

Results



Month Year: January 2015
Results for: Larkfield Dental Practice
Prepared for: Dr Theo Van Diepen

Results

Practice code: P2592

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*

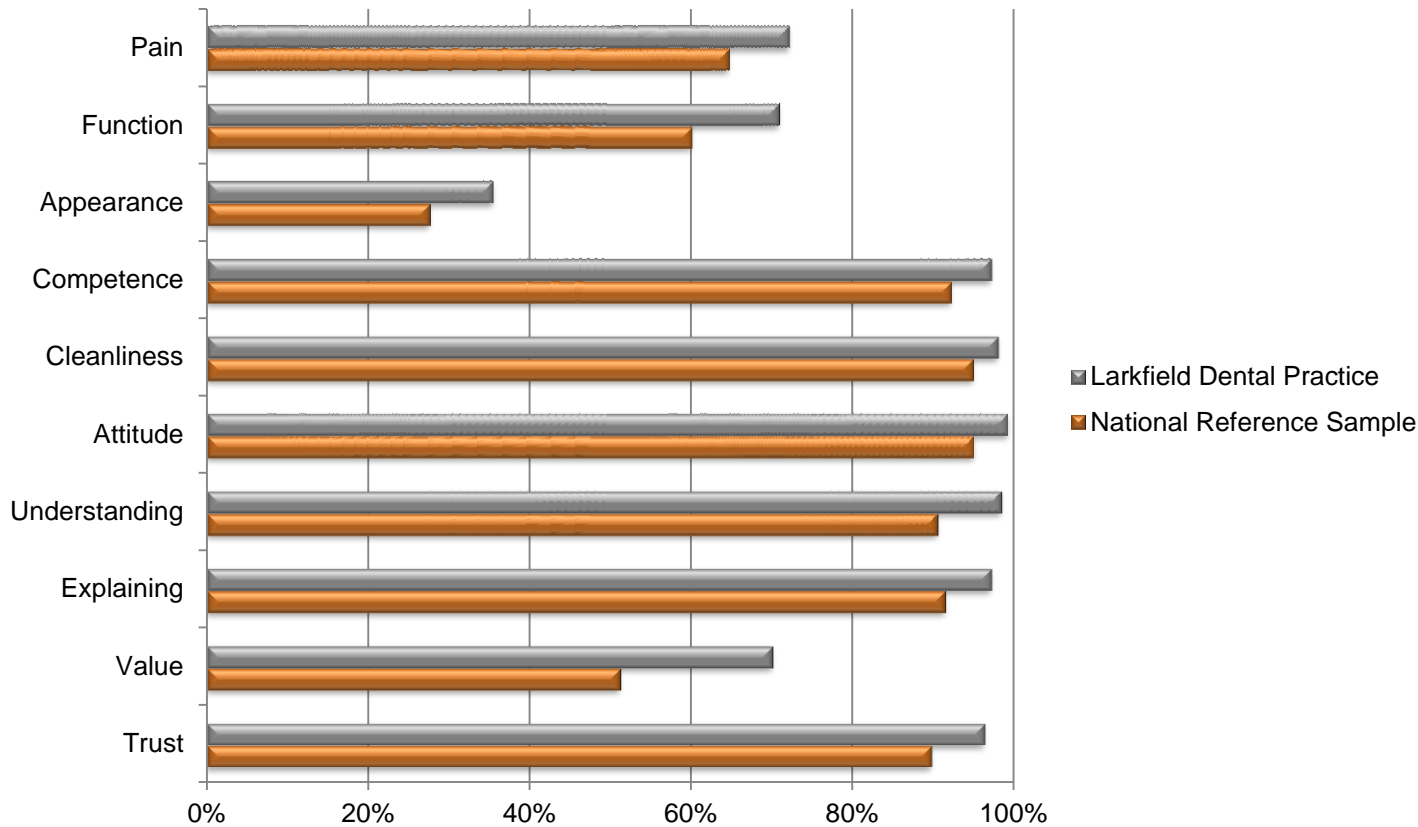
Larkfield Dental Practice	84%
National Reference Sample**	76%
Denplan patients	84%
PFPI patients	75%
NHS patients	88%

* 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 2013

Base: National Reference Sample (21,713); Larkfield Dental Practice (241)

