



# Feedback from Measuring Consumer Experience Student Survey

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.

Parents and carers of clients and adult clients who attended a SA Dental clinic, and were treated by a supervised student, during the weeks 18 September - 20 October 2023 had the opportunity to participate in our Measuring Consumer Experience Student Survey.

## About our survey clients

**513** people answered the survey

**26** people who answered the question about cultural background identified as Aboriginal and Torres Strait Islander

**38** countries of birth, including Australia

**17** languages including English spoken at home

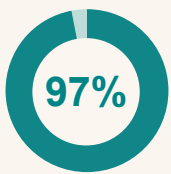
## Survey results



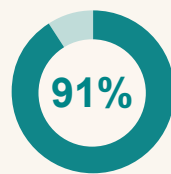
92% rated their dental clinic experience as good or very good



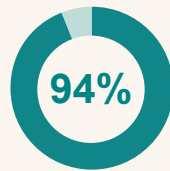
98% considered staff were consistently welcoming and helpful



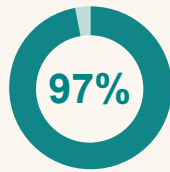
97% felt they were consistently treated with respect and dignity



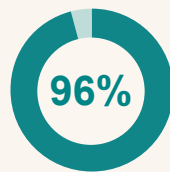
91% would recommend the public dental service to a relative or friend



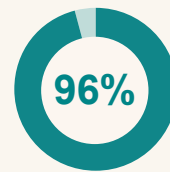
94% who had questions, worries or fears about treatment felt they could discuss them with staff



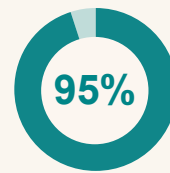
97% felt that staff explained things in a way they understood



96% felt that they were involved in decisions about dental care



96% felt staff did what they could to help manage pain



95% thought staff worked well together to plan and coordinate 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.

