

healthwatch

Patient Experience **Dentists**



July – December 2020

01. INTRODUCTION

Introduction to this report and a background to Healthwatch & Your Voice in Health and Social Care.

02. DATA COLLECTION

Methodology used to collect and analyse data.

03. SUMMARY FINDINGS

Overview and comparison of all the boroughs.

04. BROMLEY

Detailed analysis of dentists in Bromley.

05. EALING

Detailed analysis of dentists in Ealing.

06. HAMMERSMITH & FULHAM (H&F)

Detailed analysis of dentists in Hammersmith & Fulham.

07. HOUNSLOW

Detailed analysis of dentists in Hounslow.

08. LEWISHAM

Detailed analysis of dentists in Lewisham.

09. WALTHAM FOREST

Detailed analysis of dentists in Waltham Forest.

10. CONCLUSION, ACTIONS, IMPACTS & NEXT STEPS

Final comments and further contact details for this report.

01

INTRODUCTION

INTRODUCTION

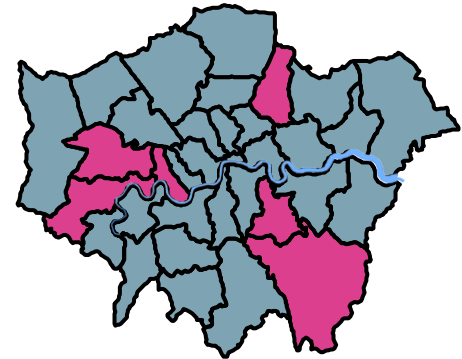
This Patient Experience Report for Healthwatch covers dentists in six London boroughs for the period July - December 2020. The Patient Experience Data Collection Programme comprises of ongoing in-person/telephone data collection and the Digital Feedback Centre which gather patient experiences all of which will be presented as they are received and considered as valid community opinion.

About Healthwatch

Healthwatch was created by the health and social care reforms of 2012 with a powerful ambition of putting people at the centre of health and social care. To help realise this ambition Healthwatch has a number of duties around gathering and representing the views of patients and service users in local boroughs across the country.

About Your Voice in Health and Social Care

Your Voice in Health and Social Care (YVHSC) holds the contracts for the following Healthwatch services: Healthwatch **Bromley**, Healthwatch **Hounslow**, Healthwatch **Ealing**, Healthwatch **Waltham Forest**, Healthwatch **Hammersmith & Fulham** and Healthwatch **Lewisham**.



02

DATA COLLECTION

DATA COLLECTION METHODS DURING COVID-19

FACE TO FACE CONVERSATIONS

Normally, our Patient Experience Officer, supported by a team of volunteers, visit health and social care services daily to talk to and hear from patients, service users, carers and relatives about their experiences of local services. Due to COVID-19, we have been unable to carry out our traditional face to face visits in order to engage with patients and collect patient experience information from across the borough.

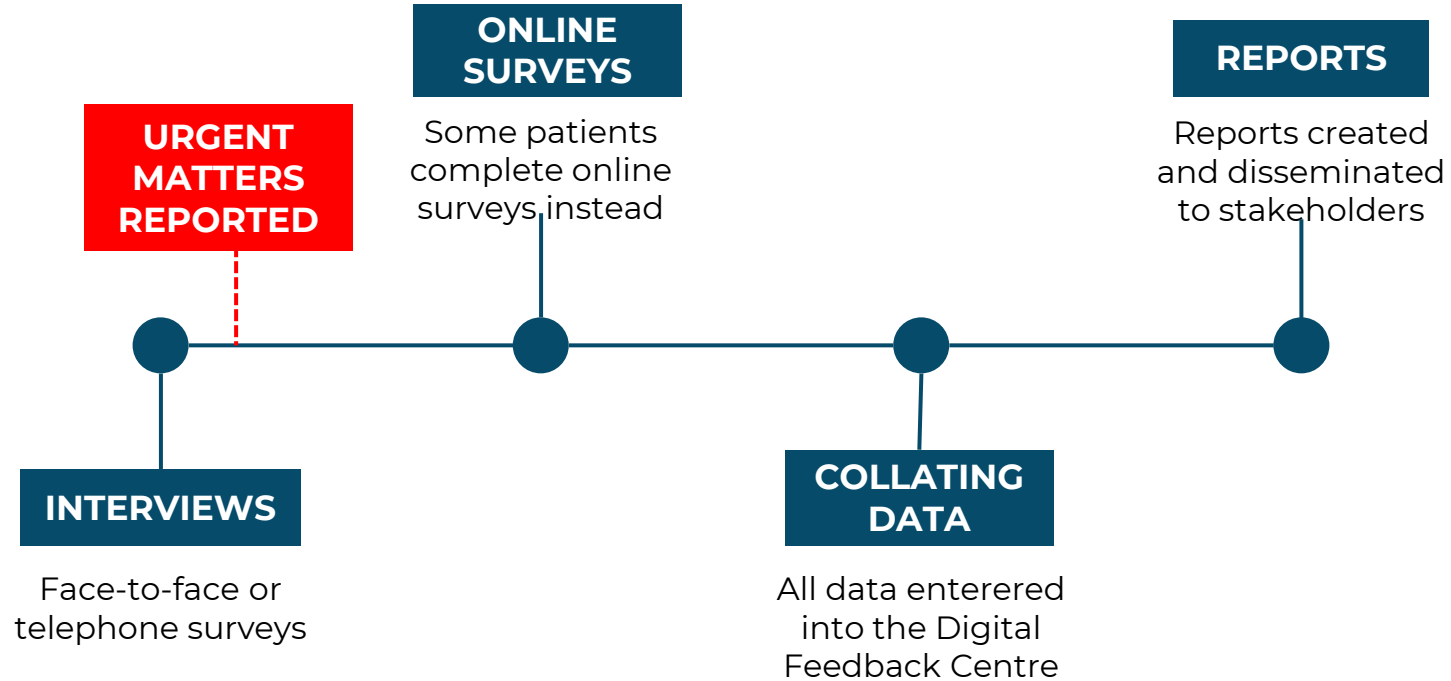


A NEW APPROACH

In adapting to these challenging new circumstances we developed and introduced a new model for our Patient Experience Programme, involving the collection of feedback via our zoom engagement sessions and collating existing online reviews from relevant platforms, such as NHS.uk, Care Home, Google reviews and Care Opinion.

This new approach has benefited residents through additional provision of information and signposting. As our service becomes further embedded across the borough, we expect greater awareness of our service and a subsequent increasing number of reviews.

DATA COLLECTION TIMELINE



DATA COLLECTION PROCEDURES

PATIENT CONCERNS

Where patients relay concerns about their treatment we inform them of their rights and the feedback and complaints mechanisms available to them. We also offer for a relevant Healthwatch staff member to call them to discuss the issue in more detail at a later date. This may be particularly relevant where a patient does not feel comfortable discussing the issue at that point or in that location. All patients are approached with empathy, patience and sensitivity.

SAMPLING

Whilst we aim to gather patient experience comments and reviews from a representative sample of the local population, we acknowledge that different people use different services at different times in their lives, and some not at all. Whilst all patients are asked for their monitoring information some do not wish to provide this. In support of our efforts to ensure feedback from all sections of the community, we recruit Patient Experience Volunteers with additional languages.

OUTREACH

The outreach element of our Patient Experience Programme is supplemented by our community engagement work and our website (www.healthwatchhf.co.uk), which people may visit independently to provide service feedback and comments. Our questions are uniform across the Digital Feedback Centre as well as the physically collected forms.

DATA COLLECTION PROCEDURES

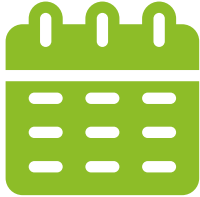
STANDARDIZED FEEDBACK FORM

These patient experience comments and reviews are gathered using a standard form. The form asks the patient for simple star ratings on their overall experience, likelihood to recommend a service, treatment, booking and a number of other areas. In addition, there is a free text box where patients are asked to leave a review or feedback comments.

CONSENT & URGENT MATTERS

We approach every patient, capture their experience in their words and seek consent for their feedback to be published on the relevant Healthwatch website, through the Digital Feedback Centre. People can leave their name or comment anonymously. At the end of each service visit, the Patient Experience Officer will relay any urgent matters requiring attention to the service manager. However, this was not possible during this quarter due to COVID-19 social distancing measures put in place by the UK government.