Ideal Scores – All patients

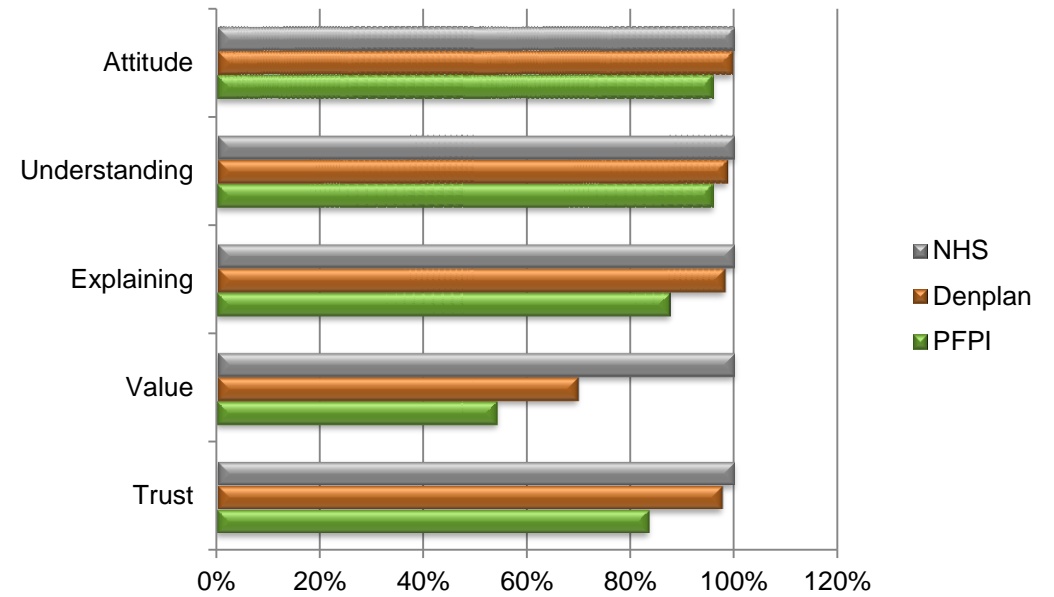
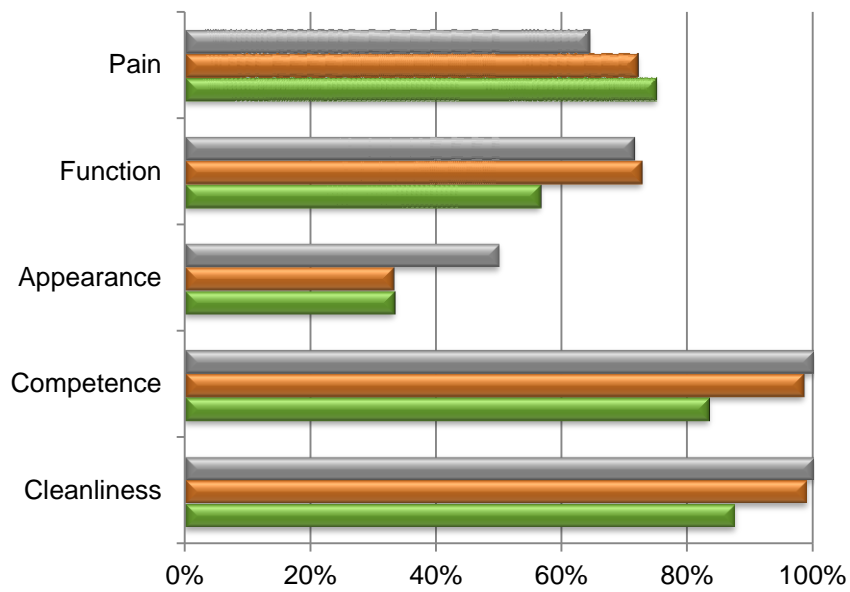


Base: National Reference Sample (21,713); Larkfield Dental Practice (241)

