



Today's Date: __ / __ / __

Far Headingley Dental Care is committed to providing quality dentistry in a modern and friendly environment. To help us improve our service we kindly ask you complete this questionnaire.

- 1. How would you rate the quality of service provided by our reception team? (Consider friendliness, efficiency, appearance, telephone manner etc.) Please circle your answer: 0 = poor 10 = excellent

0 1 2 3 4 5 6 7 8 9 10
What could be improved?

- 2. Please rate your experience with your dentist? (Consider friendliness, explanation of treatment, how treatment was carried out etc) Please circle your answer: 0 = poor 10 = excellent

0 1 2 3 4 5 6 7 8 9 10
What could be improved?

- 3. How would you rate the nursing team? (Consider supportiveness, friendliness, appearance) Please circle your answer: 0 = poor 10 = excellent

0 1 2 3 4 5 6 7 8 9 10
What could be improved?

- 4. Who did you see today for your treatment?

Mrs Precious [] Miss Ramage [] Mr Spong [] Mr Hand []

- 5. After being recommended treatment did you get a costed treatment plan and was this explained properly? Yes [] No [] Not applicable []

- 6. Were you seen on time for your appointment? Yes [] No [] If not, how long was you kept waiting? ___ minutes

- 7. If not, did we apologise & explain why there was a delay? Yes [] No []

- 8. How would you rate the quality of the environment at Far Headingley Dental Care? (Consider car park facilities, reception area, surgeries, patient washroom etc)

0 1 2 3 4 5 6 7 8 9 10
What could be improved?

- 9. How well do you feel the practice communicates with you? (Consider telephone calls, appointment reminders, practice website, e-mail, practice literature etc)

0 1 2 3 4 5 6 7 8 9 10
What could be improved?

- 10. Are you aware the practice offers the following services? (please tick all that you are aware of)

Hygienist services [] Digital Imaging []
Whitening treatments [] Needle free anaesthetic []
Cosmetic dentistry [] In-surgery DVD entertainment []
General dentistry [] Smile improvement []
0% Finance [] Tooth replacement []

Thank you for taking time to provide us with your feedback