

Patient Survey Pilot Summary

Executive Summary

In December 2010 it was agreed with the LDC (Local Dental Committee) that the Dental Commissioning Team would carry out a pilot patient survey over 9 different practices across the Cambridgeshire patch.

The purpose of the survey was to see how satisfied patients were with the services they had received.

Overall response was positive with good outcomes from the results gathered. A number of areas were identified where improvements could easily be made and an action plan is under discussion to implement these.

Background

A patient survey was originally carried out by NHS Peterborough in April 2010 and it was suggested by our local NHS Local Involvement Network (LINKs) and agreed with the LDC that NHS Cambridgeshire carry out a pilot and look to roll the survey out to all practices in the future.

Methodology

An email was sent in March 2011 to the 9 selected providers asking if they wished to be part of the pilot, to which all 9 agreed.

In April 2011, 25 survey packs which included a blank survey, new patient charges leaflet, letter explaining what to do and a pre paid envelope were sent to each provider for them to hand out to 25 of their patients. It was requested that each survey be completed and returned by the 13th May 2011.

Once the majority of surveys were received they were inputted onto SNAP (A data analysis system) and the results were collated. Two types of results were formed, one being 9 separate spreadsheets with all the multiple answered questions listed with each practice at the top, one practice would be named and the remaining practices were anonymous. Thus giving each practice their results alongside everyone else's. The other type was each practice's results were inputted into the survey as percentages, one survey with the percentages was done for each practice.

Findings/Conclusions

- The response rate for the survey was lower than had been hoped. In total, **120** of the **225** surveys were completed and returned. This equates to a response rate of **53.3%**.
- In general, the responses received from patients were positive. Most patients (**94.2%**) reported that they didn't have to go on a waiting list to join their current surgery, with only **5.8%** who did have to wait having to wait for more than 8 weeks.

- Satisfaction with ease of contacting dental surgeries was good, with only less than 22.5% reporting difficulties. 90.8% of patients reported being able to get an appointment at a time which suited them.
- Satisfaction with the dental practice itself was high, with 90.8% reporting a clean and tidy waiting area and 96.7% reporting that the room where dental treatment was received was clean.
- Patient experience questions received positive responses, with dentists giving clear explanation of the treatment needed and involving patients in decisions about their treatment. Patients reported having confidence in their dentist and felt that they were treated with dignity and respect.
- Overall satisfaction is high with 65% reporting that they are very satisfied and a further 27.5% reporting that they were satisfied.
- 10.8% of respondents reported that NHS dental charges were not clearly displayed in the surgery, with a further 15% of respondents answering that they didn't know if they were clearly displayed.
- Although the majority of patients (76.6%) reported that they were provided with advice about how to improve the health of their teeth and gums, 19.1% reported that they were not.
- 20% of respondents reported that they didn't receive a written treatment plan
- Only 6.7% responded that they were not given details about the cost of treatment
- 9.2% reported that they were not given an idea of how long the course of treatment would take.
- Although 50.8% of patients knew how to get emergency dental treatment outside of normal surgery hours, 43.3% reported not knowing.
- 95.8% of patients would like to see the same dentist on a regular basis.
- 48.3% of patients knew how to provide compliments or make a complaint but still quite a high percentage (45%) did not.

Recommendations

It was felt that the overall results were very positive across the board, with over half the patients reporting that they were very satisfied with their dental service.

The two results that stood out the most were the high percentage of patients not knowing about the Out of Hours service and the Compliments/Complaints process. Practices will be contacted to ensure they have the right pathways for both and to make sure that all patients are aware of these.

The results will be shared with the practices, Link, the LDC, and wider PCT.