



THE STATISTICS DEPARTMENT  
ANGUILLA

# Dental Patient Satisfaction Survey



Round 2- August to October 2005

## Analytical Report

# *Preface*

The Dental Patients' Satisfaction Survey (DPSS) – August to October 2005 was the final of two rounds of this survey completed for 2005. The DPSS 2005 was one component of the continuous quality improvement programme of the Health Authority of Anguilla (HAA) for the various services they offer. These analyses will be used primarily by the HAA.

For this survey a Methodology and Technical report was also published to provide a report of methodologies applied and problems encountered.

The results in this report were compared with those in the first round of the DPSS and in one case, contrasted with the findings of the Population and Housing Census in 2001.

Should you have any queries or comments please do not hesitate to contact the Statistics Department either by email to [statistics@gov.ai](mailto:statistics@gov.ai), by telephone numbers +(264)-497-5731, or fax us at +(264)-497-3986.

For further information, you are encouraged to enter the government's statistics website, [www.gov.ai/statistics](http://www.gov.ai/statistics), to access a wide range of statistical data relating to Anguilla.

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## *Methodology*

This survey was conducted in two rounds during 2005, each for three-month periods. The survey instrument was distributed by the receptionist at the dental clinics. Questionnaires were completed using the self-completion method, and no assistance was provided from dental staff. The questionnaire was designed specifically for this method with instructions and comments to help guide the respondents and to ensure that quality data could be collected.

The population targeted included all persons over the age of 15 years who visited the dental clinics during the time frame of the survey; this included both residents and non-residents. Clients were requested to complete the questionnaire only once; in spite of the number of visits they had during the time frame.

All the questions were closed-ended, but space was provided for clients, at the end of the questionnaire for their comments to be written. The comments were not analysed, and can be found in the appendix of this report.

Note that responses and comments on questionnaires were anonymous.

## Data Analysis

The number of questionnaires returned for this round of the survey was lower than the first round; this can be expected as clients who participated in the first round of the survey were not included. The Valley Dental Clinic received more clients than the Welches Clinic, and so questionnaires returned were higher from The Valley Clinic, accounting for 70% of all returns. See Table 1 for the distribution of questionnaires returned by location.

**Table 1: Dental Clinic Visited**

Location	Round 2	Round 1
The Valley	70%	80%
Welches	30%	20%

The questionnaire was designed in two sections, the first section collected personal information, questions 2 to 6; and then questions 7 to 22 collected client's opinion on the quality of service and staff delivered by the clinics. Table 2 below shows the response rate for questions 3 to 6 from clients.

**Table 2: Response Rate of Question 3 to 6**

Question	Rate
Q3- Date of Birth	92%
Q4- Sex	99%
Q5- Education Level	100%
Q6- Employed	98%

The response rate throughout the survey seems relatively stable and responses for consecutive questions declined less as the survey progressed than in the previous round. See Table 3, for the response rate of questions 7 to 22.

**Table 3: Response Rate of Questions 7 to 22**

<b>Question</b>	<b>Rate</b>
Q7- Overall Rating of Dental Services	96%
Q8 –Opinion of Waiting Time	95%
Q9- Time Waited with an Appointment	100%
Q10- Time Waited without an Appointment	100%
Q11- Period Waited to schedule an Appointment	100%
Q12- Receive Treatment/ Service Needed	92%
Q13- Rate Physical Condition	100%
Q14- Rate Cleanliness	100%
Q15- Rate Waiting Room	100%
Q16- Rate Temperature	100%
Q17- Rate Cleanliness of Washrooms	100%
Q18- Rate Dental Chair	99%
Q19- Rate Assistance from Receptionist	96%
Q20- Insurance Coverage	94%
Q21- Costs of Visits	100%
Q22 a- Rate Dentist	91%
Q22 b- Rate Dental Therapist	79%
Q22 c- Rate Surgery Assistant	88%
Q22 d- Rate Cashier	88%

## Age and Sex

The age of each client was calculated using the date of birth reported. The single ages were then grouped mostly in 5-year groups.

Reviewing the structure of the population from the Census data and the two rounds of the DPSS populations shown in Figures 1, 2 and 3, it can be seen that most of the clients were between 30 to 50 years of age. In comparing the population pyramid for Census to the DPSS, it was shown that there is a greater number of persons over 70 years of age in the Census structure than the DPSS showing that persons over 70 were not regular attendants of the clinic.