	Ideal	Acceptable	Unacceptable
	72%	28%	0%
	66%	34%	0%
	71%	29%	0%
	62%	38%	0%
	35%	58%	6%
	27%	63%	0%
	97%	3%	0%
	93%	7%	0%
	98%	2%	0%
	96%	4%	0%
	99%	1%	0%
	95%	5%	0%
	98%	2%	0%
	92%	8%	0%
	97%	3%	0%
	93%	7%	0%
	70%	30%	0%
	54%	46%	0%
	96%	4%	0%
	91%	9%	0%

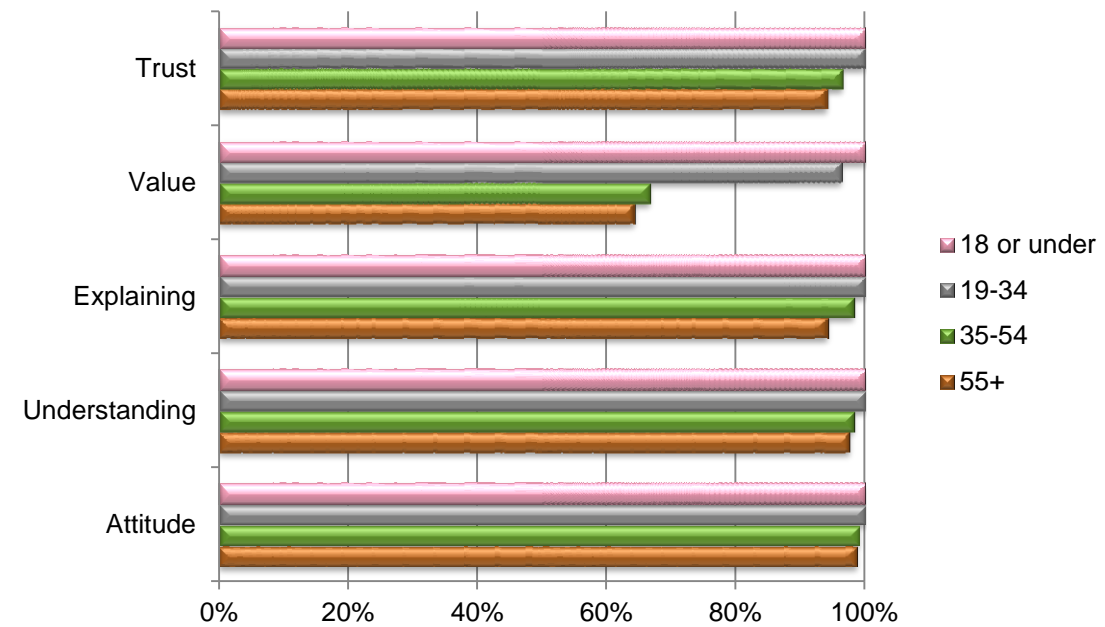
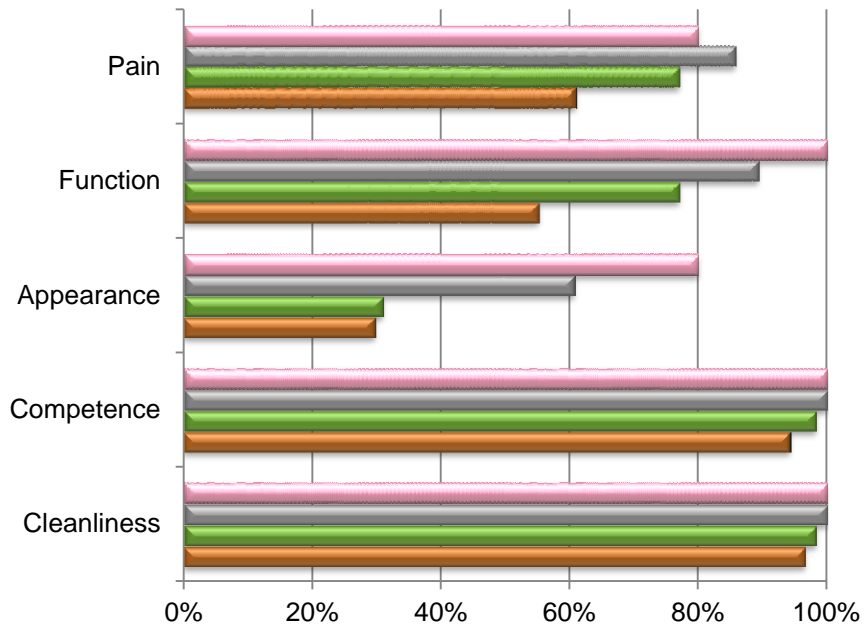
66%	The practice score is statistically significantly higher than the NRS
66%	The practice score is statistically significantly lower than the NRS

