

Results



Month Year: June 2016

Results for: Limited Company - Ravenshead Dental Surgery - NG15 9BD

Prepared for: Dr Laurence Carlson-Hedges

Results

Practice code: P2828

Getting the most from your patient survey

The number of responses on which your results have been based is shown on the front page of your report. The higher the number of responses in total and by patient type, the more accurate your feedback. Any figures based on a respondent total of less than 50 should be viewed with some caution.

Your results cover the whole practice. They are not broken down by dentist. We believe that this encourages a true team approach to any developments identified.

At the heart of this survey are the first ten questions developed to assess your patients' perceptions on those issues, which evidence suggests, are most important to practice success.

Your results are shown benchmarked against the National Reference Sample (NRS). The NRS averages are calculated from the patient responses received from all the practices participating in the Denplan Excel Patient Survey in the previous calendar year.

Page 4 of your report presents the Patient Perception Index (PPI), the score for the percentage of 'ideal' responses received across all ten core questions.

The principal results on page 5 are presented as the percentage of 'ideal' responses achieved for each of the key ten questions.

The table on page 5 provides you with a breakdown of scores received for your practice. The full results of the NRS are also shown. The table highlights practice scores that are statistically significantly different* from the NRS; effectively indicating the key strengths and weaknesses of the practice from your patients' perspective.

We suggest that when any of your scores fall below the NRS that you consider how you might improve patient perceptions on the issue in question, in order to maintain your success. Highest priority should be given to those issues on where your score is significantly below the NRS.

*Results are statistically significant if the result is not caused randomly but is likely to be attributable to a specific cause, in this case, a real difference in opinion between your patients and the NRS. At a 90% level, the results are 90% likely to be accurate.

Getting the most from your patient survey

On pages 6, 7 and 8 the results for the 10 core questions are broken down by patient type, age and gender to help further analyse the data.

On page 9 you will also find your results for the overall service offering of the practice and the Net Promoter Score set against the NRS. The Net Promoter Score is a standard research question asked by many companies and gives the opportunity to benchmark results cross a range of companies and industries.

The verbatim comments submitted by your patients are listed. These can help you confirm important areas for development. The comments have been transcribed exactly as written by the patients. Please note that only obvious spelling and punctuation errors have been corrected.

Your Denplan consultant is available to help you interpret and action your results. We recommend that you share the key findings with your patients, thanking them for their feedback and indicating what you plan to do to act on the results. A practice newsletter is one way of doing this; your Denplan consultant can provide you with a template and work with you to produce this.

Please note that verbatim comments cannot be used as individual quotes: as the feedback is anonymous we cannot identify who made the comments and legally written permission is needed to use comments in this way in marketing. You can, however, use include a range of comments in a newsletter, as long as

- The comments are in context
- There is **no** identifiable information included
- They are introduced along the lines of 'this is some feedback from our patients...'

The background and rationale for the Denplan Excel patient survey is documented in the online presentation, *The 'Secret' of Success*. After log in, the presentation is located in the Training section of the Denplan website.