DATA COLLECTION FOR THIS REPORT



PERIOD

This report covers
Q2 & Q3
Jul – Dec 2020



REVIEWS

2,255 reviews were
collected




STAR RATING

The overall mean
star rating was 4.54
(the scale is 1 to 5,
with 5 being most
positive)

EXPLAINING THE DATA

We use the Digital Feedback Centre (on our website) and Informatics system (software sitting behind the Digital Feedback Centre) to capture and analyse patient experience feedback. The Informatics system is currently used by approximately 1/3 of the Healthwatch Network across England and it captures feedback in a number of ways:

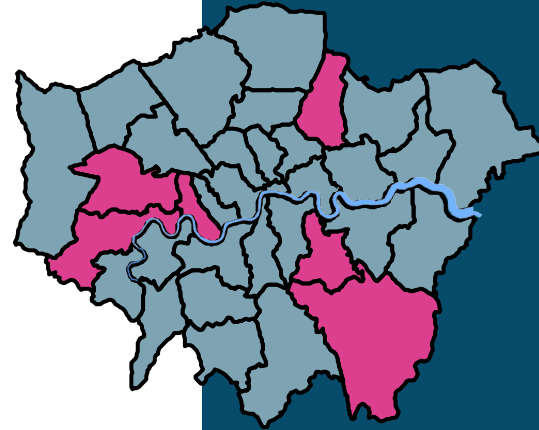
1. It asks for an overall star rating of the service, (between 1-5) 
2. It provides a free text box for comment
3. Its asks for a star rating against specific domain areas, (between 1-5). Unfortunately for this quarter as most of the reviews were collected online this information are not available.

In terms of reporting, the above provides Healthwatch with several data sets.

- Star ratings provide a simple snapshot average, both overall and against specific domain areas. Mean averages are used for comparison purposes.
- The free-text comment box is analysed in two different ways resulting in two different data sets. In the first instance, the Informatics system looks at the patient experience comment in its totality, using a sophisticated algorithm to analyse words and phrases in order to apply a sentiment score to the overall comment. The sentiment score is translated into an overall positive, negative or neutral sentiment. This is an automatic process. Where overall sentiment is highlighted in the report, it relates to this aspect of the process.

03

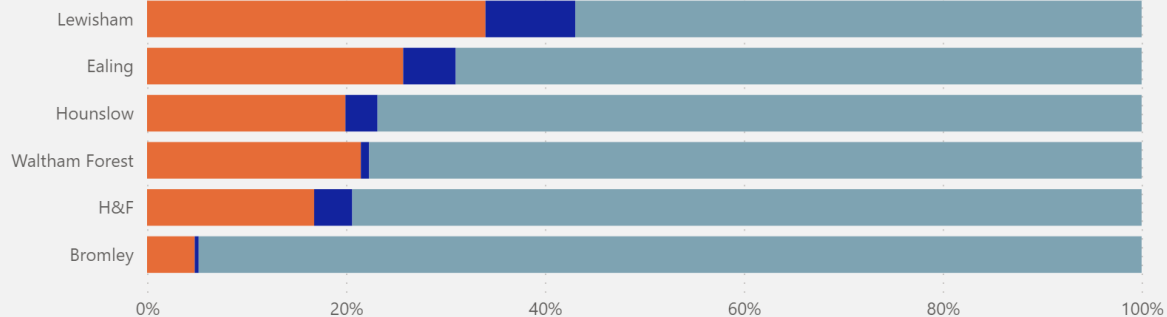
SUMMARY FINDINGS



Overall sentiment when asked about specific themes

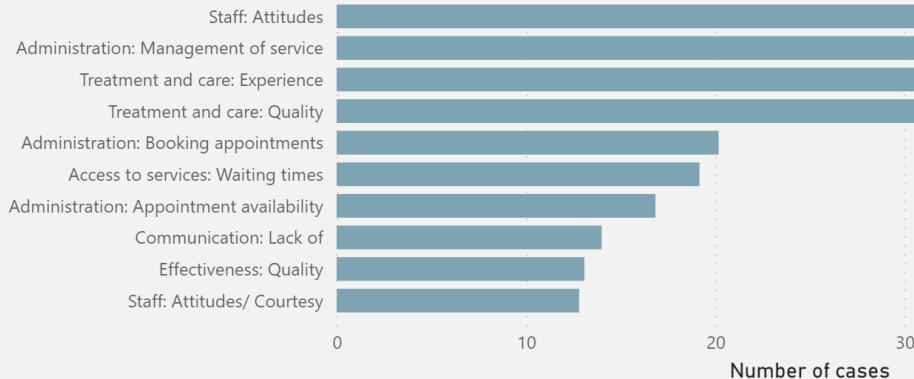
● Negative ● Neutral ● Positive

In surveys, participants tend to give more honest answers when asked to give a rating against specific topics. These scores are translated from star-ratings where 4/5 stars is positive, 3 stars is neutral and 1/2 stars is negative.



Number of cases by Main causes of dissatisfaction

Main causes of dissatisfaction



This table shows the main* causes of dissatisfaction where patients rated the service as negative.

*where total n > 20.

COVID-19 OBSERVATIONS ACROSS THE BOROUGH



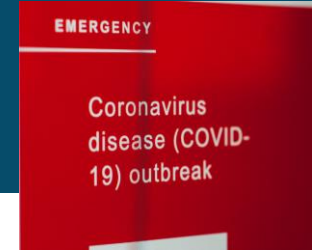
PPE & CLEANLINESS

Not wearing adequate mask and gloves.
Unclean surfaces.



PROFITEERING

Charging unreasonable amounts for disposable PPE equipment.

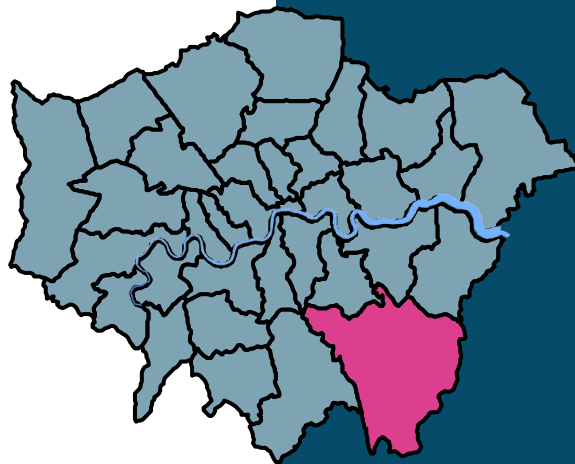


OUTBREAKS

Not raising awareness when there has been an outbreak among staff/customers.

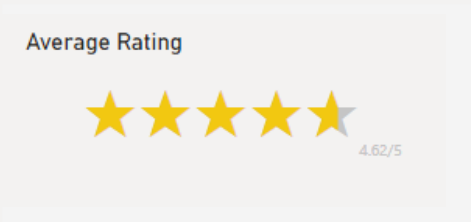
04

BROMLEY

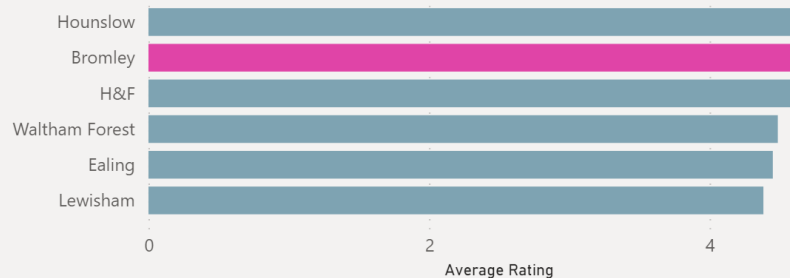


175

Number of Patients Surveyed

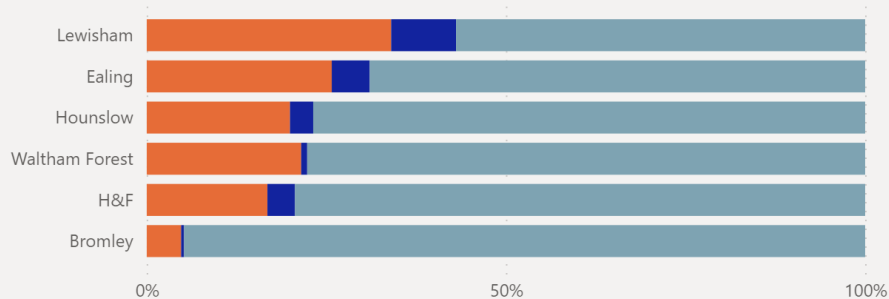


Average Rating by Borough



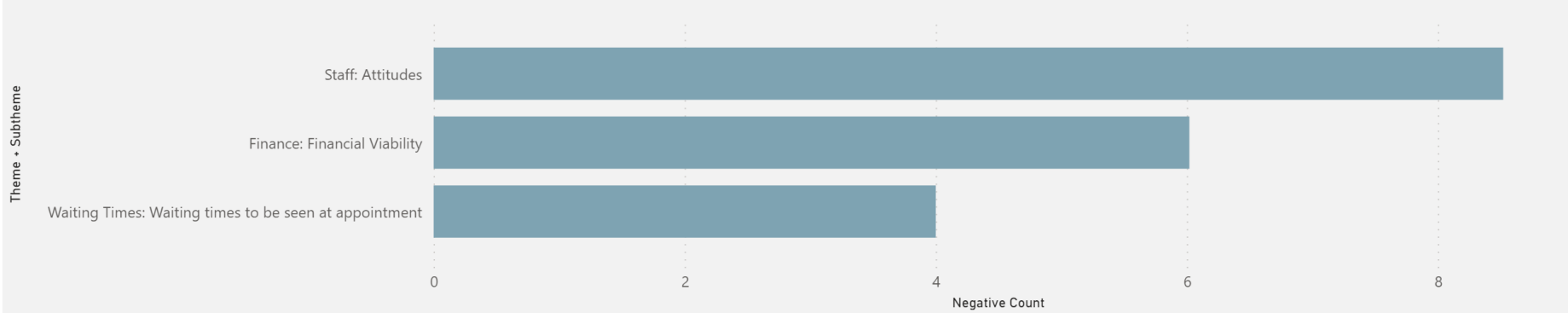
Sentiment Rating of Reviews

● Negative ● Neutral ● Positive



Bromley dentists performed second best out of the boroughs for this period, with an overall rating of 4.62 out of 5 stars, compared to the borough average of 4.54 stars. Negative comments in the open text reviews were in the minority.

