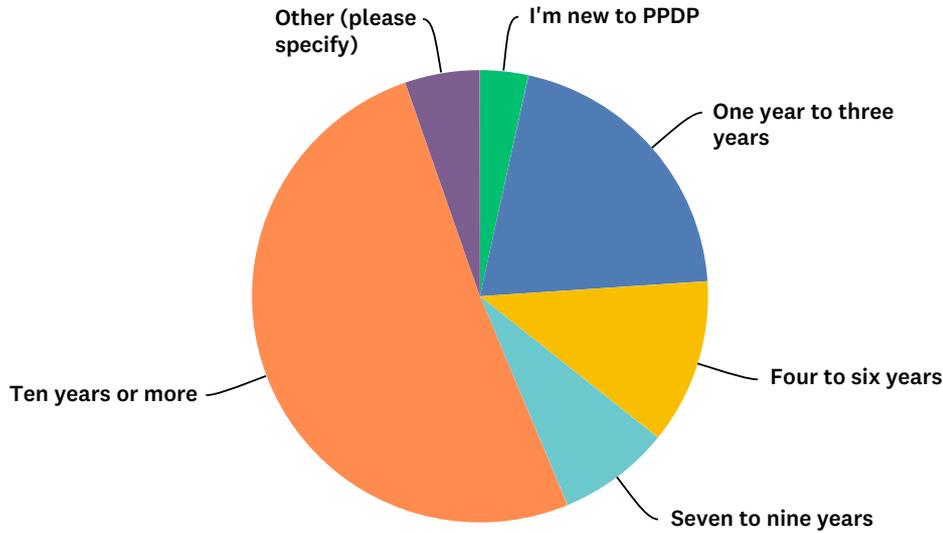


Q1 How long have you been a patient here at PPDP ?

Answered: 263 Skipped: 1

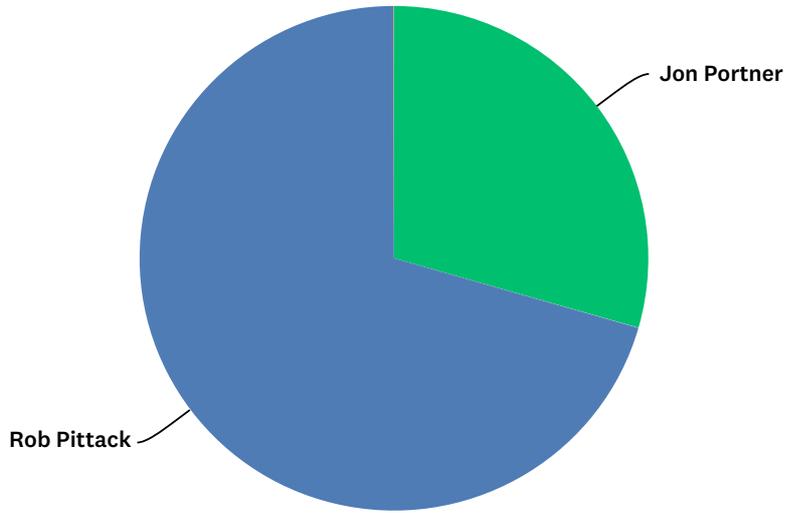


| ANSWER CHOICES | RESPONSES | |
|-------------------------|-----------|------------|
| I'm new to PPDP | 3.42% | 9 |
| One year to three years | 20.53% | 54 |
| Four to six years | 11.79% | 31 |
| Seven to nine years | 7.98% | 21 |
| Ten years or more | 50.95% | 134 |
| Other (please specify) | 5.32% | 14 |
| TOTAL | | 263 |

| # | OTHER (PLEASE SPECIFY) | DATE |
|----|---|--------------------|
| 1 | 29 years | 7/22/2018 6:05 PM |
| 2 | I was a lapsed patient who returned to you | 7/19/2018 2:15 PM |
| 3 | You have records, sadly I can't remember (age related issue!) | 7/19/2018 1:46 PM |
| 4 | Can't quite remember. | 7/18/2018 10:19 PM |
| 5 | 40 years? | 7/17/2018 10:48 PM |
| 6 | I was a patient and am back again | 7/17/2018 10:00 PM |
| 7 | I visit the hygienist only | 7/17/2018 9:48 PM |
| 8 | 29 yrs | 7/17/2018 9:11 PM |
| 9 | Not sure how long I have been with the practice | 7/17/2018 8:44 PM |
| 10 | Since 1982 | 7/17/2018 8:21 PM |
| 11 | I think! | 7/17/2018 7:07 PM |
| 12 | nearly 40 years | 7/17/2018 6:26 PM |
| 13 | Since 2000 | 7/17/2018 3:05 PM |
| 14 | Over 30 years | 7/17/2018 3:04 PM |

Q2 Who is your dentist

Answered: 258 Skipped: 6

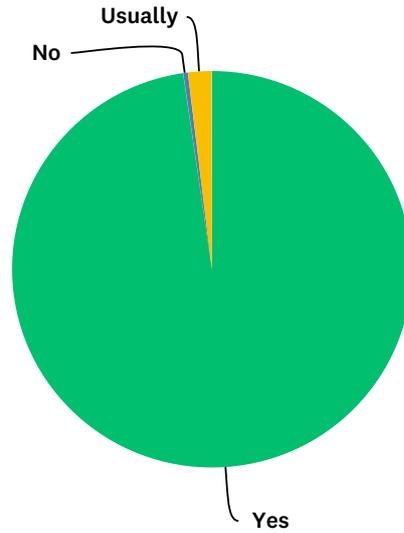


| ANSWER CHOICES | RESPONSES | |
|--------------------------|-----------|------------|
| Jon Portner | 29.46% | 76 |
| Rob Pittack | 70.54% | 182 |
| Truda Odor (Endodontist) | 0.00% | 0 |
| Other Please State Below | 0.00% | 0 |
| Name of Dentist | 0.00% | 0 |
| TOTAL | | 258 |

| # | NAME OF DENTIST | DATE |
|---|-------------------------|------|
| | There are no responses. | |

Q3 I feel that I have a good professional relationship with my dentist

Answered: 261 Skipped: 3



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|------------|
| Yes | 97.70% | 255 |
| No | 0.38% | 1 |
| Usually | 1.92% | 5 |
| TOTAL | | 261 |

