

Case Study

Having used Working Feedback for three years now, it's hard for me to remember what it was like before them.

I used to have to do all the surveys myself, so really they just never got done, it's not that I didn't want to do it, I just never found the time on top of everything else I had to do it was nearly impossible to keep up with it all and I suppose really this had a really bad impact on us because not only did we not use our feedback for patient confidence, but we didn't use it in a positive way to help the practice improve, not even from a compliance point of view.

The system now is just fantastic, patients get the card which now even carries compliance questions, its reply paid, and they complete it in the comfort of their own surroundings, no pressure from us, no one watching over them.

We don't even have to have anything to do with it at all, Working Feedback even make sure it goes out in our social media, they take care of Facebook and Twitter making sure that not one opportunity to promote our practice gets missed, ever!

It sort of all happens as if by magic. Such a relief for us as it was always such a nightmare to get done. Another one of the great things about using Working Feedback is that because all of our feedback is effectively sourced independently for us it can be used by the CQC to measure our compliance.

To be able to use feedback this well and ticking so many boxes with it would cost the practice so much to achieve and even then it would depend on us actually getting the feedback in the first place, which just hardly ever happened if I'm honest.

The final and most amazing thing about Working Feedback automatically adding feedback to our site for us all the time has had an incredible effect on our websites ranking on Google which is simply because it gets updated so regularly; Google seems to look on it a bit like a blog that's constantly carrying fresh new content.

*In short, I simply
couldn't do without
Working
Feedback. In fact,
I wouldn't want to
do without
Working Feedback*

It proves that we care about what our patients think about us and we can show that we have acted upon any negative feedback we may get.

I would highly recommend Working Feedback to any business who wants to know what their customers think of them so that they can improve their service.

Sharon Nanson Cert DPM
Practice Manager

Titchfield Dental Health - *Winners of the 'Private Dentistry Best Patient Care Award*