

Q17 What do you like best about your dental practice	Count of Responses
	2
Advise and explanations on why they need to do work that they do on my teeth	1
All staff are friendly, courteous, discreet and professional. Their standards of cleanliness are extremely high and evident in the waiting area and the surgery. We have been offered access to immediate care if necessary, due to a medical condition, which is extremely helpful	1
All staff were highly professional. My treatment was discussed and explained. The dentist was extremely professional. I can honestly say that this is the best dental practice where I have had treatment. I left my last practice unhappy; Brookview is so much better!	1
Always friendly, professional and so well taken care of.	1
Brilliant and friendly service from all the staff and especially Dr Niki Kitsiou is the most pleasurable and friendly dentist that I have ever met, and also does an amazing job too!	1
close by and friendly and helpful	1
Confidence inspired by the teams courteous, competent and professional manner.	1
Easily accessible and very efficient and friendly staff	1
Everybody is friendly, professional, caring. I have always been able to get appointments if and when needed.	1
Everyone is very friendly and professional. The dentist is excellent and very caringpl	1
everything was cmfortable and well explained before the proceedure.It was quite a major treatment but every thingwent to plan and i had no painand recovered extremely quickly. I CANNOT PRAISE THE TEAM HIGHLY ENOUGH.	1

Likes

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Extremely friendly but professional. Always treated as an individual and nothing is too much trouble for them. I have used the same Surgery for over 40 years and will continue to do so even though I now live about 35 miles away	1
Extremely professional. An example of how a modern dentistry practice should be run. I really appreciate still being able to be a patient at Brookview despite having moved to live hundreds of miles away.	1
Friendly and helpful but professional. Make me feel confident that I'm receiving excellent care.	1
Friendly, professional, accommodating, pain free !	1
Helpful, professional, caring and very skilled. Have been very flexible if having teeth problems, thankyou	1
I am a difficult customer as I have chronic health problems that are little understood generally by the NHS. Nikki understood fully and worked with my problems to resolve the issues. She is exceptional. She explains everything and gets it right first time. She instills me with confidence that I have never felt for any HCP.	1
i am a nervous patient and all the staff are very kind and understanding, very gentle and explain exactly what is going on. I am no longer so frightened at the thought of a visit to the dentist as I used to be before starting with this dental practice.	1
I have no complaints	1
I trust and respect all staff at the practice, this is incredibly important to me.	1
It is clean and very well equipped	1
It is very well run - Nikki and her team are super professional and always put the patient first. I also love taking my kids there because they are always very thoughtful and considerate towards them; they recently had to have fillings and the dentist they had was very patient and asked them for their opinion and consent for each stage.	1

Likes

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Modern and up to date	1
my dentist at brookview i have total confidence in them and all the staff overall iv been with my dentist for 30 years also a friend of myself	1
Professionalism, trust, convenience.	1
The obvious expertise of the staff. One feels confident that one's dental health is in excellent hands. The atmosphere in the surgery is calm, professional and friendly. Telephone queries are dealt with promptly and well. The practice is highly recommended.	1
The staff are professional and friendly and very good at what they do.	1
The staff are very professional and knowledgeable. Niki is very proactive about my dental health.	1
The staff are welcoming, understanding of one's needs, exude a total air of competence and tranquility and are all competent in their profession. They are all very patient and understand individuals needs and are angels at calming nerves.	1
The whole team are friendly, accommodating, professional and make treatment a comfortable experience.	1
Their friendliness and professionalism.	1
Their professional competence provides peace of mind	1
Very friendly and understanding staff	1
Very personal, fantastic with the children, understand my needs, never late, get appointments booked in advance at convenient times.	1
Very professional and always explains how to care for my teeth	1
Very professional with up to date equipment. Also very caring and friendly.	1



Likes