

APPENDIX THREE: The Talbot Clinic Patient Survey

Please rate our service to you out of 5

(1 = poor, 5 = excellent)

1. Do you feel that you were treated with dignity and respect whilst at The Talbot Clinic?
2. Are you assured that we listened to you and that your preferences and concerns were taken into account?
3. Are you happy that you were treated with honesty and integrity?
4. Do you feel confident that all aspects of your health and wellbeing have been considered and that you have received, or will receive, dental care that is appropriate for you?
5. Did you find The Talbot Clinic to be a clean and safe environment?
6. Have you received full, clear and accurate information to enable you to make an informed decision about your treatment?
7. Has a clear explanation of the treatment, possible outcomes and expectations been discussed with you?
8. Have you been provided with information with regards to treatment costs?
9. Do you consider that you have given consent to treatment before dental treatment is carried out, and been informed if a treatment strategy changes?
10. Are you confident that if you had a complaint that it would be acknowledged, listened to and dealt with promptly?
11. Have you received good quality care at The Talbot Clinic?
12. Do you have confidence in The Talbot Clinic team that you can trust us to be honest about your treatment requirements and care provided to you?
13. Would you refer The Talbot Clinic to your friends and family?

(If you wish to remain anonymous, please leave the name space blank)