Main Reasons for Dissatisfaction



Complaints in Bromley were in the minority. Notable causes of dissatisfaction include **Staff Attitudes (6%, n. 9)**, **Financial Viability (14%, 6)** and **Waiting Times (100%, 4)**.

This was reflected in some of the reviews where *staff rudeness* and *poor treatment* were commented on. There were also comments referring to *pricing inconsistencies* as a source of annoyance.

Review

I decided to give this place a try. Big mistake, huge.

Despite booking a checkup and cleaning in advance I was first made to stand outside in the street for almost half an hour past my 10:00am appointment without explanation. When I was finally called in, reminiscent to being summoned into the head teachers office, my eagerly awaited time with the dentist was short and far from sweet. For a first appointment he asked his questions, did a lacklustre exam and sent me packing, all within 20 minutes. He recommended a filling for gum recession, which I found more than strange but decided to just smile and nod given that he's the one who should know.

It was when I found myself back at reception being accused of 'misunderstanding' or being entertained with a number of other nonsensical excuses for why I wasn't going to get the cleaning I'd booked that I really started to lose the will to live. I'd paid a £50 deposit and the checkup was only £36, which I thought would have laid to rest any doubt regarding the idea I'd "got it wrong" but this fact seemed lost on the receptionist. I'm an Invisalign patient (at

BROMLEY COMPLAINTS

Sample of 1 & 2 star reviews



Very rude
receptionist
on the
phone.”

“It is
overpriced
and I was
kept
waiting for
30 minutes
when I was
on time.”



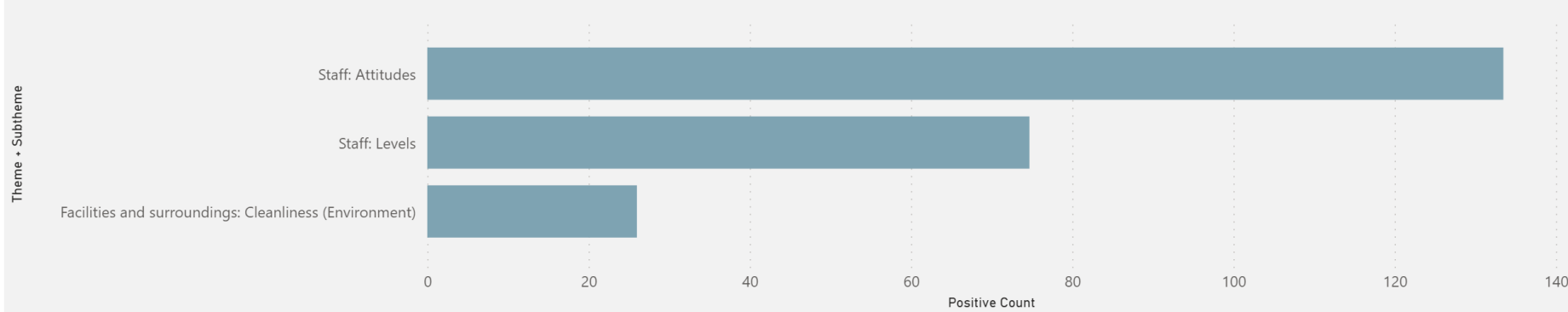
“I'd paid a
£50
deposit
and the
check-up
was only
£36.”



“The staff
refused to
refer me to
a hospital.”



Main Reasons for Satisfaction



The main causes of satisfaction include **Staff: Attitudes (93%, n. 133)**, **Staff: Levels (97%, n. 75)** and **Cleanliness (100%, n.26)**.

This was reflected in some of the reviews where particularly *good service* and *staff friendliness* were commented on. A number of patients reported being pleased with the Covid precautions in place.

Sample of Positive Reviews

1st class Covid prevention practices, mask, gel, temperatures taken on arrival. I can only speak of my experience in downstairs. The receptionist was lovely and helpful. The dentist was the best I've ever had. She was professional in root canals treatment, fillings and explaining the procedures. She's the sort of dentist you can only hope for. I'll continue to visit them as long as I have them!
Many thanks to the nurses and dentist.

5 weeks ago I booked an emergency appointment here . I was seen within a few days off using the online emergency system All smiles had . It was one of the best dentist trips I've ever had (despite lockdown) . They were compassionate and caring and booked me a further follow up that very afternoon . I have just had a second appointment with Bianca Agirbicean and she is wonderful . She is enthusiastic about teeth being happy and health , and she is great at demonstrating the best way to use your brush . I work and live local and would recommend them to anyone .

BROMLEY COMPLIMENTS

Sample of 4 & 5 star reviews



As a nervous patient I have found this the best dentist in the area.”

“My hygienist was so nice and really gentle.”



“Delighted with my new crowns.”

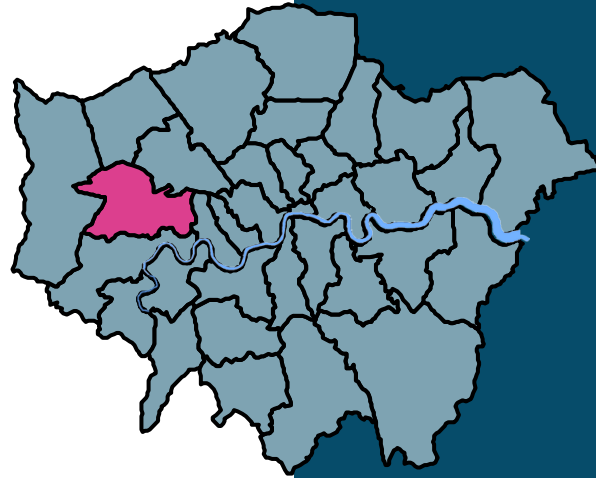


“The dentist is highly trained who provided good advice, explaining in detail the issues.”



