

Goole 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	29	No	71
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Q2 Fluoride is beneficial to teeth. Are you aware of this?

Yes	90	No	10
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Q3 Do you have a fluoride toothpaste as your normal daily paste?

Yes	84	No	3	Unsure	13
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Q4 Are you aware that between the ages of 3-16 the practice can provide fluoride treatment?

Yes	40	No	60
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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. We advertise the OHE service in the waiting room and the dentist will advise parents if they feel their children will benefit from an appointment.

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Survey 2 Gum Health

Q1 Do you ever suffer from sore or bleeding gums?

Yes 22 No 78

Q2 Do you know what the term 'gingivitis' means and how to control/prevent it ?

Yes 81 No 19

Q3 Do you know what a dental hygienist is and what treatments they offer?

Yes 96 No 4

Q4a Do you know the benefits of using *Corsodyl* products

Yes 74 No 26

Q4b Do you know the different forms *Corsodyl* comes in?

Yes 64 No 36

Full Mouthwash 64/64

Toothpaste 35/64

Spray 10/64

Daily Mouthwash 27/64

Gel 9/64

Comments

More information regarding products would be appreciated.

78% of those asked said they did not suffer from bleeding or sore gums. Of the 22% 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 100 No 0

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 70 Good 29 OK 1 Poor 0

Q4 If you have emailed the surgery, did we deal with your email efficiently?
Yes 43 No 1 N/A 56

Comments

Very helpful.

Always a warm welcome.

Staff always helpful and chatty.

Always had an excellent service at the practice.

Very good service with pleasant staff.

Extremely satisfied with my whole dental experience.

My experience at this dentist has always been excellent.

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.