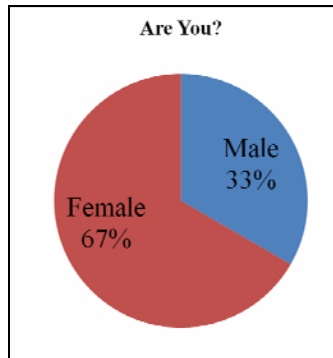
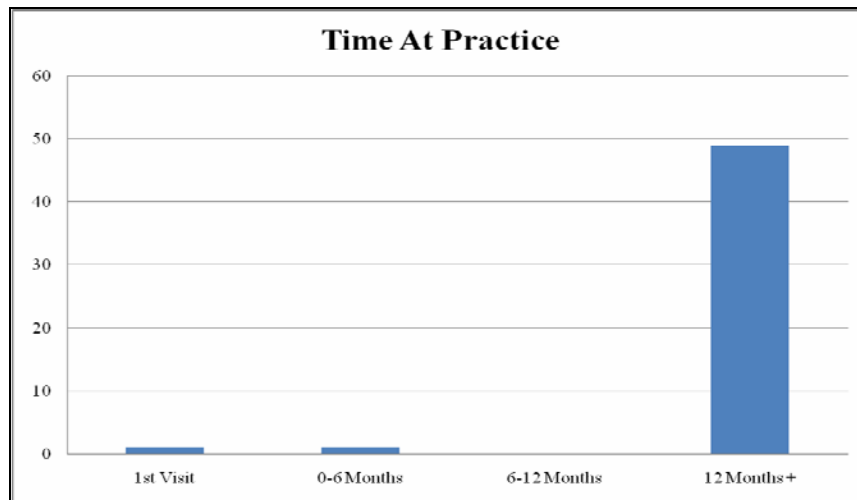


Goldsworth Road Patient Satisfaction Survey 2011

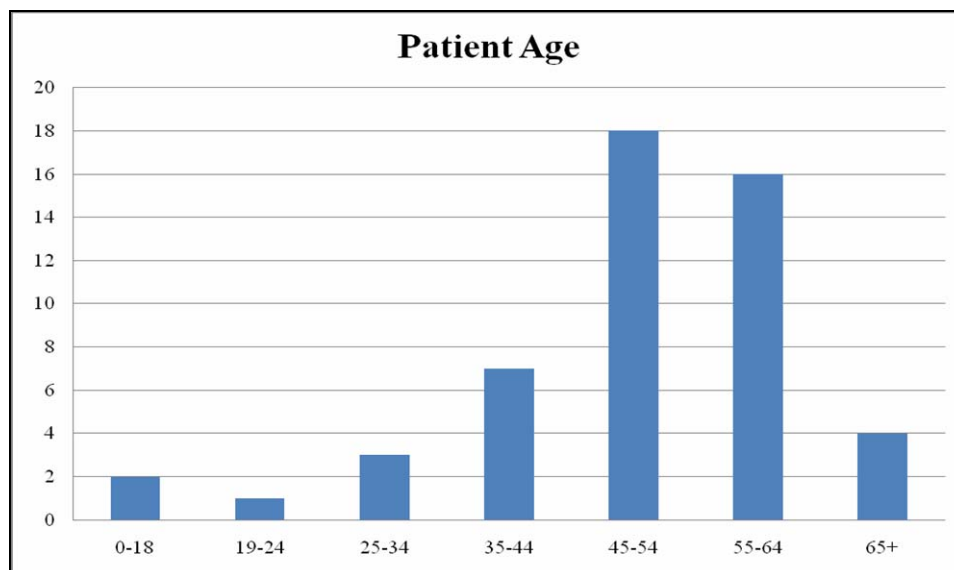
51 patients were included in the survey. 17 were male and 34 female, reflecting the practice patient demographic, which has more female than male patients.



All but 2 of the patients had been with the practice for more than 1 year.

