




Feedback about Public Dental Services for Adults

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

In September 2021, we sent a survey link via a SMS message to 3,666 clients who had attended a SA Dental clinic in the weeks 30 August - 24 September 2021.

Surveys completed
774

Survey results

<p>Males 41%</p> <p>Females 58%</p> <p>9% of people who answered the question about cultural background identified as Aboriginal</p>	<p>21% (165) were aged 18 - 49</p> <p>59% (456) were aged 50 - 74</p> <p>19% (147) were aged over 75 years</p>	<p>51 countries of birth including Australia</p> <p>28 languages including English spoken at home</p> 
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93% rated their dental clinic experience as good or very good	93% considered staff were consistently welcoming and helpful	93% felt they were consistently treated with respect and dignity	93% would recommend the public dental service to a relative or friend
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- 90%** who had questions, worries or fears about their treatment felt they could **discuss them with staff**
- 99%** felt that staff **explained things** in a way they understood
- 98%** felt that they were involved in **decisions about their dental care**
- 92%** felt staff did what they could to **help manage their pain**
- 96%** thought dental staff **worked well together** to plan and coordinate their dental 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