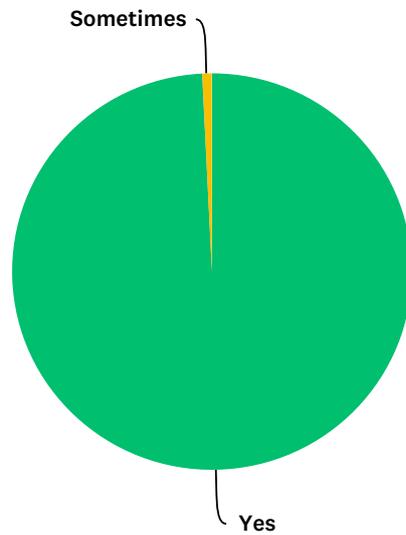
| # | PLEASE GIVE MORE DETAILS | DATE |
|----|--|--------------------|
| 1 | I brought my elderly mother to Dr Portner when her long standing dentist had to retire due to ill-health a couple of years ago, and we found him to be highly professional and an excellent engaging and caring individual, and so I subsequently joined the practice. | 7/26/2018 10:57 AM |
| 2 | I trust and appreciate his care and his skill. | 7/25/2018 12:19 PM |
| 3 | Rob is very thorough in his examinations and helpful in explaining what he finds and hence what, if any, further treatment is required | 7/24/2018 8:30 AM |
| 4 | He has been treating me since I was a small child, and therefore I have a longstanding good relationship with him. | 7/23/2018 7:49 PM |
| 5 | Efficient and takes pride in his work | 7/22/2018 6:05 PM |
| 6 | Rob tells me as it is. | 7/22/2018 9:45 AM |
| 7 | I trust him completely | 7/21/2018 12:26 AM |
| 8 | Rob is a very professional and experienced dentist. I feel at ease with any dental procedures and fully trust his work. | 7/20/2018 1:34 AM |
| 9 | Robert pittack | 7/19/2018 8:04 AM |
| 10 | He is approachable, pleasant to communicate with and very helpful if there is some problem. The whole experience is quite relaxing. | 7/18/2018 4:47 PM |
| 11 | I always feel welcome. Rob takes the time to chat about our lives. | 7/18/2018 4:32 PM |
| 12 | Rob speaks confidently and with experience,inspiring my trust in his advice regarding my dental treatment. | 7/18/2018 3:02 PM |
| 13 | Rob has the ability to put one at ease, no matter how difficult a situation is. | 7/18/2018 1:00 PM |
| 14 | Rob has the ability to put one at ease, no matter how difficult a situation is. | 7/18/2018 11:29 AM |
| 15 | Robert is an excellent dentist with very high standards | 7/18/2018 11:11 AM |

Portner Pittack Dental Practice Patient Survey 2018

| | | |
|----|--|--------------------|
| 16 | Rob is direct, clear and empathetic. His practice offers a very good service | 7/18/2018 10:54 AM |
| 17 | I am always relaxed and confident during consultations/treatments with Rob Pittack | 7/18/2018 10:52 AM |
| 18 | He is always kind, helpful and thorough. And gives great anaesthetic! | 7/18/2018 9:55 AM |
| 19 | Always very clear about treatment and with advice. | 7/18/2018 9:29 AM |
| 20 | Very caring & understanding. Has a good personal approach | 7/18/2018 9:20 AM |
| 21 | He is great; makes you feel at ease immediately. | 7/18/2018 8:33 AM |
| 22 | He is very competent and pleasant. He explains problems well and is very patient. | 7/18/2018 6:15 AM |
| 23 | I have a VERY GOOD relationship with my dentist | 7/17/2018 10:48 PM |
| 24 | Having a lot of psychological problems around my teeth I can rely on Rob's judgement and understanding of my issues | 7/17/2018 9:40 PM |
| 25 | Always so caring and professional. As are all the staff. | 7/17/2018 9:11 PM |
| 26 | Always a pleasure to see him | 7/17/2018 9:00 PM |
| 27 | I am made to feel at ease during my treatment and find Rob very comfortable to talk to. | 7/17/2018 8:52 PM |
| 28 | He explains what's required. I digest the info. Usually I concur. He is pleasant, thoughtful, gentle and thorough. | 7/17/2018 8:35 PM |
| 29 | I only see Meeta Nolan the dental hygienist who I have seen elsewhere for more than 10 years. | 7/17/2018 8:30 PM |
| 30 | I feel I can trust him | 7/17/2018 8:29 PM |
| 31 | Caring comfortable care from Rob Pittack | 7/17/2018 8:27 PM |
| 32 | I have complete faith and trust in Jon, his commitment to good/sensible dental health has always been second to none. His philosophy has always been prevention but should you need cure, his expertise and advice are invaluable. | 7/17/2018 8:21 PM |
| 33 | Always very friendly and helpful. | 7/17/2018 8:14 PM |
| 34 | Jon is always contactable and spends time discussing any issues which arise | 7/17/2018 8:01 PM |
| 35 | Rob is always informative, calm....and kind. | 7/17/2018 7:52 PM |
| 36 | Rob is a great dentist and explains procedures well. Very empathetic. | 7/17/2018 7:42 PM |
| 37 | All round nice guy | 7/17/2018 7:25 PM |
| 38 | I trust him. | 7/17/2018 7:22 PM |
| 39 | Rob is friendly, open, informative and helpful. That is the mark of a (very) good professional | 7/17/2018 7:15 PM |
| 40 | He takes care all the time and is solid and reliable in emergencies | 7/17/2018 6:26 PM |
| 41 | ALWAYS THOROUGH, PROFESSIONAL AND FRIENDLY | 7/17/2018 6:13 PM |
| 42 | Everytime I visit there seems to be a new nurse, and my dentist gets frustrated with the nurse and it's a bit awkward when he's critiquing them. I think he could be a little more friendly. | 7/17/2018 5:53 PM |
| 43 | I have a fairly serious problem which has not been dealt with. The only reason I chose this dentist because I needed to be referred to a consultant. | 7/17/2018 5:31 PM |
| 44 | Jonathan is brilliant! Fab person and so professional and knowledgeable and always puts you at ease I can't recommend him highly enough 😊 | 7/17/2018 5:11 PM |
| 45 | I have an excellent relationship with Dr Pittack and trust him fully with my dental care. | 7/17/2018 4:57 PM |
| 46 | Sometimes very dictatorial | 7/17/2018 4:41 PM |
| 47 | He is the best! | 7/17/2018 4:38 PM |
| 48 | He always discusses the state of my teeth and explains how we should proceed | 7/17/2018 4:07 PM |
| 49 | I trust him to give me the best advice and over the years his dental expertise means I have sported the healthiest mouth I have ever had in my life. | 7/17/2018 3:22 PM |
| 50 | Rob is a dedicated and brilliant implant specialist with strong interpersonal skills | 7/17/2018 3:18 PM |
| 51 | Jonathan Portner is my dentist and I am extremely happy with him (I hope he's happy with me too) | 7/17/2018 3:14 PM |
| 52 | Friendly, concerned, very professional. | 7/17/2018 2:09 PM |
| 53 | thoughtful and very caring professional | 7/17/2018 1:45 PM |

Q4 Do you understand what your dentist explains to you during your appointments ?

