

Assessing patient satisfaction within hospital orthodontic departments in the northwest of England, UK

Mohammed Shaath

Liverpool University Dental Hospital, Liverpool, United Kingdom



Abstract

Objective: To assess the current levels of patient satisfaction in orthodontic hospital in the Mersey region and North Wales, identifying any relevant trends. To find new data measured by the survey and use them to form new guidelines for national patient satisfaction levels.

Design: Prospective, multi-centred. **Setting:** 11 Hospital Orthodontic Departments within Merseyside & North Wales.

Materials and Methods: The validated BOS questionnaire was distributed to 11 orthodontic departments. 50 questionnaires were completed anonymously by the patients from each department and analyzed using descriptive statistics.

Results: Exceeded the BOS baseline standards in all criteria. New data was collected which was collected from the survey but was never used by the BOS as standards. These audits provided valuable information but builds on the previous original audit and make it more inclusive.

Conclusion: The audit met the gold standards. **Recommendations:** 1) Remind patients of their oral hygiene & dietary obligations every visit. 2) Waiting room information on retainers. Implement the new data as baseline for future audits.

Biography:

Mohammed completed his Bachelors of Dental Surgery from the University of Manchester University, 2014 and became a Member of the Faculty of Dental Surgery at the Royal College of Physicians and Surgeons, Glasgow in 2017. He has completed a PostGraduate Certificate in Facilitating healthcare learning from the University of Central Lancashire and currently working in general practice providing Intravenous Sedation. He has published pieces in the British Dental Journals and British Orthodontic Societies Clinical Effectiveness Bulletin, reputable peer reviewed journals in the United Kingdom.

Speaker Publications:

1. "The dental foundation interview guide: with situational judgement tests".
2. "Dental practice closure during COVID-19 and associated professional, practice and structural determinants: a multi-country survey"
3. "Covid-19: trainees will not move jobs in April"
4. "Progression of specialist trainees"
5. "Coronectomy consent"

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