

# Oral Surgery Questionnaire

**This questionnaire is about your recent appointment for oral surgery.** You may have attended a hospital or dental surgery. We would like to find out what you thought of this experience and how much it cost you to attend the appointment. There is an accompanying information sheet, which tells you why we are collecting this information. Please read this before answering the questions.

When you have finished please return this questionnaire in the pre-paid envelope enclosed. **Thank you.**

## Section 1: Oral Surgery Satisfaction

Today's date:

You have been referred for an oral surgery procedure(s). This may have involved several appointments, some for assessment and some for treatment.

1. What date did you **first** go to **your dentist** with this problem?

2. How many appointments did you have in total?

3. How many of these were for **assessments**?

Thinking about the appointment when you felt the **most** treatment was carried out, please answer the following:

4. What date was your surgery?

5. Did you go to your appointment for treatment/ surgery?

- No  
 Yes

6. If you **did not** go to your appointment, please tell us why.

If you **did not** attend your appointment, you do not need to answer any more questions. Please return this questionnaire in the envelope provided. **Thank you.**

If you did attend your appointment for surgery/treatment, please answer the following questions.

7. Where did you have your surgery?  
Name of surgery/hospital:

Town, city or postcode:

8. Was this the surgery/hospital you wanted?

- Yes       No       Don't mind

9. Were you satisfied with **your** dentist's explanation of why you were being referred for oral surgery?

- Yes       No       Not sure

Please tell us why?

**Section 1: (Continued)**

10. Did the surgery resolve/fix your dental problem?  Yes  No  Not sure

11. Overall, how satisfied were you with your treatment?

The surgeon	The clinic (place)
<input type="radio"/> Very satisfied	<input type="radio"/> Very satisfied
<input type="radio"/> Satisfied	<input type="radio"/> Satisfied
<input type="radio"/> Neutral	<input type="radio"/> Neutral
<input type="radio"/> Dissatisfied	<input type="radio"/> Dissatisfied
<input type="radio"/> Very dissatisfied	<input type="radio"/> Very dissatisfied

Please tell us more, e.g. parking, convenience

12. Would you recommend treatment at the same place to someone with a similar dental complaint?

Yes  No  Not sure

13. How many weeks have passed since you had your surgery/treatment?

4 weeks or more ⇒ [\[Go to Q14\]](#)  
 Less than 4 weeks ⇒ [\[Go to Q15\]](#)

14. Have you had to return to the surgeon or your own dentist for any complications due to your procedure?

No  
 Yes – Please tell us more

15. If you have any other comments about your referral, treatment or experience please write them in the box below.

## Section 2: Costs for attending your appointment

We would like to know a little more about how much it cost to attend your appointment. This is so that we can compare accurately with other types of treatment.

The following questions are about your journey **to** your appointment for oral surgery (one way only).

16. How did you travel **to** your appointment for oral surgery?

- Car                       Taxi  
 Bicycle                    Bus  
 Train                       Other (please state)  
 Walked

17. Please list all the tickets or fares you had to pay for on your **way to** your appointment. (E.g. bus fare, car parking ticket)

*E.g. Bus ticket - £2.30*

None

18. Approximately how far did you travel **to** your appointment?

 miles

19. Approximately how long did it take to travel **to** your appointment?

 minutes

The following questions are about your journey **back from** your appointment for oral surgery.

20. How did you travel **back from** your appointment for oral surgery?

- Car                       Taxi  
 Bicycle                    Bus  
 Train                       Other (please state)  
 Walked

21. Please list all the tickets or fares you had to pay for on your way **back from** your appointment. (E.g. bus fare, taxi fare)

*E.g. Bus ticket - £2.30*

None

22. Approximately how far did you travel to get **back from** your appointment?

 miles

23. Approximately how long did it take to travel **back from** your appointment?

 minutes

**Section 2: (Continued)**

The following questions are about other costs you may have incurred in order to attend your appointment for tooth extraction.

24. Did you have to take time off work to attend your appointment?  No  Yes
25. Did you lose pay or holiday time to come to your appointment?  No  Yes (Please state how much)

26. If you have any other comments relating to costs you incurred to attend this appointment please write them in the box below.

**If someone accompanied you to your appointment, please complete section 3.**

### Section 3: For accompanying person to answer (You may answer on their behalf)

The following questions are about your journey **to** the appointment for oral surgery.

27. Did you pick up the patient from somewhere? (E.g. home, work)

No

Yes (How long did it take to get to them?)

minutes

28. How did you travel **to** the appointment for oral surgery?

Car

Taxi

Bicycle

Bus

Train

Other (please state)

Walked

29. Please list all the tickets or fares you had to pay for on your **way to** the appointment. (E.g. bus fare, car parking ticket)

*E.g. Bus ticket - £2.30*

None

30. Approximately how far did you travel **to** the appointment?

miles

31. Approximately how long did it take to travel **to** the appointment?

minutes

Please turn over for section 2

### Section 3: (Continued)

The following questions are about your journey **back from** the appointment for tooth extraction.

32. How did you travel **back from** the appointment for tooth extraction?

- Car                       Taxi  
 Bicycle                     Bus  
 Train                         Other (please state)  
 Walked

33. Please list all the tickets or fares you had to pay for on your way **back from** the appointment. (E.g. bus fare, taxi fare)

*E.g. Bus ticket - £2.30*

None

34. Approximately how far did you travel to get **back from** the appointment?

 miles

35. Approximately how long did it take to travel **back from** the appointment?

 minutes

The following questions are about other costs you may have incurred in order to attend this appointment.

36. Did you have to take time off work to attend this appointment?

No                       Yes

37. Did you lose wages and/or holiday entitlement to attend this appointment?

No                       Yes (Please state how much)

38. If you have any other comments relating to costs incurred to attend this appointment please write them in the box below.

**Thank you.** Please return this questionnaire in the envelope provided.