Answered: 261 Skipped: 3



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|------------|
| Yes | 99.23% | 259 |
| No | 0.00% | 0 |
| Sometimes | 0.77% | 2 |
| TOTAL | | 261 |

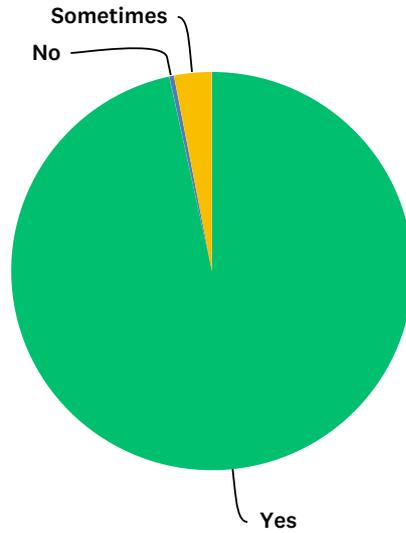
| # | PLEASE GIVE MORE DETAILS | DATE |
|----|--|--------------------|
| 1 | Dr Portner is very clear in his communication, and extremely reassuring at the same time, which definitely puts me at ease. I recently had an emergency appointment with Dr Pittack, and I found him to have the same excellent qualities! | 7/26/2018 10:57 AM |
| 2 | He always takes time to explain matters and to answer questions. | 7/25/2018 12:19 PM |
| 3 | Everything is clear and easy to understand. | 7/23/2018 7:49 PM |
| 4 | He is patient and explains everything very clearly . | 7/20/2018 1:34 AM |
| 5 | Everything is explained very clearly | 7/19/2018 11:31 AM |
| 6 | Yes, He always explains procedures before performing them. | 7/18/2018 10:19 PM |
| 7 | Very thorough. Always the right pitch. Prepared to discuss options with me. | 7/18/2018 6:50 PM |
| 8 | My dentist never minds explaining everything I ask him about, in as much detail as I seek. I am never made to feel embarrassed about asking. | 7/18/2018 4:47 PM |
| 9 | If at first I have not quite understood something Rob most patiently repeats the information I need to know ! | 7/18/2018 3:02 PM |
| 10 | I take my teeth very seriously, as I have a large amount of implants, I have learnt from the beginning To listen carefully to Rob, he always explains and describes the work he is about to do. | 7/18/2018 1:00 PM |
| 11 | I take my teeth very seriously, as I have a large amount of implants, I have learnt from the beginning To listen carefully to Rob, he always explains and describes the work he is about to do. | 7/18/2018 11:29 AM |
| 12 | Robert and Michelle are very explicit | 7/18/2018 11:11 AM |
| 13 | Always clear & precise | 7/18/2018 9:20 AM |
| 14 | He us clear and to the point. | 7/18/2018 6:15 AM |

Portner Pittack Dental Practice Patient Survey 2018

| | | |
|----|--|--------------------|
| 15 | Jon explains everything very clearly and always gives options to any treatment needed. | 7/18/2018 2:06 AM |
| 16 | When I first arrived at the practice I was terrified of dentists, now I have no fear. | 7/17/2018 10:48 PM |
| 17 | He's always ready to take the time to explain clearly and to answer my questions. | 7/17/2018 9:40 PM |
| 18 | He explains everything clearly. | 7/17/2018 9:11 PM |
| 19 | I find that Rob always explains my treatment in great detail making sure that I do understand everything about it. He is never hesitant to explain again if I was uncertain. | 7/17/2018 8:52 PM |
| 20 | Not applicable. | 7/17/2018 8:30 PM |
| 21 | He goes through everything clearly and concisely. | 7/17/2018 8:27 PM |
| 22 | He communicates well at all times. I trust him | 7/17/2018 8:14 PM |
| 23 | Jonathan talks me through x-rays and check-ups so that I know what is happening. | 7/17/2018 7:22 PM |
| 24 | As above | 7/17/2018 7:15 PM |
| 25 | Well, I'm not going to understand it all, am I! | 7/17/2018 6:26 PM |
| 26 | Very clear on what I need to do as necessary. | 7/17/2018 6:14 PM |
| 27 | Yes very clear and honest which I like | 7/17/2018 5:53 PM |
| 28 | I am given time to ask questions. | 7/17/2018 5:42 PM |
| 29 | I was given inadequate information by the consultant, but was told by my dentist that a full explanation would be given instead by the dentist. This never materialised. | 7/17/2018 5:31 PM |
| 30 | No problems | 7/17/2018 4:38 PM |
| 31 | He goes into enough detail so I understand my options and offers recommendations, leaving it to me to make the final decision., | 7/17/2018 3:22 PM |
| 32 | He explains everything in detail so no problems | 7/17/2018 3:14 PM |
| 33 | excellent detail provided | 7/17/2018 1:45 PM |

Q5 The nurses are always friendly and put me at ease

Answered: 264 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|------------|
| Yes | 96.59% | 255 |
| No | 0.38% | 1 |
| Sometimes | 3.03% | 8 |
| TOTAL | | 264 |

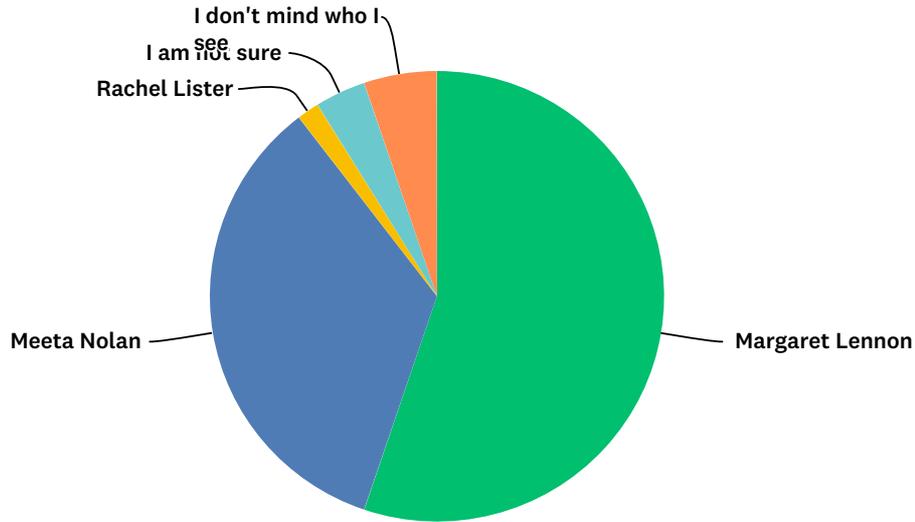
| # | PLEASE GIVE MORE DETAILS | DATE |
|----|--|--------------------|
| 1 | Absolutely - I think the practice has an excellent approach throughout. | 7/26/2018 10:57 AM |
| 2 | They are an integral part of a professional and friendly practice. | 7/25/2018 12:19 PM |
| 3 | Very friendly and welcoming staff in general. | 7/23/2018 7:49 PM |
| 4 | Depending on the nurse on the day | 7/22/2018 6:05 PM |
| 5 | Everyone is friendly | 7/19/2018 11:31 AM |
| 6 | Always professional, polite and helpful. Put you at ease. | 7/18/2018 6:50 PM |
| 7 | Nurses have always been pleasant, kind and have a friendly manner, which is very important. | 7/18/2018 4:47 PM |
| 8 | Calm, smiling and efficient. | 7/18/2018 3:02 PM |
| 9 | All the nurses are terrific and very professional | 7/18/2018 1:00 PM |
| 10 | All the nurses are terrific and very professional | 7/18/2018 11:29 AM |
| 11 | Rob is very lucky to have her and vice vera | 7/18/2018 11:11 AM |
| 12 | They are excellent | 7/18/2018 9:55 AM |
| 13 | Always a smile | 7/18/2018 9:20 AM |
| 14 | They are polite and helpful | 7/18/2018 6:15 AM |
| 15 | I am always introduced to the nurse and she is always friendly and kind. | 7/17/2018 10:48 PM |
| 16 | Once again smiling and being good natured and understanding to support me when needed. A good nurse is an essential to put me at ease. | 7/17/2018 9:40 PM |
| 17 | Always professional and careing. | 7/17/2018 9:11 PM |
| 18 | They keep me relaxed and make me comfortable. | 7/17/2018 8:35 PM |
| 19 | Exceptionally good team | 7/17/2018 8:27 PM |

