

# Patient questionnaires in Wales

**A toolkit to help dental teams in Wales communicate the  
importance of patient questionnaires**

April 2023

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# Summary

The Welsh Government wants to gather feedback from patients about their NHS dental care experience.

Patients will be randomly selected to complete a questionnaire. The questionnaire will be relevant to the type of treatment the patient has received:

- general
- urgent
- orthodontic

The NHS Business Services Authority (NHSBSA) will contact selected patients on behalf of the Welsh Government.

## How does it work?

Recent changes in legislation now allow questionnaires to be sent directly to patients by email, text, or post, following amendments to the FP17PRW form.

Patients' responses will be anonymised and reported back to the Welsh Government. You and your local health board will

also have access to the results through the NHSBSA's reporting system [eDEN](#). Each patient questionnaire evaluates:

- accessibility needs within the NHS
- patients' awareness of their oral health and appropriate recall intervals
- patient experience with NHS dentistry and the people they encounter during their visit

Patients can opt out of digital questionnaires via their FP17PRW form. If a patient opts out, you must submit their opt out choices via your Dental Practice Management System.

This toolkit will help you to make your patients aware of the questionnaire through your communications channels.

More information is available at:

[www.nhsbsa.nhs.uk/patient-questionnaires-wales](http://www.nhsbsa.nhs.uk/patient-questionnaires-wales)

# Key messages

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- Patient questionnaires will be sent to a random selection of patients.
- The questionnaires will be used to gather feedback from patients about their NHS dental experience.
- Patient questionnaires have previously been posted to patients. The new questionnaires will be sent by a combination of post, text, and email.
- Questionnaires and feedback are incredibly important to understand patient experience at practice level. This will help support dental improvements for the future. Questionnaires are not intended as a management tool.
- All responses received will be anonymous.

# Short copy (100 words)

The Welsh Government wants to gather feedback from patients about their NHS dental care experience.

After you visit your dentist, you might be randomly selected to take part in a patient questionnaire.

If you're selected, the NHS Business Services Authority, who are delivering the questionnaire on behalf of the Welsh Government, will contact you by email, post, or text.

Your feedback will be used to help improve NHS dental services and your responses will remain anonymous.

You can opt out of digital patient questionnaires on the form you sign before your appointment.

For more information, **visit: [www.nhsbsa.nhs.uk/patient-questionnaires-wales](http://www.nhsbsa.nhs.uk/patient-questionnaires-wales)**

# Long copy (150 words)

The Welsh Government wants to gather feedback from patients about their NHS dental care experience.

After you visit your dentist, you might be randomly selected to take part in a patient questionnaire.

If you're selected, the NHS Business Services Authority (NHSBSA), who are delivering the questionnaire on behalf of the Welsh Government, will contact you by email, post, or text.

The questionnaire asks some general questions about your treatment with us. Your responses will remain anonymous and your details will not be shared.

Your feedback will help the Welsh Government to understand your NHS dental care experience and drive improvements for the future.

The NHSBSA will contact you if you're selected. You do not need to do anything if you do not receive a questionnaire.

You can opt out of digital patient questionnaires on the form (FP17PRW) you sign before your appointment.

For more information, **visit: [www.nhsbsa.nhs.uk/patient-questionnaires-wales](http://www.nhsbsa.nhs.uk/patient-questionnaires-wales)**

# Suggested social media content

**These suggested posts can be shared via your social media channels:**



The Welsh Government and @PublicHealthW want your feedback on your NHS dental care. If you receive a questionnaire by text, email, or post, please take part.

Find out more on

[www.nhsbsa.nhs.uk/patient-questionnaires-wales](http://www.nhsbsa.nhs.uk/patient-questionnaires-wales)

Mae Llywodraeth Cymru a @PublicHealthW am gael eich adborth am eich gofal deintyddol GIG. Os byddwch yn derbyn holiadur yn y post, neges destun neu e-bost, gofynnwn i chi gymryd rhan. Dysgwch fwy ar [www.nhsbsa.nhs.uk/patient-questionnaires-wales](http://www.nhsbsa.nhs.uk/patient-questionnaires-wales)



Patient questionnaires help @PublicHealthW understand how you feel about your NHS dental care. If you receive a questionnaire from @NHSBSA, please take part.

Find out more on

[www.nhsbsa.nhs.uk/patient-questionnaires-wales](http://www.nhsbsa.nhs.uk/patient-questionnaires-wales)

Mae holiaduron i gleifion yn helpu @PublicHealthW ddeall sut rydych yn teimlo am eich gofal deintyddol GIG. Os byddwch yn derbyn holiadur gan @NHSBSA, gofynnwn i chi gymryd rhan. Dysgwch fwy ar [www.nhsbsa.nhs.uk/patient-questionnaires-wales](http://www.nhsbsa.nhs.uk/patient-questionnaires-wales)



@WelshGovernment and @NHSBSA have launched a new patient questionnaire. If you are selected to take part, you will receive a text, email, or post and be invited to have your say. Still have questions? Take a look at

