



THE STATISTICS DEPARTMENT
ANGUILLA

Dental Patient Satisfaction Survey



Round 1- April to June 2005

FINAL

Analytical Report

September 2005

Preface

The Dental Patients' Satisfaction Survey (DPSS) - April to June 2005- is the first of two rounds to be completed for 2005. It is one component of the continuous quality improvement programme of the Health Authority of Anguilla (HAA) for the various services offered. These analyses will be used primarily by the HAA.

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

In 2004, the Ministry of Social Development contracted the Statistics Department to conduct a Health Client Satisfaction Survey (HCSS), of which the Valley Dental Clinic was surveyed; where possible the results were compared to findings of the HCSS in 2004 and Census 2001.

Should you have any queries or comments please do not hesitate to contact the Statistics Department either by email to 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, to access a wide range of statistical data relating to Anguilla.

Table of Contents

| | |
|---------------------------------|----|
| Preface | 1 |
| Table of Contents | 2 |
| List of Figures and Tables..... | 3 |
| Data Analysis..... | 4 |
| Appendix- | 13 |

List of Figures and Tables

Figures

| | |
|---|---|
| Figure 1: Population Pyramid Census 2001 | 5 |
| Figure 2: Population Pyramid of Dental Clients 2005 | 5 |
| Figure 3: Population Pyramid of Dental Clients 2004 | 5 |

Tables

| | |
|---|----|
| Table 1: Dental Clinic Visited | 4 |
| Table 2: Response Rate of Question 3 to 6 | 4 |
| Table 3: Highest Education Level of Clients | 6 |
| Table 4: Economic Activity of Clients | 6 |
| Table 5: Response Rate of Questions 7 to 22 | 7 |
| Table 6: Rating of Anguilla Dental Services | 7 |
| Table 7: View on Waiting Time | 8 |
| Table 8: Length of time waiting to receive attention | 8 |
| Table 9: Opinion vs. waiting time with Appointment | 8 |
| Table 10: Opinion vs. waiting time without an Appointment | 8 |
| Table 11: Waiting Time for a Scheduled Appointment | 9 |
| Table 12: Treatment/ Service Needs Met | 9 |
| Table 13: Physical Condition of Dental Clinics | 10 |
| Table 14: Cleanliness of Dental Clinics | 10 |
| Table 15: Waiting Room of Dental Clinics | 10 |
| Table 16: Temperature of Dental Clinics | 10 |
| Table 17: Washrooms in Dental Clinics | 11 |
| Table 18: Dental Chairs | 11 |
| Table 19: Assistance Received from Reception | 11 |
| Table 20: Cashier Service | 11 |
| Table 21: Rating the Dental Health Team | 12 |

Data Analysis

The Valley Dental Clinic has the most traffic and obviously had more questionnaires returned with 80% of the returns from this location.

Table 1: Dental Clinic Visited

| Location | Returned |
|----------------------|----------|
| Valley Dental Clinic | 80% |
| Welches Polyclinic | 20% |

The questionnaire was designed in two parts, first questions 2 to 6 to get personal data; and then questions 8 to 22 to get client's opinion on the quality of service and staff.

Table 2 below shows the response rate for questions 3 to 6.

Table 2: Response Rate of Question 3 to 6

| Question | Rate |
|---------------------|------|
| Q3- Date of Birth | 89% |
| Q4- Sex | 98% |
| Q5- Education Level | 94% |
| Q6- Employed | 96% |

Age and Sex

The age of each client was a derived variable, calculated using the date of birth. Looking at the population structure of the Census Population and the DPSS population in Figures 1 and 2 below, 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 are a much greater number of persons over 70 years of age in the Census structure than the DPSS showing that persons over 70 are not regular attendants of the clinic.

Also, men do not visit the clinic as much; where in the actual population the woman to man is about 1 to 1, 64% of the dental clients are women. The distribution of clients however, is very similar to the population snap shot in 2004 for the HCSS; see Figures 2 and 3 below.