Portner Pittack Dental Practice Patient Survey 2018

| | | |
|----|--|-------------------|
| 20 | Yes although they always seem to be on their first day! | 7/17/2018 5:53 PM |
| 21 | I feel like I'm receiving top-class treatment from a friendly professional team. Michelle, the nurse I usually see, has always been particularly kind and understanding. | 7/17/2018 4:57 PM |
| 22 | They have never said very much before or during appointments. They didn't do very much to put my three year old daughter at ease either. | 7/17/2018 4:41 PM |
| 23 | Always a different nurse | 7/17/2018 4:41 PM |
| 24 | Always friendly, helpful and forthoughtful | 7/17/2018 4:38 PM |
| 25 | When I had an extraction the nurse was so kind | 7/17/2018 3:14 PM |

Q6 Who is your hygienist ?

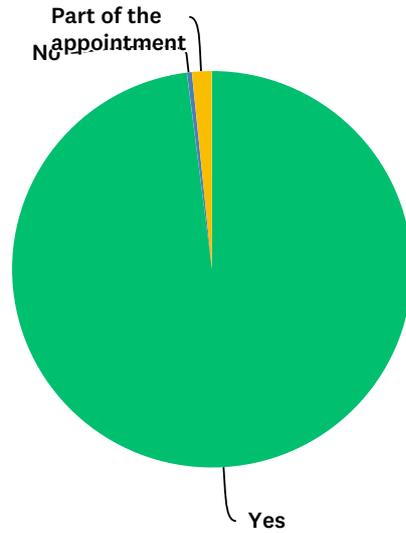
Answered: 250 Skipped: 14



| ANSWER CHOICES | RESPONSES | |
|------------------------|-----------|------------|
| Margaret Lennon | 55.20% | 138 |
| Meeta Nolan | 34.40% | 86 |
| Rachel Lister | 1.60% | 4 |
| I am not sure | 3.60% | 9 |
| I don't mind who I see | 5.20% | 13 |
| TOTAL | | 250 |

Q7 Were you comfortable during your last hygiene appointment ?

Answered: 251 Skipped: 13



| ANSWER CHOICES | RESPONSES | |
|-------------------------|-----------|------------|
| Yes | 98.01% | 246 |
| No | 0.40% | 1 |
| Part of the appointment | 1.59% | 4 |
| TOTAL | | 251 |

| # | PLEASE GIVE MORE DETAILS | DATE |
|----|--|--------------------|
| 1 | I live in Uruguay so question is otiose | 8/1/2018 6:28 AM |
| 2 | Ms Nolan definitely makes me feel comfortable, and she is also a good communicator, and is very clear in putting across "good dental health" points. | 7/26/2018 10:57 AM |
| 3 | Margaret is the very best! Always a pleasure to meet both for her skill, care and attention to detail. | 7/25/2018 12:19 PM |
| 4 | Was socially familiar | 7/24/2018 12:19 PM |
| 5 | I find Margaret very professional, very sensible and encouraging. I like going to see her. | 7/24/2018 9:49 AM |
| 6 | Margaret is extremely professional and carefully explains both what she is doing and why. | 7/24/2018 8:30 AM |
| 7 | Excellent treatment and very friendly. Same for Margaret who sometimes does my hygienist sessions. | 7/23/2018 6:16 PM |
| 8 | As good as the previous appointment | 7/22/2018 6:05 PM |
| 9 | I don't use an hygienist there | 7/21/2018 12:26 AM |
| 10 | The appointments are ok but I was stuck with having 45mins slot which were becoming pricy for me. When I called and asked for a half hour appointment, the receptionist said Margaret had prescrib ed a 45min for me and therefore she can't give me a 30min one without speaking to her. I asked her to let me know when she had done that. She never came back to me. After all, I cannot be obliged to have an appointment I cannot afford. | 7/20/2018 6:30 PM |
| 11 | Margaret is very experienced and very caring and professional. She is extremely gentle during the procedure. | 7/20/2018 1:34 AM |
| 12 | N/A | 7/19/2018 2:51 PM |
| 13 | She is fantastic! | 7/19/2018 1:46 PM |
| 14 | Totally comfortable. Please note that I have seen both Meeta and Margaret on previous occasions. Q6 only allows one response. | 7/19/2018 11:44 AM |