There was also gender disparity as it relates to clinic usage. More women use the services than men. The census population showed that the male: female ratio was almost equal; yet for dental clients, it was skewed to women.

Figure 1: Population Pyramid Census 2001

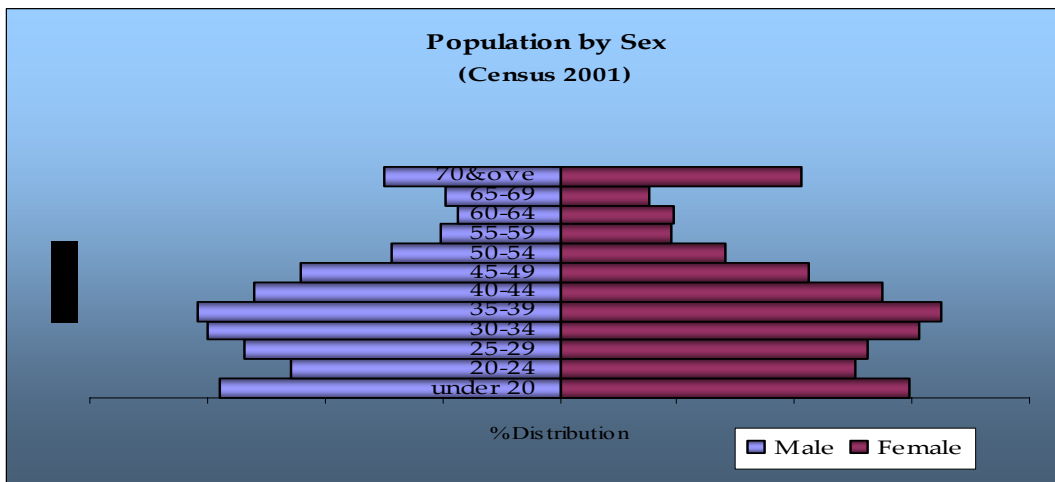


Figure 2: Population Pyramid of Dental Clients Round 1 (April – June 2005)

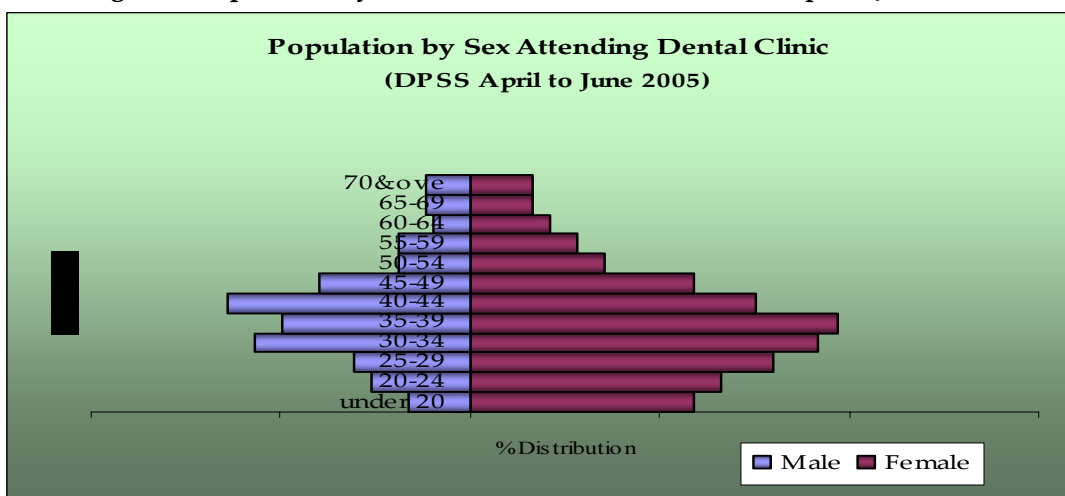
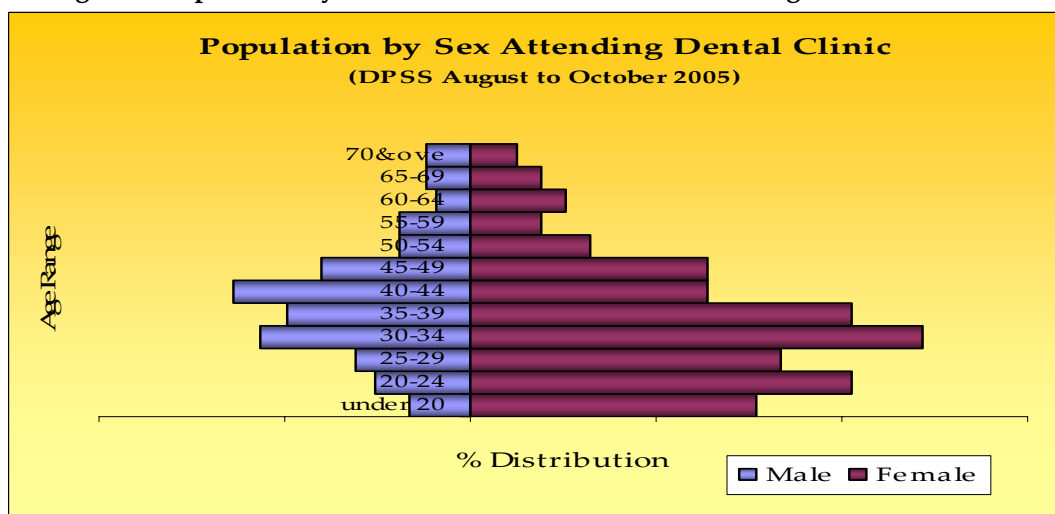