Figure 1: Population Pyramid Census 2001

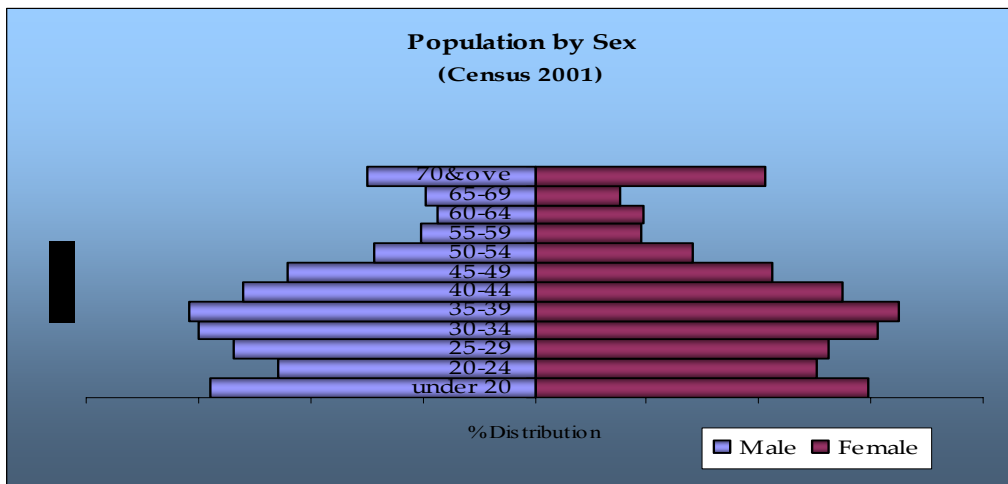


Figure 2: Population Pyramid of Dental Clients 2005

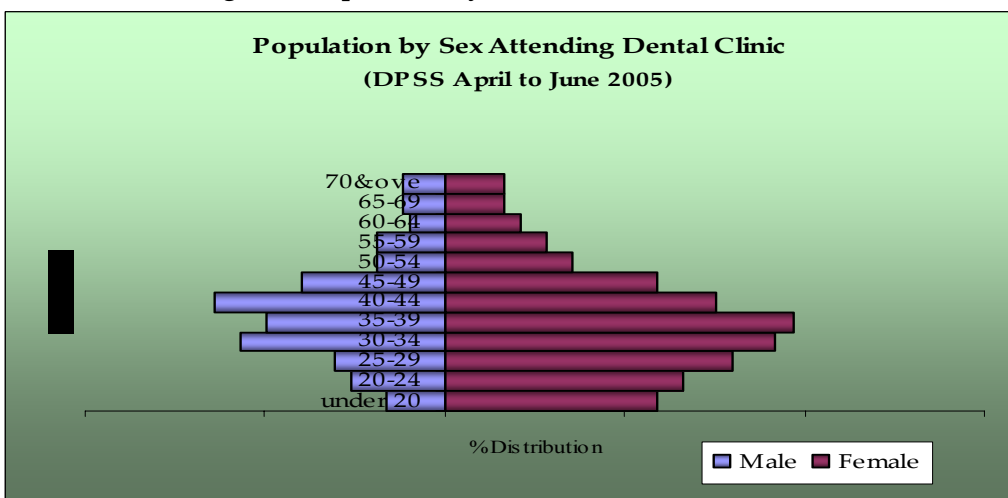
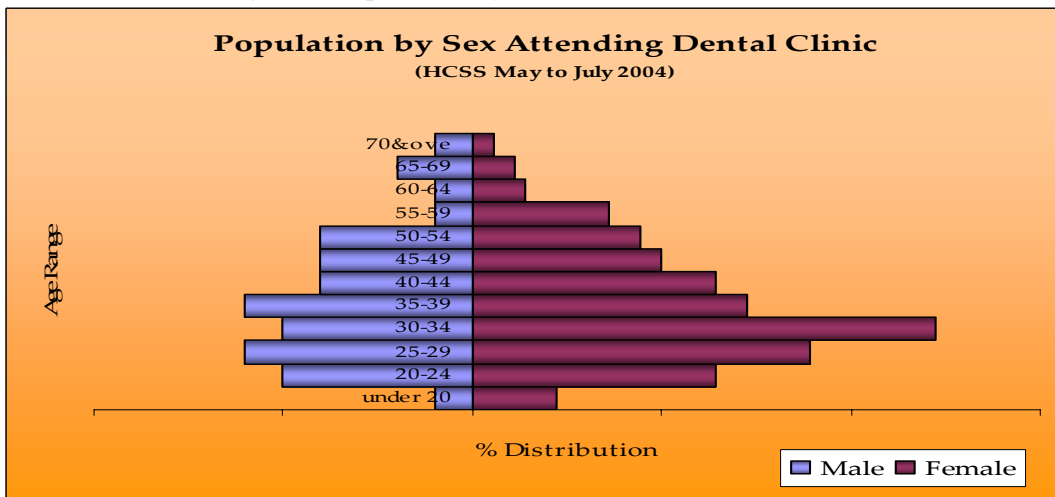


