

## Patient Responses to Questionnaires Summary for XXX PCT

### Questionnaires issued between April 2007 and December 2009

A random sample of patients are issued with a brief questionnaire within days of us processing the FP17s. Please see 'Questionnaire Summary Reports user notes' for a full explanation.

Location	Issued	Responses	Percentage Received
England and Wales	930,769	465,262	50.0 %
Strategic Health Authority	163,435	72,232	44.2 %
PCT	5,293	2,481	46.9 %

Did the patient confirm dates of treatment?	Frequency	Percentage	Did the patient confirm the practice address?	Frequency	Percentage
Yes	2,313	93.2 %	Yes	2,417	97.4 %
No	27	1.1 %	No	36	1.5 %
Cannot Remember	107	4.3 %	Cannot Remember	8	0.3 %
No Response	30	1.2 %	No Response	20	0.8 %
Invalid	4	0.2 %	Invalid	0	0.0 %
Total	2,481	100.0 %	Total	2,481	100.0 %

Did the patient confirm their name was correct?	Frequency	Percentage	Did the patient confirm their date of birth?	Frequency	Percentage
Yes	2,418	97.5 %	Yes	2,352	94.8 %
No	25	1.0 %	No	43	1.7 %
No Response	38	1.5 %	No Response	85	3.4 %
Invalid	0	0.0 %	Invalid	1	0.0 %
Total	2,481	100.0 %	Total	2,481	100.0 %

Patient's understanding of treatment provided	Frequency	Percentage
Just NHS treatment	2,116	85.3 %
Combination of NHS and Private	139	5.6 %
All Private treatment	32	1.3 %
Unsure	140	5.6 %
No Response	33	1.3 %
Invalid	21	0.8 %
Total	2,481	100.0 %

Did the Patient report receiving a treatment plan?	Yes	No	Not Sure	No Response	Invalid	Total
Band 1	62	552	101	34	6	755
Band 2	149	471	116	38	1	775
Band 3	184	389	122	45	3	743
Charge Exempt	11	40	6	5	0	62
Urgent	27	86	25	8	0	146
Total	433	1,538	370	130	10	2,481

What treatments were reported by patients	Band 1	Band 2	Band 3	Free	Urgent / Occasional	Total
Examinations	638	453	418	13	44	1,626
X-Rays	124	196	296	13	44	673
Scale and Polish	245	190	154	3	15	607
Fillings	30	447	208	5	35	725
Root Fillings	4	63	93	4	8	172
Crowns	6	9	321	2	13	351
Extractions	9	96	91	9	11	216
Dentures	10	22	212	13	5	262
Bridges	1	3	64	2	5	75
Sedation	0	24	22	1	4	51
Orthodontic	2	2	7	0	1	12
Veneers	1	7	16	0	1	25
Other Treatments	34	73	56	15	23	201

Did the patient report paying for NHS treatment?	Under 18 Years	Under 18 Percentage	Exempt or remitted adult	Exempt Percentage	Non - Exempt adult	Non - Exempt Percentage	Total	Total Percentage
No	540	21.8 %	842	33.9 %	70	2.8 %	1,452	58.5 %
Yes	4	0.2 %	17	0.7 %	856	34.5 %	877	35.3 %
No Response	9	0.4 %	26	1.0 %	116	4.7 %	151	6.1 %
Invalid	0	0.0 %	1	0.0 %	0	0.0 %	1	0.0 %
Total	553	22.3 %	886	35.7 %	1,042	42.0 %	2,481	100.0 %

Patient's reporting of treatment	Band 1	Band 2	Band 3	Free	Urgent / Occasional
Band 1	34	9	4	3	6
Band 2	1	69	5	1	2
Band 3	0	2	86	0	2
Don't Know	402	411	428	30	85
No Response	317	280	220	28	50
Invalid	1	4	0	0	1

Did the Patient report receiving a receipt?	Frequency	Percentage	Did the Patient report seeing information about NHS patient charges at the surgery?	Frequency	Percentage
Yes	805	32.4 %	Yes	543	21.9 %
No	509	20.5 %	No	1,003	40.4 %
Cannot Remember	156	6.3 %	Cannot Remember	836	33.7 %
No Response	1,006	40.5 %	No Response	95	3.8 %
Invalid	5	0.2 %	Invalid	4	0.2 %
Total	2,481	100.0 %	Total	2,481	100.0 %

Patient's opinion of time taken to get appointment	Frequency	Percentage	Patient's satisfaction with dentistry received	Frequency	Percentage
It was as soon as was necessary	2,131	85.9 %	Completely satisfied	1,679	67.7 %
It should have been a bit sooner	227	9.1 %	Fairly satisfied	580	23.4 %
It should have been much sooner	74	3.0 %	Fairly dissatisfied	97	3.9 %
No response	48	1.9 %	Very dissatisfied	66	2.7 %
Invalid	1	0.0 %	No response	53	2.1 %
Total	2,481	100.0 %	Invalid	6	0.2 %
			Total	2,481	100.0 %