



Patient Survey

Live practice data at your fingertips



MEDiVision

“Wow!”



Live practice data...

ABC Dental Care average ∇ 60%

Poor

Chairside manner by all team members

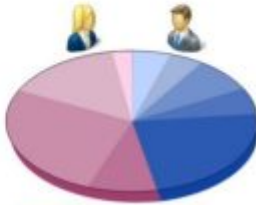
Exce

IA \blacktriangle 76%

more info

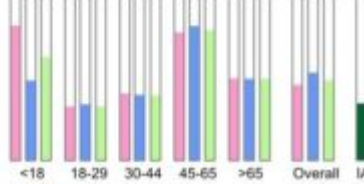
Age/Sex Analysis

Age Group	%	%
<18	2	7
18-29	11	7
30-44	22	21
45-65	9	17
>65	9	6
	52	48



more info

Reported nervousness of all patients



more info

> Comments

Print

Show Un-read

Show All

Weds 4th April - Den: John Smith

Very pleased with recent treatment and the manner of my Dentist - he talks and li

Thurs 5th April - Den: Jane Doe; Hyg: Francis Manolomomoly

I feel that the advise given during my visit was good and it made me feel that you

Thurs 5th April - Den: Frank Smith

The older receptionists seem to have been replaced by younger girls who seem to



30 - 44

9 Reviews

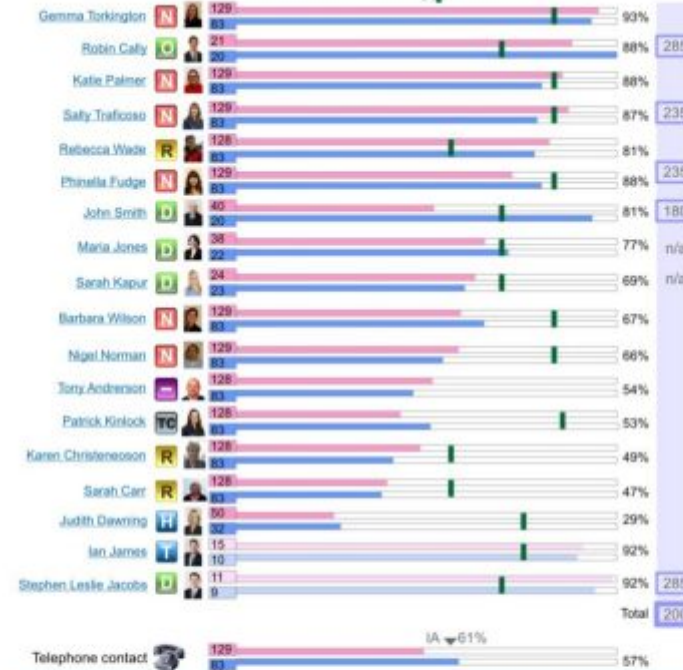


6 Reviews

Chairside manner by team member

NHS

Sort by Normalise On more info



Website usage

www.ABCDentalCare.co.uk



50% in last month	22%
18% in last year	12%
16% more than a year	8%
16% never viewed	60%

Helpful?

IA \blacktriangle 77%

Industry Average

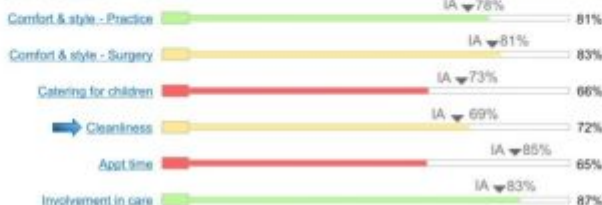
76%	65%
76%	88%
64%	60%
64%	n/a

Cleanliness

2012



Practice satisfaction



Overall Practice

71%

IA 69%

more info

Recomm

71 73 69



J F M

... at your fingertips

- Information
- Website
- Waiting Room
- PIC
- Summary



Sarah Kapur BDS

Sarah Kapur ▼ 69%

Chairside manner

Excellent

ABC Dental Care average ▲ 60%

[more info](#)