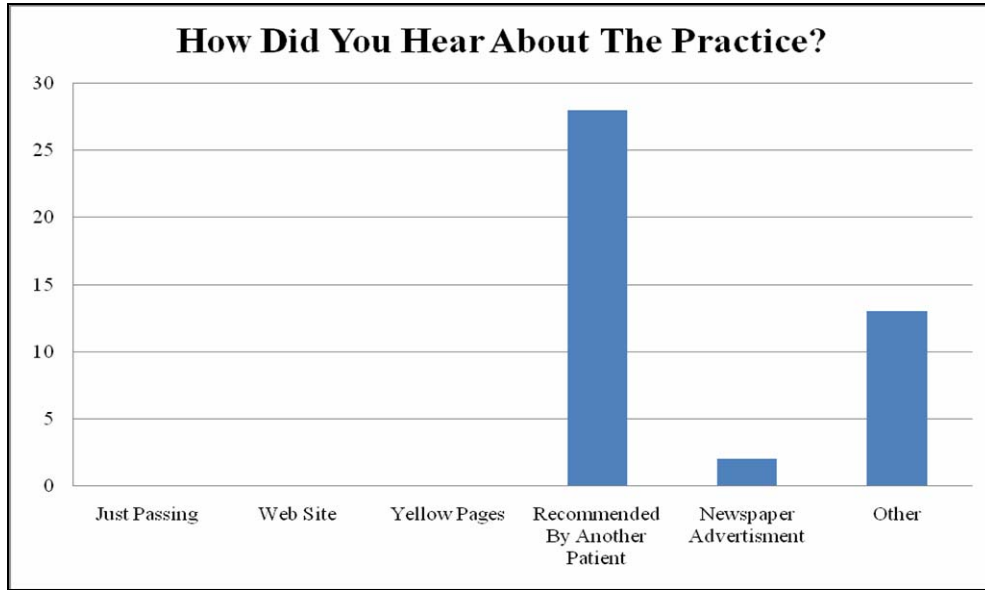


The majority of the patients included were in the 45 – 64 age groups.

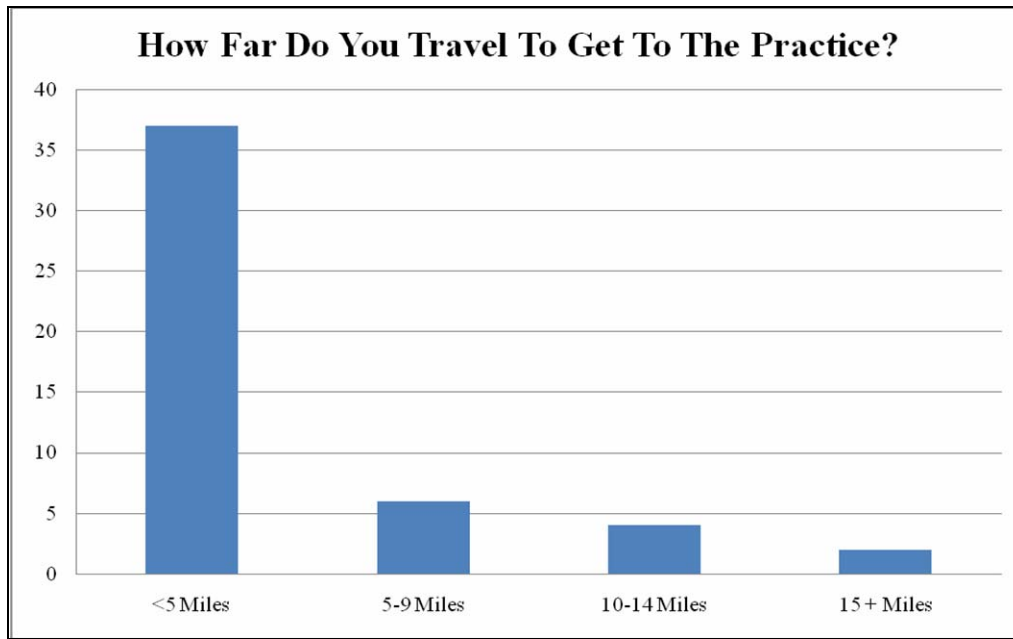


The most common pathway to becoming a patient at the practice was word of mouth referral from another patient.