Figure 3: Population Pyramid of Dental Clients 2004



Education Level

Clients were asked to give the highest level of education attained. 48% of the clients have achieved Secondary education. The distribution of dental clients is skewed away from the Primary level when compared to the Census Population. More of the clients have completed Tertiary and Secondary level education, suggesting that persons who are more formal education may be more aware of the need to have proper hygiene and to visit dental clinics.

Table 3: Highest Education Level of Clients

| Education Level | DPSS | HCSS | Census |
|--------------------------------|-------------|-------------|-------------|
| Primary | 24% | 26% | 48% |
| Secondary | 48% | 52% | 34% |
| Tertiary (college/ university) | 28% | 22% | 18% |
| Total | 100% | 100% | 100% |

Economic Activity

Respondents were asked if they were employed full-time, part-time or not all. The majority of clients work full-time. 76% of the clients found the cost to be reasonable, even clients who were unemployed. Further on in the questionnaire, clients were also asked how they felt about the costs of dental services. The majority of clients found the price to be reasonable. Only 4% of the clients found that the cost was too expensive.

Table 4: Economic Activity of Clients

| Costs | Employed | | | Total |
|---------------------|------------|------------|------------|-------------|
| | Full-time | Part-time | Not at all | |
| Too expensive | 2% | 0% | 1% | 4% |
| A little too costly | 16% | 3% | 2% | 20% |
| Reasonable | 61% | 7% | 8% | 76% |
| Total | 79% | 10% | 11% | 100% |

The second part of the questionnaire focused on client's views and perceptions of the clinic. As a survey progresses it is normal for the response rate of the successive questions to fall, Table 5 depicts the response rate of the remaining questions. The question rating the staff has the lowest response rates.

Table 5: Response Rate of Questions 7 to 22

| Question | Rate |
|---|------|
| Q7- Overall Rating of Dental Services | 92% |
| Q8 –Opinion of Waiting Time | 83% |
| Q9- Time Waited with an Appointment | 94% |
| Q10- Time Waited without an Appointment | 76% |
| Q11- Period Waited to schedule an Appointment | 91% |
| Q12- Receive Treatment/ Service Needed | 86% |
| Q13- Rate Physical Condition | 96% |
| Q14- Rate Cleanliness | 98% |
| Q15- Rate Waiting Room | 97% |
| Q16- Rate Temperature | 96% |
| Q17- Rate Cleanliness of Washrooms | 95% |
| Q18- Rate Dental Chair | 95% |
| Q19- Rate Assistance from Receptionist | 92% |
| Q20- Purpose of Visit | 92% |
| Q21- Costs of Visits | 84% |
| Q22 a- Rate Dentist | 67% |
| Q22 b- Rate Dental Therapist | 49% |
| Q22 c- Rate Surgery Assistant | 41% |
| Q22 d- Rate Cashier | 55% |

General Rating of Dental Services

In general, the dental services available in Anguilla were rated by clients as *'very good'*. Of the 92% of clients who responded to this question 47% stated such. 0% 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 | DPSS |
|--------------|-------------|
| Very Good | 47% |
| Good | 32% |
| Acceptable | 21% |
| Bad | 0% |
| Total | 100% |

Waiting Time

Waiting time in 2004 for the HCSS was an area of concern with 22% of the clients responding that the wait was too long, however since then, most of the clients, 68%, opted that the waiting time is *'about right'* and only 8% found that it was *'much too long'*.

Table 7: View on Waiting Time

| Rating | DPSS | HCSS |
|---------------|-------------|-------------|
| Much too long | 8% | 22% |
| Too long | 23% | 36% |
| About right | 68% | 42% |
| Total | 100% | 100% |

To quantify their opinion clients were asked to give the time period in which they usually wait to receive attention at the dental clinic. Most clients, who have an appointment, waited for less than 30 minutes while the majority of clients who did not have an appointment 66%, tended to wait between 30 minutes to 2 hours before they get attention.