IA ▲ 76%

Practice Sarah Kapur

NHS Feedback

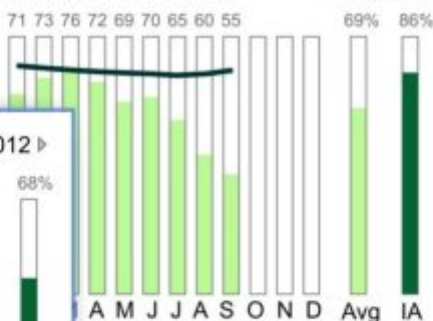
Based on NHS question set May 2011

- Are you able to speak and eat comfortably
- Are you satisfied with the cleanliness of the dental practice
- Are you satisfied with the helpfulness of practice staff
- Do you feel sufficiently involved in decisions about their care
- Would you recommend the dental practice to a friend
- Are you satisfied with NHS dentistry received
- Are you satisfied with the time to get an appointment

%	%	NHS Score		
81	72	30	Full score	more info
90	85	15	4% short of 15 pts	more info
81	88	15	1% short of 30 pts	more info
90	95	50	Full Score	more info
81	88	75	1% short of 100 pts	more info
77	87	40	2% short of 50 pts	more info
90	95	10	Full Score	more info
Total		235	2.35 % of contract value	

Satisfaction over time

◀ 2012 ▶



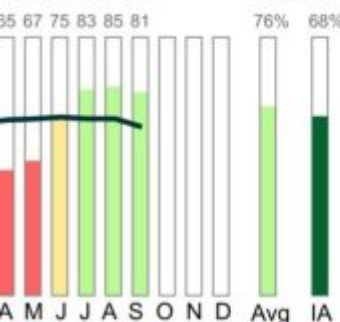
Nurse of Sarah Kapur

IA ▼ 86%

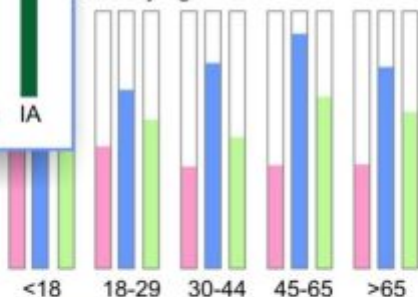


Recommend to a friend

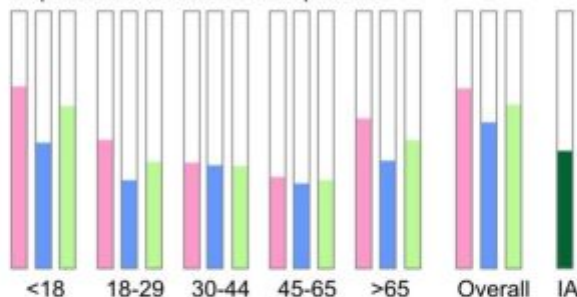
◀ 2012 ▶



Satisfaction by Age



Reported nervousness of all patients



[more info](#)

[more info](#)

> Show Comments

12

Patient Survey



Which dentist did you see ?