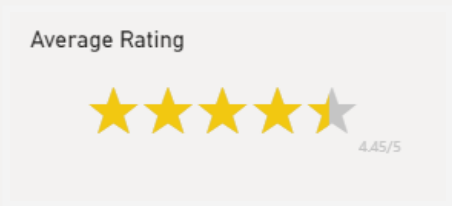
05

EALING

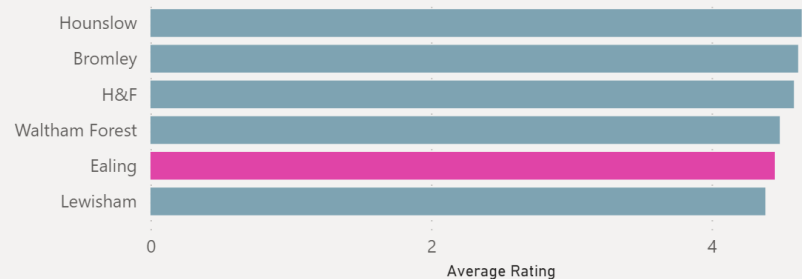


355

Number of Patients Surveyed

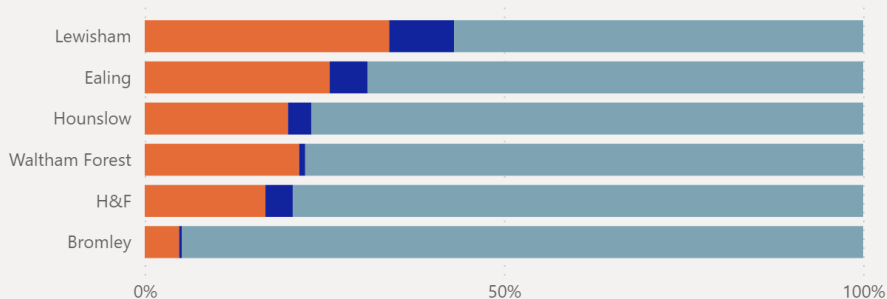


Average Rating by Borough



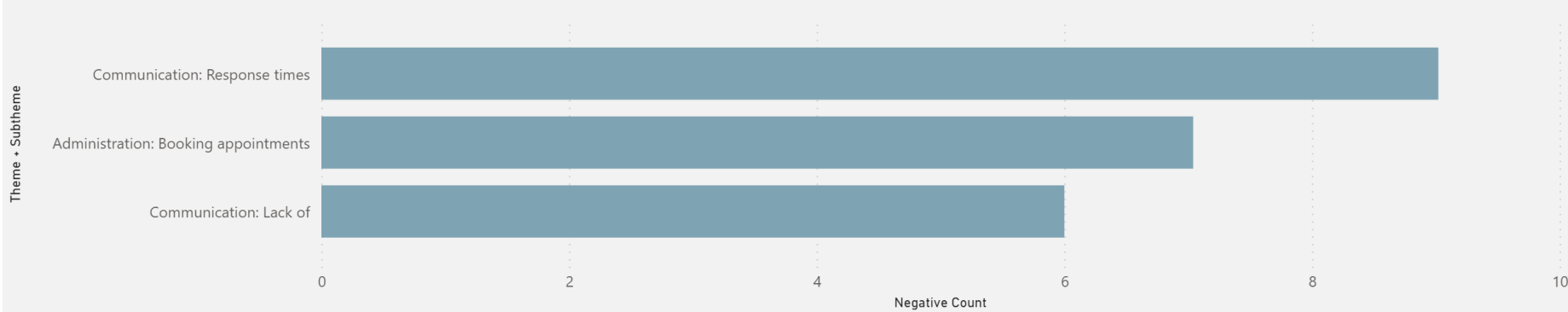
Sentiment Rating of Reviews

● Negative ● Neutral ● Positive



Although Ealing dentists were near the bottom of the ratings within the boroughs, their overall rating was still very good at 4.45 out of the 5 star rating.

Main Reasons for Dissatisfaction



Complaints in Ealing were in the minority, however issues were raised around **Communication Response Times (82%, n. 9)**, **Administration Booking Appointments (36%, n. 7)** and **Lack of Communication (100%, n. 6)**. This was reflected in some of the reviews where particularly *staff rudeness* and *not answering the phone* were commented on.

Sample of Negative Reviews

When I went to the dentist, they charged me £25 for the PPE. They explained that I needed a replacement filling and agreed to have it (double the price). This was also dubbed as private care, that was the excuse they gave as to why they were charging me.

When I made my appointment, I asked if I could register as a NHS patient and was told I could. On the day of my check up, I was charged as a private patient. Won't be going back.

We have been with this Dental Clinic for nearly over 20 years but my last experience, we found that the service has deteriorated and the care has gone down.

Very rude receptionists. Customer service training wouldn't go amiss. Visited this place on several occasions, the reception staff are really letting the place down. Phone contact isnt very pleasant either. Dentists on the other hand are quite friendly and professional.

Very rude reception. They don't show any respect to anyone and make us wait 10 minutes. They make a mistake and have to cancel my appointment only for them to give us a appointment after 3 months

EALING COMPLAINTS

Sample of 1 & 2 star reviews



Will do
anything to
rip you off.”

“Called the
receptionist
so many
times that I
lost count.”



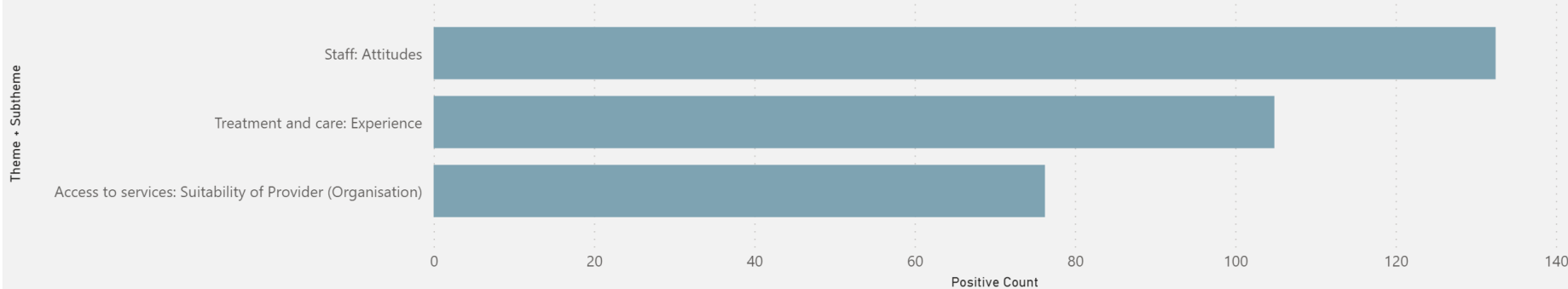
“Very rude
receptionists.
Customer
service
training
wouldn't go
amiss.”



“Staff were
rude and the
dentist didn't
even check
my teeth
properly
during the
routine
check up.”



Main Reasons for Satisfaction



The main topics for higher rates of satisfaction were **Staff Attitudes (92%, n. 132)**, **Treatment & Care: Experience (92%, n. 105)** and **Access to Services: Suitability of Provider (93%, n. 76)**.

This was reflected in some of the reviews where *professionalism*, *staff politeness* and *staff friendliness* were commented on.

Review

You can get an appointment as one asks. Seen promptly. Explanations were clear. Excellent receptionist. Very good dentist and dental nurse.

Writing this review on behalf of my father who attends the practice, I have visited for his appointments with him and he is always treated with respect from all staff members and the dentist really cares about him. The receptionist is always so lovely and willing to help him.

Would quite like to have my 6 month daily check up but can't at the moment because they are only doing emergency appointments.

Wonderful service!

Wonderful practice and staff. Reception were very understanding, helpful and easy to communicate with. Nurses are also very welcoming and polite. The practice have gone beyond to protect all visitors by implementing and following COVID-19 measures. Reception are happy to explain the Covid-19 measures

EALING COMPLIMENTS



Sample of 4 & 5 star reviews



Lovely staff,
polite and
professional”

“Very patient and kind with my nervousness over having a root canal.”



“Excellent service. A high quality dentistry, great people and fair prices.”

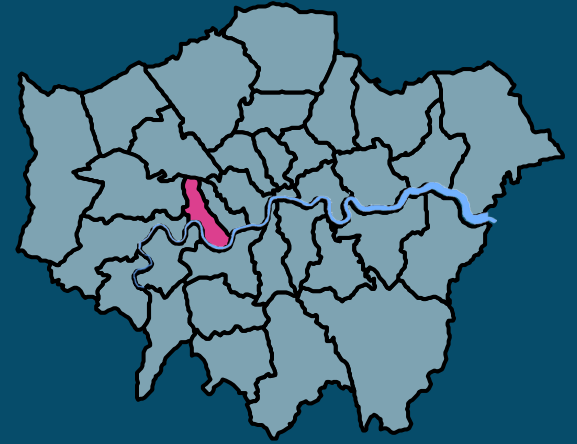


“Warm welcome, clean clinic and very thorough explanation of what to expect from the dentist.”



