



Feedback from Measuring Consumer Experience Adult 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.

Adult clients who attended an SA Dental clinic during the weeks 3 February - 14 March 2025, had the opportunity to participate in our Measuring Consumer Experience Adult Survey.

About our survey clients

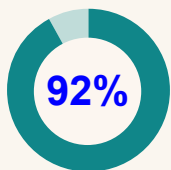
1,601 people answered the survey

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

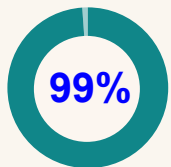
66 countries of birth, including Australia

47 languages including English spoken at home

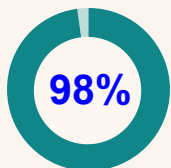
Survey results



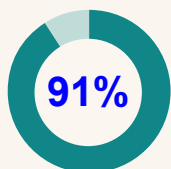
rated their dental clinic experience as good or very good



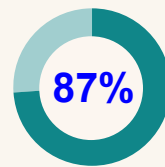
considered staff were consistently welcoming and helpful



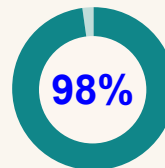
felt they were consistently treated with respect



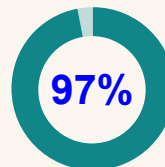
would recommend the public dental service to a relative or friend



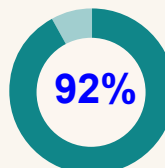
who had questions, worries or fears about treatment felt they could discuss them with staff



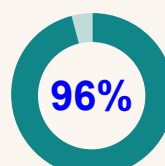
felt that staff explained things in a way they understood



felt that they were involved in decisions about dental care



felt staff did what they could to help manage pain



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.



Government of
South Australia

www.dental.sa.gov.au

Approved
by the SA Dental Consumer
Representative Group

