

The Village Dental Practice

Principal: Dr S Oberai,

BDS, MFGDP UK, MFDS.RCS Eng, MRCPS Glas, MJDF.RCS Eng, DipImpDent RCS Eng, FFGDP (UK)

Associates: Dr C Bopiah, Dr A Sangheera, Dr S Wahule, Dr A Patel, Dr H Sheikh, Dr M Vo
Practice Manager: Miss V Webb

59-61 Church Road
Ashford
Middlesex
TW15 2TY

01784 253021

14 The Street
West Horsley
Surrey
KT24 6AX

01483 280030

CONFIDENTIAL PATIENT SURVEY

Name (optional)

Dentist

Date

Before you leave the Practice today, would you please spare a couple of minutes to answer the questions below? This will help us to improve the service that we offer to our patients.

Please select a number between 5 – 1 as your answer. 5 being excellent, 1 being poor

What was your first impression of the Practice?	5	4	3	2	1
How were you greeted at Reception on arrival?	5	4	3	2	1
Was the Receptionist approachable and friendly?	5	4	3	2	1
How was the Dentist's punctuality to your appointment time?	5	4	3	2	1
If you were kept waiting, how well were you kept informed of the delay?	5	4	3	2	1
Was the Dentist approachable and friendly?	5	4	3	2	1
Was the Dental Nurse approachable and friendly?	5	4	3	2	1
How well was your treatment plan explained to you?	5	4	3	2	1
How satisfied were you with your treatment?	5	4	3	2	1
Were you given an opportunity to ask questions?	5	4	3	2	1
What was your impression of the standard of hygiene within the surgery?	5	4	3	2	1
Did you find the opening hours convenient?	5	4	3	2	1
Overall, how satisfied were you with the quality of treatment and care that you received today?	5	4	3	2	1
What improvements, if any, would you suggest that the Practice could offer?					

Thank you

At which Practice did you receive your treatment?

- 59-61 Church Road, Ashford, Middlesex, TW15 2TY
- 14 The Street, West Horsley, Surrey, KT24 6AX