Robin Cally



Maria Jones



Stephen Leslie
Jacobs



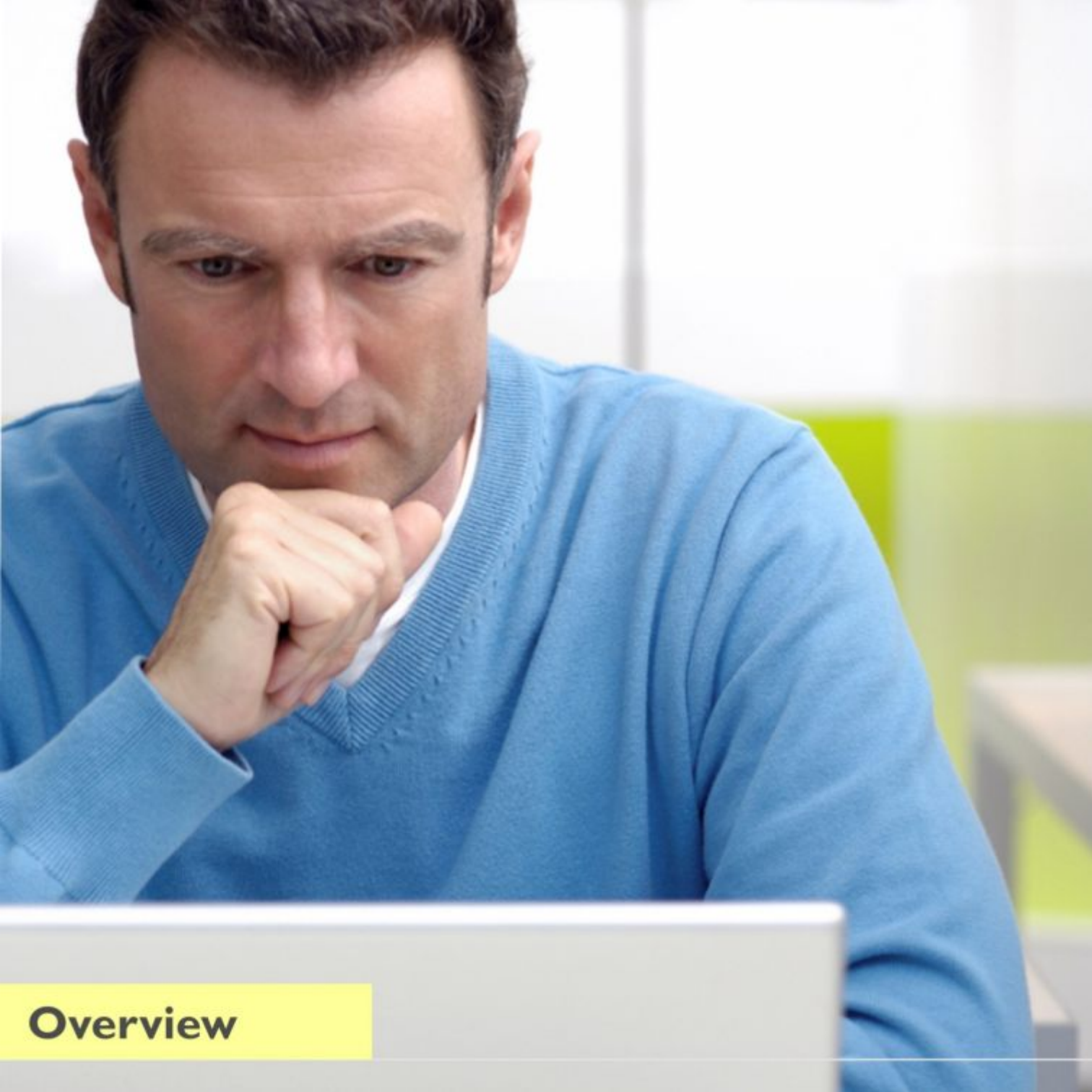
Ian James

or click here if you didn't see a dentist

Next Step

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Overview



What's Patient Survey all about ?

Patient Survey is a brand new application from MEDiVision.

Patient Survey uses the Internet to collect feedback data from patients which is then instantly available to the practice owner.

What makes **Patient Survey** unique is the graphical way in which the information is presented and the fact that the data is benchmarked against all other practices.

There are several ways to collect the information, either at the practice or at the patient's home but whichever method is used a simple survey form, which takes less than 2 minutes to complete, provides a wealth of information for the practice owner.

Patient Survey is designed to satisfy the requirements of the CQC and provide the information required under the proposed NHS contract but even more importantly facilitates vital and fascinating management information about your practice and your team.



You can take a sample survey by going to this address;
www.medivision.co.uk/samplesurvey.htm



Start

Patient Survey

Our surveys are completely anonymous.
Thanks for giving it a go - It should take
less than 2 minutes.



ABC Dental Care



1

Patient Survey



Which dentist did you see ?



John Smith



Robin Lally



Maria Jones



Stephen Leslie Herby



Ian James



or click here if you didn't see a dentist



2

Patient Survey



About your visit ...

Please rate

The time it took to be given an appointment

Rate

Satisfaction

and

appreciate

Do you feel sufficiently involved in decisions about your care

Are you able to speak and eat comfortably after treatment was completed

Have you used our website?

www.143dentalcare.co.uk

In the last month

In the last year

More than a year

Never

Was it helpful?

Not at all

Yes



3

Patient Survey



About you ...

Are you?

Age

Gender

Are you nervous about visiting the dentist?

Rate

Years

Male

Female

Under 18

18-29

30-44

45-65

Over 65

Next Step arrow

Next Step arrow

4

Patient Survey



About our practice

Please rate

The comfort and style of our practice

The cleanliness of the dental practice

The comfort and style of the surgery

How does the practice cater for children

The waiting room information system

Your satisfaction with the NHS dentistry received

How would you describe the practice to a friend

Rate

Satisfaction

and

appreciate



5

Patient Survey



About our team

Please rate

The helpfulness of practice staff

Your last telephone contact with the practice

The overall impression of our receptionists

The overall impression of our nurses

The chairside manner of the dentist

The chairside manner of the hygienist/Therapist

Rate

Satisfaction

and

appreciate

Please feel free to write any comments



Finished

The Survey



What does the survey look like to the patient ?