Portner Pittack Dental Practice Patient Survey 2018

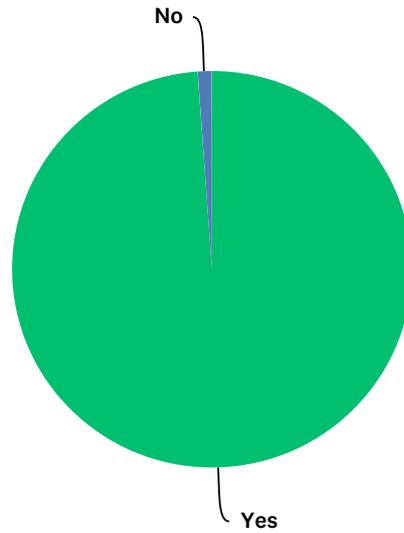
| | | |
|----|--|--------------------|
| 15 | She | 7/19/2018 11:31 AM |
| 16 | Margaret is perfect! | 7/19/2018 11:01 AM |
| 17 | Margret | 7/19/2018 8:04 AM |
| 18 | I haven't attended a hygeinist appointment at the practice. | 7/18/2018 11:01 PM |
| 19 | Margaret is excellent. Knows her stuff. Very professional and thorough. Keeps me motivated to maintain a good dental hygiene routine | 7/18/2018 6:50 PM |
| 20 | However, with my dentist's approval I suspended hygienist appointments since losing virtually all my teeth and relying on dentures. My dentist himself checks those and mouth hygiene more than adequately. | 7/18/2018 4:47 PM |
| 21 | I love Margaret. She's very warm, professional and puts me at ease. | 7/18/2018 4:32 PM |
| 22 | Not had any Hygeine treatment yet. | 7/18/2018 3:02 PM |
| 23 | She is the best, the most experienced and thorough hygienist, has most definitely saved my mouth From Destruction | 7/18/2018 1:00 PM |
| 24 | metal probe unintentionally touched a sensitive bit of tooth - which, strangely, isn't always sensitive! | 7/18/2018 12:42 PM |
| 25 | She is the best, the most experienced and thorough hygienist, has most definitely saved my mouth From Destruction | 7/18/2018 11:29 AM |
| 26 | Wanted me to see her more regularly than I wanted | 7/18/2018 10:57 AM |
| 27 | Margaret is efficient, approachable and very pleasant | 7/18/2018 10:54 AM |
| 28 | Careful, considerate, friendly | 7/18/2018 9:55 AM |
| 29 | I also have Margaret as my hygienist | 7/18/2018 9:42 AM |
| 30 | Margaret is very supportive and encouraging. | 7/18/2018 9:42 AM |
| 31 | Very easy to get on with. Puts me at ease, very professional | 7/18/2018 9:20 AM |
| 32 | She gives valuable advice and makes sure you are at ease | 7/18/2018 6:15 AM |
| 33 | Absolutely excellent | 7/18/2018 5:08 AM |
| 34 | As with my dentist I am always at ease with my Hygenist. | 7/17/2018 10:48 PM |
| 35 | Do not use your hygenist | 7/17/2018 10:00 PM |
| 36 | Margaret is careful and explains what she is doing. Very professional and always very pleasant | 7/17/2018 9:40 PM |
| 37 | Meeta is fantastic | 7/17/2018 9:24 PM |
| 38 | Always comfortable with Margret. I see Margaret every 3 months and have done since she started, always professional, kind and careing. | 7/17/2018 9:11 PM |
| 39 | A charming, friendly lady, whom I can trust | 7/17/2018 9:00 PM |
| 40 | LOVE MARGRET she's such a lovely individual Always makes me feel at ease | 7/17/2018 8:56 PM |
| 41 | I haven't had a hygienist appointmen yet. Too much restorative work to be done first. A pleasure to come, no doubt! | 7/17/2018 8:35 PM |
| 42 | Always! | 7/17/2018 8:30 PM |
| 43 | Good care and thorough treatment | 7/17/2018 8:27 PM |
| 44 | I trust Margaret as much as I trust Jon. They are the team that keep my teeth and mouth in excellent condition. | 7/17/2018 8:21 PM |
| 45 | Margaret is the best hygienist ever! | 7/17/2018 8:18 PM |
| 46 | She always checks to see I am not in too much discomfort while working on me | 7/17/2018 8:14 PM |
| 47 | Margaret is always friendly, helpful and is most professional | 7/17/2018 8:01 PM |
| 48 | Margaret encourages and informs in equal measures. She has had a huge impact on improving my dental hygiene. | 7/17/2018 7:52 PM |
| 49 | Margaret is the primary reason I travel from North Norfolk to north London! I have tried other hygienists closer to home, but they are rough and I come out feeling traumatised, with tender mouth and gums. Margaret does her job thoroughly but most importantly for me, gently. | 7/17/2018 7:22 PM |
| 50 | Meeta is lovely,friendly and always puts you at your ease | 7/17/2018 7:15 PM |

Portner Pittack Dental Practice Patient Survey 2018

| | | |
|----|--|-------------------|
| 51 | I have had Margaret for several years but Rachel treated me this time. Both excellent. | 7/17/2018 7:07 PM |
| 52 | As always - sometimes see Meeta instead | 7/17/2018 6:26 PM |
| 53 | I love Meehta she is so friendly | 7/17/2018 6:19 PM |
| 54 | Always feel very at ease with Margaret. | 7/17/2018 6:14 PM |
| 55 | Margaret is excellent in every respect. | 7/17/2018 6:01 PM |
| 56 | Yes put me at ease | 7/17/2018 5:53 PM |
| 57 | Meeta is very friendly and puts me at ease. | 7/17/2018 5:42 PM |
| 58 | Didnt think necessary | 7/17/2018 5:37 PM |
| 59 | Ms Nolan is very professional at her job and explain as she goes along what she will do next. | 7/17/2018 5:21 PM |
| 60 | My Hygenist is at another practice | 7/17/2018 5:11 PM |
| 61 | Margaret is also an amazing hygienist. Makes sure I experience the minimum of discomfort and always come away super pleased with her work | 7/17/2018 5:11 PM |
| 62 | She has such a gentle touch, endless good advice and a very kind manner. | 7/17/2018 4:57 PM |
| 63 | Margaret listens and is always helpful and forward thinking | 7/17/2018 4:38 PM |
| 64 | I saw a different hygienist last time. I do not much like the ultrasound cleaner. | 7/17/2018 4:37 PM |
| 65 | Margaret is professional, efficient, competent and friendly. I have complete confidence in her | 7/17/2018 4:07 PM |
| 66 | What's not to like? Margaret is friendly, professional and easy to get along with, putting me at my ease as she works away at keeping my mouth in tip top condition. I always enjoy our chats. | 7/17/2018 3:22 PM |
| 67 | As comfortable as one can be with Hygienist working on you | 7/17/2018 3:14 PM |

Q8 The reception staff are helpful and try to accommodate my wishes

Answered: 264 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|------------|
| Yes | 98.86% | 261 |
| No | 1.14% | 3 |
| TOTAL | | 264 |

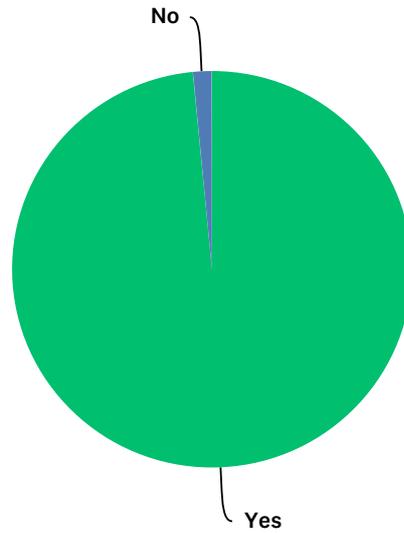
| # | PLEASE GIVE MORE DETAILS | DATE |
|----|---|--------------------|
| 1 | Superb especially like the offer of tea and coffee | 8/1/2018 6:28 AM |
| 2 | The Practice Manager and the reception staff are excellent, and they are extremely helpful and approachable. | 7/26/2018 10:57 AM |
| 3 | They reflect the excellent service and friendliness overall. | 7/25/2018 12:19 PM |
| 4 | I am very impressed by all the support staff who are very friendly and calm and seem to me to have received excellent training on how to create a friendly and supportive atmosphere. | 7/24/2018 9:49 AM |
| 5 | Very attractive | 7/22/2018 6:05 PM |
| 6 | Usually yes, but see above for description of my last contact. I do not know which receptionist I was talking to. | 7/20/2018 6:30 PM |
| 7 | They are always helpful and very professional and polite over the phone or face to face. | 7/20/2018 1:34 AM |
| 8 | Exceptionally rude, dismissive and unhelpful. | 7/19/2018 2:51 PM |
| 9 | Absolutely - lovely team. | 7/19/2018 1:46 PM |
| 10 | An asset to the practice as they are the first people you meet. Always professional as well as friendly and polite - plus they know who you are! They set the right tone for the visit. | 7/18/2018 6:50 PM |
| 11 | What details? They are pleasant, obliging, helpful; just as a receptionist should be. They are among the best I've known. | 7/18/2018 4:47 PM |
| 12 | Most obliging in changing appointment times where necessary. | 7/18/2018 3:02 PM |
| 13 | Amazing, well trained, very professional. Always so obliging. | 7/18/2018 1:00 PM |
| 14 | Amazing, well trained, very professional. Always so obliging. | 7/18/2018 11:29 AM |
| 15 | Very friendly and efficient desk | 7/18/2018 11:11 AM |
| 16 | All interaction with the reception staff is excellent | 7/18/2018 10:54 AM |
| 17 | welcome with a smile and offer my wife a cup of coffee. | 7/18/2018 10:52 AM |
| 18 | Kind and considerate | 7/18/2018 9:55 AM |