Table 8: Length of time waiting to receive attention

| Time | With an Appointment | Without and Appointment |
|--------------------------|---------------------|-------------------------|
| Less than 30 minutes | 63% | 19% |
| 30 minutes to 59 minutes | 26% | 35% |
| 1 to 2 hours | 8% | 31% |
| More than 2 hours | 2% | 15% |
| Total | 100% | 100% |

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 30 to 59 minutes is 'about right' to wait, before getting attention.

Table 9: Opinion 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% | 3% | 2% | 3% |
| Too long | 1% | 11% | 8% | 3% |
| About right | 2% | 49% | 15% | 3% |

The table below shows that persons without an appointment who stated that the wait is "much too long" usually wait more than 2 hours.

Table 10: Opinion 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% | 2% |
| Too long | 4% | 1% | 5% | 10% |
| About right | 17% | 15% | 25% | 16% |

When scheduling an appointment the majority of clients, 47%, indicate that there is a period of 1 to 7 weeks between the time of call and the appointment date. Compared to the HCSS in 2004 there has been an improvement in the waiting time where 52% of the clients claimed to wait more than 2 months while this has fallen to a third of the clients waiting more than 2 months.

Table 11: Waiting Time for a Scheduled Appointment

| Time | DPSS | | HCSS | |
|---------------------------------|----------------|--|----------------|--|
| | % Distribution | exclu. clients who never called for an appt. | % Distribution | exclu. clients who never called for an appt. |
| Less than a week | 17% | 20% | 11% | 16% |
| 1-7 weeks | 40% | 47% | 21% | 31% |
| 2-3 months | 20% | 24% | 20% | 29% |
| More than 3 months | 8% | 9% | 16% | 23% |
| Never called for an appointment | 15% | | 31% | |
| Total | 100% | 100% | 100% | 100% |

Needs Met

Clients were asked if they usually receive the treatment/ service they need during their visits. The satisfaction of clients has improved, where in 2004 for the HCSS 93% dental clients said that their needs were met, this time around clients needs being met increased 2 percentage points to 95% of the clients.

Table 12: Treatment/ Service Needs Met

| Needs Met | DPSS | HCSS |
|--------------|-------------|-------------|
| Yes | 95% | 93% |
| No | 5% | 7% |
| Total | 100% | 100% |

Given that two different locations were surveyed, the responses gleaned from the two services providers have been separated for the following ratings as they mostly deal with physical conditions of the service.

Physical conditions, Cleanliness and Temperature

On a whole most of the ratings were 'good' with no 'poor' rating marked except for the waiting room. At the time of the HCSS in 2004, only The Valley Dental Clinic was operating, therefore, all ratings then were for The Valley Dental Clinic.

The Welches Polyclinic has a much better rating for the physical conditions, with 65% of the clients responding that it is 'excellent'; this is to be expected, as it is the newer of the two facilities.

Table 13: Physical Condition of Dental Clinics

| Rating | Valley | Welches | HCSS (Valley) |
|--------------|-------------|-------------|------------------|
| Excellent | 26% | 65% | 8% |
| Good | 56% | 32% | 42% |
| Fair | 17% | 3% | 41% |
| Poor | 1% | 0% | 9% |
| Total | 100% | 100% | 100% |

75% of the clients at the Welches Polyclinic find that the cleanliness is excellent compared to 42% at The Valley.

Table 14: Cleanliness of Dental Clinics

| Rating | Valley | Welches | HCSS (Valley) |
|--------------|-------------|-------------|------------------|
| Excellent | 42% | 75% | 11% |
| Good | 51% | 24% | 56% |
| Fair | 7% | 1% | 29% |
| Poor | 1% | 0% | 4% |
| Total | 100% | 100% | 100% |

18% of the clients who attended the Valley Dental Clinic found that the waiting room was either 'fair' or 'poor'.

Table 15: Waiting Room of Dental Clinics

| Rating | Valley | Welches |
|--------------|-------------|-------------|
| Excellent | 24% | 63% |
| Good | 58% | 33% |
| Fair | 17% | 4% |
| Poor | 1% | 0% |
| Total | 100% | 100% |

Most persons find the temperature of the dentals clinics to be just right.

Table 16: Temperature of Dental Clinics

| Rating | Valley | Welches | HCSS (Valley) |
|--------------|-------------|-------------|------------------|
| Too hot | 1% | 0% | 3% |
| Just right | 96% | 100% | 91% |
| Too cold | 3% | 0% | 6% |
| Total | 100% | 100% | 100% |

12% of all the clients thought that the washrooms at the Valley Dental Clinic were 'fair' or 'poor', this is an improvement over the HCSS results 20% for the same question. 35% and 28% of the clients never used the Valley or Welches washrooms respectively.