Figure 3: Population Pyramid of Dental Clients Round 2 (August - October 2005)





## Education Level

52% of clients indicated that they had completed at least secondary level education. For both rounds of the survey under a quarter of the clients only completed primary education which suggested that persons who have undergone additional formal education may have a better awareness of the proper dental hygiene needs and practices and so utilise the dental care facilities available.

**Table 4: Highest Education Level of Clients**

Education Level	Round 2	Round 1
Primary	21%	24%
Secondary	52%	48%
Tertiary	28%	28%
<b>Total</b>	<b>100%</b>	<b>100%</b>

## Economic Activity

Clients were asked to report their employment status either as full-time, part-time or not all. The majority of clients, 76%, said that they worked full-time and 13% reported that they did not work at all.

Clients were also asked to comment on the cost of visits. Table 5 provides the relationship of the opinion of people to the cost of visits and their economic activity. Of the clients who responded to both questions, whether persons were employed or not and how they felt about the cost of the visit, the majority of persons thought that costs were reasonable; and 28% thought that it was either a little "too costly" or "too expensive" respectively.

**Table 5: Economic Activity of Clients and Opinion of Costs**

Cost	Employed			Total
	Full-time	Part-time	Not at all	
Too expensive	4%	1%	2%	7%
A little too costly	14%	1%	5%	21%
Reasonable	58%	7%	7%	72%
<b>Total</b>	<b>76%</b>	<b>9%</b>	<b>15%</b>	<b>100%</b>

## General Rating of Dental Services

Clients were asked to rate the dental services available. In general, the dental services available in Anguilla were rated by clients as *'very good'*. Of the clients who responded to this question, 40% stated such compared to 47% in the earlier round. 1% of the clients found the service to be *"bad"*, with the remainder indicating that it was *"acceptable"* or *"good"*.

**Table 6: Rating of Anguilla Dental Services**

Rating	Round 2	Round 1
<b>Very Good</b>	40%	47%
<b>Good</b>	38%	32%
<b>Acceptable</b>	21%	21%
<b>Bad</b>	1%	0%
<b>Total</b>	<b>100%</b>	<b>100%</b>

## Waiting Time

Clients' views on waiting time have not changed considerably between the two rounds; there was only a 1 percentage point difference between the two rounds, of clients who felt that it is *"too long"*; The distribution of clients who felt that waiting time was *"about right"* increased from the last round by 3 percentage points.

**Table 7: View on Waiting Time**

Rating	Round 2	Round 1
Much too long	6%	8%
Too long	22%	23%
About right	71%	68%
<b>Total</b>	<b>100%</b>	<b>100%</b>

To quantify their opinion, clients were asked to give the time period in which they usually waited to receive attention at the dental clinic. Clients, when they had an appointment, waited for less than 30 minutes. 41% of the clients who did not have an appointment waited for an hour or more

**Table 8: Length of time waiting to receive attention**

Time	With An Appointment	Without An Appointment
Less than 30 minutes	63%	22%
30 minutes to 59 minutes	28%	37%
1 to 2 hours	7%	26%
More than 2 hours	2%	15%
<b>Total</b>	<b>100%</b>	<b>100%</b>

The cross relationship between a person's opinion and waiting time is shown in Tables 9 and 10. As depicted, almost half of the clients, 49%, who have an appointment find that less than 30 minutes was "about right" to wait before getting attention with an appointment.