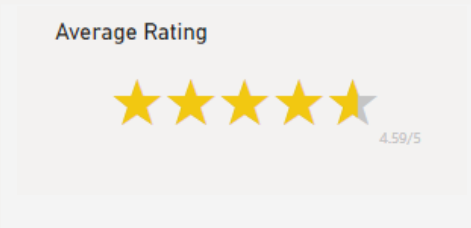
06

HAMMERSMITH
& FULHAM

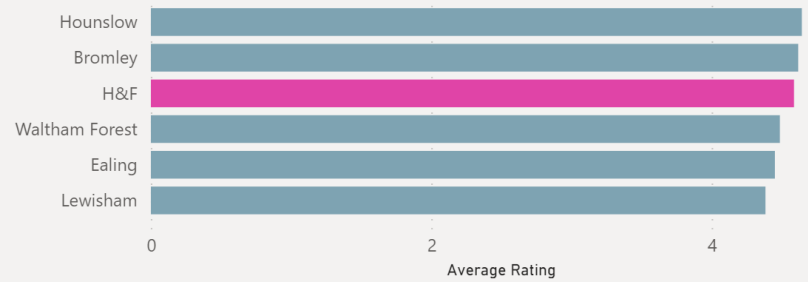


620

Number of Patients Surveyed

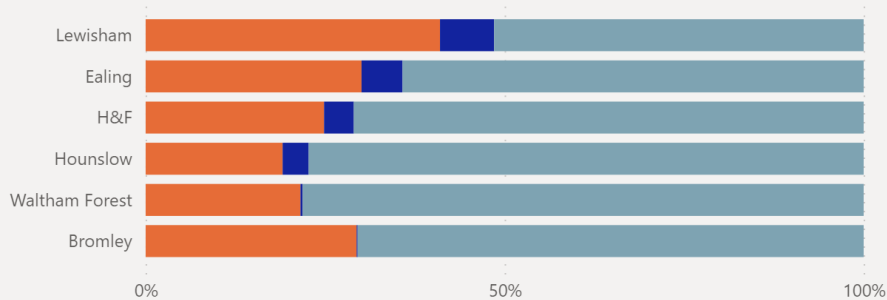


Average Rating by Borough



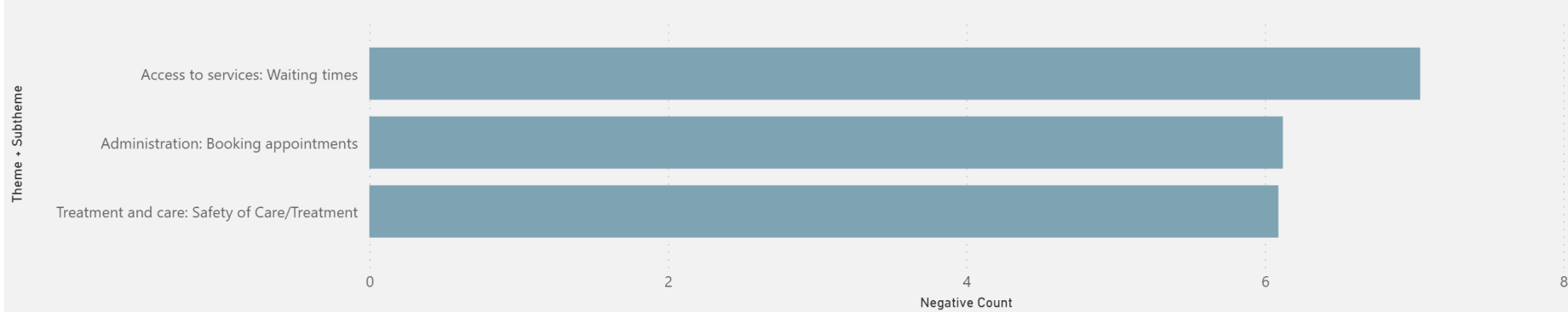
Sentiment Rating of Reviews

● Negative ● Neutral ● Positive



Hammersmith & Fulham dentists performed third best within the 6 boroughs for this period, with an overall rating of 4.59 out of 5 star rating.

Main Reasons for Dissatisfaction



When looking at individual categories, **Waiting Times (44%, n. 7)**, **Booking Appointments (18%, n. 6)** and **Safety of Care/Treatment (29%, n. 6)** were the greatest causes of dissatisfaction.

The reviews also highlight a number of issues with *staff rudeness*, *covid precautions* and *professionalism*.

Sample of Negative Reviews

Wouldn't recommend this practice. I had a question regarding an aspect of the treatment which was mentioned during my consultation. My email was ignored. When I asked the practice manager Paula whether their mailbox was monitored, her reply was 'from time to time'. However, she confirmed my email was seen by Dr Patel and that she'll remind him to reply to it. 10 days later, still no reply. Avoid this practice, they're not interested in your care. I'll spend my £4k in a place they do care about their patients.

Very Very unprofessional. I advise no one to go there. The reception lady is very rude, the rest of the staff are not bothered about how they treat the patient, poor poor dentist do not go there

Very unprofessional rude receptionist, indeed inefficient extremely poor treatment not exceeding my expectations.

Very disappointed with the service, they change their prices as they wish. Last time I attended when I was booked for my treatment, she was 20min late & very moody & all she talked was prices. Please AVOID.

Very bad I was left with pain and discomfort.

Using the excuse of Covid19 emergency and that they are already too busy with their patients, they don't accept any

HAMMERSMITH & FULHAM COMPLAINTS

Sample of 1 & 2 star reviews



Very unprofessional rude receptionist.”

“There is no good communication - they don't answer the phone.”



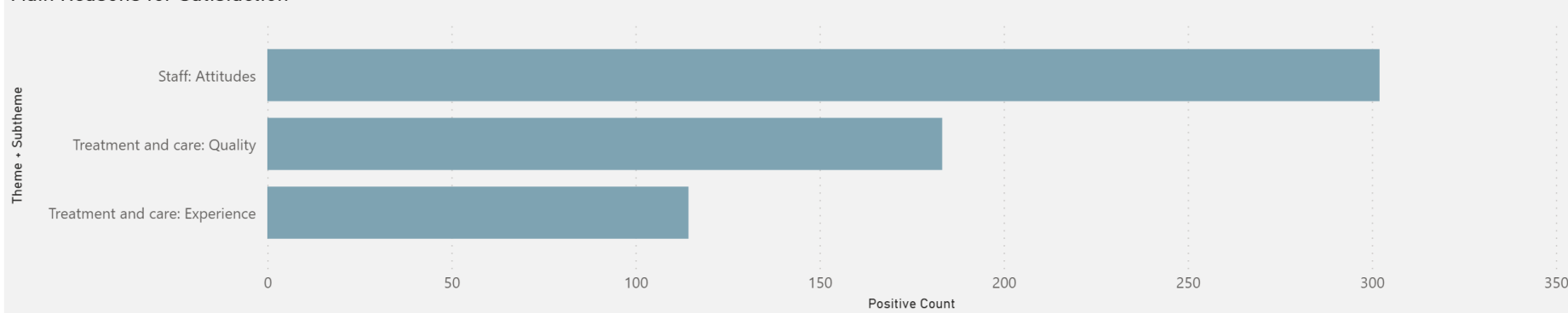
“The dentist was extremely rude and therefore we left before treatment could take place.”



“I was not expecting my crown to come off, completely dissatisfied with the work.”



Main Reasons for Satisfaction



The most highly rated themes in Hammersmith & Fulham include **Staff Attitudes** (95%, n. 302), **Treatment & Care: Quality** (94%, n. 103) and **Treatment & Care: Experience** (93%, n. 114).

The reviews also highlighted that patients appreciated clear explanations, friendly staff and covid-secure practices.

Sample of Positive Reviews

Was blown away with the service and care I had. Mr P was extremely professional and my teeth have never looked so good! Can't wait to come back. Would highly recommend.

Very professional. Everyone is very helpful and insightful providing the best possible care of my son needs. Brilliant!

Very professional dental practice with lovely and accommodating staff. The receptionists are so organized and such a pleasure to deal with. A fantastic hygienist and 3 of the dentists I have seen are very kind and pragmatic in their approach to their dental work. Highly recommended.

Very professional and friendly dental practice, always great treatment and great advice!

Very nice staff, very efficient. Great treatment.

Very nice staff who are efficient and happy and it is very easy to get appointment.

Very nice staff and very professional. Thanks to Dr Mudgal for a great job!

HAMMERSMITH & FULHAM COMPLIMENTS

Sample of 4 & 5 star reviews



I am always
reassured and
put at ease.”

“She explained
all my
treatment
clearly and
gave me
options that
would best suit
my needs.”



“Very
professional
staff, very
clean
environment
and the
treatment is
excellent.”

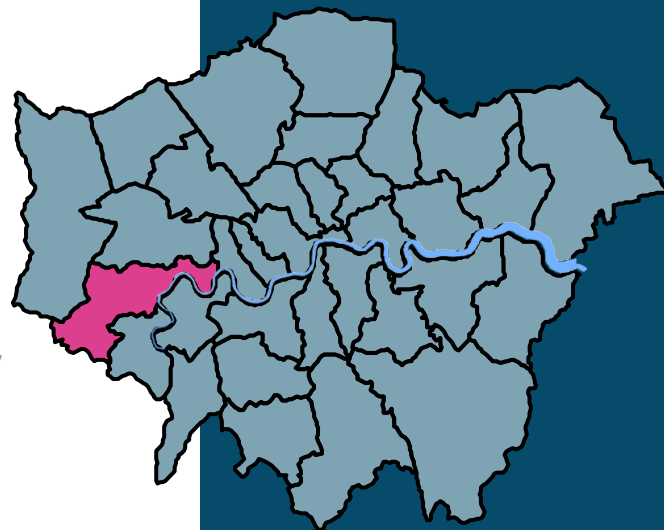


“It's an
excellent
service, the
care and
compassion
their
provide are
excellent..”