Ideal Scores – By patient type



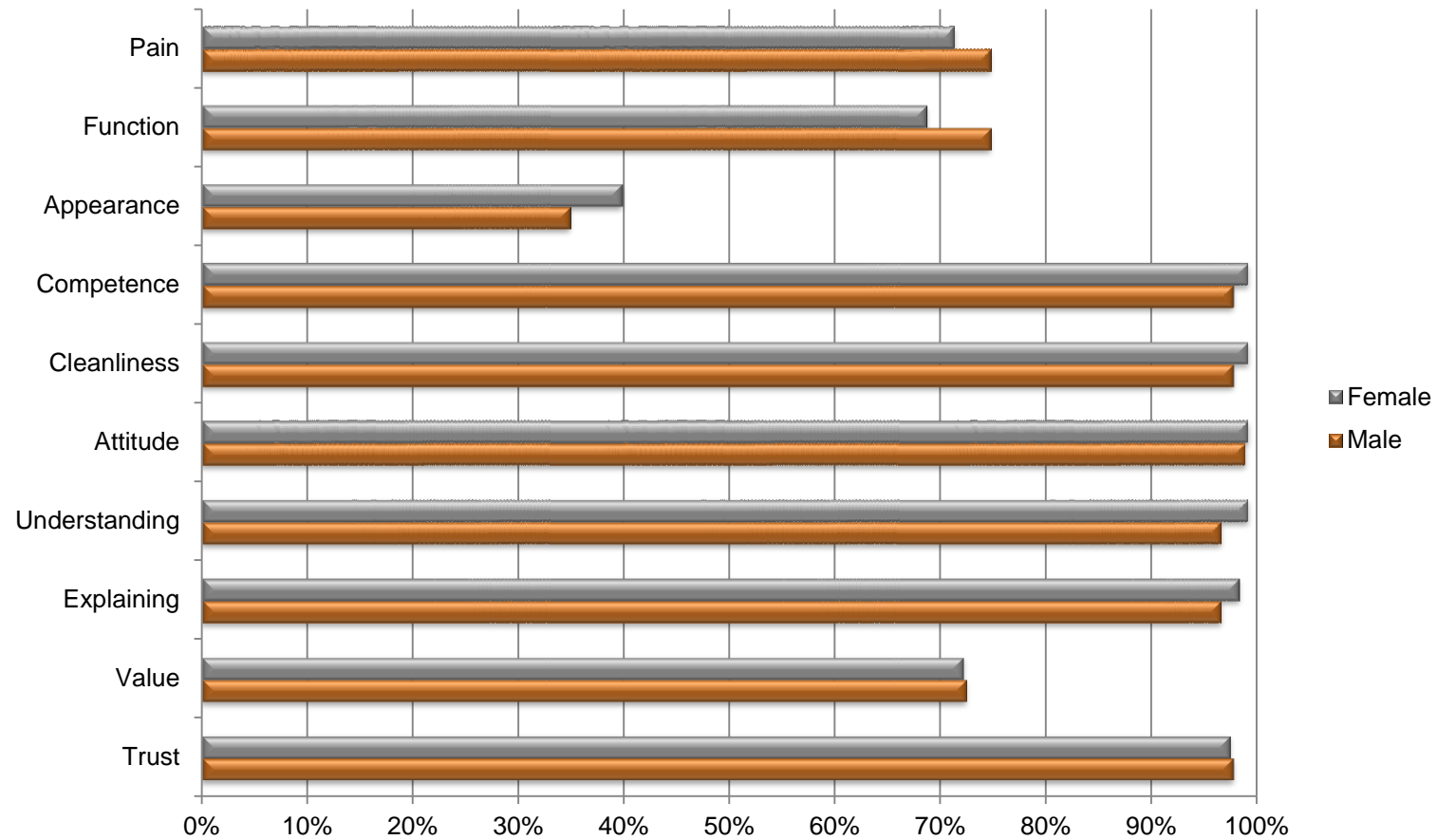
Base: Larkfield Dental Practice (241) – Denplan (194), PFPI (24), NHS (14)