**Table 9: Opinion on Length of Time vs. Waiting Time with Appointment**

Opinion	Waiting Time with Appointment			
	Less than 30 minutes	30 minutes to 59 minutes	1 to 2 hours	More than 2 hours
Much too long	1%	1%	2%	1%
Too long	13%	8%	1%	1%
About right	49%	18%	4%	0%

In Table 10 below, shows that of the clients who felt that the wait was "much too long", about half of them usually waited more than 2 hours. 30% of the clients felt that waiting 30 to 59 minutes without an appointment was "about right".

**Table 10: Opinion on Length of Time vs. Waiting Time without an Appointment**

Opinion	Waiting Time without Appointment			
	Less than 30 minutes	30 minutes to 59 minutes	1 to 2 hours	More than 2 hours
Much too long	1%	1%	1%	3%
Too long	3%	5%	12%	7%
About right	19%	30%	13%	5%

When scheduling an appointment the majority of clients, 42%, indicated that there was a period of 1 to 7 weeks between the time of call and the appointment date. Compared to the first round, there was small difference in the distribution.

**Table 11: Waiting Time for a Scheduled Appointment**

Time	Round 2	Round 1
Less than a week	17%	17%
1-7 weeks	42%	40%
2-3 months	14%	20%
More than 3 months	7%	8%
Never called for an appointment	20%	15%
<b>Total</b>	<b>100%</b>	<b>100%</b>

## Needs Met

Clients were asked if they usually receive the treatment/service they need during their visits. The satisfaction of clients improved slightly, with 97% of the dental clients saying that their needs were met. This was an increase of 2 percentage points from 95% of the clients in the first round as shown in Table 12.

**Table 12: Treatment/ Service Needs Met**

Needs Met	Round 2	Round 1
Yes	97%	95%
No	3%	5%
<b>Total</b>	<b>100%</b>	<b>100%</b>

Two different locations were surveyed; therefore the following responses from clients visiting the two service providers were separated for the following ratings relating to physical conditions, cleanliness and temperature.

### Physical Conditions, Cleanliness and Temperature

On a whole, the ratings were “good” with very low “poor” ratings for the various conditions reviewed. The Valley Dental Clinic had lower ratings than Welches Polyclinic. Most of the ratings have not changed dramatically between the two rounds of the survey.

When asked to rate the physical conditions of the clinic, 65% of the clients at the Welches Polyclinic, in both rounds, responded that it was “excellent”; compared to 20% and 26% at The Valley clinic in round 2 and 1 respectively. This is shown in Table 13 below.

**Table 13: Physical Condition of Dental Clinics**

Rating	Round 2		Round 1	
	Valley	Welches	Valley	Welches
Excellent	20%	65%	26%	65%
Good	60%	33%	56%	32%
Fair	20%	2%	17%	3%
Poor	1%	0%	1%	0%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

All of the clients at the Welches Polyclinic found that the cleanliness of the clinic as either “*excellent*” or “*good*” compared to 88% of The Valley clients, as depicted in Table 14.

**Table 14: Cleanliness of Dental Clinics**

Rating	Round 2		Round 1	
	Valley	Welches	Valley	Welches
Excellent	35%	84%	42%	75%
Good	53%	16%	51%	24%
Fair	12%	0%	7%	1%
Poor	0%	0%	1%	0%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

17% of the clients who attended The Valley Dental Clinic found that the waiting room was either “*fair*” or “*poor*”, as shown in Table 15.

**Table 15: Waiting Room of Dental Clinics**

Rating	Round 2		Round 1	
	Valley	Welches	Valley	Welches
Excellent	24%	71%	24%	63%
Good	59%	24%	58%	33%
Fair	16%	4%	17%	4%
Poor	1%	0%	1%	0%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

Over 94% of persons at both dental clinics, in both rounds, found the temperature of the dentals clinics to be “*just right*”.

**Table 16: Temperature of Dental Clinics**

Rating	Round 2		Round 1	
	Valley	Welches	Valley	Welches
Too hot	2%	2%	1%	0%
Just right	94%	96%	96%	100%
Too cold	4%	2%	3%	0%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

One third of the dental clinic clients do not use the washroom facilities. From the two-third of those that do, the general rating was that they were “good”: with 44% for The Valley and 30% for Welches. This is an increase of 4 and 1 percentage points respectively over the first round.

