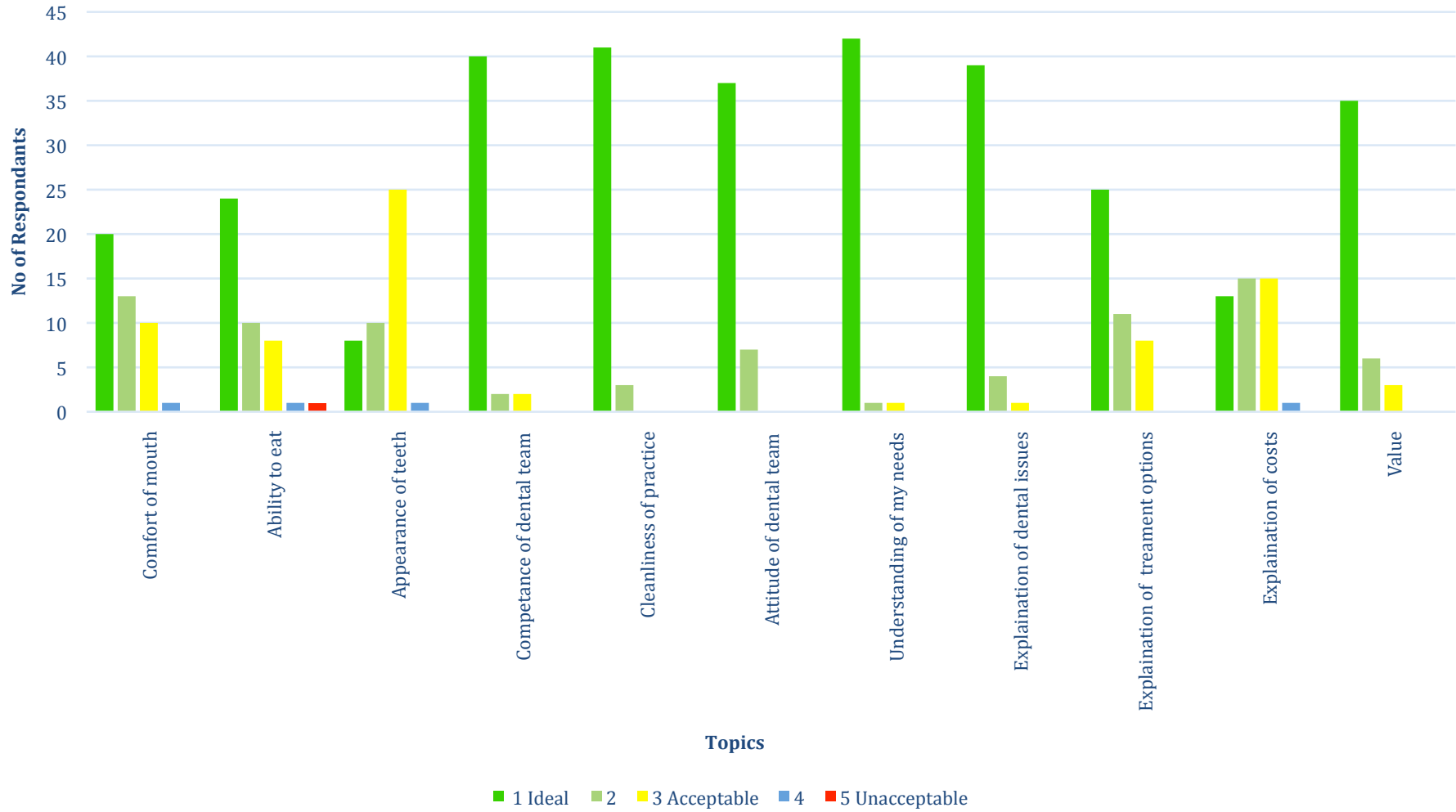


Patient Satisfaction Survey 2016



Golding House Patient Survey for October/ November/ December 2015

	Male 9	Female 26	Not indicated 9	Total 44
Age	16-18 1	19-35 0	36-50 12	51-70 22
Payment method	Private Fees 33		GHDP Plan 0	Not indicated 11

1. How would you describe the general level of comfort in your mouth?

IDEAL		ACCEPTABLE		UNACCEPTABLE
1	2	3	4	5
20	13	10	1	0

2. How would you describe your ability to eat the foods you like?

IDEAL		ACCEPTABLE		UNACCEPTABLE
1	2	3	4	5
24	10	8	1	1

3. How do you feel about the appearance of your teeth/dentures?

IDEAL		ACCEPTABLE		UNACCEPTABLE
1	2	3	4	5
8	10	25	1	0

4. How would you rate the standard of cleanliness and hygiene at Golding House?

IDEAL		ACCEPTABLE		UNACCEPTABLE
1	2	3	4	5
40	2	2	0	0

5. How would you rate the competence of the dental team?

IDEAL		ACCEPTABLE		UNACCEPTABLE
1	2	3	4	5
41	3	0	0	0

6. How would you describe the attitude of the dental team towards you?

IDEAL		ACCEPTABLE		UNACCEPTABLE
1	2	3	4	5
40	3	1	0	0

7. How would you rate the ability of Golding House to understand your needs?

IDEAL		ACCEPTABLE		UNACCEPTABLE
1	2	3	4	5
37	7	0	0	0

8. How would you rate the ability of Golding House to explain your dental issues to you?

IDEAL		ACCEPTABLE		UNACCEPTABLE
1	2	3	4	5
42	1	1	0	0

9. How do you rate the ability of Golding House to explain treatment options to you?

IDEAL		ACCEPTABLE		UNACCEPTABLE
1	2	3	4	5
39	4	1	0	0

10. How do you rate the ability of Golding House to explain costs of treatment to you?

IDEAL		ACCEPTABLE		UNACCEPTABLE
1	2	3	4	5
25	11	8	0	0

11. How would you describe the value for money given by Golding House Dental Practice?

IDEAL		ACCEPTABLE		UNACCEPTABLE
1	2	3	4	5
13	15	11	1	0

12. How would you rate the level of trust that you feel in Golding House?

IDEAL		ACCEPTABLE		UNACCEPTABLE
1	2	3	4	5
35	6	3	0	0

Additional comments

Very friendly *Female 51-70*

Great service, lovely people, bringing a smile to my face *female 51-70*

I used to hate going to the dentist. Now it's a chore I don't lose sleep over and my teeth are very well looked after *female 51-70*

I have been receiving treatment here for many years and my children too and I have also been more than happy with all aspects of the service on offer *female 51-70*

I accept that sometimes appointments overrun, but being seen as close as possible to appointment time is very important *female 51-70*

Our whole family come here and we are delighted with the car *female 36-50*

Private dental fees across the board are overly expensive and very hard to budget for *female 36-50*

This is an excellent dental practice. Team friendly, professional and knowledgeable. Recommended them to friends. *Female 36-50*

I think they have been very understanding with my needs, very amazing dentist. *Patient aged 11 years*

I have every confidence in the treatment prescribed and delivered but find the fee scale expensive. *Patient aged 51-70*

Outstanding good in all aspects. *Male 71+*

Quite simply the best dental practice around *male 36-50*

You pay a fee and you get very good service. Hard to fault on any level. I would be reluctant to change even though I now live outside Cranbrook. *Male 51-70*

A perfect local dentists practice *male 71+*