Ideal Scores – By age



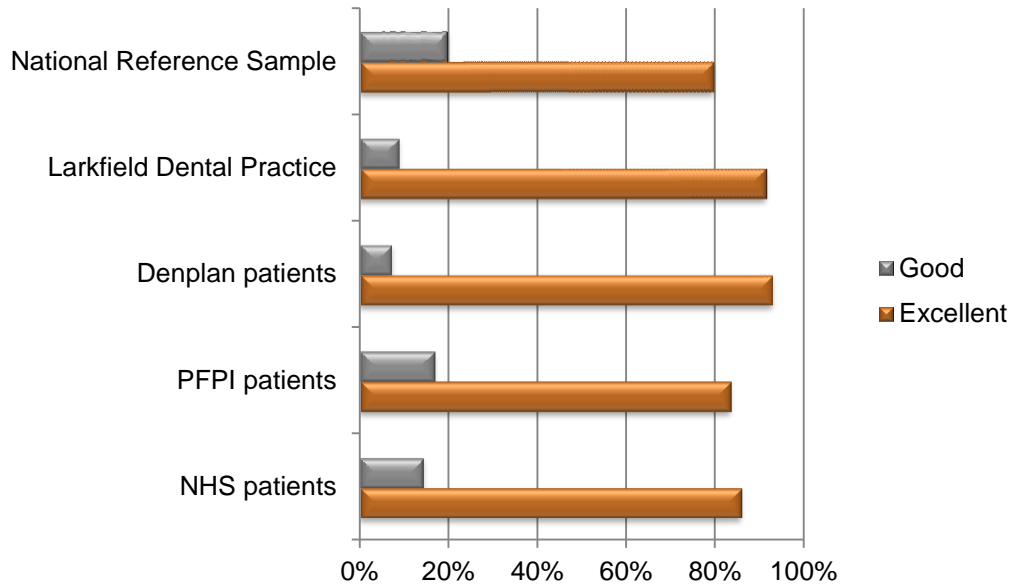
Base: Larkfield Dental Practice (241) – 18 or under (5), 19-34 (28), 35-54 (114), 55+ (87)

Ideal Scores – By gender

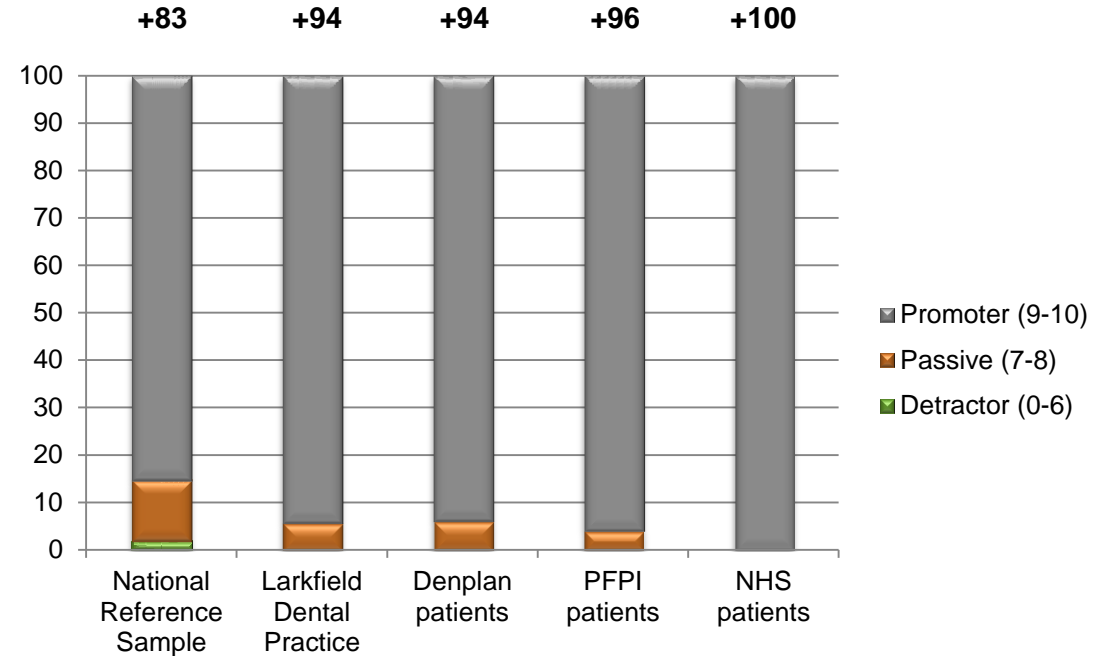


Base: Larkfield Dental Practice (241) – Male (87), Female (116)