07

HOUNSLOW



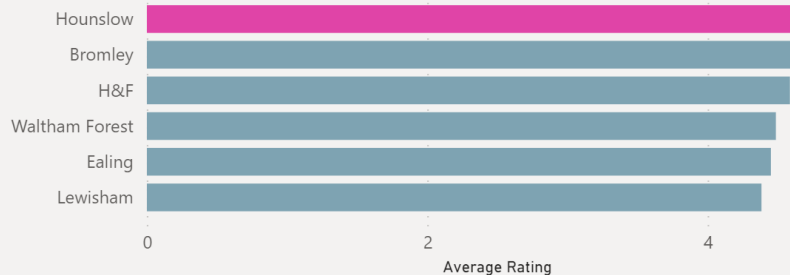
521

Number of Patients Surveyed

Average of Rating

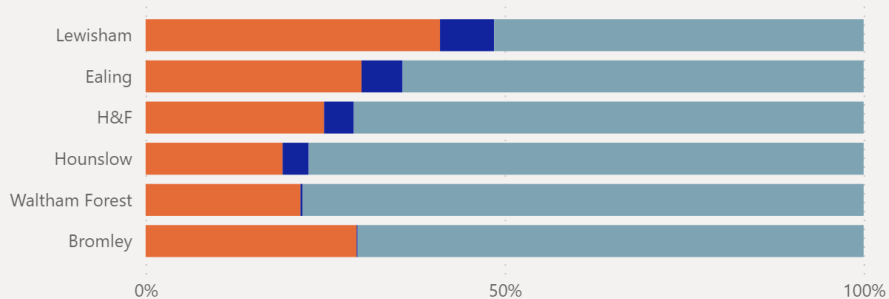


Average Rating by Borough



Sentiment Rating of Reviews

● Negative ● Neutral ● Positive



Hounslow dentists performed best within the 6 boroughs for this period, with an overall rating of 4.64 out of 5 star rating.

HOUNSLOW COMPLAINTS



Sample of 1 & 2 star reviews



The biggest issue is that they rush appointments.”

“I just wanted a normal cleaning, instead the dentist just looked at my teeth and did and x-ray that's it!



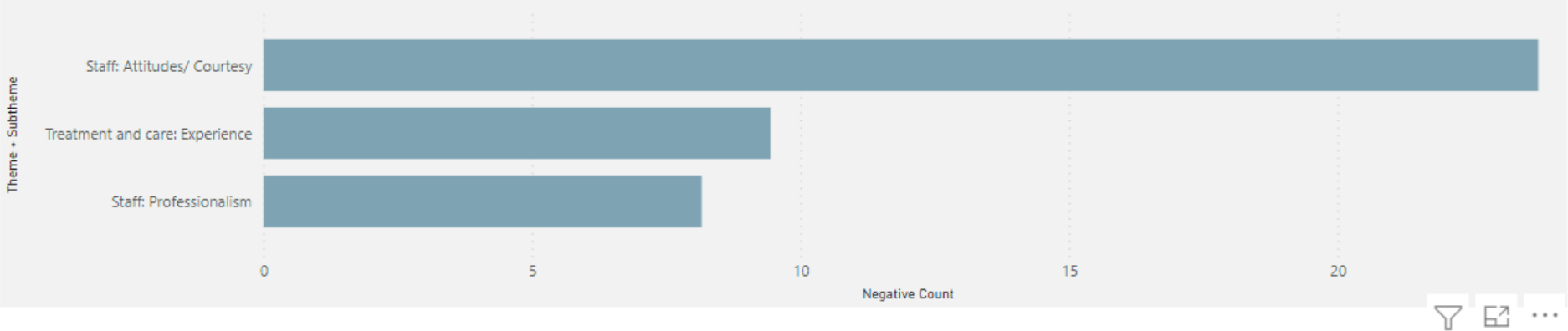
“The receptionists are very rude and the prices are expensive.”



“I had an emergency appointment which was spent in tears and being berated by the dentist who had no compassion and patience.”



Main Reasons for Dissatisfaction



When looking at individual categories, **Staff Attitudes (6%, n. 11)**, **Treatment & Care: Experience (8%, n. 9)** and **Staff Professionalism (8%, n. 8)** were the greatest causes of dissatisfaction.

The reviews also highlight a number of issues with *staff rudeness, lack of compassion and struggles to get an appointment.*

Sample of Negative Reviews

We have been with this dental clinic for nearly over 20 years but my last experience wasn't good, I found that the service has deteriorated and the care has gone down.

Unprofessional, totally messed up my appointment, I turned up for my scheduled appointment just to be told that it's been cancelled! When no one even contacted me to let me know that it was cancelled, my name was not correct on the system, my email and contact number was wrong as well. Still waiting for my deposit to be refunded after almost one month. Instead of apologizing I received a letter saying I failed to attend my appointment. Called twice and email as well for refund!!! When called the team member still insisting I have not attend for my appointment. Reception team and management need some serious training.

This doctor's interventions damaged my face. DO NOT get teeth removed or get braces. It will make your airway smaller and ruin the quality of your life. This doctor did not give me any option or tell me about any potential side effects of braces and teeth removal. You'll go from happy and healthy to miserable and unable to run almost after the braces are removed. For the love of God do not get extractions or braces! Do some research. Its well documented

HOUNSLOW COMPLIMENTS



Sample of 4 & 5 star reviews



They are a caring and kind dental practice.”

“Extremely satisfied with the whole process from appointment to procedure and the payment.”



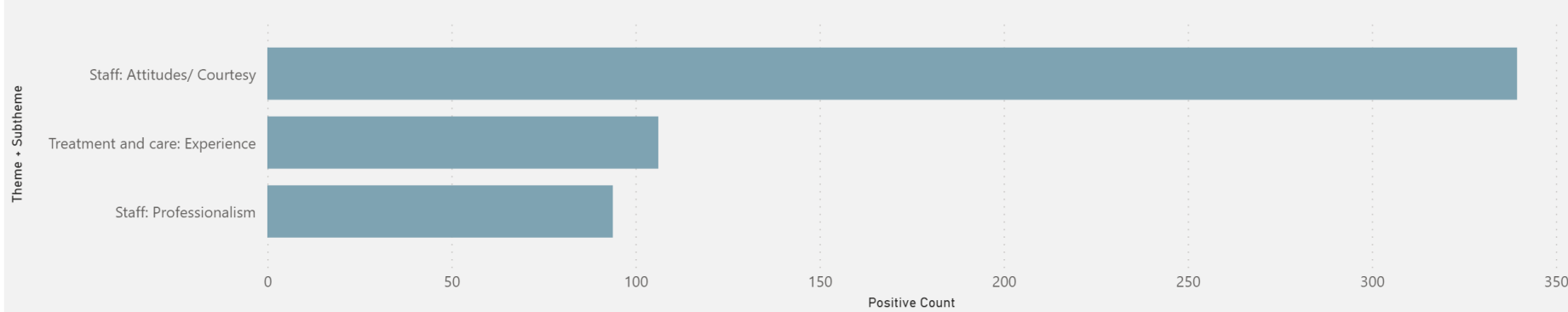
“Treatment is always on point and painless.”



“I was a nervous patient until I visited this practice.”



Main Reasons for Satisfaction



The most highly rated themes in Hounslow include **Staff Attitudes** (93%, n. 169), **Treatment & Care: Experience** (90%, n. 106) and **Staff Professionalism** (92%, n. 94).

The reviews also highlighted that patients appreciated ease in booking appointments, empathetic staff and covid-secure practices.

Sample of Positive Reviews

Very thorough consultation followed by tailored treatments plan. Everyone is extremely accommodating and welcoming.

Very thorough and pleasant.

Very professional, friendly, and efficient practice. Staff were very reassuring during the current pandemic.

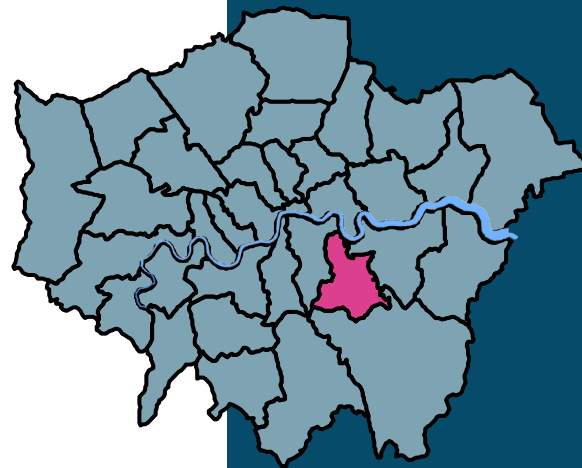
Very professional and friendly. I was put at ease and the dentist answered any questions I had.

Very polite and professional team. Appointments were followed as booked, no changes or delays. All staff, from reception, to assistants to dentist and periodontist made me feel comfortable and confident that I was in good hands. All Covid 19 measures are in place with checks and cleaning taking place regularly and continuously throughout sessions.

Very nice and professional staff, excellent management and customer service. They provide the best service even in the time of pandemic.