Patient Perception Index*

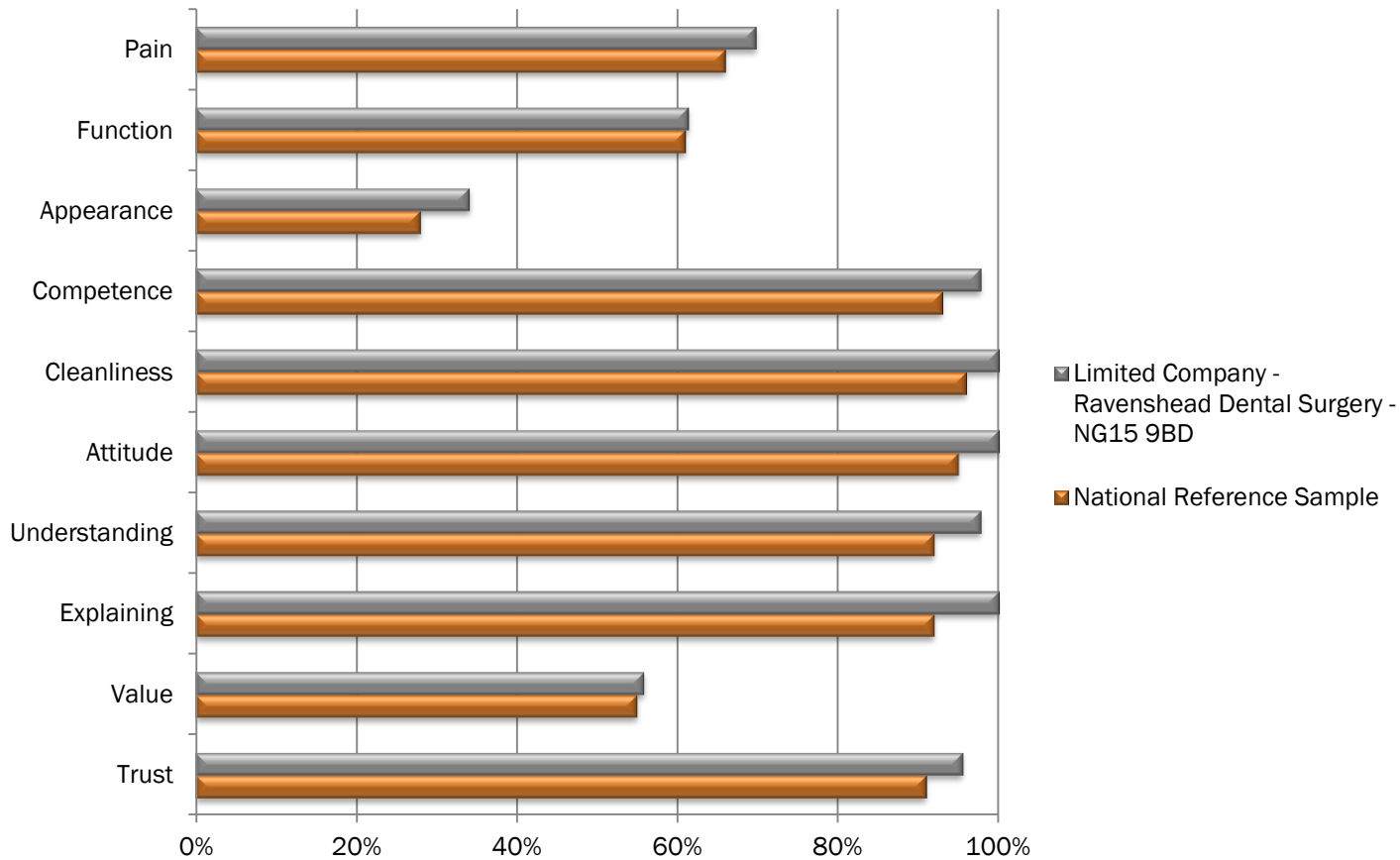
Limited Company - Ravenshead Dental Surgery - NG15 9BD		81%
National Reference Sample**	77%	
Denplan patients	80%	
PFPI patients	84%	
NHS patients	0%	

* The percentage of 'ideal' responses received across all questions

** The percentage of 'ideal' responses received across the ten core questions from all Denplan Excel patient surveys conducted in 2015

Base: National Reference Sample (19.385); Limited Company - Ravenshead Dental Surgery
- NG15 9BD (44)