Services offered by the dental team



Likelihood of recommending the practice (Net Promoter Score)



Base: Larkfield Dental Practice (241) – Denplan (194), PFPI (24), NHS (14)

What one thing could we improve about this practice?

- Dentists singing!
- Free whitening.
- A water dispenser/fountain in the waiting room!
- Parking (but unfortunately, not dental practice fault).
- Parking at busy time it can be a problem.
- Tea machine.
- Just little things such as making sure a customer is presentable after treatment and not leaving the practice with bits on their face etc after certain treatments.
- Better parking, but I appreciate this is not wholly in control of the practice.
- Would like to rinse out my mouth and not swallow bits.
- Later opening hours as work in London.
- Fire whitening.
- A water dispenser/ fountain in the waiting room!
- Online booking system so that I could book out of hours.
- Water machine in waiting room.
- Parking - at busy times it can be a problem.
- Probably parking issue sometimes.
- Water cooler.
- Parking (but unfortunately not the dental practices fault).
- Go back to NHS.
- Explain things in a bit more detail.
- Could be free!
- Lower Denplan fees.

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

1/2

What one thing could we improve about this practice?

- Quicker appointments.
- Less appointment cancellations, have had many, I understand this is down to personal circumstances but have had quite a few cancelled.
- Opening times so that workers had more opportunity of getting an appointments.
- Theo's singing.
- Cheaper check ups!
- Open on a Saturday morning.
- Water code would be nice.
- Free coffee, chocy biscuits and free doughnuts.

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

2/2

What do you like best about your dental practice?

- Everyone is helpful, friendly welcoming and understanding. I can always get an appointment when I need one. Highly recommended!
- Friendly atmosphere puts me at ease especially if having tooth pulled!
- Friendly staff, Theo's singing.
- The practice is all round excellent; the team is very helpful - the dentist always talk you through your treatment.
- Never have to wait. Polite. Always smiling and helpful.
- The personal relationship.
- How I'm treated by all the staff.
- Make you comfortable and secure.
- Pleasant reception staff and very friendly dentist.
- Friendliness and efficiency of staff.
- Very caring and understanding.
- A people friendly dentist.
- How welcoming and friendly everyone is.
- Friendly staff and always feel comfortable coming in for check up's.
- Great staff and make you comfortable.
- All staff are pleasant and polite.
- Make you feel very relaxed and are extremely friendly.
- Friendly and easy to get an appointment.
- Great staff, always friendly and cheerful.
- Friendly and knowledgeable staff.
- Professional but friendly atmosphere.
- Cheerful atmosphere.

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

1/6

What do you like best about your dental practice?

- Close to home.
- My dentist!
- Teo is always happy which makes me feel at ease.
- Friendly and relaxed environment with dental staff that are welcoming and competent practitioners. Reliable service and easy access to staff for appointments and questions.
- The friendliness and trustworthiness. Although I hate having dental work done I actually enjoy coming to see the dentist.
- Understanding and sensitivity given previous experience as a child.
- The wonderful staff are the best.
- Friendly staff and helpful attitude.
- Welcoming and friendly. The stairs are easily accessible as are the facilities.
- Location.
- Made to feel welcome and comfortable.
- Great friendly atmosphere, all staff are approachable, always get an appointment quickly, expert dentistry and kids love coming.
- The staff are friendly and very helpful.
- I enjoy the relaxed atmosphere and quality of service.
- Efficiency!
- Always relaxed and friendly. Puts me at ease.
- They understand my fear of dentists generally and make sure I am comfortable.
- Friendly and polite.
- Very friendly and helpful. Put me at ease - which is good as I am nervous patient!
- Very friendly and helpful.
- Completely puts me at ease as I am very nervous.
- Friendly atmosphere puts me ease especially if having tooth pulled!