Table 17: Washrooms in Dental Clinics

| Rating | Valley | Welches | HCSS (Valley) |
|--------------|-------------|-------------|---------------|
| Excellent | 13% | 42% | 3% |
| Good | 40% | 29% | 31% |
| Fair | 11% | 1% | 18% |
| Poor | 1% | 0% | 2% |
| Did not use | 35% | 28% | 45% |
| Total | 100% | 100% | 100% |

Most clients at both clinics found the comfort of the dental chairs to be either 'excellent' or 'good'.

Table 18: Dental Chairs

| Rating | Valley | Welches | HCSS (Valley) |
|--------------|-------------|-------------|---------------|
| Excellent | 37% | 67% | 20% |
| Good | 51% | 28% | 67% |
| Fair | 12% | 5% | 13% |
| Poor | 0% | 0% | 1% |
| Total | 100% | 100% | 100% |

Staff

When a client arrives at the dental clinic, first contact should be with the reception. Clients were asked their opinion on the assistance they received. Most clients, 85% found that the assistance received was prompt and helpful, this is an improvement by 12 percentage points in the rating last year.

Table 19: Assistance Received from Reception

| Assistance Received | DPSS | HCSS |
|-----------------------|-------------|-------------|
| Prompt and helpful | 85% | 73% |
| Helpful after I asked | 15% | 25% |
| Slow and unhelpful | 0% | 1% |
| Rude | 0% | 1% |
| Total | 100% | 100% |

97% of the clients found that when making payments for the service received was fast and helpful, this was much better than the report for the HCSS.

Table 20: Cashier Service

| Cashier Services | DPSS | HCSS |
|--------------------|-------------|-------------|
| Fast and Helpful | 97% | 77% |
| Helpful but Slow | 3% | 23% |
| Slow and unhelpful | 0% | 0% |
| Total | 100% | 100% |

Most of the clients found the dental health team to have good characteristics such as being friendly, caring or professional. Each position listed in Table 21 below had 1% of the clients finding them to be uncaring, insensitive or rude. For the HCSS 2004, on a whole 41% thought that the staff was friendly, 52% found they were caring or professional, and 6% found that they were insensitive, or rude, or uncaring.

Table 21: Rating the Dental Health Team

| Dental Health Team | Staff Position | | |
|--------------------|----------------|------------------|-------------------|
| | Dentist | Dental Therapist | Surgery Assistant |
| Friendly | 29% | 32% | 37% |
| Caring | 24% | 26% | 26% |
| Professional | 47% | 40% | 36% |
| Uncaring | 0% | 0% | 0% |
| Insensitive | 1% | 0% | 1% |
| Rude | 0% | 1% | 0% |
| Total | 100% | 100% | 100% |

Appendix-

Comments

At the end of the questionnaire, respondents were given the opportunity to make any comments they wished. Shown below are the comments made by the clients.

Comments with an asterisk (*) were repeated more than once. The more asterisks, the more frequent the comment.

- Needs more interesting reading materials.
- Larger building needed.*
- The mornings should be for emergencies and walk-ins; and afternoons should be for appointments. *
- Service is good but could be better.*
- Appreciative of the reminders.
- There needs to be a sign up asking all persons visiting for dental care to check the receptionist before going to the waiting room.
- There are very good dentists.*
- I thank the government for this service. Keep it up. **
- A section for kids maybe considered when waiting for treatment.
- Appointments should be attended to first.
- Cost should be covered by insurance. **
- To overcome the long wait I would suggest hiring another dentist to ease the pressure of the present dentist.*
- Cashier can be commanding with tone of voice.
- Has always been happy, thank you.
- Sometimes too expensive.
- The receptionist is good and although she is young she is well matured for the job.*
- Local dentists are nice and caring but the overseas dentists seems to be 'ruff' and uncaring.
- Needs to show more empathy.
- Should not make patient feel like they are not caring for their teeth when they are trying.
- Was surprised with so much surgery rooms but needs more dentists, the waiting time is too long with appointments.
- The dental service needs to improve in some areas.
- If the patient isn't satisfied with the first dentist he/she has seen, he/she should have the option to choose another.
- Good work, well done ... keep it up!
- Appointments are always off time.
- Hospitality very good.
- Washrooms too small.