



Patient Survey Results 2014

Thank you to all our patients who took the time to complete our recent survey. Your feedback and comments are very important to us.

Here is a quick summary of the results of some of the questions from 100 surveys that were completed.

99% agree or strongly agree that the practice has a friendly atmosphere.

98% agree or strongly agree that our dentists and staff have a professional attitude.

90% agree or strongly agree that they are not kept waiting unduly when they arrive for their appointment.

87% agree or strongly agree that the dental care they receive represents good value for money.

97% agree or strongly agree that their dentist listens to and understands their concerns.

Our patients gave us an overall score of 9.7 out of 10.

It was great to see that we have continued to improve the service we provide as the scores have increased when compared to the survey we carried out in 2012.

Here are a few of the comments we received:

'I've been with the practice for over 40 years, from Bev and Jan right through to my dentist Jo Corbett and hygienist Jo Turley that are all fab and I wouldn't go elsewhere.'

'Very good care, professional and thorough. Excellent with children'

'It is a testament to the practice that I have now moved to Oxford and have no intention to change my dental practice.'

'Really flexible if an emergency appointment is needed, very friendly and helpful staff.'

'As a patient of the Alexandra Dental Practice for nearly 40 years, I have always found the service to be friendly and professional. They constantly strive to improve their provision, both the dentistry techniques and the ambiance of the surgery. I always recommend this dental practice.'

'When I joined the practice I was terrified of dentists (childhood trauma). This practice has 100% restored my faith and confidence; which in turn has enabled me to have the treatment I needed to restore my smile. Thank you.'

'Mr Macaskill is always kind and patient to a previously very anxious patient. He inspires confidence'