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 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 May 1st 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.

<table>
<thead>
<tr>
<th>Question</th>
<th>Response Rate</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>at April 7th</td>
</tr>
<tr>
<td>Q1</td>
<td>100%</td>
</tr>
<tr>
<td>Q4</td>
<td>99%</td>
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<tr>
<td>Q5</td>
<td>100%</td>
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<tr>
<td>Q6</td>
<td>99%</td>
</tr>
<tr>
<td>Q7</td>
<td>96%</td>
</tr>
<tr>
<td>Q8</td>
<td>92%</td>
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<tr>
<td>Q9</td>
<td>100%</td>
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<tr>
<td>Q10</td>
<td>100%</td>
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<tr>
<td>Q11</td>
<td>100%</td>
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<tr>
<td>Q12</td>
<td>93%</td>
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<tr>
<td>Q13</td>
<td>100%</td>
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<td>Q14</td>
<td>100%</td>
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<td>Q15</td>
<td>100%</td>
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<tr>
<td>Q16</td>
<td>99%</td>
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<tr>
<td>Q17</td>
<td>100%</td>
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<tr>
<td>Q18</td>
<td>100%</td>
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<tr>
<td>Q19</td>
<td>96%</td>
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<tr>
<td>Q20</td>
<td>92%</td>
</tr>
<tr>
<td>Q21</td>
<td>100%</td>
</tr>
<tr>
<td>Q22 a</td>
<td>82%</td>
</tr>
<tr>
<td>Q22 b</td>
<td>72%</td>
</tr>
<tr>
<td>Q22 c</td>
<td>67%</td>
</tr>
<tr>
<td>Q22 d</td>
<td>77%</td>
</tr>
</tbody>
</table>
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 it 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.
18. How would you rate comfort of the dental chair?  
☐ Excellent  ☐ Fair  
☐ Good  ☐ Poor

19. When you arrived, how would you rate the assistance you received from the reception?  
☐ Prompt and helpful  ☐ Slow and unhelpful  
☐ Helpful after I asked  ☐ Rude

20. What is the purpose of your visit to the dental clinic today?  
☐ 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?  
☐ Too expensive  ☐ Too long  
☐ Reasonable  ☐ Much too long  
☐ A little too costly  ☐ Never called for an appointment

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  
☐ Friendly  ☐ 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.

Methodology and Technical Report

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.
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.