[www.nhsbsa.nhs.uk/patient-questionnaires-wales](http://www.nhsbsa.nhs.uk/patient-questionnaires-wales)

Mae @WelshGovernment ac @NHSBSA wedi lansio holiadur newydd i gleifion. Os byddwch yn cael eich dewis i gymryd rhan, byddwch yn derbyn neges destun, e-bost neu lythyr a byddwch yn cael eich gwahodd i ddweud eich dweud. Dysgwch fwy ar

[www.nhsbsa.nhs.uk/patient-questionnaires-wales](http://www.nhsbsa.nhs.uk/patient-questionnaires-wales)

# Suggested social media content

**These suggested posts can be shared via your social media channels:**



Patient feedback is incredibly important to help improve dental care. If you receive a questionnaire by text, email, or post from @NHSBSA, please have your say. Find out more on [www.nhsbsa.nhs.uk/patient-questionnaires-wales](http://www.nhsbsa.nhs.uk/patient-questionnaires-wales)

Mae adborth gan gleifion yn bwysig ofnadwy i helpu i wella gofal deintyddol. Os byddwch yn derbyn holiadur trwy neges destun, e-bost neu lythyr gan @NHSBSA, mynnwch ddweud eich dweud. Dysgwch fwy ar [www.nhsbsa.nhs.uk/patient-questionnaires-wales](http://www.nhsbsa.nhs.uk/patient-questionnaires-wales)



The Welsh Government and @PublicHealthW are improving your #NHSdentalcare and need your help. If you receive a questionnaire by text, email, or post, please have your say. Find out more on

[www.nhsbsa.nhs.uk/patient-questionnaires-wales](http://www.nhsbsa.nhs.uk/patient-questionnaires-wales)

Mae Llywodraeth Cymru a @PublicHealthW yn gwella eich #gofal deintyddolyGIG ac mae angen eich help arnynt. Os byddwch yn derbyn holiadur trwy e-bost, neges destun neu lythyr gan @NHSBSA, mynnwch ddweud eich dweud. Dysgwch fwy ar

[www.nhsbsa.nhs.uk/patient-questionnaires-wales](http://www.nhsbsa.nhs.uk/patient-questionnaires-wales)



# Social media images (bilingual)



# Printable posters (bilingual)

Patient-facing printable posters are available to download. The posters can be displayed in waiting rooms and high footfall areas.



**NHS**  
Business Services Authority

**Dywedwch wrthym sut rydych yn teimlo am eich gofal deintyddol heddiw**

**Let us know how you found your dental care today**

Os byddwch yn derbyn holiadur yn y post, neges destun neu e-bost, gofynnwn i chi ei gwblhau.

If you receive a questionnaire by post, text, or email, please complete it.

Gallwch optio allan o holiaduron digidol i gleifion ar ffurflen cofnod y claf (PRW) rydych yn ei llofnodi cyn eich apwyntiad. I gael rhagor o wybodaeth ewch i [www.nhsbsa.nhs.uk/patient-questionnaires-wales](http://www.nhsbsa.nhs.uk/patient-questionnaires-wales)

You can opt out of digital patient questionnaires on the patient record form (PRW) you sign before your appointment. For more information visit [www.nhsbsa.nhs.uk/patient-questionnaires-wales](http://www.nhsbsa.nhs.uk/patient-questionnaires-wales)

Wedi'i gyflwyno ar ran Llywodraeth Cymru Delivered on behalf of the Welsh Government



**NHS**  
Business Services Authority

**Rydym am glywed am eich profiad deintyddol**

**We want to hear about your dental experience**

Os cysylltir â chi drwy'r post, neges destun neu e-bost â holiadur, gofynnwn i chi ei gwblhau a rhoi gwybod i ni sut roeddech yn teimlo am eich gofal deintyddol heddiw.

If you are contacted by post, text, or email with a questionnaire, please complete it and let us know how you found your dental care today.

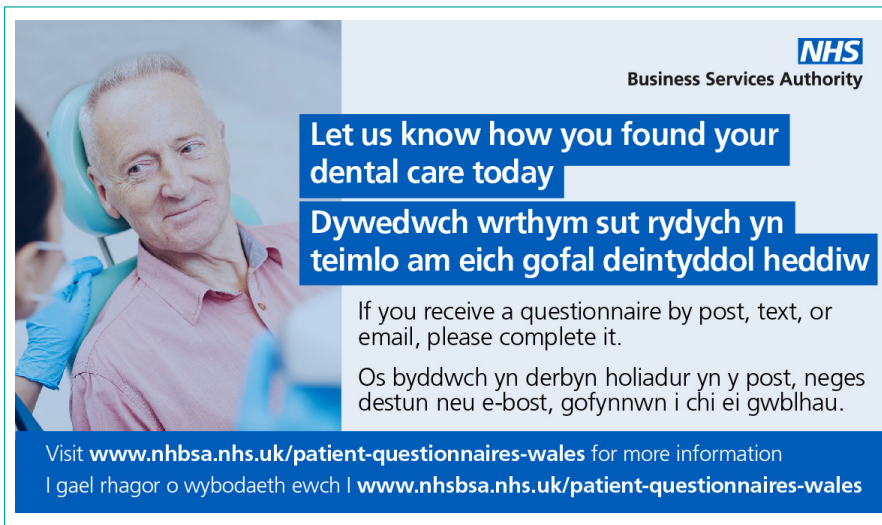
Gallwch optio allan o holiaduron digidol i gleifion ar ffurflen cofnod y claf (PRW) rydych yn ei llofnodi cyn eich apwyntiad. I gael rhagor o wybodaeth ewch i [www.nhsbsa.nhs.uk/patient-questionnaires-wales](http://www.nhsbsa.nhs.uk/patient-questionnaires-wales)