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

2/6

What do you like best about your dental practice?

- Acceptance and understanding of the horrible state of my teeth.
- Friendly staff and Theo's singing.
- Singing dentist. Very nice team.
- The practice is all round excellent, the team is very helpful and the dentist always talks you through your treatment.
- Friendly, staff, always feel comfortable coming in for check up's.
- Friendliness and courtesy of staff.
- Great staff, make you comfortable.
- Great atmosphere.
- The wonderful staff is best, but the Christmas tree is fabulous!
- Very friendly and welcoming.
- All staff is pleasant and polite.
- Excellent staff.
- Staff that put you at ease.
- All staff are friendly.
- Make you feel very relaxed. Extremely friendly.
- Friendly. Easy to get an appointment.
- Welcoming and friendly staff and easily accessible facilities.
- Great friendly atmosphere. All staff approachable. Always get an appointment quickly. Expert dentistry. Kids love coming.
- Everyone is helpful and friendly, welcoming and understanding. I can always get an appointment when I need one. Highly recommended!
- Never have to wait. Polite always smiling and helpful.
- The friendliness and trust worthiness. Although I hate having dental work done I actually enjoy coming to see Mr Van Diepen.
- Location and atmosphere. Good reliable service.

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

3/6

What do you like best about your dental practice?

- Good treatment and friendliness.
- Great staff.
- Friendly, helpful and flexible.
- Staff are always pleasant and helpful.
- Friendly and efficient service.
- Friendliness of staff.
- How friendly and welcoming the team are.
- Friendly attitude.
- Friendly team. Able to discuss concerns or issues. Always give me relevant advice.
- Very friendly and quick appointments.
- Good communication and excellent care.
- Ability to get urgent appointments if needed.
- Friendly, very welcome, great at what they do and I always leave happy.
- Caring and friendly.
- Friendly and consistent.
- Everyone is very welcoming and professional.
- It's all good.
- Very friendly and I feel at ease.
- Make you feel at ease.
- Warm welcome from staff and don't usually have to wait long to be seen.
- Appointments easy to obtain.
- Good and pleasant staff.
- The people!

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4/6

What do you like best about your dental practice?

- Friendliness. Listen to any problems and discuss options.
- Friendly, extremely helpful, great service and kind people.
- Friendly and professional staff.
- You can always get an appointment when needed in an emergency.
- Not having a packed waiting room and the ease I am put at.
- Text reminders and ease of access to appointments.
- Positive and friendly attitudes.
- Never have to wait long for an appointment and friendly staff.
- Friendly atmosphere.
- Awareness of patients' needs/concerns and comfort. Good communication from reminders booking and throughout treatment. Upbeat attitude throughout.
- Friendly and helpful.
- Friendly team and good practice.
- They make me feel at ease and comfortable.
- Friendly and very clean. Always on time and never waiting.
- The way the dentist can relate to the children and make them at ease.
- Friendly staff and great service.
- Easy appointments.
- Confidence in staff.
- Everyone is friendly and welcoming.
- It's warm and welcoming and not waiting times.
- Professional care given by all members of the practice.
- The staff are great put me at ease.

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

5/6

What do you like best about your dental practice?

- Friendly approachable and good treatment.
- The relaxed and trusting atmosphere.
- Friendly people when your nervous of going to dentist. You make me feel at ease.
- Good appointment times, local and friendly team.
- The staff and ease of appointment booking.
- Always able to see you quickly, always polite and understanding. Great with children.
- Welcoming and reassuring.
- Welcome and professional.
- Friendliness of all the staff.
- The staff are friendly, polite never rude or miserable. The dentist always makes you feel at ease and is approachable.
- Feels personal.
- Great team.
- Very welcoming, punctual and friendly.
- Everyone puts you at ease and very pleasant.
- I've had many years of pain free care which has been a nice change from care received when I was younger.
- Friendliness and professional.
- Pleasant and friendly.
- Being very nervous of the dentist, I find the atmosphere friendly and almost relaxing.
- The dentist, he's great.
- Friendly staff. Pain free treatment. Happy Dentist.

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

6/6

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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