

Name:

Date:

Practice Name:

My work, my life

How the questionnaire works

Spend a short while reviewing the questions marking a tick in the box if you agree, don't know or disagree to the statement. After completing the questionnaire, mark in the summary boxes below your results.

Please answer as honestly as possible and please be aware all answers will be kept in strictest confidence.

| | Agree 😊 | Don't Know 😐 | Disagree ☹ |
|--------------|---------|--------------|------------|
| My work | | | |
| My life | | | |
| My patients | | | |
| Total | | | |

Thank you for completing this questionnaire. Rest assured your responses will be kept confidential, and will be useful in making your dental practice a greater place.

My work

| | Agree 😊 | Don't know 😐 | Disagree ☹️ |
|--|---------|--------------|-------------|
| My work | | | |
| 1. The whole practice works happily as a team | | | |
| 2. Each team member has defined job responsibilities | | | |
| 3. Open communication occurs amongst all team members | | | |
| 4. You are motivated about coming to work | | | |
| 5. I enjoy my work environment | | | |
| 6. I get training for all aspects of my job | | | |
| 7. I get paid sufficiently | | | |
| 8. We don't complain, but we offer suggestions for improvement | | | |
| 9. We have a suggestion box for the team and patients | | | |
| 10. We hire people with great team spirit | | | |
| 11. We have fun at the work place | | | |
| 12. We socialise together outside of work | | | |
| 13. My boss takes me out to lunch/dinner | | | |
| 14. Team members are encouraged to study further | | | |
| 15. I have regular staff reviews | | | |
| 16. I set regular objectives which are reviewed regularly | | | |
| 17. I get performance related pay and bonuses | | | |
| 18. I enjoy the challenge provided by work | | | |
| 19. I rarely get bored at work | | | |
| 20. I don't mind staying late after work if I am needed | | | |
| 21. We have regular team meetings and discuss work issues | | | |
| 22. We hold an annual team seminar to discuss the forthcoming 12 months | | | |
| 23. Each team member goes the extra mile and offers more than they receive | | | |
| 24. I have a full job description | | | |
| 25. I know my full responsibilities | | | |
| | | | |
| TOTAL | | | |

My life

| | Agree 😊 | Don't know 😐 | Disagree ☹️ |
|--|---------|--------------|-------------|
| My life | | | |
| 1. I have personal objectives for my life which are written down | | | |
| 2. I am living life as I want to | | | |
| 3. I am achieving my personal and professional ambitions | | | |
| 4. I enjoy a balanced life of work and play | | | |
| 5. I work to live rather than live to work | | | |
| 6. I enjoy plenty of time with my family and friends | | | |
| 7. I participate in many activities unrelated to my work | | | |
| 8. I feel inspired when at work | | | |
| 9. I feel motivated in coming to work each day | | | |
| 10. I enjoy the daily challenges work brings me | | | |
| 11. I feel I am growing as a person, emotionally and spiritually | | | |
| 12. My technical skills are enhanced through training | | | |
| 13. I have enough time in the day to do the things I enjoy | | | |
| 14. I live financially within my means | | | |
| 15. My job is important to me personally | | | |
| 16. I have a plan for my future | | | |
| 17. I know my worth to my friends and family | | | |
| 18. I have a plan for retirement | | | |
| 19. I exercise regularly | | | |
| 20. I take regular holidays and breaks | | | |
| 21. My greatest asset is my mind | | | |
| 22. My greatest liability is my mind | | | |
| 23. I have a plan for early financial independence | | | |
| 24. My relationships in and outside of work are healthy | | | |
| 25. My personal and professional life is both fulfilling and rewarding | | | |
| | | | |
| TOTAL | | | |

My patients

| | Agree 😊 | Don't know 😐 | Disagree ☹️ |
|--|---------|--------------|-------------|
| My patients | | | |
| 1. I enjoy working with people | | | |
| 2. Staff are treated more importantly than patients | | | |
| 3. We go the extra mile and treat our patients with unexpected respect | | | |
| 4. We warmly welcome our patients in the reception area | | | |
| 5. We enjoy answering patient queries | | | |
| 6. We remove patients that are rude to us | | | |
| 7. The patients fully understand the charging process of the practice | | | |
| 8. A price list of all our services is clearly shown in the surgery | | | |
| 9. Our patients leave the surgery feeling they have received the best possible service | | | |
| 10. We send out recalls to patients efficiently | | | |
| 11. We acknowledge in thanks or otherwise those patients who refer us to other new patients | | | |
| 12. We have low staff turnover | | | |
| 13. We offer private dentistry to our patients | | | |
| 14. I am well trained in terms of customer care | | | |
| 15. We use a clinical based IT system to help patients understand the work involved | | | |
| 16. I enjoy selling to patients enhanced private services | | | |
| 17. We offer our patients a choice of options for treatment | | | |
| 18. We charge a referral fee if we cannot perform the work on site | | | |
| 19. We offer a hygienist service to our patients | | | |
| 20. We offer other complementary services at our surgery e.g. chiropody | | | |
| 21. Any private patient issues are discussed in private and kept in strictest confidence | | | |
| 22. We have a practice notice board describing us | | | |
| 23. We sell other products to patients and help them understand the benefits of certain products | | | |
| 24. We see our patients promptly | | | |
| 25. The patient loves the experience they receive at our surgery | | | |
| | | | |
| TOTAL | | | |