Ideal Scores – All patients

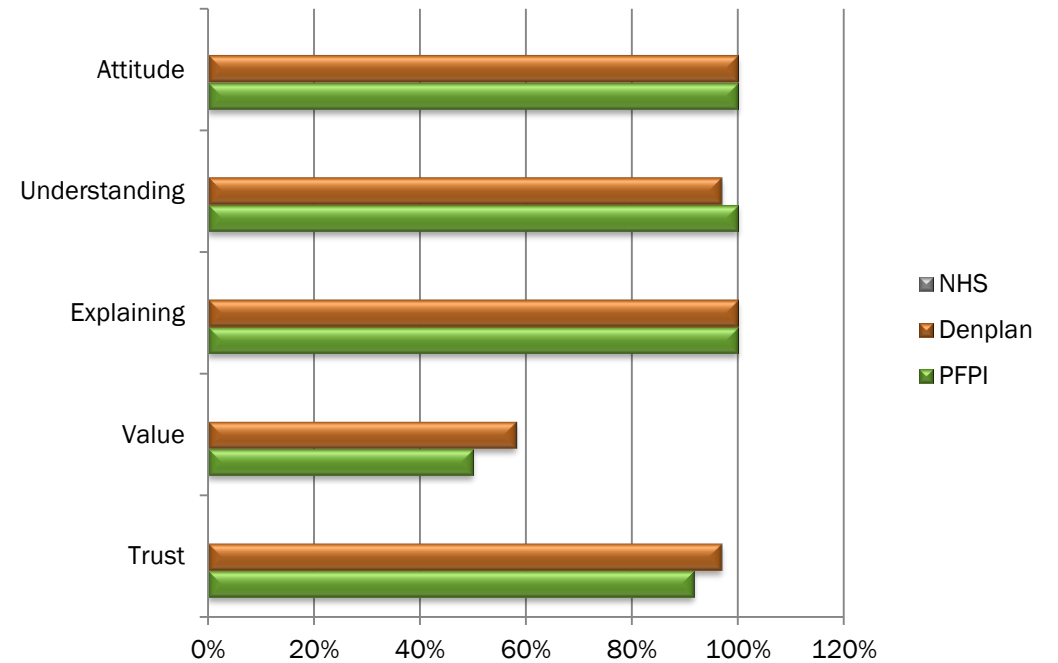
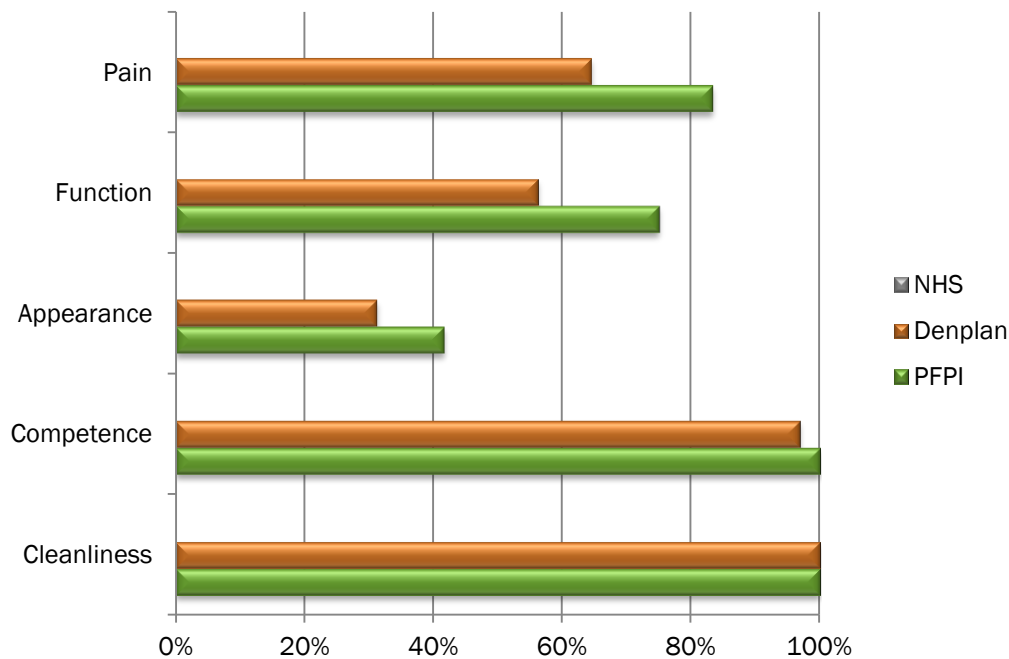


Base: National Reference Sample (19.385); Limited Company - Ravenshead Dental Surgery - NG15 9BD (44)

	Ideal	Acceptable	Unacceptable
	70%	30%	0%
	66%	33%	1%
	61%	36%	2%
	61%	37%	2%
	34%	66%	0%
	28%	69%	3%
	98%	2%	0%
	93%	7%	0%
	100%	0%	0%
	96%	4%	0%
	100%	0%	0%
	95%	5%	0%
	98%	2%	0%
	92%	8%	0%
	100%	0%	0%
	92%	8%	0%
	56%	44%	0%
	55%	44%	1%
	95%	5%	0%
	91%	9%	0%

