



Annual Quality Assurance Report 2025

The document outlines the feedback received for Vergam Dental Practice during the period January-December 2025.

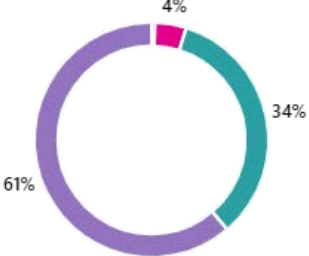
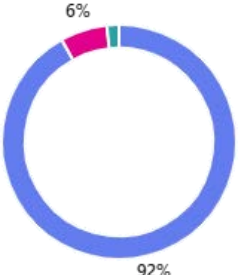
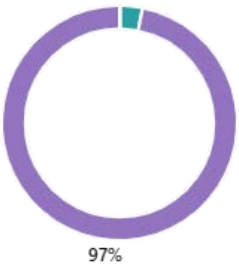
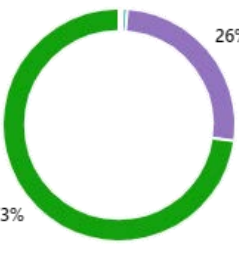
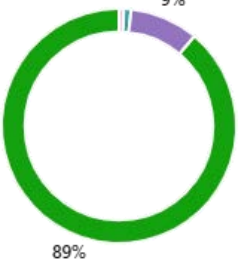
Patient feedback was sought using a comments book, suggestion box, patient feedback forms (via email link sent out following appointments and collated in Microsoft Forms), Google and Facebook reviews.

Patient Feedback forms

760 forms were collected during the period of January-December 2026. NB not all respondents completed all sections.

The results are as follows:

<p>1. What type of patient are you?</p>	<p>Denplan 475 Private fee-per item 165 NHS 18</p>	
<p>2. Are you</p>	<p>Male 296 Female 463</p>	
<p>3. What is your age? Or the age of the person that you are responding on behalf of</p>	<p>0-5 0 5-11 5 12-18 6 19-34 29 35-54 90 55+ 490</p>	

<p>4. How would you describe the general level of comfort and freedom from pain in your mouth?</p>	<p>Poor 3 Fair 27 Good 233 Excellent 419</p>	 <table border="1"> <caption>Comfort and Freedom from Pain</caption> <thead> <tr> <th>Category</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Poor</td> <td>3</td> <td>1%</td> </tr> <tr> <td>Fair</td> <td>27</td> <td>4%</td> </tr> <tr> <td>Good</td> <td>233</td> <td>34%</td> </tr> <tr> <td>Excellent</td> <td>419</td> <td>61%</td> </tr> </tbody> </table>	Category	Count	Percentage	Poor	3	1%	Fair	27	4%	Good	233	34%	Excellent	419	61%			
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<p>5. Did the dental team speak to you about ways to keep your mouth and teeth healthy?</p>	<p>Yes 632 No 41 Not sure 10</p>	 <table border="1"> <caption>Dental Team Advice</caption> <thead> <tr> <th>Category</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>632</td> <td>92%</td> </tr> <tr> <td>No</td> <td>41</td> <td>6%</td> </tr> <tr> <td>Not sure</td> <td>10</td> <td>2%</td> </tr> </tbody> </table>	Category	Count	Percentage	Yes	632	92%	No	41	6%	Not sure	10	2%						
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<p>6. How would you rate the standard of cleanliness and hygiene at the dental practice?</p>	<p>Poor 0 Fair 1 Good 20 Excellent 667</p>	 <table border="1"> <caption>Cleanliness and Hygiene</caption> <thead> <tr> <th>Category</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Poor</td> <td>0</td> <td>0%</td> </tr> <tr> <td>Fair</td> <td>1</td> <td>1%</td> </tr> <tr> <td>Good</td> <td>20</td> <td>2%</td> </tr> <tr> <td>Excellent</td> <td>667</td> <td>97%</td> </tr> </tbody> </table>	Category	Count	Percentage	Poor	0	0%	Fair	1	1%	Good	20	2%	Excellent	667	97%			
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<p>7. How would you rate the ability of the dental team to meet your needs?</p>	<p>Poor 0 Fair 0 Good 18 Very good 178 Exceptional 502</p>	 <table border="1"> <caption>Ability to Meet Needs</caption> <thead> <tr> <th>Category</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Poor</td> <td>0</td> <td>0%</td> </tr> <tr> <td>Fair</td> <td>0</td> <td>0%</td> </tr> <tr> <td>Good</td> <td>18</td> <td>1%</td> </tr> <tr> <td>Very good</td> <td>178</td> <td>26%</td> </tr> <tr> <td>Exceptional</td> <td>502</td> <td>73%</td> </tr> </tbody> </table>	Category	Count	Percentage	Poor	0	0%	Fair	0	0%	Good	18	1%	Very good	178	26%	Exceptional	502	73%
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<p>8. Overall, how would you rate the service offered by the dental team?</p>	<p>Poor 0 Fair 0 Good 12 Very good 61 Excellent 609</p>	 <table border="1"> <caption>Overall Service Rating</caption> <thead> <tr> <th>Category</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Poor</td> <td>0</td> <td>0%</td> </tr> <tr> <td>Fair</td> <td>0</td> <td>0%</td> </tr> <tr> <td>Good</td> <td>12</td> <td>2%</td> </tr> <tr> <td>Very good</td> <td>61</td> <td>9%</td> </tr> <tr> <td>Excellent</td> <td>609</td> <td>89%</td> </tr> </tbody> </table>	Category	Count	Percentage	Poor	0	0%	Fair	0	0%	Good	12	2%	Very good	61	9%	Excellent	609	89%
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In response to the question “Please tell us one thing which could be improved about the dental practice”