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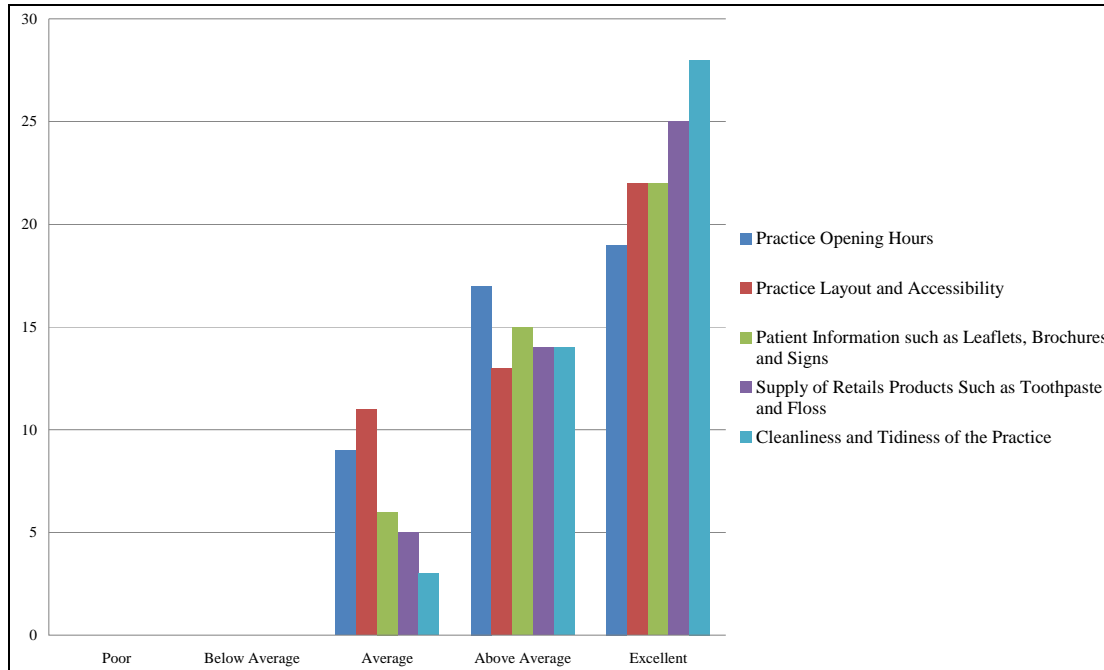


The majority of patients live less than 5 miles from the practice.



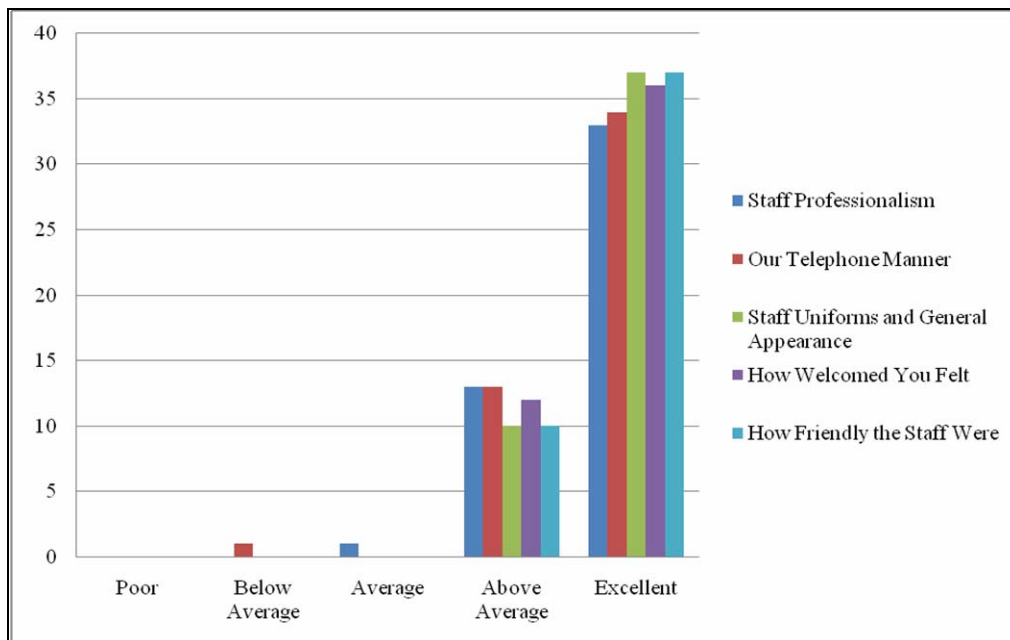
Goldsworth Road Patient Satisfaction Survey 2011

General level of service



The majority of patients rated the practice as excellent or above average for general level of service including opening hours, layout and accessibility, patient's information, supply of retail products and cleanliness and tidiness. No patients rated the practice as below average or poor in any of these areas.