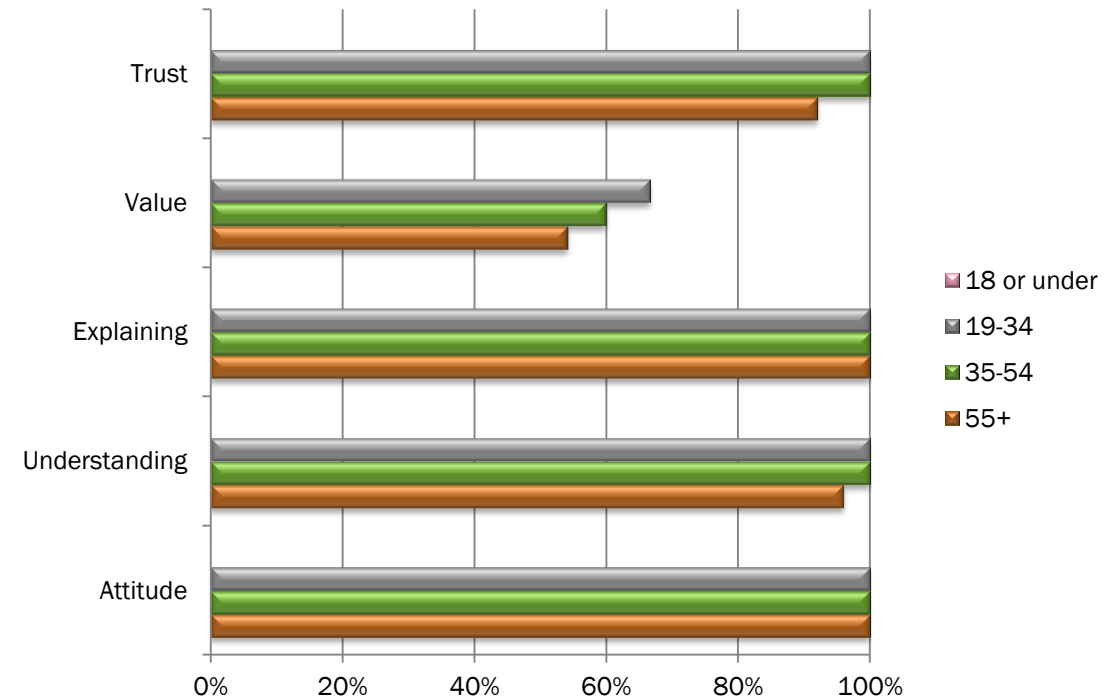
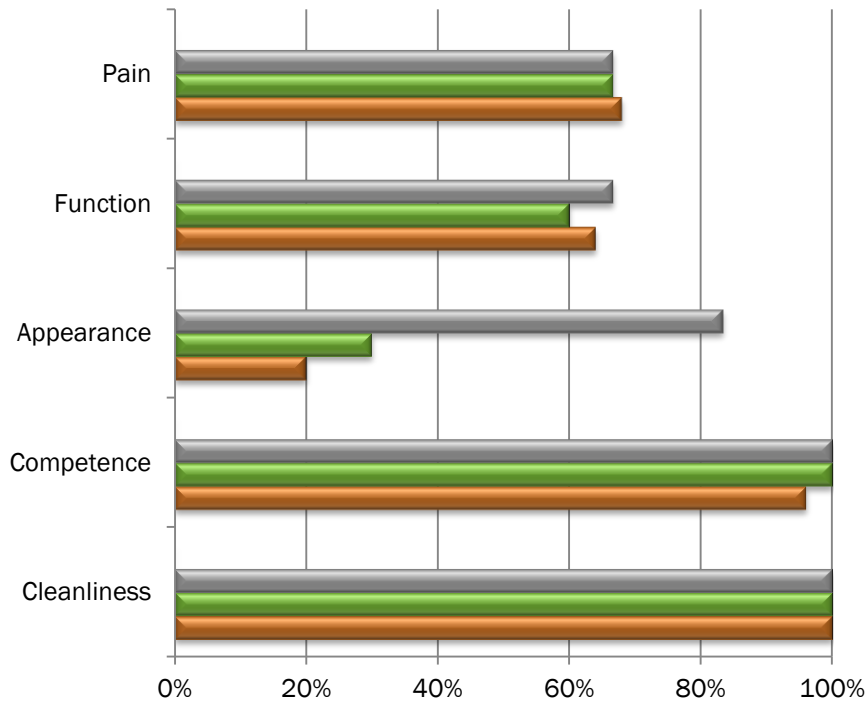
66%	The practice score is statistically significantly higher than the NRS
66%	The practice score is statistically significantly lower than the NRS

