

Howden Survey Results 2015-2016

Survey 1 Benefits of Fluoride

Q1 Are you aware we have no fluoride added to the water in our area?

Yes 53 No 47

Q2 Fluoride is beneficial to teeth. Are you aware of this?

Yes 89 No 11

Q3 Do you have a fluoride toothpaste as your normal daily paste?

Yes 87 No 9 Unsure 4

Q4 Are you aware that between the ages of 3-16 the practice can provide fluoride treatment?

Yes 58 No 42

This survey was aimed at families due to question 4 so that we could get as accurate a result as possible.

The answers to question 1 and 4 show that there is still not as much education regarding fluoride as there could be.

As a practice, we will aim to highlight the benefits of fluoride application to parents at their child's appointment. We have posters up in some of the surgeries to show people what their recommended fluoride content in toothpaste is.

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Survey 2 Gum Health

Q1 Do you ever suffer from sore or bleeding gums?
Yes 28 No 72

Q2 Do you know what the term 'gingivitis' means and how to control/prevent it ?
Yes 63 No 37

Q3 Do you know what a dental hygienist is and what treatments they offer?
Yes 78 No 22

Q4a Do you know the benefits of using Corsodyl products
Yes 64 No 36

Q4b Do you know the different forms Corsodyl comes in?
Yes 78 No 22

Full Mouthwash	72/78
Toothpaste	31/78
Spray	12/78
Daily Mouthwash	21/78
Gel	12/78

Comments

More information regarding products would be appreciated. 72% of those asked said they did not suffer from bleeding or sore gums. Of the 28% who answered that they did, the majority of these did

respond positively to knowing what services the hygienist offered and the benefits of using Corsodyl products. From the survey results, it seems it would be beneficial to advertise in the waiting room the benefits of corsodyl products as well as highlighting the services of the hygienist for those patients who have not seen them before.

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Survey 3 Patient Experience

- Q1 Were you greeted promptly and politely at reception?
Yes 99 No 1 (Commented they were kept waiting)
- Q2 Were you greeted politely in the surgery?
Yes 100 No 0
- Q3 If you have had to contact the surgery by telephone, how would you rate your overall experience?
Very Good 68 Good 31 OK 1 Poor 0
- Q4 If you have emailed the surgery, did we deal with your email efficiently?
Yes 40 No 1 N/A 59

Comments

Dealt with a reschedule via email very promptly.

Constantly a first class service.

I always feel as though I am been looked after and kept informed.

We will always endeavour to offer a polite service to all our patients. Unfortunately at busy times, we may not be able to get to someone immediately and will always apologise for keeping someone whether it be in person or on the telephone.

A lot of patients use email now to confirm or change their appointments.

The emails are checked constantly.

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Survey 4 Reminders

Q1 Did you receive a reminder for your appointment today?
Yes 79 No 21

Q2 If yes, please circle how (of the 79 who answered yes)
Phone call 10 Email 56 Text 35

Q3 What would be your preferred method of a reminder?
Phone call 13 Email 28 Text 59

Q4 How many days before your appointment do you think is appropriate for a reminder?
1 - 14 3 - 57 5 - 16 7 - 13

Comments

The reminders are good

The Email system works well

Great reminder

Reminders are very useful

Good to get a text but could it contain a contact number or a reply option?

Not too early as still may forget.

Really useful idea as is such a long time between appointments.

We send all our patients with an email address a email reminder.

We send all out patients with a text number a text reminder.

We now offer a reply option with the text message reminders.

Since our new reminder system has been implemented, we have found we do not have as many patients missing their appointments.