**Table 17: Washrooms in Dental Clinics**

Rating	Round 2		Round 1	
	Valley	Welches	Valley	Welches
Excellent	14%	36%	13%	42%
Good	44%	30%	40%	29%
Fair	10%	4%	11%	1%
Poor	1%	0%	1%	0%
Did not use	31%	30%	35%	28%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

Over 80% of the clients at both clinics found the comfort of the dental chairs to be either “excellent” or “good”.

**Table 18: Dental Chairs**

Rating	Round 2		Round 1	
	Valley	Welches	Valley	Welches
Excellent	32%	71%	37%	67%
Good	50%	25%	51%	28%
Fair	17%	4%	12%	5%
Poor	1%	0%	0%	0%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

## Staff

When a client arrives at the dental clinic, their first contact is usually with the receptionist. Clients were asked to provide their opinion on the assistance they received. 90% of clients found that the assistance received was “prompt and helpful”; this was an improvement by 5 percentage points in the rating from the last round. No one found that the receptionist was “slow and unhelpful” or “rude”.

**Table 19: Assistance Received from Reception**

Assistance Received	Round 2	Round 1
Prompt and helpful	90%	85%
Helpful after I asked	10%	15%
Slow and unhelpful	0%	0%
Rude	0%	0%
<b>Total</b>	<b>100%</b>	<b>100%</b>

97% of the clients found that when making payments for the service received, the cashier was “fast and helpful”; this was the same as the first round.

**Table 20: Cashier Service**

Rating	Round 2	Round 1
Fast and Helpful	97%	97%
Helpful but Slow	3%	3%
Slow and unhelpful	0%	0%
<b>Total</b>	<b>100%</b>	<b>100%</b>

The clients were asked to choose one characteristic, of the six provided as shown in Table 21, that best described the member of the dental team <sup>1</sup>who provided them with service or to indicate that they did not see the person. Most of the clients found the dental team members to have positive characteristics such as being: “friendly”, “caring” or “professional”. 1% of the clients found the dentists to be “insensitive” and 1% found the dental therapists to be “uncaring”

**Table 21: Rating the Dental Health Team**

Rating	Staff Position		
	Dentist	Dental Therapist	Surgery Assistant
Friendly	33%	28%	35%
Caring	20%	19%	30%
Professional	46%	35%	34%
Uncaring	0%	1%	0%
Insensitive	1%	0%	0%
Rude	0%	0%	0%
Did not see	0%	16%	2%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>1</sup> Dental team includes dentist, dental therapist and surgery assistant.

## Cost and Insurance

Clients were asked if they had any health insurance coverage and their opinion on the cost of their visit. The responses provided were cross-analysed to determine if clients' opinions of the costs were any how related to whether or not they had coverage. A close examination of Table 22 showed that of the clients who responded to both questions, 53% had insurance coverage; and 7% and 19% found visits to be too expensive or a little too costly respectively.

**Table 22: Insurance Coverage vs. Opinion on Costs of Visits**

Cost	Insurance Coverage			Total
	Yes, under my Employer or other group health	Yes, my private individual insurance	No, I have no health insurance coverage	
Too expensive	3%	1%	3%	7%
A little too costly	9%	1%	9%	19%
Reasonable	30%	9%	34%	73%
<b>Total</b>	<b>42%</b>	<b>11%</b>	<b>47%</b>	<b>100%</b>



# *Appendix*

## *Comments*

At the end of the questionnaire, respondents were given the opportunity to express any comments they had. Below are the comments made by the clients:

- Good service; pass your technique to other public service departments.
- I think it is a backward step to change from making appointments to coming early to get your name on the list. This apart, I am satisfied with the clinic.
- Need water cooler.
- Cost for crowning a tooth is too expensive.
- Need a source of drinking water for patients.
- The dentist is friendly and professional, but you ask [-ed for me] to chose only one.
- Visiting the dentist has always been scary for me but knowing that Dr. Mussington is the dentist eases that fear.
- The answer that was done twice [Dentist is both friendly and professional] is ok. One [response] was not sufficient.
- My appreciation.
- The doctor makes you feel very comfortable; she is very, very helpful.
- Need dental cleaning service desperately.
- This survey may be helpful but not conclusive if it is not filled by a person sensitive to problems that are not anticipated and have no patience.
- Try to find ways to make it easier for pregnant women. I waited for 3 hours- it was uncomfortable.
- Another dentist could be helpful since there are a lot of patients most times.
- A little too costly particularly for crowns etc that insurance does not cover.
- Something needs to be done about the waiting list upon arrival before opening time.
- Considering that the service is not free but costly, I would expect shorter waits and quicker appointments settings.