Ideal Scores – By patient type



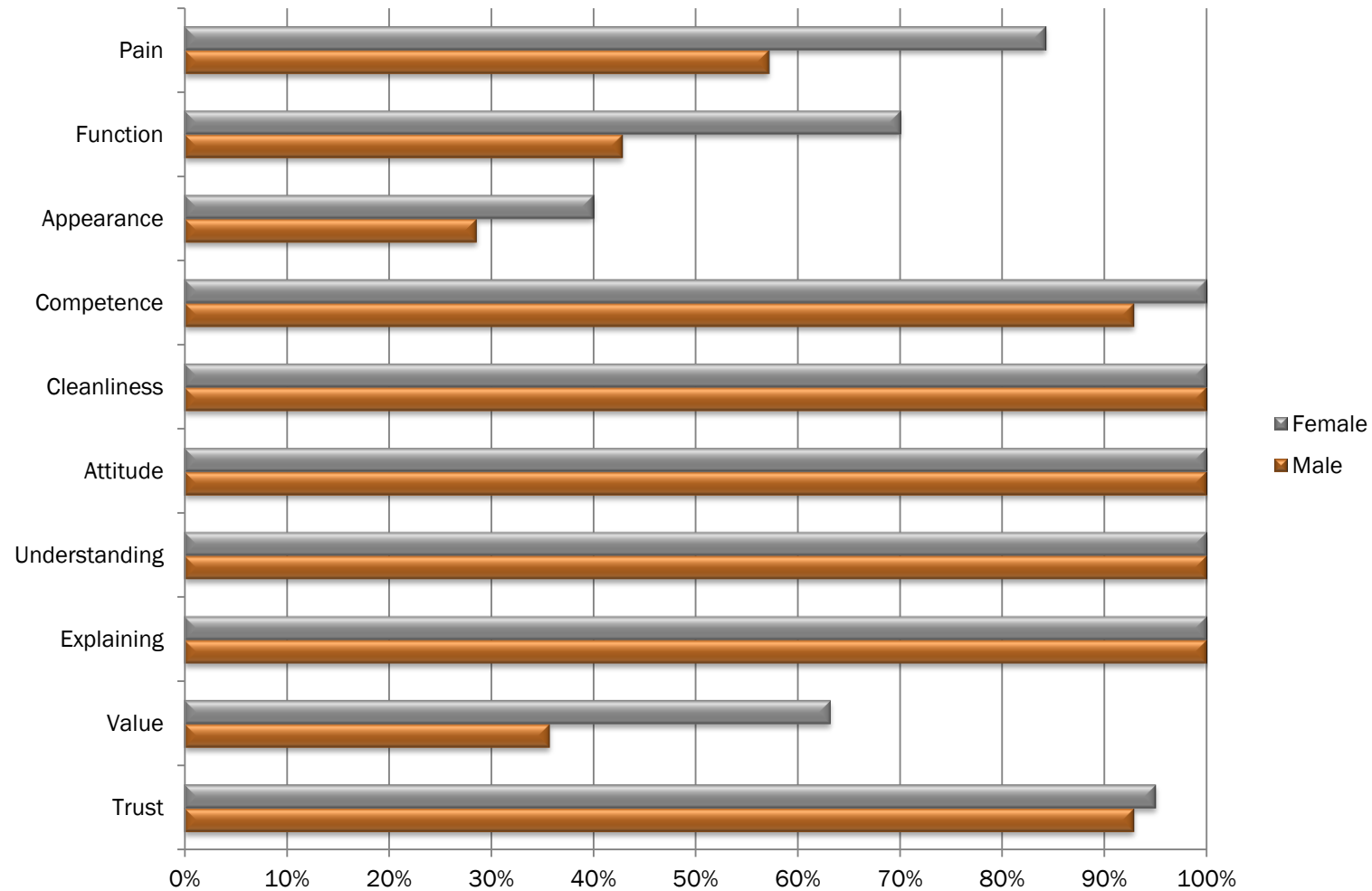
Base: Limited Company - Ravenshead Dental Surgery - N125 9BD (44) – Denplan (32), PFPI (G1), NHS (0)

