



THE STATISTICS DEPARTMENT
ANGUILLA

Dental Patient Satisfaction Survey



Round 1- April to June 2005

Methodology and Technical Report

July 2005

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Acknowledgments

The Statistics Department would like to thank all the clients of the Valley and Welches Dental Clinics who participated in the survey, which will be used to continuously improve dental services. Without their willing participation this survey could not have been a success.

In addition we would like to thank the Dental Clinics' staff for distributing the survey instruments and answering any queries from clients. Their input and suggestions were welcomed in the design phase and greatly appreciated for the improvement of the survey.

We would also like to thank the Health Authority of Anguilla who commissioned this survey, without this collaborative effort, the survey may not have been successful.

Background

This survey is the first of a series of surveys to be carried out by the Health Authority of Anguilla (HAA) as part of the of the continuous quality improvement programme for the various services offered. . It is proposed that the *Dental Patient Satisfaction Survey (DPSS)* be carried out in two rounds over three month periods in 2005. The proposed dates were April 1st to June 30th and August 2nd to October 31st.

Thus far, the first round of the survey is complete. The Analytical report can be found on the Statistics Website: www.gov.ai/statistics. The report outlines the clients' demographics; and opinions of waiting time, quality of service, physical properties and proficiency of staff.

The precursor to these surveys was conducted by the Ministry of Social Development from May1st to July 30th 2004. The *Health Client Satisfaction Survey (HCSS)* examined the similar areas of the health services which included the Dental Clinic.

Particular areas of data collected in this survey will be compared to this survey's data. However, they were slight changes in the methodology but the questions asked on the survey instrument were similar.

Target Population

The population targeted includes all persons who visited the clinic during the time frame of the survey, this includes both residents and non- residents. However, all persons under the age of 15 years were excluded from the survey.

Each client was allowed to complete the questionnaire once during the survey period in spite of the location where the form was first distributed.

Persons in the target population were allowed to decline participation in the survey however persons were discouraged from doing so, to make the sample representative of the entire dental client population.

Given that there were no independent interviewers and dental staff, who distributed the questionnaire, were not allowed to assist in the completion of the questionnaire. As persons may have been reluctant to participate due to difficulty they may have encountered in the completion of the questionnaire or they response to questions may have not be accurate if it related to the person assisting them.

Response Rates

Early in the survey it was evident that the response rate for the Question 22 was considerably lower than the other questions. This may have been because clients completed the first questions during their wait that related to topics which they could have answered prior to receiving attention. After they were finished, they may not have taken the time to complete the questionnaire or were not reminded by staff to complete the remaining section of the questionnaire. By the end of the survey it had dropped much lower. Other than that the response rate per question was good.

Question.	Response Rate	
	at April 7th	at June 30th
Q1	100%	100%
Q4	99%	98%
Q5	100%	94%
Q6	99%	96%
Q7	96%	92%
Q8	92%	83%
Q9	100%	94%
Q10	100%	76%
Q11	100%	91%
Q12	93%	86%
Q13	100%	96%
Q14	100%	98%
Q15	100%	97%
Q16	99%	96%
Q17	100%	95%
Q18	100%	95%
Q19	96%	92%
Q20	92%	92%
Q21	100%	84%
Q22 a	82%	67%
Q22 b	72%	49%
Q22 c	67%	41%
Q22 d	77%	55%

According to the reported account of clients who visited either The Valley Dental Clinic or Welches Polyclinic at least once, not counting repeat visits, the overall response rate was 82%. There were 451 returns and 548 reported clients (not counting repeats). Many days in June and a few in May were not accounted for; which leaves the possibility that the survey response rate is inflated due to a miscount of the number of clients.

Survey Planning and Preparation

Designing, Developing, Testing and Reviewing

After the approval of the proposal by the HAA, the Statistics Department commenced the planning phase and preparation of many aspects of the survey. A manual/guide for use by the active parties was prepared. It included the background and purpose of the survey, timeframe, target population, roles of the active parties, suggestions on possible responses to reluctant clients and many more procedures that would be useful during the various phases of the survey to ensure a smooth running of the survey and quality data, if followed.

This was one of the first surveys managed by the Statistics Department where self completion was required and no interviewers were used, as a result, much thought went into the design of the survey instrument to ensure that quality data could be collected using the self- completion method. This method has its benefits but it also known for its pitfalls.

To ensure that the proposed methodology was understood by the active parties a joint meeting was held to review all areas of the survey and to ensure that the methodology was understood.

The survey instrument, a questionnaire, was redesigned and reviewed many times to produce a questionnaire that would be friendly and easy to follow. It was tested in-house first, then in the real situation. The format was again redesigned after the pilot test to produce a form with good structure but yet maintain the questions to collect the needed data. The final format produced a questionnaire that was printed on both sides of an 8.5" x11" paper and folded to produce a brochure-like feature. The questionnaire was produced from software that would allow for it to be optically read when completed. See figure below of the questionnaire.

