

L. Ziman & Associates Ltd

Friends And Family Survey Report

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 Provider(s) All Providers (ABI, ADI, AMA6, AMO, AND, ANG, ASP, BAB, BAN, BAT, BET, BEV, BIN, CAR, CBRI, CONTRACT, CRE, CVON, DEB, Del_Dent1, Del_Dent10, Del_Dent11, Del_Dent12, Del_Dent2, Del_Dent3, Del_Dent4, Del_Dent5, Del_Dent6, Del_Dent7, Del_Dent8, Del_Dent9, DHA, DHK, DOD, DON, DRY, ELE, ENZ, FEH, FUM, GAR, GEO, GIL, GFR, GOM, HAL, HAN, HAU, HB, IBE, INA, IRA, ISA, JAM, JAT, JOG, KAM, KAT, KAV, ...)
 From 01/04/2015
 To 30/09/2015
 Breakdown By None
 Include Text Comments X

	Total	Don't Know	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Recommend (%)	Not Recommend (%)
ADI	155	2	111	39	1	0	2	96.77	1.29
BIN	18	0	11	6	0	0	1	94.44	5.56
CRE	54	1	33	19	0	0	1	96.30	1.85
DHA	27	0	24	3	0	0	0	100.00	0.00
DOD	3	0	1	2	0	0	0	100.00	0.00
FEH	194	4	124	60	3	0	3	94.85	1.55
GAR	2	0	2	0	0	0	0	100.00	0.00
IBE	20	0	19	1	0	0	0	100.00	0.00
JAM	30	1	27	1	0	0	1	93.33	3.33
JOG	12	0	7	5	0	0	0	100.00	0.00
LUC	2	0	2	0	0	0	0	100.00	0.00
MDAV	210	1	151	57	1	0	0	99.05	0.00
MOH	19	1	16	2	0	0	0	94.74	0.00
NEE	161	1	106	51	2	0	1	97.52	0.62
PIK	88	0	59	23	2	0	4	93.18	4.55
RAH	1	0	1	0	0	0	0	100.00	0.00
RUT	147	0	105	38	4	0	0	97.28	0.00
SHA	6	0	5	1	0	0	0	100.00	0.00
TOY	5	0	5	0	0	0	0	100.00	0.00
ZAI	4	0	3	1	0	0	0	100.00	0.00
Grand Total	1158	11	812	309	13	0	13	96.80	1.12

Public Comments:

Because fast effective treatment

Excellent care, brilliant manner

Helpful staff good care

Extremely happy with services

No complaints

The treatment i recieved i was happy with

Me and my family attend this dentist and are very happy

I have recommended people to the practice and will continue to do so

Good with children

Happy with treatment

Good with children

Staff is very helping

Because everything was smooth

Good service

Extremely helpful and receptive to queries

Because the waiting time on this occasion was long then I was told we don't have much time to be seen based on the fact we were kept waiting due to other patients.

Im nervous and dentist is always nice to me. Reception staff are very helpful and friendly.

Good service for my whole life

It is a great dentist practice

happy with treatment

I have attended the surgery for a number of years and most of my experience have been positive.

Dentist very nice and calm

Excellent service friendly and helpful

Great Service. Excellent Staff

The dentist was really clear and helpful

Dentist was V friendly & reception efficient

very child friendly

ive been coming here for years

The dentist I see Dr Joy, is very nice always lets me know what she is doing. I have been coming here for 20 years and still am very happy with the treatment i am receiving

Shes is very nice and friendly and does a good job

Been coming here for years more than happy with the service

Very child friendly

Great service and brilliant people

great service

They were very friendly and kind

First rate service

The dentist is patient and very good with nervous patients.

Because dentist made me feel at ease.

good service

Efficient service and great dental care
Good practice and friendly atmosphere,
Service is always excellent,
They always tried to fit me in as soon as they could.
Excellent treatment and helpful staff.
Good service
Very friendly and helpful dentist
Been pretty good
Always had good treatment and helpful receptionists
Friendly staff
Very friendly helpful explaining things
I have received excellent service from the dentist and the reception staff are very helpful
Satisfied with the service, but not the wait.
Excellent service very friendly kind and understanding. Thank you.
I've been coming here for years, good service and good customer relations,
Because its clean and friendly
Because the service was good
Efficient clean organised good service
Efficient service, costs are manageable
Good services
personable efficient treatment.
Because of the courtesy, empathy and expertise of the dentist and hygienist
Quick to see a dentist
The team is always so supportive and enthusiastic
First time at the practice and im very happy with service
great nurses and kind
Friendly and helpful service
very satisfied with all services provided as usual
Good advice and treatment
Saw a dentist straightaway, v helpful.
good, friendly and fast service
Treatment ok
Every time I've been here seen by different dentist
My whole family come here
very pleased with service
Dealt with professionally, good aftercare advice.
great friendly service
All dentists i have used here have been very good with very little pain and they have all been pleasant

Good service

Friendly and professional

Very polite and welcoming people. Very good clinic:-)

Been with them for over 10 years

Reception staff helpful and friendly

They are the best you can't fault them in anyway

I've been coming here for 15 years and have always been very happy with the care I've received.