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Wedi'i gyflwyno ar ran Llywodraeth Cymru Delivered on behalf of the Welsh Government

# Digital resources (bilingual)

You can download digital resources to use across your digital platforms, including your website, social media channels and waiting room display screens within your practice.



The graphic features a photograph of an elderly man in a dental chair on the left. On the right, there is a white background with blue and black text. The NHS logo and Business Services Authority name are at the top right. Two blue boxes contain the text in English and Welsh. Below these, there is a paragraph in English and a paragraph in Welsh. At the bottom, a blue bar contains the website URL in both languages.

**NHS**  
Business Services Authority

**Let us know how you found your dental care today**

**Dywedwch wrthym sut rydych yn teimlo am eich gofal deintyddol heddiw**

If you receive a questionnaire by post, text, or email, please complete it.

Os byddwch yn derbyn holiadur yn y post, neges destun neu e-bost, gofynnwn i chi ei gwblhau.

Visit [www.nhs.uk/patient-questionnaires-wales](http://www.nhs.uk/patient-questionnaires-wales) for more information  
I gael rhagor o wybodaeth ewch I [www.nhs.uk/patient-questionnaires-wales](http://www.nhs.uk/patient-questionnaires-wales)

# Patient FAQs

We've put together some FAQs to help your patients understand the benefits of completing the questionnaire. This information is also available online via <https://faq.nhsbsa.nhs.uk/knowledgebase/article/KA-02171/en-us>

## ■ **Do I have to complete the patient questionnaire?**

The patient questionnaire provides you with the opportunity to anonymously share your experience and satisfaction with your recent visit to your NHS dental practice. Although the questionnaire is optional, your responses will improve our understanding of your dental care and help inform future changes to NHS dentistry in Wales.

## ■ **Why should I complete the patient questionnaire?**

Your responses to the patient questionnaire are valued and will help to make a difference. The patient questionnaire gives you the opportunity to anonymously share your experience and satisfaction with your recent visit to your dental practice.

## ■ **What happens when I submit the patient questionnaire?**

Your responses will be shared with the NHS Business Services Authority (NHSBSA), who are completing this questionnaire on behalf of the Welsh Government. We will not ask for any personal information and any information you provide will be anonymised. The NHSBSA will in turn report your feedback to your local health boards and Welsh Government.

## ■ **What will the data from the patient questionnaire be used for?**

It will improve the Welsh Government's understanding of patient experience and satisfaction when visiting dentist practices across Wales. All feedback will be anonymised and shared with the Welsh Government, local health boards and dental practices.

# Patient FAQs

## ■ **Why have I received this patient questionnaire?**

A random sample of patients accessing NHS dental services across Wales are selected to complete a patient questionnaire each week. You have received this questionnaire because you were selected as part of this random sampling.

## ■ **I have received a patient questionnaire not meant for me, what do I do?**

If you received a digital questionnaire, by email, text, or post, you will be asked to confirm that you attended the dental practice on a specific date. If this information is incorrect, please choose 'No' from the options provided. You will not be asked to complete the questionnaire. If you received a postal questionnaire that was not addressed to you, please do not fill in the questionnaire and instead return it in the pre-paid envelope provided to the address below:

**Patient Questionnaires, NHS Dental Services, Bridge House, Pilgrim Street, Newcastle, NE1 6SN.**

## ■ **How is the NHSBSA able to collect my contact details from my dentist?**

The NHSBSA can collect mobile numbers and email addresses for the purposes of carrying out patient questionnaires. However, you can opt out of digital questionnaires by ticking a box on the patient record form (PRW) you sign before your appointment. You may still be surveyed by post.

## ■ **What happens to my contact details if provided to the NHSBSA?**

The NHSBSA will collect your email address and/ or mobile number in order to survey you with regards to your NHS dental care experience. The NHSBSA will not hold onto this information indefinitely.

To find out more visit [www.nhsbsa.nhs.uk/patient-questionnaires-wales](http://www.nhsbsa.nhs.uk/patient-questionnaires-wales).

# Contact

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If you have any questions, comments or receive any media enquiries, please contact the NHSBSA communications team:



**[nhsbsa.communicationsteam@nhs.net](mailto:nhsbsa.communicationsteam@nhs.net)**