



THE STATISTICS DEPARTMENT  
ANGUILLA

# Dental Patient Satisfaction Survey



Round 2- August to October 2005

Methodology and Technical Report

## ***Table of Contents***

|                                       |   |
|---------------------------------------|---|
| Acknowledgments .....                 | 2 |
| Background .....                      | 2 |
| Target Population .....               | 3 |
| Response Rates .....                  | 3 |
| Survey Planning and Preparation ..... | 5 |
| Survey Implementation.....            | 7 |
| Collection Phase .....                | 7 |
| Data Analysis and Reporting .....     | 7 |
| Errors .....                          | 7 |

## **Acknowledgments**

The Statistics Department of Anguilla would like to thank all the clients of The Valley and Welches dental units who participated in the survey. The data provided will be used to improve dental services offered by the Health Authority of Anguilla. Without their 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 for answering any queries from clients.

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 final round of a two-part survey for 2005 for the Dental Clinics under the Health Authority of Anguilla (HAA) carried out over a three month period- August 2<sup>nd</sup> to October 31<sup>st</sup>. The *Dental Patient Satisfaction Survey (DPSS)* is part 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.

This segment of surveys for the HAA in 2005 is complete. The analytical reports can be found on the Statistics Department's website: [www.gov.ai/statistics](http://www.gov.ai/statistics). These reports analyse the clients' demographics; and opinions of waiting time, quality of service, physical properties and proficiency of staff.

The precursor to these surveys was the *Health Client Satisfaction Survey (HCSS)* was commissioned by the Ministry of Social Development and conducted during May to July 2004. The purpose of this survey was to identify the areas of Anguilla's health services that client are satisfied with and those which require improvement. This in most cases was considered baseline data about from which the Health Authority of Anguilla would use to commence its continuous quality improvement programme for the various services offered

Where possible, data collected in this survey was compared to the first round of the DPSS conducted April – June 2005.

## ***Target Population***

---

The population targeted included all persons, resident and non- resident, who visited the clinic during the time frame of the survey this. Clients under 15 years of age were excluded from the survey.

Each client was allowed to complete the questionnaire once during the two rounds of the survey in spite of the location where the questionnaire was first distributed. Persons who completed the questionnaire in the first round were also excluded from this study.

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 to assist clients in completing the questionnaire, some clients may have been reluctant to participate due to difficulty they may have encountered in the completion of the questionnaire, for example if they had problems reading and understanding the questions. The staff of the dental units was not allowed to assist the clients in the completion of the questionnaire but could answer any queries clients may have had.

## ***Response Rates***

---

Response rates for each question in this round of the survey were better than those in the previous round, but similarly the response rate for 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 attended to, clients may not have taken the time to complete the questionnaire or were not reminded by staff to complete the remaining section of the questionnaire.

| <b>Question</b>                               | <b>Rate</b> |
|---|-------------|
| Q3- Date of Birth                             | 92%         |
| Q4- Sex                                       | 99%         |
| Q5- Education Level                           | 100%        |
| Q6- Employed                                  | 98%         |
| 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 Visit                           | 100%        |
| Q22 a- Rate Dentist                           | 91%         |
| Q22 b- Rate Dental Therapist                  | 79%         |
| Q22 c- Rate Surgery Assistant                 | 88%         |
| Q22 d- Rate Cashier                           | 88%         |

According to the reported count of clients who visited either the Valley Dental Clinic or Welches Polyclinic at least once, not counting repeat visits, the overall response rate was 57%. There were 170 returns and 298 reported clients at both locations who had not previously completed a questionnaire. Owing to the fact that repeats or persons who previously did the survey were not counted, the number of clients targeted was lower than projected. Many clients at The Valley Dental Clinic as reported by the staff had previously done the survey and as a result, on some days no clients completed the survey.

The Valley Dental Clinic had a response rate of 92% compared to 30% at the Welches Polyclinic.

## ***Survey Planning and Preparation***

---

### ***Designing, Developing, Testing and Reviewing***

Based on the earlier approval and testing done for the first round of the survey, the second round proceeded. However, changes were made to the questionnaire. Specifically, Question 20 on the questionnaire used in the first round was deleted, which read:

*“What is the purpose of your visit to the dental clinic today?”*

The above question was replaced with a question based on insurance coverage for the second round, which read:

*“Are you covered by any kind of health insurance?”*

To help improve the response pattern for Question 22, each of the four parts was given the comment- *“Choose only one”*. This was added in round two so that clients would give each part one response. In round one multiple responses were given in many cases for each part of the question and a response had to be randomly chosen.