Patient Survey uses a 5 step approach to collect data;

Start

This is the holding page that stays on the screen until the patient is ready to start, you can modify the wording and upload your own picture or practice logo...

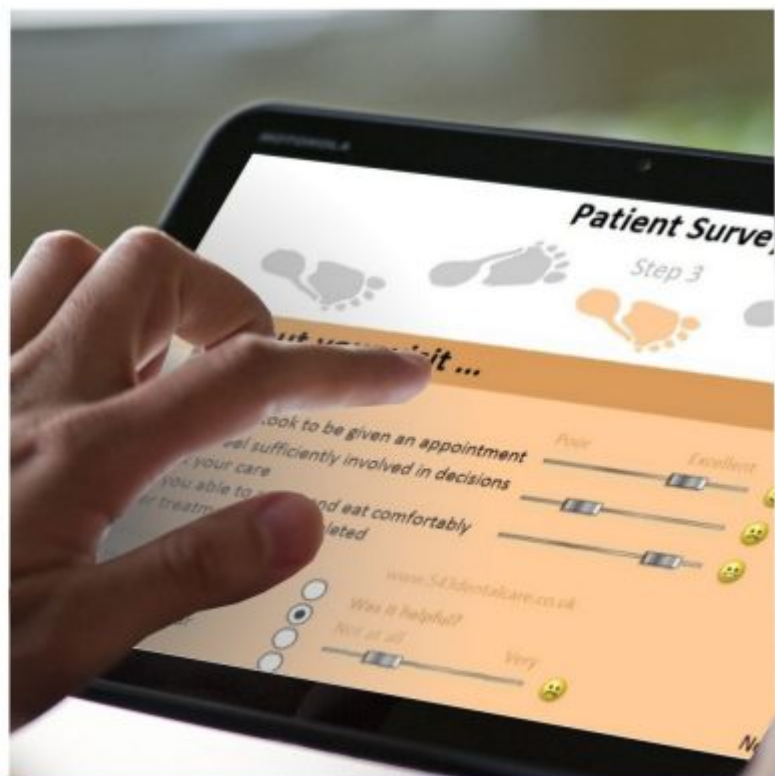
- 1 Step 1: About you:** We collect the age and gender of the patient and ask them to rate their level of nervousness about attending the practice.
- 2 Step 2: Who did you see:** By uploading a picture of each team member the patient can select the people they interacted with and rate them if they want to.
- 3 Step 3: About your visit:** Some questions set by the NHS together with information about your own practice website are answered here.
- 4 Step 4: About the practice:** Comfort, style, cleanliness and your efforts to cater for children are assessed here.
- 5 Step 5: About our team:** Finally, ratings of each team member seen together with the patient's telephone contact with the practice are collected, there's also a space for 'any other comments'.



Practitioners without NHS contracts can opt-out of the NHS questions and of course if you haven't got a practice website we won't ask about it!

The wording of the questions cannot be altered because we want to compare your answers with the whole industry - benchmarking is a vital component of **Patient Survey**.





Data Capture



How do I get patients to complete the survey ?

There are several ways to collect feedback from the patient, but any way that puts the patient in front of the internet will work.

The experience of existing customers confirms the best way is by providing the facility at the practice. An iPad (or similar tablet device) handed to the patient at the end of treatment gets a very high response rate. A PC or laptop in the waiting room works too.

An email to the patient (which can be automated with some practice management systems) will generally get a lower but quite acceptable rate of return.

Most PMS systems allow you to extract email addresses "en-masse". A one-off e-mailshot to patients provides a useful bank of data to start you off.

QR-codes (the little square bar codes) appeal to the younger age group and can be found everywhere these days. Using a smart phone, click on the QR-code and be taken straight to your **Patient Survey**. You can generate your own QR-code using one of the free internet sites and then put up a poster in your waiting area asking patients to complete it.

Some practices put a link on their website asking patients to complete the survey, e-mailing your web page can be a useful way of getting patients to see other content, such as promotions or specialised services you provide.





Reporting



How do the reports work ?

Just like the Survey, the reports are online so they're available at all times.

