



## Dental Services

### Patient Responses to Questionnaires Summary for %%%/1000%

#### 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 %
Contract	346	155	44.8 %

Did the patient confirm dates of treatment?	Frequency	Percentage	Did the patient confirm the practice address?	Frequency	Percentage
Yes	146	94.2 %	Yes	151	97.4 %
No	5	3.2 %	No	2	1.3 %
Cannot Remember	3	1.9 %	Cannot Remember	0	0.0 %
No Response	1	0.6 %	No Response	2	1.3 %
Invalid	0	0.0 %	Invalid	0	0.0 %
Total	155	100.0 %	Total	155	100.0 %

Did the patient confirm their name was correct?	Frequency	Percentage	Did the patient confirm their date of birth?	Frequency	Percentage
Yes	151	97.4 %	Yes	148	95.5 %
No	3	1.9 %	No	0	0.0 %
No Response	1	0.6 %	No Response	7	4.5 %
Invalid	0	0.0 %	Invalid	0	0.0 %
Total	155	100.0 %	Total	155	100.0 %

Patient's understanding of treatment provided	Frequency	Percentage
Just NHS treatment	121	78.1 %
Combination of NHS and Private	13	8.4 %
All Private treatment	4	2.6 %
Unsure	14	9.0 %
No Response	1	0.6 %
Invalid	2	1.3 %
Total	155	100.0 %

Did the Patient report receiving a treatment plan?	Yes	No	Not Sure	No Response	Invalid	Total
Band 1	5	37	6	1	0	49
Band 2	8	27	6	5	0	46
Band 3	20	14	4	4	0	42
Charge Exempt	0	3	0	0	0	3
Urgent	4	7	3	1	0	15
Total	37	88	19	11	0	155

What treatments were reported by patients	Band 1	Band 2	Band 3	Free	Urgent / Occasional	Total
Examinations	43	28	19	0	4	100
X-Rays	7	9	13	0	4	33
Scale and Polish	15	5	2	0	2	24
Fillings	5	23	12	0	4	44
Root Fillings	0	1	3	1	0	5
Crowns	0	0	24	0	2	26
Extractions	1	4	0	1	0	6
Dentures	1	2	8	0	0	11
Bridges	0	0	1	0	0	1
Sedation	0	0	1	0	1	2
Orthodontic	0	0	1	0	0	1
Veneers	0	0	0	0	0	0
Other Treatments	3	2	6	1	2	14

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	28	18.1 %	48	31.0 %	4	2.6 %	80	51.6 %
Yes	1	0.6 %	2	1.3 %	59	38.1 %	62	40.0 %
No Response	0	0.0 %	2	1.3 %	11	7.1 %	13	8.4 %
Invalid	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %
Total	29	18.7 %	52	33.5 %	74	47.7 %	155	100.0 %

Patient's reporting of treatment	Band 1	Band 2	Band 3	Free	Urgent / Occasional
Band 1	1	2	0	0	1
Band 2	0	3	1	0	0
Band 3	0	0	7	0	0
Don't Know	34	27	22	3	13
No Response	14	14	12	0	1
Invalid	0	0	0	0	0

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	63	40.6 %	Yes	44	28.4 %
No	35	22.6 %	No	63	40.6 %
Cannot Remember	10	6.5 %	Cannot Remember	44	28.4 %
No Response	47	30.3 %	No Response	4	2.6 %
Invalid	0	0.0 %	Invalid	0	0.0 %
Total	155	100.0 %	Total	155	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	133	85.8 %	Completely satisfied	102	65.8 %
It should have been a bit sooner	15	9.7 %	Fairly satisfied	37	23.9 %
It should have been much sooner	3	1.9 %	Fairly dissatisfied	7	4.5 %
No response	4	2.6 %	Very dissatisfied	4	2.6 %
Invalid	0	0.0 %	No response	4	2.6 %
Total	155	100.0 %	Invalid	1	0.6 %
			Total	155	100.0 %