Good service

very happy with service from both dentist and reception

Been seeing mandy for many years always been happy with the service and treatment

reception and dental team were very pleasant

me and family come to this practice never had problems

Always satisfied

Happy to return always kind and friendly

Reception really helpful and dentist kind

Very child friendly

good practice

good communication and understanding

Well pleased with treatment

ADINA AND NURSE WERE BRILLIANT

Very friendly and thorough

Pleasant efficient service

Good professional service with honest opinions about treatment

Very good service

Great friendly service and treatment

Good friendly service

Seen quickly and dentist very thorough

Lovely atmosphere, very thorough and clear explanation about what procedures are being carried out, why and how. Very welcoming at desk too.

nice and gentle i am bringing my kids to her

Just check up . Not waiting long and dentist was friendly

Beacause of the treatment i have receive.

Nice service but too long for hygienist

Good service

Happy with service

My experience was pleasant

Good service

Very good service

Good service and amazing treatment for a first visit

Friendly caring staff and no waiting!
Very good Allround service
Top dentist top receptionist receptionist always helpful
I have been attending this practice for over 40 yrs and have had excellent service.All the family.
i hadn't really considered it before:-)
Great treatment, friendly staff, very satisfied with the service.
Prompt treatment an friendly service
Brilliant dentist
Dr Morris very good
Friendly but professional service. Clear information.
Always friendly and helpful. Have been in 3 times in 2 weeks to sort very painful tooth out and care has been great.
Good service and recommendation for treatment
Excellent service
Excellent service, no waiting
Do not give recommendations on medical matters
Every one is professional and helpful,
Have been attending for 60 years with mostly good treatment.
Receptionist very helpful and very pleased with the dentist
Very good and professional staff and service
Good communication & efficient service.
Very professional, efficient and friendly service
Convenient appointment times and good service
Seems ok but it is my first appointment
Great consultation kept informed.
Satisfactory
Very informative and helpful, especially the hygienist
Friendly, candid and accomodating service, advice and treatment .
Always spot on with detal problems and helpful
Staff are polite, helpful and efficient. My dentist, Neethu is the best. Im a very satisfied customer.
Excellent treatment & friendly staff
Lovely receptionist very helpful and kind , dentist very Informative too
Lovely team very helpful receptionists :-)
Receptionist was helpful enough to help me up the stairs with my pushchair very happy
Dentist was lovely
Very helpful and welcoming team
Great atmosphere
Always happy with dr davies
brilliant service

good service

Very helpful

Very gentle and considerate dentist

Service is really good dentist is very friendly and reception staff r extremely helpful always friendly and polite!

Dentist and assistant excellent, explain everything! Reception r outstanding so helpful,

My childs 1st time here and the service was great no waiting time. Excellent service from dentist assistant and reception team

GOOD service

Very child friendly

Always see dr davies staff are always helpful and kind

Seen dr davies for many years always a pleasure

Receptionists very helpful with the new technology

lovely dentist and staff

Very helpful even when i called to change my treatment plan

Good service

Good service

Very lovely staff

Good dentists work here

It because of the professional service they provide .

Lovely staff and helpful receptionists :-)

Service was good and receptionist polite always happy when i leave

felt relaxed lovely people

Good service

goo service good dentist

very friendly staff

Mandy, my dentist, is lovely and any concerns, quickly eradicated, with an explanation, I can understand.

Good service and treatment

Always satisfied with the quality of service

excellent PRACTICE

Good service and good availability of dentist. Friendly staff.

Always excellent service from all staff. Thanks

Yes

Always happy

Very happy with the service

Excellent service from dentist n receptionist

Ive been coming here for years and i have never had any problems

Happy with the consultation, would like the treatment completed before fully recommending

Very happy

Very happy with Mandy Davies, she looks after my whole family

Very happy with service

Very happy with the service

Good dentists and staff

Dentist explained what she was doing and confirmed with me

my dentist was very gentle kind and helpful dipika

Dipika and ati

Very efficient

Very efficient service only booked today

Professional prompt care. Very reassuring for a nervous patient!

Dentist always makes me feel at ease

Reception and dentist are always professional

Never disappointed with the services given by both reception or dental team

I am very happy with this dentist surgery

Very nice

Reception and dental staff always welcoming and pleasant

Very friendly and professional staff.

Very good service

Dentist and Dental Nurse very nice , friendly and very knowledgeable about my needs,

The dentist and nurse made me feel very comfortable with some awkward treatment

Helpful and friendly. Efficient

Efficient and calm

Very good experience with dentist, reception staff very helpful

Excellent service reception team very helpful, excellent dentist no waiting around

Dentist was very good this time

Very nice

Nice service

Brilliant

Very good service i had a problem and it was sorted out very quickly great staff

I came today to see adina wow what a great experience both her and her nurse at were very professional and out me at ease would not hesitate to come back also the receptionists are lovely and very pleasant

Excellent service called on the day and got an appointment very quick , reception team very efficient

Excellent service from receptionist n dentist thank u

Prompt courteous service

we were given an appointment straightaway and seen promptly on arrival.