Strict security allows only the password holder to access the data. The principle may grant different levels of access to associates.

Almost all reports are benchmarked against the whole industry. The industry average (IA) gives your data meaning and context.

Reports can be generated over any time period and a wealth of information is available about the practice and the team

Details follow over the next 5 pages.



Poor

ABC Dental Care average ▼ 60%

Chairside manner by all team members

IA ▲ 76%

NHS

Excellent
[more info](#)

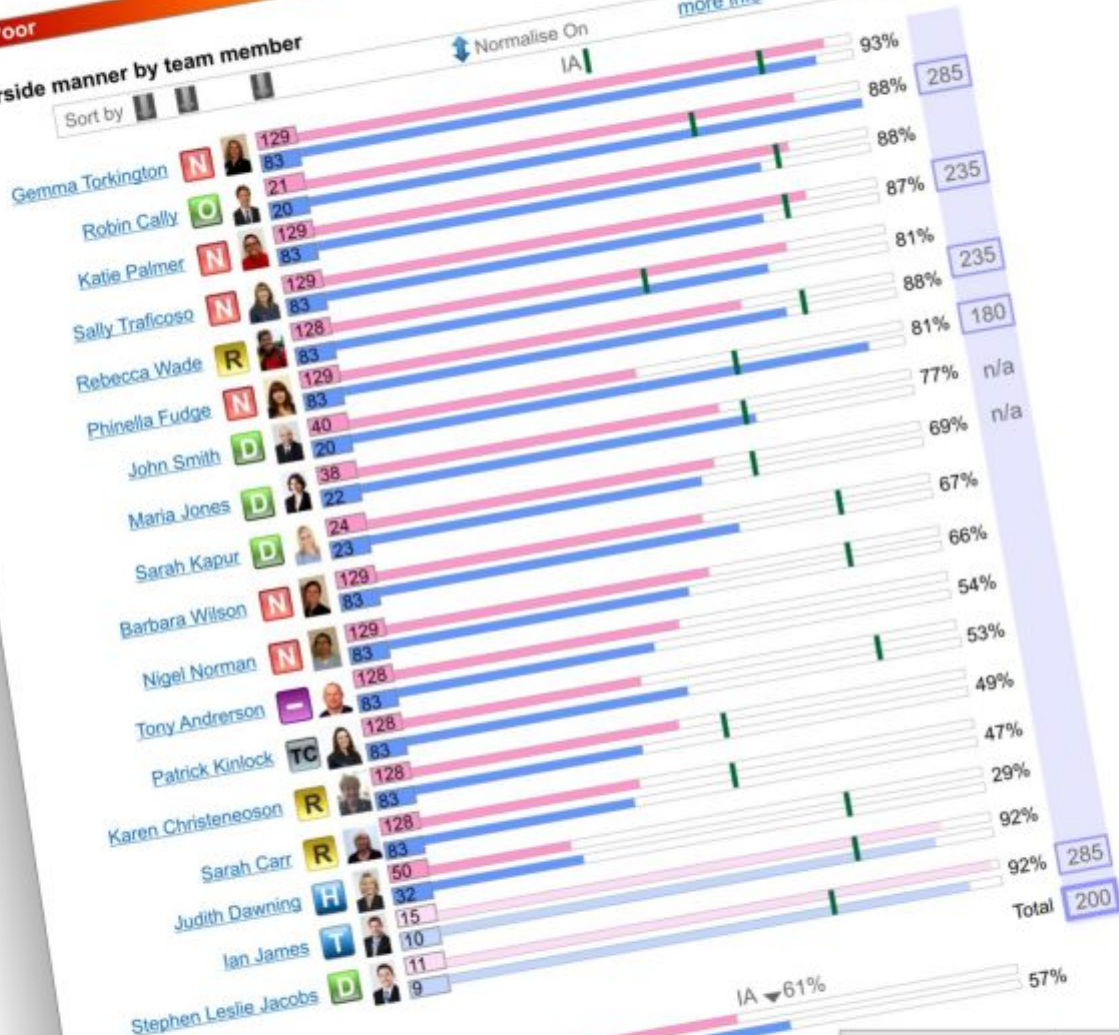
Chairside manner by team member

Sort by



Normalise On

[more info](#)