Portner Pittack Dental Practice Patient Survey 2018

| | | |
|----|---|--------------------|
| 19 | Very pleasant, know what their doing | 7/18/2018 9:20 AM |
| 20 | Approachable and pleasant, which helps to relax | 7/18/2018 6:15 AM |
| 21 | Excellent | 7/18/2018 5:08 AM |
| 22 | Yes the Reception staff are always welcoming and offer me a drink. | 7/17/2018 10:48 PM |
| 23 | Extremely helpful | 7/17/2018 10:00 PM |
| 24 | My only wish is that "accommodate" could have its missing letter m restored to it in the question above. | 7/17/2018 9:37 PM |
| 25 | I feel like sometimes the receptionist could be more friendly. When I've come out of the hygienist to book my next appointment but she doesn't look me in the eye or smile, seems slightly condescending when asking me when I'm free, officious maybe. I've been coming to this practise for years and have never felt like this until the last time within the last 3 months. It's a shame because the receptionist is the 'face' of the company. | 7/17/2018 9:18 PM |
| 26 | The reception staff are always so helpful. Fantastic team. | 7/17/2018 9:11 PM |
| 27 | Always very helpful | 7/17/2018 8:56 PM |
| 28 | Receptionist are very warm and friendly. Always greet you with a smile. | 7/17/2018 8:52 PM |
| 29 | Charming, warm and welcoming. Friendly and very accommodating. | 7/17/2018 8:35 PM |
| 30 | I had an experience, where receptionist was a bit tense when I have asked for insurance form to be filled out. I was told that it is done for all procedures at once if you have something else scheduled. However, sometimes you need your insurance money to be able to do the next step in your treatment. Since that I had a positive experience. | 7/17/2018 8:29 PM |
| 31 | Polite and accomodating | 7/17/2018 8:27 PM |
| 32 | The atmosphere throughout the practice is professional and patients are always made to feel at ease | 7/17/2018 7:52 PM |
| 33 | Sam is lovely and helpful | 7/17/2018 7:42 PM |
| 34 | Reception are again helpful, polite and always accommodating | 7/17/2018 7:15 PM |
| 35 | And knowledgeable | 7/17/2018 6:26 PM |
| 36 | Excellent service when booking complicated family appointments | 7/17/2018 6:19 PM |
| 37 | Really helpful | 7/17/2018 5:53 PM |
| 38 | The reception staff take time to help me make a suitable appointment. | 7/17/2018 5:42 PM |
| 39 | Very professional. | 7/17/2018 5:21 PM |
| 40 | Always warm, friendly, helpful and professional. | 7/17/2018 4:57 PM |
| 41 | A delightful group of young people, ever helpful and understanding | 7/17/2018 4:38 PM |
| 42 | Never any problem rearranging appointments when necessary | 7/17/2018 4:07 PM |
| 43 | They go out their way to help and beyond the call of duty | 7/17/2018 3:18 PM |
| 44 | Always pleasant and helpful | 7/17/2018 3:14 PM |
| 45 | Room for improvement | 7/17/2018 2:05 PM |
| 46 | always a nice greeting and v friendly | 7/17/2018 1:45 PM |

Q9 Would you recommend Portner Pittack to your friends and family ?

Answered: 264 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|------------|
| Yes | 98.48% | 260 |
| No | 1.52% | 4 |
| TOTAL | | 264 |

| # | PLEASE GIVE MORE DETAILS | DATE |
|----|--|--------------------|
| 1 | DEFINITELY! | 7/26/2018 10:57 AM |
| 2 | I think prices are very high but they give a good service for that, and it is helpful that they employ a large team at the practice so you don't have to go to hospital outpatients for extractions etc. | 7/24/2018 9:49 AM |
| 3 | I have done so previously. | 7/23/2018 7:49 PM |
| 4 | Well run dental practice | 7/22/2018 6:05 PM |
| 5 | Not sure right now. | 7/20/2018 6:30 PM |
| 6 | The standard of his work is very good and the environment is very clean and I fully recommend him. | 7/20/2018 1:34 AM |
| 7 | I was treated excessively rudely and poorly by reception staff both in person and on the phone. | 7/19/2018 2:51 PM |
| 8 | 100% | 7/19/2018 2:15 PM |
| 9 | I do already, whenever I can. | 7/19/2018 1:46 PM |
| 10 | I always do. | 7/19/2018 11:44 AM |
| 11 | I have already | 7/19/2018 11:31 AM |
| 12 | Absolutely! For all the reasons above. | 7/18/2018 6:50 PM |
| 13 | See all the above. What more "details" do you want? | 7/18/2018 4:47 PM |
| 14 | Without any hesitation at all. The whole experience is excellent. I travel from the New Forest as I could not contemplate going anywhere else | 7/18/2018 1:21 PM |
| 15 | Have done this | 7/18/2018 1:00 PM |
| 16 | Have done this | 7/18/2018 11:29 AM |
| 17 | Of course i would and have done so many times over the tears | 7/18/2018 11:11 AM |
| 18 | A very happy customer! | 7/18/2018 11:03 AM |