Ideal Scores – By age



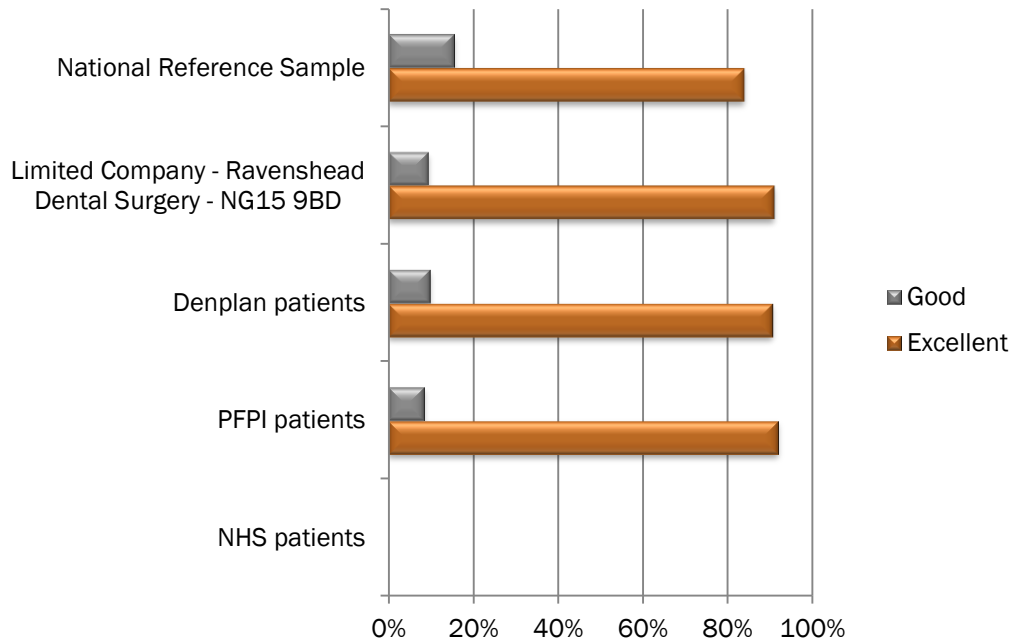
Base: Limited Company - Ravenshead Dental Surgery - NG15 9BD (44) – 18 or under (0), 19-34 (6), 35-54 (10), 55+ (25)

