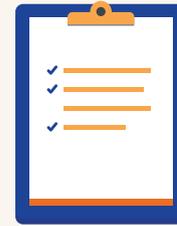




FEEDBACK about PUBLIC DENTAL SERVICES for CLIENTS treated by SUPERVISED STUDENTS

SA Dental 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.

During October and November 2020, we sent a survey link via SMS message to 974 adult clients and 259 parents or guardians of young clients who had attended a SA Dental clinic and were treated by a supervised student in the weeks 28 September 2020 – 6 November 2020.



SURVEYS
RETURNED
30%

SURVEY RESULTS



MALES
49%



FEMALES
51%

18% of adult respondents were aged over 75 years

44% of child respondents were aged 5-9 years

46 countries of birth including Australia

26 languages including English



6% of people who answered the question about cultural background identified as Aboriginal

93% rated their dental clinic experience as **good** or **very good**

92% considered students and staff were consistently **welcoming** and **helpful**

92% felt they were consistently treated with **respect** and **dignity**

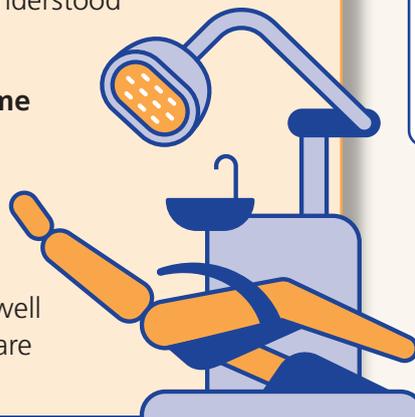
90% would **recommend the public dental service** to a relative or friend

92% who had questions, worries or fears about their treatment noted students and staff **definitely** or **to some extent** discussed these with them

98% felt students and staff **definitely** or **to some extent** explained things in a way they understood

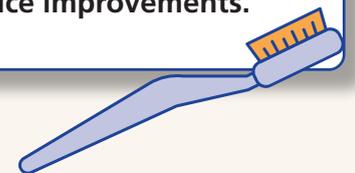
97% felt they **definitely** or **to some extent** were involved in decisions about their dental care

97% thought students and 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 Executive and where appropriate and possible, action plans are developed to make **service improvements**.



For more information visit:
www.sahealth.sa.gov.au/sadental