08

LEWISHAM



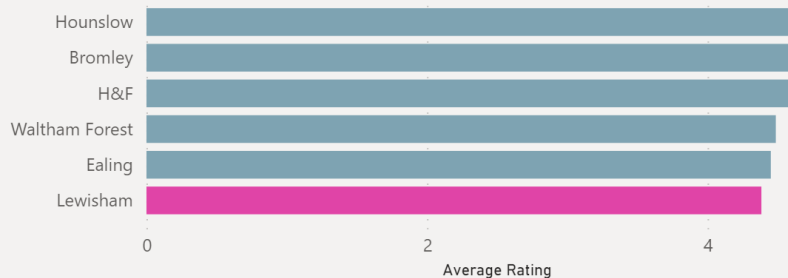
292

Number of Patients Surveyed

Average Rating

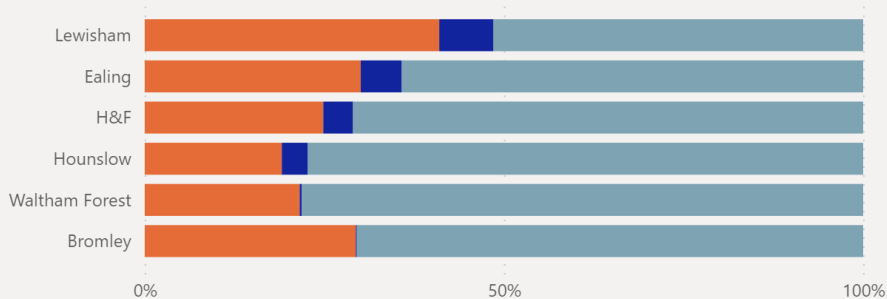


Average Rating by Borough



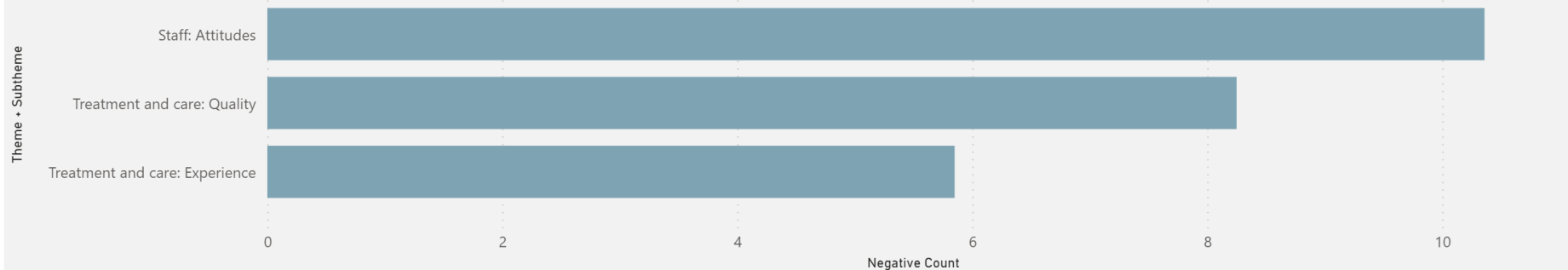
Sentiment Rating of Reviews

● Negative ● Neutral ● Positive



Although Lewisham dentists performed worst amongst the six boroughs for this period, the average rating out of 5 was still 4.38.

Main Reasons for Dissatisfaction



When looking at individual categories, **Staff Attitudes (92%, n. 10)**, **Treatment & Care: Quality (82%, n. 8)** and **Treatment & Care: Experience (89%, n. 6)** were the greatest causes of dissatisfaction.

The reviews also highlight a number of issues with *staff rudeness, lack of compassion and professionalism*.

Sample of Negative Reviews

Absolutely appalling service! I wish I could give them 0 stars. Receptionists and dentist staff lack empathy towards patients in pain. I wouldn't recommend this dentist to anyone. Avoid it at all costs.

After using this dental surgery for over 20 years, over the years all my fillings they have given me have fallen out and have ended up losing teeth because of their negligence. I had my last filling done 1 year ago and it's already fallen out. When I went for an emergency appointment because I had an abscess, I was told it needs removing..... far from happy because I asked for the refund they promised me they seem to think it's ok to tell me that they will call me to set up an appointment but then 2 days later send me a letter saying they do not want me to use their practice anymore.

Nobody had said a single thing whilst I was there, so now i'm out of pocket for a failed treatment and been left with an abscess and a massive hole in my tooth where the inept filling has fallen out. Absolutely shocking treatment. My advise after 20 years of using this surgery is if you like your teeth, stay away. I'm 37 and they messed up my teeth

All I want to say is that I thought this place was great and the staff always delightful, but since a filling fell out mid

LEWISHAM COMPLAINTS

Sample of 1 & 2 star reviews



Poor level of communication”

“Receptionists and dentist staff lack empathy towards patients in pain.”



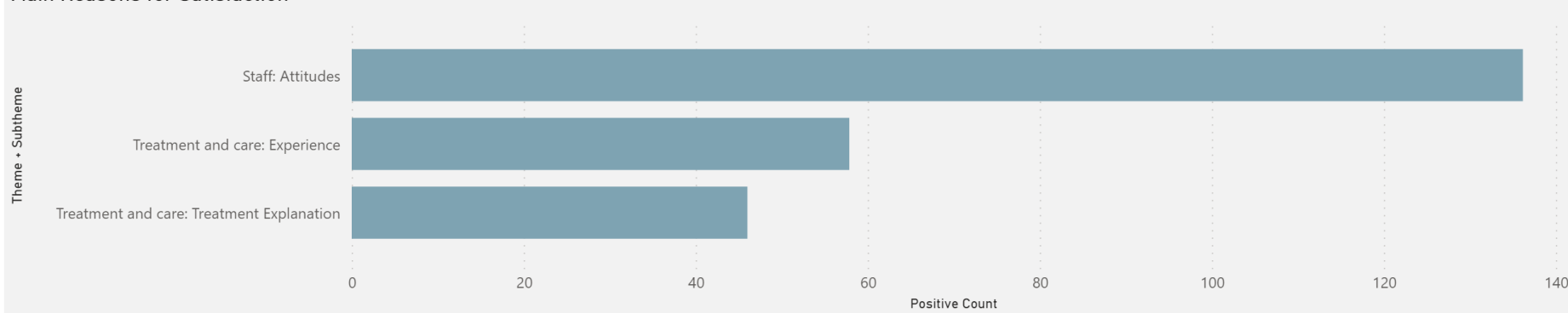
“Took every opportunity to be as rude and condescending as possible.”



“Way pre-covid it was so difficult to book a routine check for me and my kids.”



Main Reasons for Satisfaction



The most highly rated themes in Hounslow include **Staff Attitudes** (7%, n. 10), **Treatment & Care: Experience** (15%, n. 8) and **Staff Professionalism** (9%, n. 6).

The reviews also highlighted that patients appreciated reassuring and friendly staff as well as clean and covid-secure practices.

Sample of Positive Reviews

X was very helpful and so were the whole team during this crazy time. My teeth feel brand new and well worth the price paid. I would highly recommend using this practice as they are very professional and productive.

Would highly recommend this practice to anyone. The staff are very friendly, the practice is very clean and Covid safe. After a recent visit to Clodagh, she took the time to explain the results of x-rays and treatment plans and generally ease my concerns. Thank you.

Wonderful as ever! My very nice dentist left the practice and I saw Carly Billing who is a wonderful young dentist. I've known this practice for many years now and have always been treated well there.

Well organised to deal with Covid restrictions and friendly as always. Service was wonderful and great dental care.

We had a double appointment here recently. I now live a little further away but come here if I need

LEWISHAM COMPLIMENTS

Sample of 4 & 5 star reviews



The dentist was very professional and reassuring.”

“I am a very very anxious patient and they have always been understanding of that.”



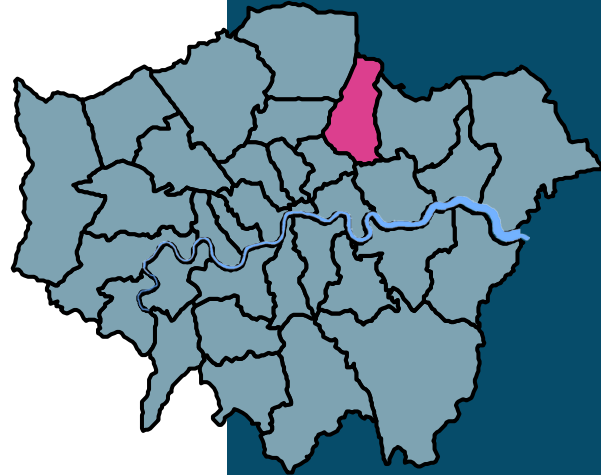
“I love this dental practice. The staff are so kind and caring and they really take care of my teeth.”



“The staff are very friendly, the practice is very clean and Covid safe.”

