practice? Select all that apply.

Answered: 195 Skipped: 3



Answer Choices	Responses
Reliable	161 (82.56%)
High quality	157 (80.51%)
Useful	53 (27.18%)
Unique	23 (11.79%)
Good value for money	60 (30.77%)
Over priced	11 (5.64%)
Impractical	0 (0%)
Ineffective	0 (0%)
Poor quality	3 (1.54%)
Unreliable	3 (1.54%)
Total Respondents	195

The following questions were open questions for patients to answer, we have summarised these by how often the same or similar answer was given and chosen the top five mentioned.

Question 7. What changes would Pont Steffan Dental Practice have to make for you to give it a higher rating?

Answered: 99 Skipped: 99

- **Better parking** - Unfortunately this is something that is out of our hands, there is no where near to turn into a car park nor can we reserve parking on the side of the road. However, we did create a webpage offering patients information on where to park.
- **More hygiene appointments** - We hired another hygienist and now have a hygienist appointments available Monday - Thursday, every first Friday of the month and two Saturdays in a month.
- **Bigger premises/reception area** - We purchased the property next door. This allowed us to expand the waiting area, have a bigger reception desk and an office for privacy. We will also be able to offer another downstairs surgery.
- **More Welsh** - We have been awarded a Silver standard for our commitment for providing services in Welsh. We have Welsh speaking dentist, hygiene therapists, nurses and receptionists, all surgery signs are in Welsh, our Practice Information leaflet is available in Welsh and in the future we are working on incorporating more Welsh language into our patient literature.
- **Reduce costs** - At Pont Steffan Dental we are aware of the ever-growing pressures on our patients budgets; we too feel an increased burden of rising overheads and costs. With this in mind, our prices are reviewed annually to reflect any changes in direct costs, but with the ethos of providing a high quality service.

Question 8. What does Pont Steffan Dental Practice do really well?

Answered: 135 Skipped: 63

- **Customer Service**
- **Reminders**
- **Supportive of nervous patients**
- **Professional**
- **High standards**

Question 9. How can we improve your experience with us?

Answered: 91 Skipped: 107

- **More hygiene** - (See Question 7)
- **Bigger premises/waiting room** - (See Question 7)
- **Car park** - (See Question 7)
- **Coffee/water machine** - Acquiring a bigger reception area allowed us to add in tea and coffee facilities, to be able to offer our patients fresh filter coffee and an instant boil machine for tea. We also added a fridge of which we keep stocked with bottled water.
- **Better disabled access** - By purchasing the property next door, we were able to move our entrance and so this is now on the same level as the pavement outside. It also means we are able to add an additional downstairs surgery.

Question 10. Do you have any other comments, questions or concerns?

Answered: 78 Skipped: 120

- **Better disabled access**
- **Parking spaces**