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| 19 | And I do | 7/18/2018 9:55 AM |
| 20 | My son also attends the practice | 7/18/2018 9:42 AM |
| 21 | I have recommended portner Pittack to others in the past. | 7/18/2018 9:42 AM |
| 22 | Would be a pleasure | 7/18/2018 9:20 AM |
| 23 | My husband and I have recommended him to many of our friends and former patients if my husband, a dentist himself. | 7/18/2018 6:15 AM |
| 24 | Whilst the practice is vey professional it's not always affordable | 7/18/2018 5:40 AM |
| 25 | I have recommended them | 7/18/2018 5:08 AM |
| 26 | I always do. | 7/17/2018 10:48 PM |
| 27 | I have | 7/17/2018 10:31 PM |
| 28 | Having been to other dentists I can honestly say that rob is the best | 7/17/2018 9:40 PM |
| 29 | I have recommended to family and friends who have become patients there and are very pleased I introduced them. | 7/17/2018 9:11 PM |
| 30 | I find | 7/17/2018 8:52 PM |
| 31 | Had to evaluate dental work. I have gone to the same NHS dentist for 34 years but for excellent hygenist appts I have followed Meeta Nolan. | 7/17/2018 8:30 PM |
| 32 | If the can afford it - defienetly yes! | 7/17/2018 8:29 PM |
| 33 | Have already got my sons to see him | 7/17/2018 8:27 PM |
| 34 | Portner Pittack are my family dentist, I could not recommend them enough. | 7/17/2018 8:21 PM |
| 35 | I have recommended | 7/17/2018 8:14 PM |
| 36 | Yes and frequently do. | 7/17/2018 7:52 PM |
| 37 | I do and have done many times. Many extended family now attend the practice. | 7/17/2018 7:47 PM |
| 38 | Absolutely | 7/17/2018 7:42 PM |
| 39 | As above | 7/17/2018 7:15 PM |
| 40 | Portner Pittack is an excellent practice with fantastic treatment and very helpful staff. | 7/17/2018 7:12 PM |
| 41 | Haven't done so since we left London in 1995, as it's a long way, but all our friends know we think it essential to stay with them | 7/17/2018 6:26 PM |
| 42 | HAVE DONE SO REPEATEDLY OVER THE MANY YEARS THAT I AND MY FAMILY HAVE BEEN COMING. JONATHAN LOOKED AFTER MY FATHER TOO AND WE WERE ALWAYS VERY IMPRESSED WITH THE CARE AND ATTENTION HE RECEIVED AS WELL | 7/17/2018 6:13 PM |
| 43 | Already have | 7/17/2018 5:53 PM |
| 44 | I would recommend the hygienist however. | 7/17/2018 5:31 PM |
| 45 | Yes - I would because the service and treatment is very very good. However, i would have to make people aware that it is very expensive also. I have considered moving to a different dentist to reduce the costs. | 7/17/2018 5:18 PM |
| 46 |and I have! | 7/17/2018 5:07 PM |
| 47 | In 80 years of dental visits, I have never felt so at ease knowing that I am in the safest of hands | 7/17/2018 4:38 PM |
| 48 | But I do mention that the practice charges are on the high side. However, I have confidence in the practice and wouldn't go anywhere else. | 7/17/2018 4:07 PM |
| 49 | Have done so on several ocassions | 7/17/2018 3:43 PM |
| 50 | I always tell people which dentist I go to, and I am confident that they will experience excellent service. | 7/17/2018 3:22 PM |
| 51 | I consider this one of the best practices in the uk | 7/17/2018 3:18 PM |
| 52 | Have done so already | 7/17/2018 3:14 PM |
| 53 | Too expensive for them generally. | 7/17/2018 2:56 PM |
| 54 | I have done | 7/17/2018 2:46 PM |

Q10 Any further comments (These will not be responded to as the Survey is anonymous)

Answered: 77 Skipped: 187

| # | RESPONSES | DATE |
|----|---|--------------------|
| 1 | PP is an exceptionally good practice. Filled with enthusiastic and professional staff. They look after my whole family's dental needs and we are very pleased with them. The practice is performing extremely well. | 8/7/2018 2:14 PM |
| 2 | 10/10 in all departments everyone tries very hard | 8/6/2018 12:49 PM |
| 3 | I'm 26 now and Rob and Margaret are my only memories of going to the dentist. (They are very good memories) | 8/2/2018 9:13 AM |
| 4 | However far away I move, I NEVER want to change my dentist!! | 7/29/2018 3:29 PM |
| 5 | I wish to thank the Practice for all its support, and wish them all the best for the future! | 7/26/2018 10:57 AM |
| 6 | I have been very pleased and very impressed by the service given me by Rob Pittack and his colleagues. My only slight disappointment is that I would have appreciated a phone call the day after a tooth extraction to check that I was OK especially as I know that other patients have received such a follow up call when they have had a tooth out. | 7/24/2018 9:49 AM |
| 7 | Excellent and friendly practice, would recommend highly to anyone seeking private dental care. | 7/23/2018 7:49 PM |
| 8 | A bit expensive | 7/21/2018 9:31 AM |
| 9 | I don't understand the reason why implants in the UK are so expensive. I can see that more and more people are going abroad for their dental implant. I myself will be going to Croatia to have 2 dental implants carried out there. I rather to do it here in your dental practices, but it is simply too costly with no reason for its overprice as it is no longer a luxury anymore. | 7/20/2018 8:03 PM |
| 10 | While the service and care are very good I feel the recommended scheduling of appointments seems excessive and a little financially prohibitive | 7/20/2018 12:15 AM |
| 11 | I have been a customer for over 20 years. Though I live over 1500 Km away I always make the effort to come back for my treatment. It's the best dental practice I have ever visited. | 7/19/2018 11:44 AM |
| 12 | your price for hygienist appointments is rather "Harley street" level and a little disconcerting | 7/19/2018 8:51 AM |
| 13 | I think porter Pittack are a fantastic dentist I have recommended them to meny friends and family 5 star treatment | 7/19/2018 8:04 AM |
| 14 | I have been a patient for over 30 years now. Rob has always only offered a treatment that is necessary so I trust him completely. | 7/18/2018 10:28 PM |
| 15 | As an extremely nervous patient I find all the staff here very understanding and caring. They do their best to make you feel at ease and comfortable. | 7/18/2018 10:19 PM |
| 16 | I have always been very impressed with the service from the practice. | 7/18/2018 8:06 PM |
| 17 | I like the fact that this practice is always improving, provides useful information for patients to read and reflect on - I recently reading the info on manual vs electric toothbrushes. Finally as no one ever says it enough - thank you for the excellent service, I appreciate it! | 7/18/2018 6:50 PM |
| 18 | excellent treatment, excellent service, thank you | 7/18/2018 6:22 PM |
| 19 | I've attended this clinic for about three decades, have always been well looked after, and visits are relaxing and even enjoyable. | 7/18/2018 4:47 PM |
| 20 | I trust Rob to do a first class job on keeping my teeth in good order. | 7/18/2018 4:32 PM |
| 21 | I am very satisfied to have chosen to join the Portner Pittack Practice. | 7/18/2018 3:02 PM |
| 22 | None cannot add to anything. | 7/18/2018 1:00 PM |
| 23 | Overall, excellent. | 7/18/2018 12:42 PM |
| 24 | None cannot add to anything. | 7/18/2018 11:29 AM |
| 25 | The charges are high compared to other dentists in the area | 7/18/2018 11:23 AM |
| 26 | Very happy to continue to use the PPDP | 7/18/2018 10:54 AM |

