



# FEEDBACK about PUBLIC DENTAL SERVICES for ADULT CLIENTS

SA Dental Service regularly conducts surveys as a way of finding out what clients have to say about our service and identifying any areas in which we can improve.

In October 2019, we surveyed a random sample of 800 clients aged over 18 years who had completed an emergency or general course of dental care at a Community Dental Service clinic or the Adelaide Dental Hospital within 1-2 weeks of receiving a feedback form.



SURVEYS RETURNED  
**30%**

## SURVEY RESULTS: October 2019

**2%** of people who answered the question about cultural background identified as Aboriginal

**33%** of non-English speaking people who answered the question accessed an interpreter

MALES  
**47%**

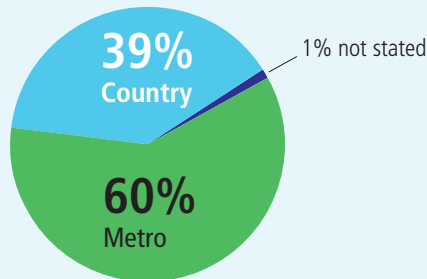


FEMALES  
**52%**

NB: 1% not stated

**54%** aged over 50 years

**30%** aged over 75 years



**33** countries of birth including Australia

**18** languages including English



**96%** rated their dental clinic experience as **good** or **very good**

**94%** considered staff were consistently **welcoming** and **helpful**

**91%** felt they were consistently treated with **respect** and **dignity**

**94%** would **recommend the public dental service** to a relative or friend

**90%** who had questions, worries or fears about their treatment noted **staff discussed these with them**

**97%** felt staff **"always"** or **"sometimes"** explained things in a way they understood

**96%** felt they **"definitely"** or **"to some extent"** were involved in decisions about their dental care

**95%** of clients who presented with pain felt staff **"definitely"** or **"to some extent"** did what they could to help manage their pain

**94%** thought staff **"definitely"** or **"to some extent"** worked well together to plan and co-ordinate their care

### WHAT'S NEXT?

All feedback is reported to the SA Dental Service Executive and where appropriate and possible, action plans are developed to make **service improvements.**

For more information visit:  
[www.sahealth.sa.gov.au/sadental](http://www.sahealth.sa.gov.au/sadental)