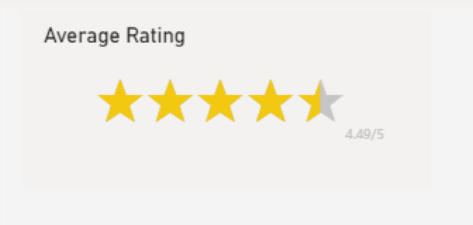


09 WALTHAM FOREST

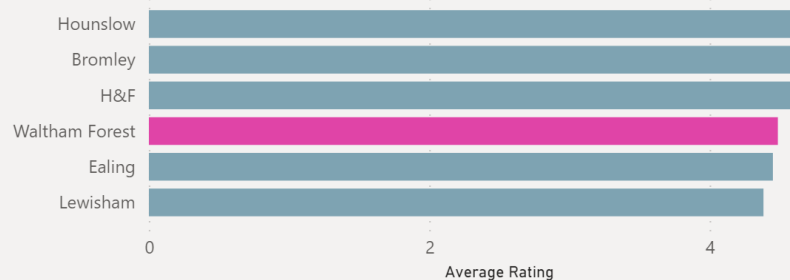


292

Number of Patients Surveyed

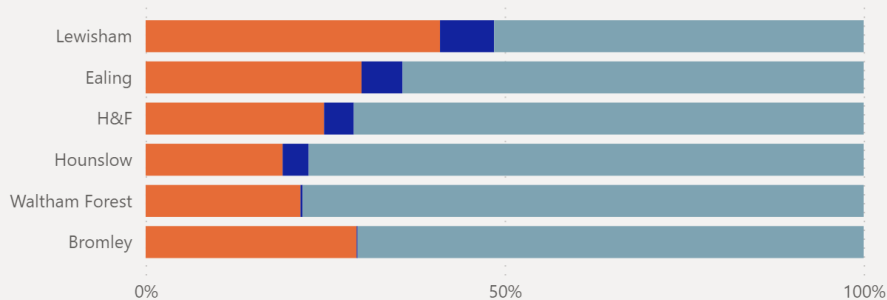


Average Rating by Borough



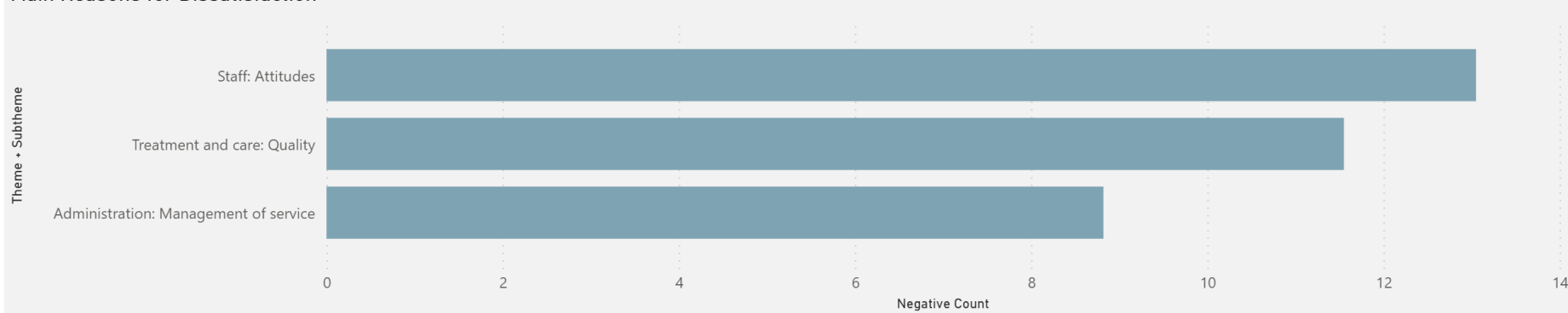
Sentiment Rating of Reviews

● Negative ● Neutral ● Positive



Waltham Forest dentists were mid-ranking amongst the six boroughs for this period, with an overall rating of 4.49 out of 5 stars.

Main Reasons for Dissatisfaction



When looking at individual categories, **Staff Attitudes (9%, n. 13)**, **Treatment & Care: Quality (11%, n. 12)** and **Administration: Management of Service (18%, n. 9)** were the greatest causes of dissatisfaction.

The reviews also highlight a number of issues with *staff rudeness, issues in booking appointments* and *professionalism*.

Sample of Negative Reviews

Wow.. X on reception is so rude. I will not use this place

Worst dental clinic ever, make you wait for 3 hours when you're on time to your appointment, yet I booked each appointment a month ahead, I've had a terrible experience.

we are waiting for 7 weeks for an appointment because they change the appointments ... they call you today at 3 and when you arrive I tell you it was at 2 ... they are frivolous

Very rude staff and they don't help customers

Very bad service please find place somewhere else these people are useless

This is the worst dentist clinic you can find in Waltham Forest . Bad treatment, bad behaviour, lack of respect (except the receptionist). Third world mentality.

Rushing patients to sign forms choosing allows the basic to treat their patients special the one in the first room they call her senior dentist. I will make complaints about her especially the right authority and as I work with Asian and North African community in Waltham Forest I will do all that I can to make people aware of this clinic and their

WALTHAM FOREST COMPLAINTS

Sample of 1 & 2 star reviews



The manager
was very
rude.”

“Worst dental
clinic ever,
make you wait
for 3 hours
when you're
on time to
your
appointment.”



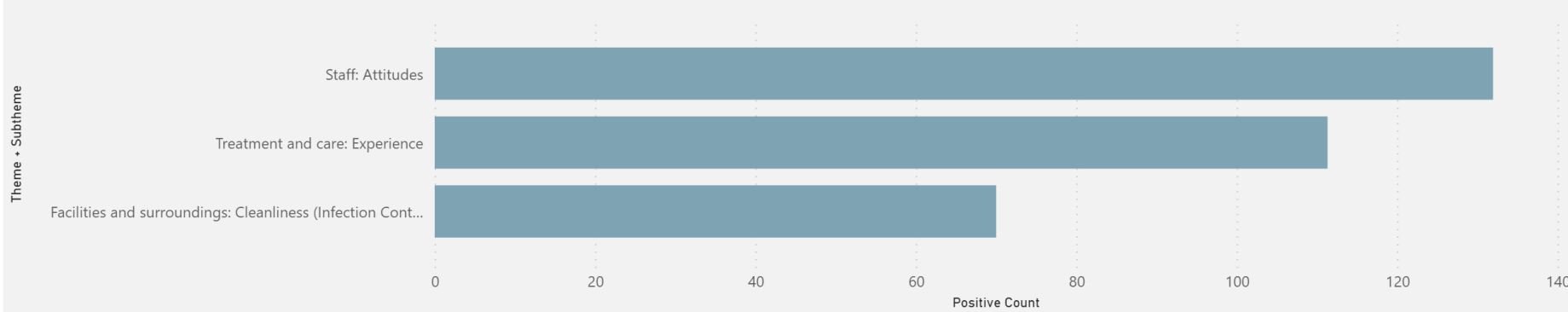
“It is impossible
to get an
appointment.”



“I've never
been
anywhere like
it! Horrible
receptionist.”



Main Reasons for Satisfaction



The main topics for higher rates of satisfaction were **Staff Attitudes (91%, n. 132)**, **Treatment & Care: Experience (92%, n. 111)** and **Cleanliness (100%, n. 70)**.

This was reflected in some of the reviews where *professionalism*, *staff empathy to nervous patients*, *staff friendliness* and *covid-19 clean premises* were commented on.

Sample of Positive Reviews

Was very impressed by the service and the way I was treated , I am going to register at their dentist

We have been with this dental practice for a number of years and are delighted with the service there. All staff are very professional and efficient. We would highly recommend.

Went for a check and felt very safe with COVID measures. Dentist, hygienist and receptionists all very friendly and professional

Went there because my daughter had a toothache. They sent me through triage and she was seen the next day. Quick and efficient!

Without doubt the best and gentlest hygienist I've encountered. Would definitely recommend this hygienist and indeed the whole practice.

Wonderful patient dentist, helpful staff and fully compliant with social distancing regulations. Very impressed

WALTHAM FOREST COMPLIMENTS

Sample of 4 & 5 star reviews



I found the dentist and nurse to be both caring, kind and welcoming.”

“Everyone I dealt with; on reception, the dentist and the dental nurse were all really calm, reassuring, friendly and professional”



“Staff at the reception are friendly and professional. No problem getting an appointment.”



“The service and the treatment have been done to a very high standard, explaining the processes every step of the way.



10 CONCLUSION & NEXT STEPS

CONCLUSION

Dentists have performed well for Q2 & Q3 2020/21 across the boroughs. **Staff Attitudes, Treatment** and **Professionalism** remain key areas for dentists to maintain high standards.

During the Covid-19 pandemic **patients are more aware of cleanliness and sanitised protective equipment** in dentists and this was commented on frequently.

ACTION, IMPACT & NEXT STEPS

Present Findings

to various commissioning, provider and local authority led boards and committees.

Continue to Innovate

to engage in innovative ways during the COVID-19 social distancing measures in order to obtain patient feedback and experience.



Partner Meetings

to discuss the issues of concern and identify actions to take these forwards.

Promote our Service

through a range of platforms and services to capture a range of feedback and experiences.