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Dear Client,

The Dental Department of the Health Authority of Anguilla (HAA), with the assistance of the Statistics Department, is carrying out a survey to collect information on Dental Clients' satisfaction with the services we provide.

In an effort to serve you better, we would appreciate it if you would take a few minutes to answer the following questions as honestly as possible.

Your valuable responses will assist us in providing you with the best dental service possible.

Thank you for your help, it is greatly appreciated.

Senior Dental Surgeon.

Instructions

1. Please use the pencil provided to complete the questionnaire.
2. Before leaving the Dental Clinic please drop the completed questionnaire into the box provided.
3. Please do not mark-up the questionnaire. If you have any comments please write them in the space provided.



18. How would you rate comfort of the dental chair?
(Choose only one)

- Excellent Fair
 Good Poor

19. When you arrived, how would you rate the assistance you received from the reception?
(Choose only one)

- Prompt and helpful
 Helpful after I asked
 Slow and unhelpful
 Rude

20. What is the purpose of your visit to the dental clinic today?
(Choose all that apply)

- Scaling and Cleaning Toothache
 Extraction General Exam
 Filling/ cavity Follow- up
 Root Canal Other

21. Do you feel that the costs of your visits are?
(Choose only one)

- Too expensive
 A little too costly
 Reasonable

22. Which term do you think best describes the...?

(a) Dentist (Choose one response for each person)

- Friendly
 Caring
 Professional
 Uncaring
 Insensitive
 Rude
 Did not see Dentist

(b) Dental Therapist

- Friendly
 Caring
 Professional
 Uncaring
 Insensitive
 Rude
 Did not see Dental Therapist

(c) Surgery Assistant

- Friendly
 Caring
 Professional
 Uncaring
 Insensitive
 Rude
 Surgery Assistant was not present

(d) Cashier

- Fast and Helpful
 Helpful but Slow
 Unhelpful and Slow

Thank you for answering our questions today. Is there any other information you would like to provide?

PLEASE DROP IN BOX PROVIDED.

1. Which Dental Clinic are you visiting today?

- Valley Dental Clinic
 Welches Polyclinic

2. (a) What is the first letter of your first name?

(b) What is the first letter of your last name?

3. What is your date of birth?

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D D - M M - Y Y Y Y

4. What is your sex?

- Male Female

5. Have you completed?

- Primary School
 Secondary School
 Tertiary (College/ University)

6. Do you work?

- Full- time
 Part- time
 Not at all

7. In general, how would you rate the dental services available in Anguilla?

- Very Good Acceptable
 Good Bad

8. How do you feel about the waiting time, after the dental clinic opens at 8:00 a.m. (not when you arrive before it opens)?

- Much too long
 Too long
 About right

9. How long do you usually wait when you have an appointment?

- Less than 30 minutes
 30 minutes to 59 minutes
 1 to 2 hours
 More than 2 hours
 Never had an appointment

10. How long do you usually wait when you do not have an appointment?

- Less than 30 minutes
 30 minutes to 59 minutes
 1 to 2 hours
 More than 2 hours

11. When calling for an appointment, how long after was your appointment scheduled for?

- Less than a week
 1- 7 weeks
 2 - 3 months
 More than 3 months
 Never called for an appointment

12. Do you usually receive the treatment/service you need during your visit?

- Yes No

13. How would you rate the physical condition of the dental clinic?

- Excellent Fair
 Good Poor

14. How would you rate the cleanliness of the dental clinic?

- Excellent Fair
 Good Poor

15. How would you rate the waiting room of the dental clinic?

- Excellent Fair
 Good Poor

16. How would you rate the temperature of the dental clinic?

- Too hot
 Just right
 Too cold

17. How would you rate the cleanliness of the washrooms?

- Excellent Fair
 Good Poor
 Did not use

Survey Implementation

The questionnaires were printed with unique identifiers, folded and put in batches that were delivered to one location- The Valley Dental Clinic for further distribution. The survey started, as scheduled, on the 1st of April 2005.

Printing, Distribution and Collection was done as necessary.

Collection Phase

The questionnaires were collected from the Valley Dental Clinic. Sporadically, questionnaires were delivered to the Statistics Department. The questionnaires were edited, optically read using a scanner. After a verification and correction process, the data was stored in a MS Access Database. The data collection phase as scheduled, finished on June 30th, 2005. All questionnaires collected were scanned. The complete database was then cleaned.

Data Analysis and Reporting

Using a statistical package data was imported from the database, and then manipulated to produce the needed information. Tables were produced and a short commentary on the data was written. This was prepared and published in an electronic format and posted to the website after a press release informing the public of the results and where they could be found.

Errors

Due to insufficient testing after the redesign of the questionnaire, it was overlooked that question 20 only accepted single responses. However, given that the dental clinic already has a set-up, where they know the purpose of the visit of their clients, this question was not analysed.

Errors were automatically introduced by doing a self- interview method.