Ideal Scores – By gender

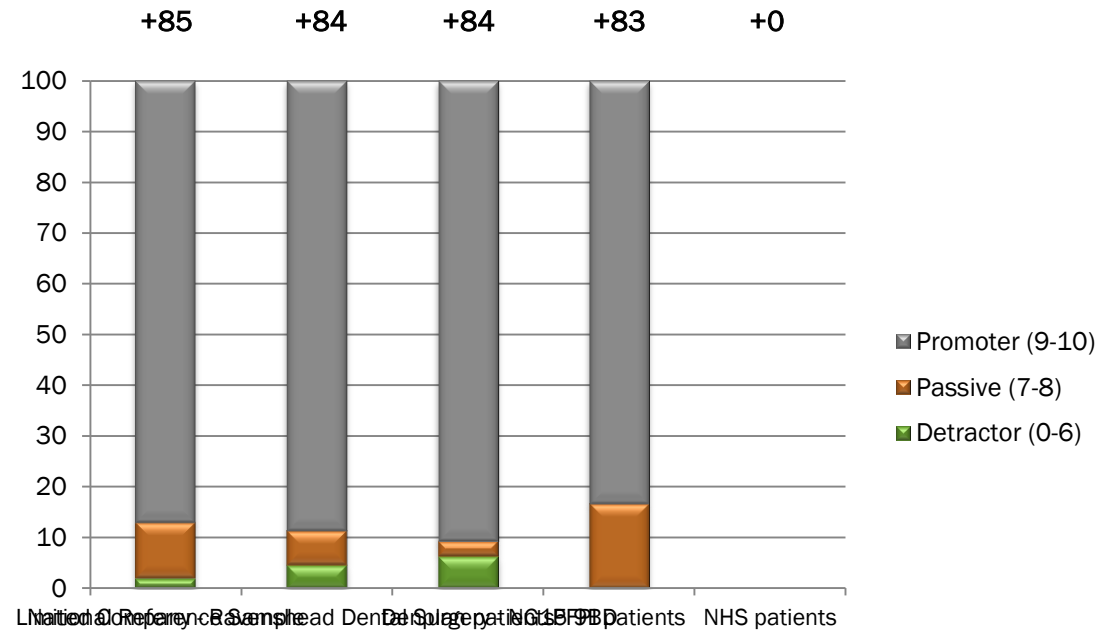


Base: Limited Company - Ravenshead Dental Surgery - NG15 9BD
 (44) – Male (14), Female (20)

Services offered by the dental team



Likelihood of recommending the practice (Net Promoter Score)



Base: Limited Company - Ravenshead Dental Surgery - N125 9BD (44) - Denplan (32), PFPI (G1), NHS (0)

What one thing could we improve about this practice?

- Access via steep stairs.
- Dentist's room have moving pictures.
- Costs/changes.
- nothing at all, maybe more closer to my home.
- The staircase access. Can't recommend my husband to the practice as he couldn't access surgery.
- Drink facilities.
- Access it is 1st floor stairs, currently no problem but in time.
- Narrow and very steep stairs. This is aged related though, 20 years ago they didn't both me!

These comments have been transcribed exactly as written by the patients. Please note that only obvious spelling and punctuation errors have been corrected.

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What do you like best about your dental practice?

- Always calm friendly staff.
- Expertise, transparency and friendliness.
- Very professional, clean and easy to get appointments as required.
- Friendly staff - nurses and dentist I can trust.
- High level of technology and ability.
- In emergencies, Laurie always gives you the best service as quick as possible.
- Pleasant relaxed environment. Not rushed. Treatment so far (only recently joined). Very good and through.
- Explain everything and very friendly.
- The service an attitude of the dental team. I feel very comfortable going to the dentist and standard of cleanliness is fantastic.
- Everyone is really lovely/caring/patient.
- The staff are very welcoming and we have a good laugh.
- Comfortable and there ability to explain.
- They don't make me feel it's my fault for having the teeth and gums I have.
- Ease of appointments.
- The staff, all polite, friendly and empathetic. I feel I can trust them to give me the best advice.
- Opening hours, able to get an appointment, very clean.

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Appendix 1: the survey questions

- Q1. How would you describe the general level of comfort and freedom from pain in your mouth?
- Q2. Generally, and as far as your teeth and mouth are concerned, how would you describe your ability to eat just about anything you like?
- Q3. Generally, how would you describe the appearance of your teeth (including any false teeth)?
- Q4. How would you rate the competence of your dental team?
- Q5. How would you rate the standard of cleanliness and hygiene at your dental practice?
- Q6. How would you describe the attitude of the dental team towards you?
- Q7. How would you rate the ability of your dental team to understand your needs?
- Q8. How would you rate the ability of your dental team to explain things to you?
- Q9. How would you describe the value for money given by your dental practice?
- Q10. How would you rate the level of trust that you feel in your dental team?

- Q11. How would you rate the service offered by the dental team?
- Q12. How likely is it that you would recommend your dental practice to a friend or colleague?

- Q13. Please tell us one thing which could be improved about your dental practice.
- Q14. What do you like best about your dental practice?

If you have any questions relating to your Denplan Excel results, please contact your Denplan Consultant or your Practice Support Advisor

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