Telephone contact

129
83

IA ▼ 61%

IA | Industry Averages

Orthodontist		76%	65%	TC	Co-ordinator
Dentist		76%	88%	N	Nurse
Hygienist		64%	60%	R	Receptionist
Therapist		63%	n/a	-	Other

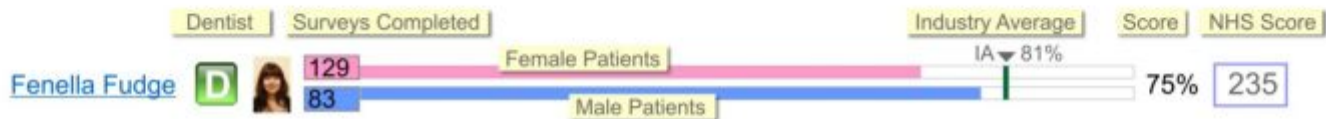
Practice Team



What does Patient Survey tell me about the team ?

Your patients' perception of your team is clearly very important. At the moment your perception of your patients' perception is influenced by your own experience, the experiences of other team members passed back to you and supposition.

With **Patient Survey** you have the facts!



Patient Survey allows you to identify each team member using a photograph (although some practices choose only to identify fee earners). The patient is asked to rate team members. They can choose not to rate a team member. **Patient Survey** graphs these ratings, grouping them by the patient's gender and shows how the rating compares to the Industry Average for each specific team member's job role.

For those with a NHS contract the repayment amount is calculated using the NHS scoring system (see Team Member Report for more information).

Your team can be sorted by score, job role, name or NHS score so that you can present the information exactly how you want to.

Clicking on a team member's name displays the Team Member report with data analysed over time.





Sarah Kapur BDS


Sarah Kapur ▼ 69%

Excellent

[more info](#)

Chairside manner

ABC Dental Care average ▲ 60% IA ▲ 76%

NHS Feedback

- Are you able to speak and eat comfortably
- Are you satisfied with the cleanliness of the dental practice
- Are you satisfied with the helpfulness of practice staff
- Do you feel sufficiently involved in decisions about their care
- Would you recommend the dental practice to a friend
- Are you satisfied with NHS dentistry received
- Are you satisfied with the time to get an appointment

Practice	%	Sarah Kapur	NHS Score
	81	72	30
	90	85	15
	81	88	15
	90	95	50
	81	88	75
	77	87	40
	90	95	10
Total			235

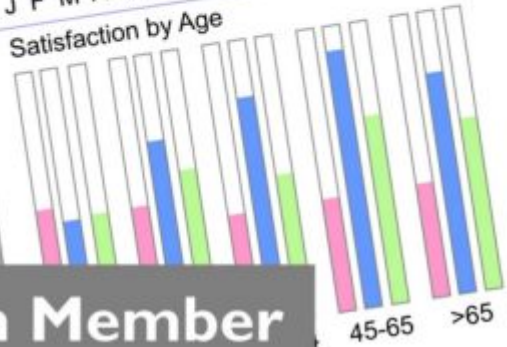
Full score
 4% short of 15 pts
 1% short of 30 pts
 Full Score
 1% short of 100 pts
 2% short of 50 pts
 Full Score
 2.35 % of contract value

[more info](#)
[more info](#)
[more info](#)
[more info](#)
[more info](#)
[more info](#)

Satisfaction over time



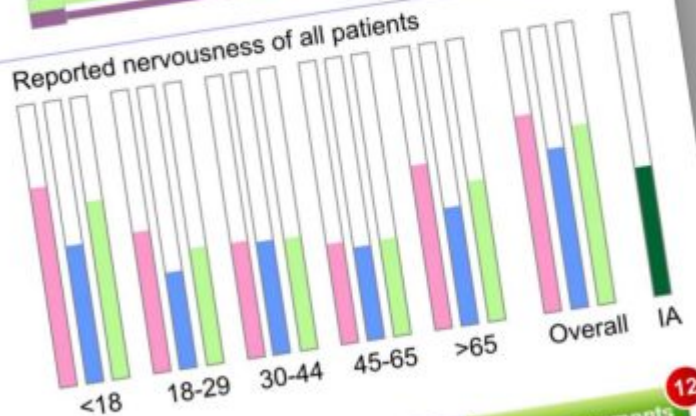
Satisfaction by Age



Nurse of Sarah Kapur



Reported nervousness of all patients



Team Member

<10
[more info](#)

[more info](#)

[Show Comments](#)

12



What can I tell about the team members of my practice ?

