



Catherine Street Dental Practice

Patient Questionnaire

We would be extremely grateful if you could spare a few minutes to complete this feedback form.

All feedback whether positive or negative will help us improve our service to you in the future. We greatly value your opinion and comments so please be as specific and honest as possible.

You can return this form to the receptionist or email us at admin@catherinedental.co.uk

Please tell us your name and date of visit (optional)				
Our Team – Expectations				
	Exceeded	Met	Below	N/A
Gave you a friendly greeting on arrival				
Were courteous on the phone				
Were helpful and informative				
Were professional in appearance				
Helped you relax				
Quality of Care - Expectations				
	Exceeded	Met	Below	N/A
Did you feel comfortable with your dentist?				
Were you involved in decisions about your treatment?				
Was the dentist you saw confident and focussed?				
Did the dentist explain your treatment, answer your questions and listen to your concerns?				
Was the hygienist professional, well presented, friendly, supportive and confident?				
Were financial arrangements fully explained?				
Our Practice - Expectations				
	Exceeded	Met	Below	N/A
Scheduled an appointment for you within a reasonable amount of time?				
Was the practice clean and welcoming?				
Were you seen on time?				
Were our working times convenient for you?				
Was parking OK for you				
How quickly was your initial call answered?				

Quality of Service				
	Excellent	Good	Average	Poor
How would you rate the overall quality of service you received at Catherine Street Dental Practice?				
Our Practice				
			Yes	No
Would you recommend us to others?				
Please write additional comments or suggestions below.				
<p>All feedback whether positive or negative is vital for us to excel in providing a more pleasant dental experience.</p>				
<p>Your feedback will be used for in-house training and development purposes only and will remain confidential.</p>				
<p>If you would like to discuss any aspect of our provision or if you have any concerns, please contact us on 01722 412621.</p>				
Thank you for taking the time to complete this survey				