I haven't had anything done yet

very good

Good dentist

Good, knowledgeable dentist, excellent manner.

Very nice
Got good service
Always been happy with my treatment here
Deepika was very kind and gentle as i was very nervous
Had a very good experience with dentist. Some areas could do with upgrading
I had a swift response and excellent service from all staff.
Good atmosphere friendly staff which makes me feel welcome
Excellent, friendly service. Professional dentist who explained exactly what he was doing at every step. Friendly reception staff.
i have used this dentist for a number of years and have always had a positive experience
Always happy with the service given
Good service and very kind staff
Lovely dentist
It was a pleasure to come to the dentists today all the staff are very helpful
Amazing dentists
Friendly, accessible
Good experience today
Brilliant service
nice practice
very nice service my first time visiting this Dentist
friendly staff
Very good dentist
All very good.
Very good service
lovely staff
Lovely place
Good experience
very helpful
Very happy
Gentle dentist very good service
Been coming here for my entire life and have never had an issue with the service.
Nice
very accomodating
Very good service
Very efficient and professional
Brilliant service
efficient staff
Staff were friendly and professional and dentist was incredibly kind and informative. He told me exactly what he was doing at every step and filled me with confidence in his professionalism!
Good service

lovely clean practice and staff

Miss Davis has looked after me extremely well and i would always recommend her

Brilliant service

good reg service. reliable, friendly treatment and staff

helpful, efficient & informative! like text reminders!

Polite staff and gentle dentist

very good

The staff are friendly, booking appointments are very easy and my dentist explains exactly what we are going to do and why

Great

Very good dentist

Lovely ladies at reception

Fast, efficient and kind staff

Efficient reception and dentist was quick and patient with me

Easy to book and efficient service front desk and dentist

The whole family is registered here because it is an excellent dental surgery!

Brilliant service

A very friendly and professional service

reception staff are extremely helpful and very kind. the dentist Mandy Davies was lovely. very gentle and explained everything thoroughly. she was recommended to me by a friend.

Very good service

Nice dentist

I love having Edina, she is the best dentist I have ever had, so professional and pain free every time

great care and consideration

Great service

Brilliant service

Very good

Receptionists very lovely

Good experience when nervous

Good service

Efficient service

Great friendly staff thank you

For convenience

I like the dentist. Seemed very thorough!

Friendly staff and a lovely clean environment. The dentist was very good at making my son feel relaxed

Very helpful receptionists and good quality of dental care.

I have been with the practice since i was small and the service is always excellent!

Good service

Lovely practice

Brilliant practice

I have always been happy with the service and professionalism.
Always friendly and happy to help
Great practice
Great surgery
Lovely pracyice friendly staff
The doctors are very friendly and the reception staff are very responsive .
Receptionist and dental staff helpful
The dentist was really gentle and friendly with my 3 year old and the receoitiin staff made him so happy with spiderman stickers! We always have a great efficient and friendly service here.
Quick at reception welcome. Overall good dengist app.:-)
Friendly service at reception and accrual dentist. Kno wl edgeable and gave full information about caring for teeth.
Brilliant
Im happy with the treatment provided
Great service and pleasant staff
Friendly reception staff and caring sympathetic dental practitioners.
Very good service

Private Comments:

Because I didn't wait so long . And the staff was helpful.
Long time patient and pleased with the service
Didn't have a chance to experience anything was very quick
Happy with everything
good service, efficient
I am very happy with th e service
Excellent treatment
The staff in the surgery and very helpful and are able to answer questions I have regarding my treatment.
pleasant and thorough. i understood everything and felt well taken care of
Very grateful goood job
They were very friendly.
Experienced staff especiallythe dentist
Very professional service
Very professional service
Very understanding and friendly
Great dentist and helpful staff.
Very friendly and professional - consistent!
Good service but sometimes timeing if out
excellent service
I've been with them since i was young. I have always gotten great service
I have been using L Ziman for a number of years

Friendly helpful service, appointments easy to get
Very accommodating when i needed treatment
It depends on who your dentist is.
First time here excellence service
Friendly
Good friendly, professional service
Good service
Very good
Good service
good communication with staff
Friendly efficient and painless
Very good
It all depends on my feeling about it
Because she's a really nice person
all staff were very friendly and patient.
Dentist was kind and sensitive.
I have received good treatment.
Nice clean practice with helpful staff
The dentist was nice
Has been my family dental practice for over 35 years, always satisfied with treatment.
Friendly, professional and thorough
Be
Because Joy the dentist is excellent that i see
very nice dentist , lovely staff
Nice and supportive
Good service
the service is excellent and very pleased with the service

--End Of Report--