A great deal!

For those Dentists and Orthodontists who have an NHS contact **Patient Survey** will easily calculate the scores based on bands with different weightings and also provides clear, straight-forward information on what needs to be done to improve.

The system will provide the an overall rating for every team member and show this in the context of others in the practice with the same role, together with the **IA**. Breaking this information down by the age and sex of the patients completing the survey can be very helpful for a principle trying to assess who needs training or where to place new patients to the practice.

Being able to see how information and scores vary over time can also highlight overall trends in performance.

Key Performance Indicators (KPI's) relevant to the team member are also summarised on this page which together with access to the patients comments about the team member provide a full and comprehensive report.



Were you happy with
your visit today?

Please take a moment to
complete our Patient Survey



The Practice



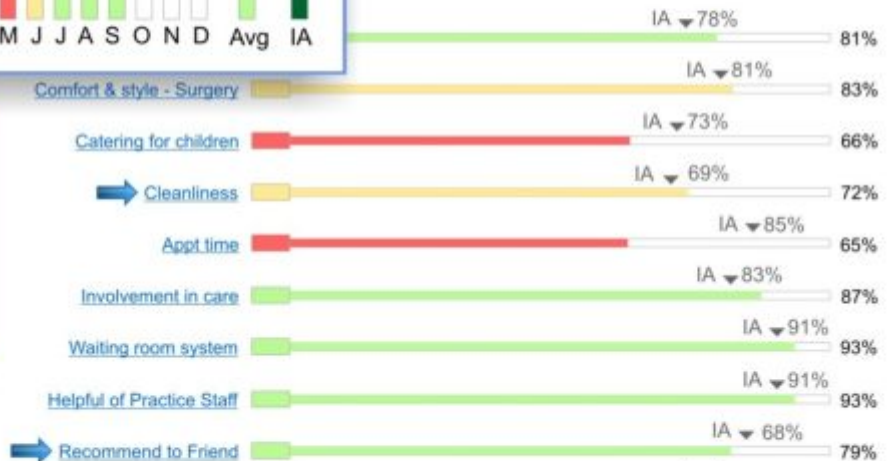
What does Patient Survey say about the practice ?

Patient Survey asks a number of questions about the patients perception of things like cleanliness, comfort and their involvement in their care and then provides a graphical representation of how you have scored.

The graphs allow you to easily visualize progress on important projects like the implementation of a new practice regime or the effect of an investment. The inclusion of industry averages



and the colour-coding of how your practice compares immediately alerts you to any potential problems or areas for improvement.



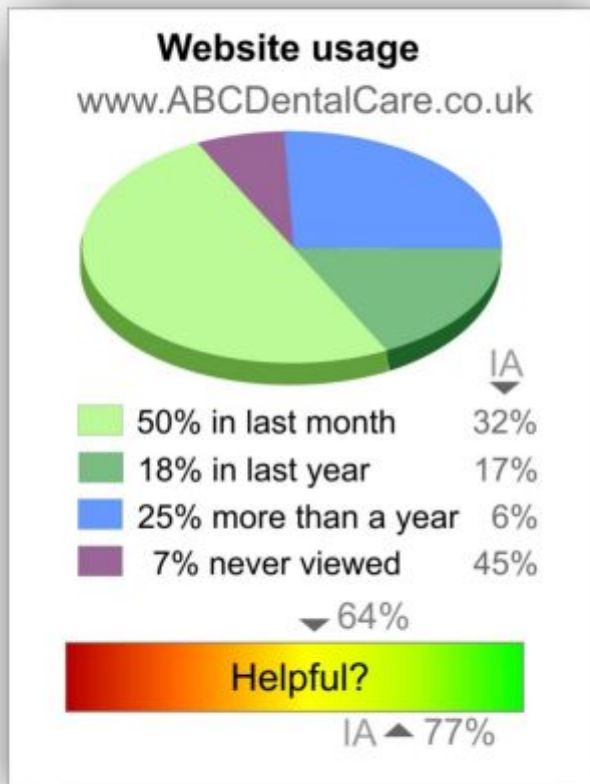


Your Website



Should I invest in my website ?

Investing in a website often raises many questions. What percentage of your patients look at your website? When did they last visit? Did they find it useful? How does this compare to the rest of the industry? How do your numbers compare to last month and last year?