The majority of responses for this question were positive including “nothing”, “perfect as it is”, “I can’t think of any way it could be improved”

Feedback for improvement includes:

- Music playing in the treatment room
- Wifi availability in reception
- Acoustics in the waiting room

In response to the question “What do you like best about your dental practice” (408 responses).

85% of responses mentioned “friendly or welcoming

80% of responses mentioned “caring” or “gentle”

75% of responses mentioned “professional”

60% of responses mentioned “clean”, “cleanliness” or “tidy”

Other comments received include:

“They are always pleasant helpful and polite”

“Fantastic service, always with a smile.”

“The professionals that work there. They are all welcoming warm, kind and helpful!”

“Practice makes allowances for my dental phobia, and in fact rescued me from it”

“All the staff are friendly and helpful and Corinne is an excellent Dentist”

“The high standard of care which is above and beyond what one would expect. Exceptional dental practice”

“As an elderly patient the staff are very helpful and considerate. The dentist made sure I was comfortable, and was very professional in his treatment and care.”

“I love how friendly the reception team are and I have always been nervous of going to the dentist and always bring someone with me! Now I can do it on my own.”

Google and Facebook reviews and comments

“Exemplary service. Friendly and efficient.”

“Amazing team at Fishguard dental practice. Exceptional service and care given.”

“The best dental practice I have ever been registered at. Staff are all very welcoming but still professional. They always do their best to give suitable appointment times and I'm never kept waiting for more than a few minutes. The dentist

herself (Corrine) always explains everything during the procedure and gives me good advice on looking after my teeth. She is never rough or impatient. The place is also spotless. I use to fear going to the dentist from a bad experience many years ago but I don't have that anymore, so thank you.”

“Vergam Dental Practice is exceptional in their standard of dental work and care, making an appointment a painfree and reassuring experience. All the staff are happy and very friendly to deal with too.”

“Everyone at the surgery is professional warm and friendly. Corinne is the best dentist I have ever had”

Conclusion

Vergam Dental Practice prides itself on its excellent patient care so we are delighted that patients have responded so positively and we actively encourage open communication in order to continually improve the service that we provide.

As a result of this feedback, the practice has:

- Investigated ways of improving the acoustics in the waiting room
- Looked into providing public wifi
- Investigated options for playing music in treatment rooms