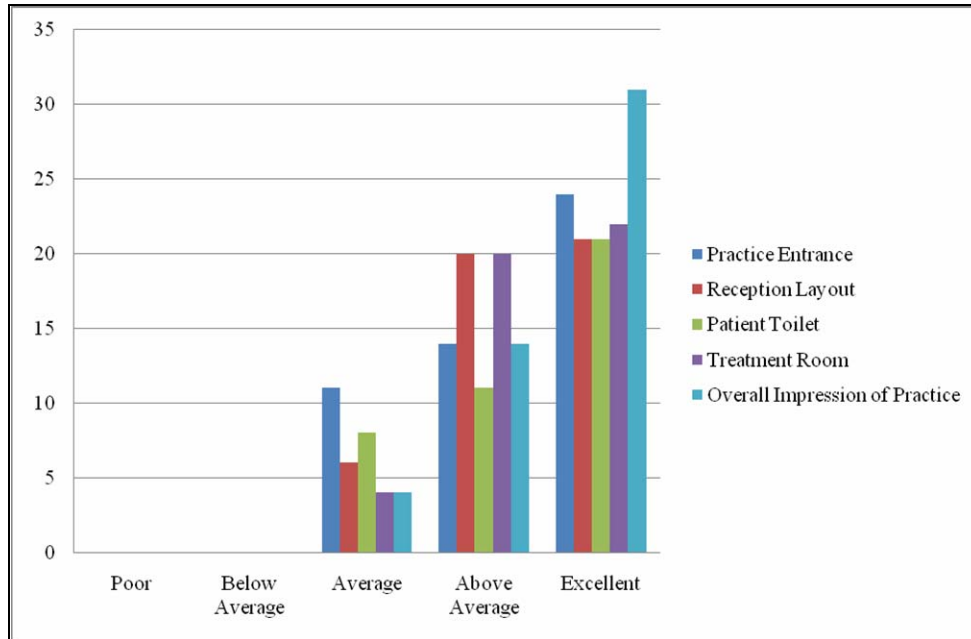
Customer care



The majority of patients again rated the practice as above average or excellent in this area including staff professionalism, telephone manner, uniforms and appearance, how welcome patients felt and how friendly the staff were. One patient rated the practice as below average for staff friendliness.

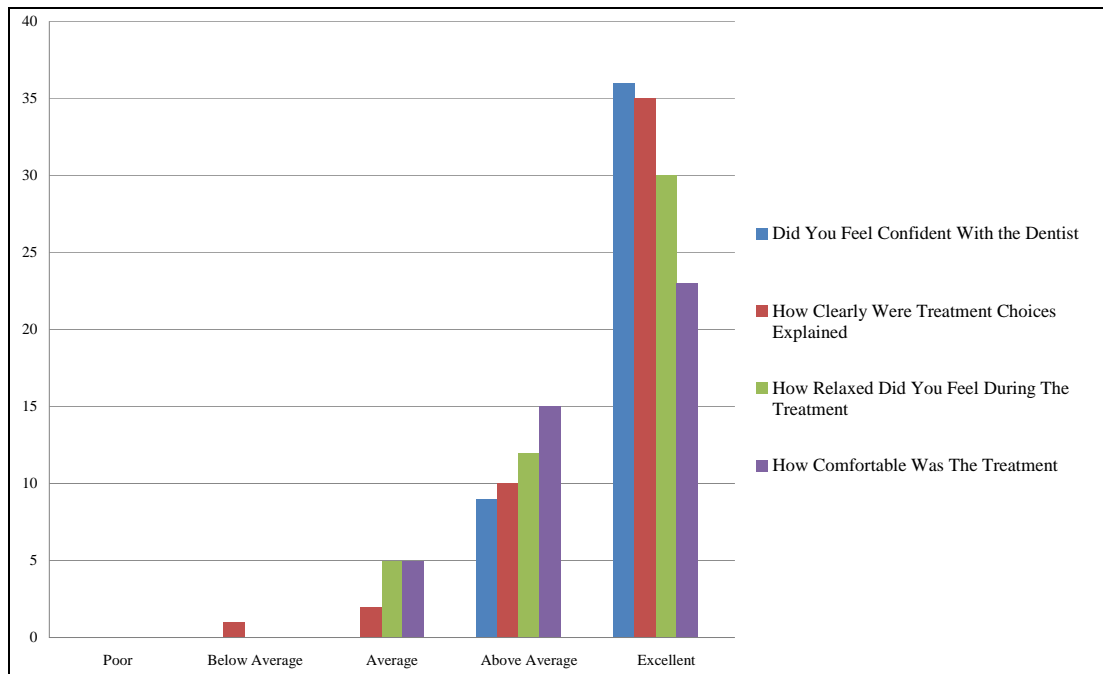
Goldsworth Road Patient Satisfaction Survey 2011

Our practice arrangements



The majority of patients rated the practice as above average or excellent in these areas including the practice entrance, layout of reception, patient toilets and treatment rooms. A significant number gave an average rating to the practice entrance and toilet facilities. No patients rated the practice as below average or poor in these areas.