Many practices have been persuaded over recent years to invest significant sums in the development of practice websites and yet invest very little in driving patients to it. Few have any data about who visits their site, how often and what the patient thought of it.

Patient Survey will give you some of the important information that you require and allow you to contrast your results with the whole industry.

Because you can run any of our reports over any time period you can measure the change in customer opinion which results from improvements and investments that you make.





Notes



What are people saying about you ?

One of the big surprises (for us!) has been the use of the notes feature. There's a space at the end of the survey where we invite the anonymous patient to add any comments they would like.

Some people write enough to fill a whole book! Many write something, and some give a useful, brutally honest view of your practice that you are unlikely to have heard before.

Patient Survey allows you to manage the notes, see which professionals the patient saw when making the comment and also what scores they awarded when completing the survey. We believe the context of the comment can sometimes be very important.

Once read, notes remain on file but **Patient Survey** alerts you only to new information.



Some of the most helpful comments aren't complimentary - after all 'An excellent practice' or 'Very clean, very efficient' is nice to hear but is unlikely to improve anything - except your morale.

How many times would you have to read 'The waiting room is freezing' or 'The telephone is never answered' before you would do something about it?

Do you know what your patients will say?

Our customers, those that have been using **Patient Survey**, tell us it's invaluable, the notes give them feedback they have rarely, if ever heard in the practice and provides a factual, rational springboard for change and improvement.

> Comments

Weds 4th April - Den: John Smith

Very pleased with recent treatment and the manner of my Dentist - he talks and listens to me, very important!

Thurs 5th April - Den: Jane Doe: Hyg: Francis Manolomomoly

I feel that the advise given during my visit was good and it made me feel that you don't carry out procedures that cost a lot of money unless it is viable and beneficial to me.

Thurs 5th April - Den: Frank Smith

The older receptionists seem to have been replaced by younger girls who seem to be on a time trial as to how quickly they can deal with the patients.

30 to 44

Practice	Score	Website
Comfort - Practice	6	Last Yr.
Comfort - Surgery	7	
Cleanliness	8	
Cater for Children	7	
Satisfaction Dentistry	8	
Recommend a Friend	7	
Visit		Waiting Room
Time for appt	8	
Involved in decisions	7	
Speak & Eat Easily	6	
Team		
Helpful of Staff	6	
Telephone Satisfaction	7	

Summary





Promotion



Can we use our results ?

Of course! If you score well, tell people!

... and if you score badly use the data to improve, but unlike many things you do in your practice you'll be able to SEE the difference as the graphs reflect the patients changing view.

The effect of these changes, as a result of training, investment or simply attitude can be very motivating for you and your team.

We can provide you with a certificate showing your score and at the appropriate time we will be awarding other KPIs such as;

- Best Overall Practice
- Most Helpful Website
- Most likely to be recommended
- Best Children's Practice
- Top performers in each Job Role and regional awards

You could use your best results ...

- ... on your Website
- ... in your practice newsletter
- ... on your waiting room presentation system
- ... in patient correspondence
- and in local advertising





Testimonials



What does the industry say about Patient Survey ?

"A 'must' tool for any practice serious about success in dentistry today"

"Patient Survey has become a routine part of our practice and associate management programme"

"Initially the attraction was to satisfy CQC and get ahead of the game with the new NHS contract but the data we get is so much more - probably the best value service we buy as a practice"

Chris Groombridge, Practice Owner
543 Dental Centre, Hull

"It's amazing, so simple to set up and the reports are fantastic. Key decisions have been so much easier to make since Patient Survey arrived"

"Very Impressed, fully compliant!"

CQC (Care Quality Commission) inspectors

"Unrivalled!"





Costs



How much does Patient Survey cost ?

There is a one-off enrollment fee of £100 per practice.

There is a one-off £1 security charge, used to protect your data

The first Dentist/Orthodontist pays a monthly fee of £15

Additional Dentists, Orthodontists, Hygienists & Therapists pay £4/mth

Receptionists, treatment co-ordinators and nurses are free

There is no minimum time period *

Prices exclude VAT



* There are no hidden extras



Useful links;

You can take a sample survey here; www.medivision.co.uk/samplesurvey.htm

You can see a sample report here; www.medivision.co.uk/samplereport.htm

You can see this book online at; www.medivision.co.uk/patientsurvey.htm

You can contact us using this address; info@medivision.co.uk

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