

## **Patient survey April 2013**

In April we ran a patient satisfaction survey. We asked some simple questions to find out how our patients think we are doing. The questions and results were

### **Why did you choose us?**

recommended 76%  
same dentist every time 5%  
location 14%  
website 5%  
banner 5%  
other 5%

### **Are we meeting your expectations?**

yes 100%  
no 0%

### **Would you recommend us to others?**

yes 100%  
no 0%

### **We asked our patients to rate the following in importance when accessing dental care. Their rating is**

1 continuity of care  
2 reputation  
3 appointment times  
4 fees  
5 traveling and parking  
6 other

### **Some comments left by our patients are**

Good treatment, well explained  
Quality and value  
very friendly welcoming at every level  
very professional service and friendly atmosphere  
I never feel nervous coming here. It's not intimidating like other dental practices.