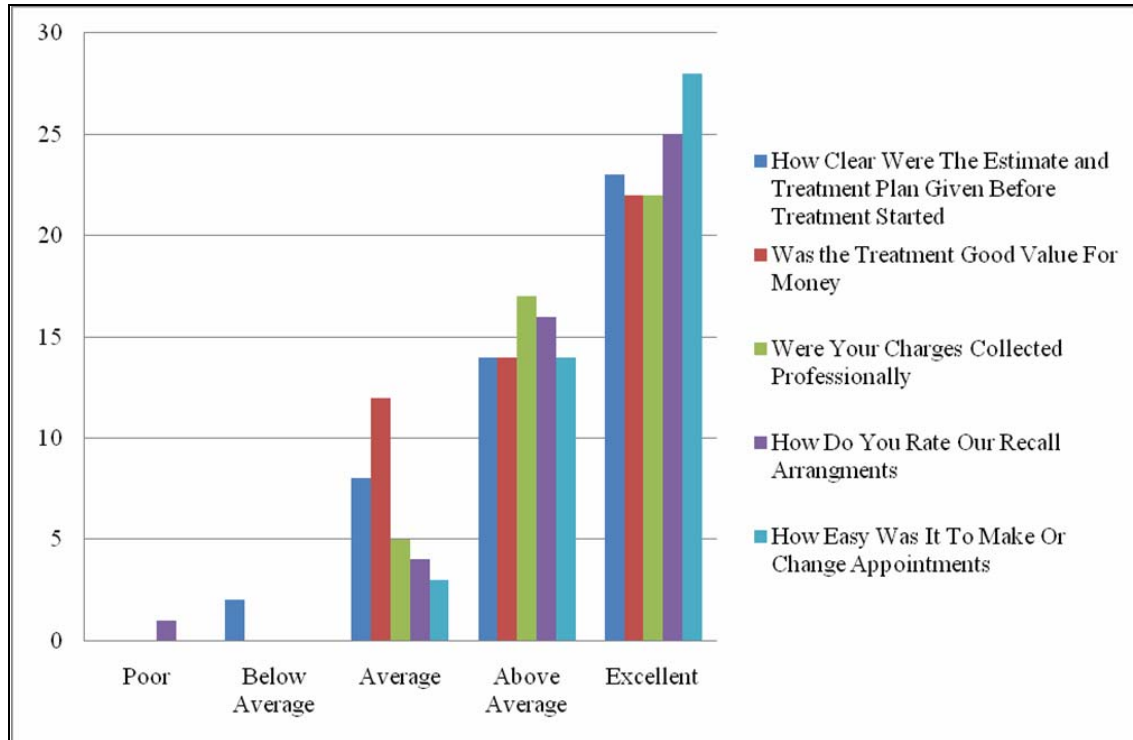
Our dentists



The majority of patients rated the practice as excellent in these areas including confidence in the dentist, clarity of explanation of treatment choices and how relaxed and comfortable they were during treatment. One patient felt that the clarity of explanation given to them about treatment choices was below average.

Goldsworth Road Patient Satisfaction Survey 2011

Administration and Finance



The majority of patients rated the practice as above average or excellent in these areas including clarity of fee estimate, value for money, professional collection of charges, recall arrangements and ease of making appointments. One patient rated our recall arrangements as poor and two patients felt that the clarity of explanation regarding fees and treatment plan was below average.

Conclusions and action points

The majority of the survey results indicate that the practice is functioning well in most areas. Although negative comments were few, the following actions will be taken:

- 1 Staff friendliness – staff training at monthly meeting to ensure all staff are fully aware of the need to treat all patients with kindness and consideration.
- 2 Practice entrance – reception will be asked to conduct face to face discussions with patients to establish whether this relates to appearance or difficulty of access. The practice does have disabled access at the rear.
- 3 Toilet facilities – these will be redecorated and cleaning staff will be instructed to ensure that facilities are thoroughly cleaned. Staff will be asked to check facilities at intervals throughout the day.
- 4 Recall arrangements will be reviewed and reception staff will be asked to ensure all contact details are up to date.
- 5 Clarity of explanation of treatment and fees – staff training to be carried out at staff meeting to ensure everybody understands the importance of clarity in these matters.