Portner Pittack Dental Practice Patient Survey 2018

| | | |
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| 27 | Parking is sometimes a problem. | 7/18/2018 10:52 AM |
| 28 | Easy to book appointment. Always friendly staff. | 7/18/2018 10:43 AM |
| 29 | An efficient and professional clinic full of friendly helpful staff. The best dental practice I have ever been to. | 7/18/2018 10:06 AM |
| 30 | The culture and practice is first-class overall | 7/18/2018 9:55 AM |
| 31 | Always very helpful with appointments, professional manner from all members of staff.They take the pain out of dentistry! | 7/18/2018 9:29 AM |
| 32 | A little on the expensive side | 7/18/2018 9:20 AM |
| 33 | Highest quality care and dental work I have ever known. Expensive, so you need insurance, but well worth it. | 7/18/2018 8:53 AM |
| 34 | Jon is the best dentist in the world | 7/18/2018 8:50 AM |
| 35 | Very good in all areas | 7/18/2018 7:44 AM |
| 36 | Only concern is the cost which seems high comparatively with where my wife goes | 7/18/2018 6:58 AM |
| 37 | This is an ideal dental practice as it offers expertise in a very likeable atmosphere. Rob also has a wide choice of DVDs with my favourite Attenborough programs. No wonder we find the whole experience enjoyable apart from the moment we have to pay. 😊 | 7/18/2018 6:15 AM |
| 38 | It's very expensive | 7/17/2018 11:48 PM |
| 39 | Expensive | 7/17/2018 10:25 PM |
| 40 | Don't put your prices up please. Give some sort of loyalty back to long term clients . | 7/17/2018 10:14 PM |
| 41 | I have been attending the practice since 1989 and they are excellent! | 7/17/2018 9:29 PM |
| 42 | Don't change apart from where you have to with times and legislation. Thank you all very much. | 7/17/2018 9:11 PM |
| 43 | So glad I'm a patient at this practice | 7/17/2018 9:00 PM |
| 44 | Although it is a great dental practice. I find the treatment prices to be quite expensive. | 7/17/2018 8:52 PM |
| 45 | Whilst I'm very happy with the service received, I am aware that at other dentists the service is significantly cheaper. This is no doubt partly related to NHS subsidies, however the cost variance goes beyond this. I am currently considering whether it's worth continuing with Portner Pittack | 7/17/2018 8:31 PM |
| 46 | Excellent service each time. I recently had a problem with a tooth and Rob was away but Jon saw me as an emergency, nothing seems to be too much trouble. Both Rob and Jon care about my teeth. | 7/17/2018 8:23 PM |
| 47 | the service is always friendly, responsive and professional - they always go the extra mile. I would be very happy to recommend the practice to others (and happy to be quoted on this:) | 7/17/2018 8:15 PM |
| 48 | A very professional and friendly practice | 7/17/2018 8:14 PM |
| 49 | I have been a patient at the practice for many years and I have never been disappointed with the service and advise that I have been given - I would not rush to go anywhere else - I have also recommended several people who are equally satisfied with all aspects of the service they offer | 7/17/2018 8:01 PM |
| 50 | Michelle is also really helpful and friendly. Wonderful staff all round. | 7/17/2018 7:42 PM |
| 51 | Everyone is very friendly and knowledgeable | 7/17/2018 7:39 PM |
| 52 | I am a big fan of the surgery. Nice people and excellent dental care. | 7/17/2018 7:25 PM |
| 53 | Fab surgery, dentists and all the staff. | 7/17/2018 7:07 PM |
| 54 | I'm very happy with the service at Portner Pittack. It is professional and friendly and am always made to feel very welcome. | 7/17/2018 6:54 PM |
| 55 | Since I became a patient of John Portner I feel I have had tremendous care. I have received a lot of treatment and I know that all of it was very necessary. Specialists have been called in and I feel I have had the best of treatment. | 7/17/2018 6:52 PM |
| 56 | No, thanks. | 7/17/2018 6:26 PM |
| 57 | Always a good service and friendly branch. Private is private and don't know how they compare with other dentists but you get used to a practice and have been happy with it for possibly 20 years | 7/17/2018 6:15 PM |
| 58 | Very little to say as no issues from my side, thanks! | 7/17/2018 6:14 PM |

Portner Pittack Dental Practice Patient Survey 2018

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| 59 | Excellent service. Not cheap | 7/17/2018 6:14 PM |
| 60 | A HIGH QUALITY SERVICE (WHICH IS REFLECTED WITH JUSTIFICATION IN THEIR CHARGES) BUT WE HAVE ALSO WITNESSED THEIR DISCREET HELP AT CONSIDERABLY REDUCED RATES TO THOSE WHO HAVE LIMITED MEANS. | 7/17/2018 6:13 PM |
| 61 | Having multiple sclerosis everything takes a little longer, ie getting into the dentist and hygienist's chair. They are always accommodating and sympathetic | 7/17/2018 5:50 PM |
| 62 | I thought my last treatment was too expensive £90 for 10 minutes | 7/17/2018 5:37 PM |
| 63 | Portner Pittack is the best dental practice I have ever experienced | 7/17/2018 5:11 PM |
| 64 | If only the service was free! But I am very pleased with everything the practice has done for me and my teeth! | 7/17/2018 5:07 PM |
| 65 | You have a wonderful team. Thanks for all the wonderful care me and my family have always had. | 7/17/2018 4:57 PM |
| 66 | It's an excellent practice. However I do feel elitist going there, and I just wish this level of professionalism & care were available to all on the NHS. | 7/17/2018 4:45 PM |
| 67 | I am always impressed by the professionalism and friendliness of the whole operation. Could not be better. | 7/17/2018 3:23 PM |
| 68 | Nothing to grumble about even though I hate dentists (sorry I know most of us do)... Very pleasant staff and nice atmosphere | 7/17/2018 3:20 PM |
| 69 | Excellent service. Recommend PP all the time | 7/17/2018 3:19 PM |
| 70 | My wife and I are moving to Spain and would prefer to return to Rob and Margaret for regular appointments rather than use another practice. | 7/17/2018 2:46 PM |
| 71 | It's becoming a bit too pricey | 7/17/2018 2:29 PM |
| 72 | I was an extremely anxious patient with a great deal of work required I was obsessed with my teeth and it was ruling my life I know that rob and Margaret have changed that and while not my favourite thing to do I am able to manage my anxiety | 7/17/2018 2:23 PM |
| 73 | Gorgeous friendly receptionist makes you feel welcome - so does everyone else . Incl orthodontist | 7/17/2018 2:15 PM |
| 74 | Excellent and all round professional practice. | 7/17/2018 2:13 PM |
| 75 | This is quite an expensive practice. I am willing to pay because I think the expertise and service are excellent, but I probably come more seldom as a result of the premium price, and I am a little more reluctant to recommend to others if I am unsure that they would be willing to pay top dollar. From my point of view it is worth it; cannot always be certain if others would agree. | 7/17/2018 2:09 PM |
| 76 | first class | 7/17/2018 1:45 PM |
| 77 | Friendly professional team | 7/17/2018 12:31 PM |