The same manual prepared for the first round of the survey was used, there were no changes in the processes, definitions and suggestions previously used; as the methodology used in the first round of the survey, when followed, showed to produce a satisfactory quality of returns.

The self-completion method was used.

The questionnaire used was formatted so that it was printed on both sides of an 8.5” x 11” paper and folded to produce a brochure-like appearance. The questionnaire was produced from software that would allow for it to be optically read when completed. See figure on the following page of the questionnaire.

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 receptionist?

- Prompt and helpful *(Choose only one)*  
 Helpful after I asked  
 Slow and unhelpful  
 Rude

20. Are you covered by any kind of health insurance? *(Choose only one)*

- Yes, under my Employer or other group health  
 Yes, my private individual insurance  
 No, I have no health insurance coverage

21. Do you feel that the costs of your visits are?

- Too expensive *(Choose only one)*  
 A little too costly  
 Reasonable

22. Which term do you think best describes the...? *(Choose one response for each person)*

- (a) Dentist  
 Friendly  
 Caring  
 Professional *(Choose only one)*  
 Uncaring  
 Insensitive  
 Rude  
 Did not see Dentist

- (b) Dental Therapist  
 Friendly  
 Caring  
 Professional *(Choose only one)*  
 Uncaring  
 Insensitive  
 Rude  
 Did not see Dental Therapist

- (c) Dental Assistant  
 Friendly  
 Caring *(Choose only one)*  
 Professional  
 Uncaring  
 Insensitive  
 Rude  
 Dental Assistant was not present

- (d) Cashier  
 Fast and Helpful *(Choose only one)*  
 Slow but Helpful  
 Slow and Unhelpful

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

---



---



---

PLEASE DROP IN BOX PROVIDED.

|  |  |  |  |  |
|--|--|--|--|--|
|  |  |  |  |  |
|--|--|--|--|--|



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 by shading in the bubble.
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.



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?

|  |  |  |  |  |  |  |  |
|--|--|--|--|--|--|--|--|
|  |  |  |  |  |  |  |  |
|--|--|--|--|--|--|--|--|

D D - M M - Y Y Y Y

4. What is your sex?

- Male  Female

5. Have you completed?

- Primary School *(Choose the highest one that you completed)*  
 Secondary School  
 Tertiary ( College/ University)

6. Do you work?

- Full- time *(Choose only one)*  
 Part- time  
 Not at all

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

- Very Good  Acceptable *(Choose only one)*  
 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 *(Choose only one)*  
 Too long  
 About right

9. How long do you usually wait when you have an appointment? *(Choose only one)*

- 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? *(Choose only one)*

- 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? *(Choose only one)*

- 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? *(Choose only one)*

- Yes  No

13. How would you rate the physical condition of the dental clinic? *(Choose only one)*

- Excellent  Fair  
 Good  Poor

14. How would you rate the cleanliness of the dental clinic? *(Choose only one)*

- Excellent  Fair  
 Good  Poor

15. How would you rate the waiting room of the dental clinic? *(Choose only one)*

- Excellent  Fair  
 Good  Poor

16. How would you rate the temperature of the dental clinic? *(Choose only one)*

- Too hot  
 Just right  
 Too cold

17. How would you rate the cleanliness of the washrooms? *(Choose only one)*

- 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 1<sup>st</sup> of August 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 October 31<sup>st</sup>, 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***

---

No measurement was done for sampling errors. Errors were automatically introduced by doing a self- interview method. Errors may arise from many different cases for example, incomplete questionnaires, insufficient cooperation, and literacy. The questionnaire was designed using the simplest form of language in an effort to meet the literacy levels of most persons.

No grammatical or other mistakes were identified in the design of the questionnaire. Any problems known in the first round were corrected for this round of the survey.

The item responses from the first and second round were similar, and this shows that the results may be representative of the actual belief of the client population.

Other miscellaneous errors may have occurred during data processing.