

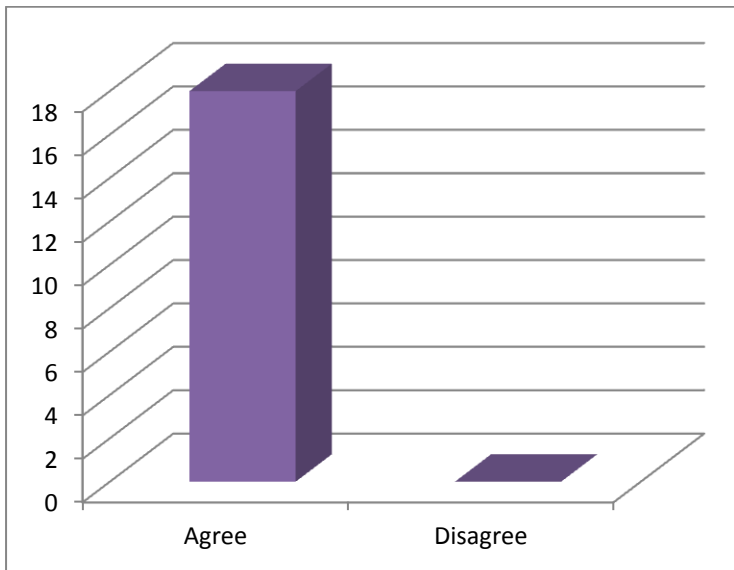
St Michael's Orthodontics

At St Michael's Orthodontics Ltd we work hard to ensure all we treat our patients with dignity and respect. The results from our previous audit showed that, from the four statements listed on the questionnaire, 100% of patients that took part either agreed or strongly agreed that they were treated with dignity and respect during their visit to the practice.

The results collected from this audit have again given positive feedback to the practice, in which all patients that completed the questionnaire have agreed with the statements.

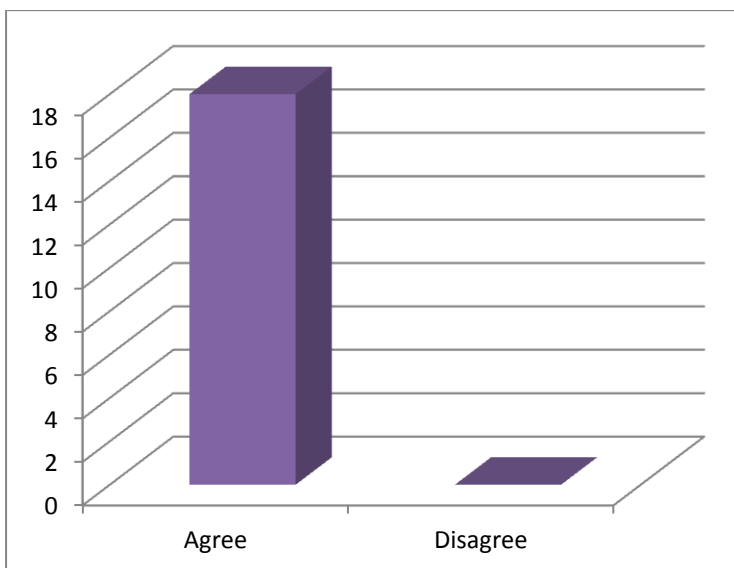
Did you find your dentist approachable?

Of the 18 patients questioned all agreed they found their dentist approachable.



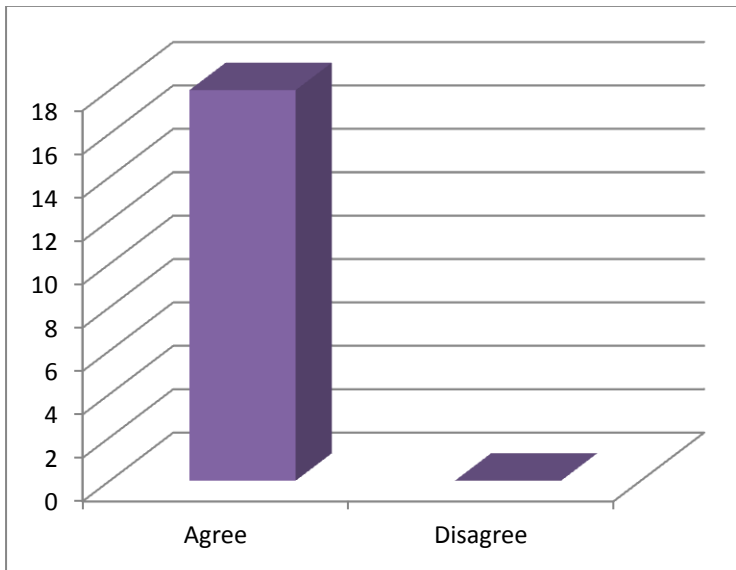
Do you feel you were treated in a respectful manner?

100% of patients that completed the questionnaire felt they were treated in a respectful manner during their visit to the practice.



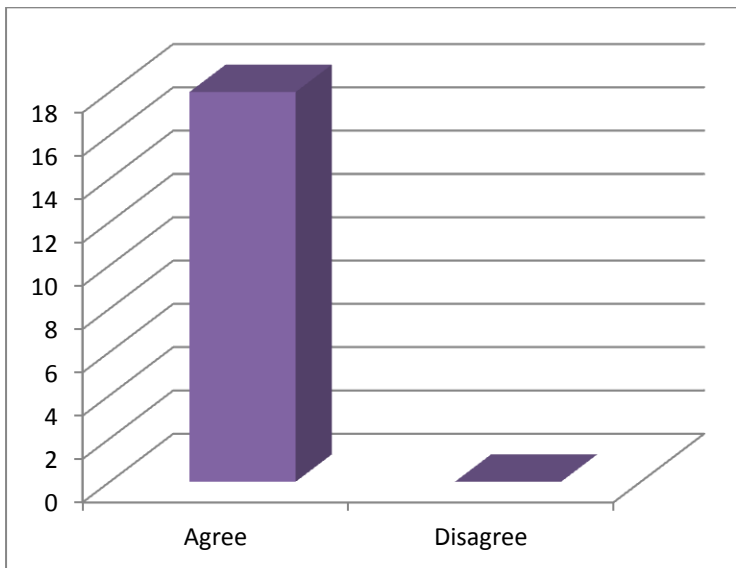
Did you find the reception staff helpful and polite?

All 18 participants in the questionnaire agreed with the statement that reception were helpful and polite.



Would you be happy to recommend this practice to others?

All of the patients that completed the questionnaire agreed that they would recommend St Michael's Orthodontics to others.



As a practice we find these results very reassuring that we are meeting patients' needs in this area of service. We will continue to monitor this and carry out a further questionnaire in 12 months.

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Comments returned during the questionnaire:

"Friendly helpful staff"

"Always gone in on time and very helpful/approachable"

"Dentist I would also say is always attentive and knowledgeable of the patient"

"A very welcoming practice, made me feel comfortable and able to ask any questions"

"Very friendly, approachable staff, very accommodating"

"Excellent practice and staff"