Original Article

Patient's Satisfaction Regarding Dental Services and Associated Factors in Bareilly

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ABSTRACT

Background: Patient satisfaction with health care is considered one of the main objectives of quality care and is associated with improved compliance and better health outcomes. **Aims and Objectives:** This study aims to determine patient's satisfaction regarding the quality of treatment. **Materials and Methods**: The previously designed questionnaire was filled out by 544 participants using a five-point Likert scale to assess patient satisfaction. Mann–Whitney U test was performed for statistical analysis. **Results:** The overall satisfaction score was in the "Dentist domain" domain, with a mean of 4.078 ± 0.465, followed closely by the domain of "Personal issues with a dental clinic," with a mean of 4.003 ± 0.395. The mean score in the "Access to dental clinic" domain was 3.945 ± 0.460. In the dentist domain, the results were overwhelmingly positive. **Conclusion:** According to the study's findings, the participants were satisfied with the services, staff, treatment, and patient-dentist interaction. Most of the patients were satisfied with the dental services.

Key words: Dental care, Domains, Patient satisfaction

INTRODUCTION

Patient satisfaction with health care is considered to be one of the main objectives and prerequisites for quality care;[1] it explains the extent to which patients' needs "meet their expectation and provide an acceptable standard of service and also the quality of care received by the patients".[2]

Monitoring the contentment of patients with dental care is crucial for meeting patient needs, improving patient compliance, and the outcome of a satisfied patient, influencing the caliber of a hospital or clinic. It is generally acknowledged that establishing a successful dentistry practice requires guaranteeing patient satisfaction.[1]

Dental educational institutions have dual advantages for patients and students by meeting the patients' medical demands and giving students training chances.

Good dentist-patient relationship could be achieved by giving patients more information about their condition with simple terms, being professional, and providing written rather than oral instructions. However, improper communication contributed to patient dissatisfaction despite the acceptable treatment outcomes.[3]

Patient satisfaction surveys have helped access a patient-centered curriculum based on doctors' interactions.[4] These satisfaction surveys are increasingly employed to assess the quality of care physicians provide. Patient satisfaction contributes to improved treatment quality and more effective future planning by identifying strengths and weaknesses within healthcare organizations.[4]

Over the past few years, the number of patients visiting the dental college has been increasing steadily. This increase in patient inflow and expansion of healthcare services could compromise the quality of healthcare provided; hence, this study was designed to measure satisfaction regarding the dental treatment offered by dental professionals in the Institute.[1]

MATERIALS AND METHODS

This study was based on data obtained through a questionnaire from patients visiting the Institute of Dental Sciences, Bareilly.

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Study design[5]

The participants had received or are currently receiving dental treatment at IDS Bareilly over the past 3 months, from August 2024 to November 2024.

The sample size was calculated using G* power 3.1 software (Franz Faul Universitat, Keil, Germany). A sample size of 544 participants was estimated to provide adequate results.

Inclusion/exclusion criteria

The study comprised participants between the age group of 18–55.

Participants under the age of 18 and incomplete questionnaires were excluded from the study.

Data collection

The questionnaire consists of 27 questions, categorized into five primary domains: Access, moving through, dentist, personal issues, and overall assessment of the clinic.[3,4] In our study, we took only three domains [Annexure 1]. Participants rated their experience on a 5-point Likert scale (1- strongly disagree, 2- disagree, 3- strongly agree, 4- agree, and 5- neutral).[4] The English version of the questionnaires was translated into Hindi for patients' convenience.

Statistical analysis

The data from the present study were entered in Microsoft Excel 2017 and analyzed using the statistical package Statistical Packages for the Social Sciences version 23. The descriptive statistics included mean, standard deviation frequency, and percentage. The level of significance for the present study was fixed at 5%.

The intergroup comparison was done using the Mann–Whitney U and Kruskal–Wallis tests. The frequencies were compared using the Chi-square test, the Shapiro–Wilk test to investigate the data distribution, and Levene's test to explore the homogeneity of the variables.

RESULTS

A total of 544 participants were recruited through completed surveys [Table 1].

The highest mean satisfaction score is in the "Dentist" domain, with a mean of 4.078 ± 0.465. Following closely, the domain of "Personal issues with dental clinic" with a mean of 4.003 ± 0.395; in the "Access to dental clinic" domain, the mean score is 3.945 ± 0.460 [Table 2].

Table 3 interprets that in the access domain, most patients were satisfied with the accessibility of the dental clinic, with 72.3% agreeing and 22.4% strongly agreeing. With a mean satisfaction score of 3.945 ± 0.460, this domain received high satisfaction, although some patients expressed dissatisfaction.

The results are overwhelmingly positive in the dentist domain, which evaluates satisfaction with the dentist's care. Many respondents (49.9%) agreed, and 44.0% strongly agreed that they were satisfied with the dentist's performance. The mean score for this domain was 4.078 ± 0.465.

Table 1: Demographic data

Gender	*n*%
Male	232 (42.6)
Female	313 (57.4)

Table 2: The overall results of the satisfaction score of the three domains in dental settings

Domain	Access to dental clinic	dentist	Personal issues with the dental clinic
The mean of satisfaction score	3.945±0.460	4.078±0.465	4.003±0.395

1-Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, 5-Strongly agree

The domain of Dentist scored 4.078 ± 0.465, suggesting a high level of satisfaction with the care provided by the dentist. The Personal issues with dental clinic domain had a mean of 4.003 ± 0.395, indicating that patients are largely satisfied with how personal concerns are handled.

DISCUSSION

Various researchers at many institutes worldwide have investigated satisfaction with dental care.[1] Patient satisfaction is not based only on the treatment quality but on other factors such as facilities, staff behavior, and basic environmental needs.

In our study, the "DENTIST" domain suggested a great degree of satisfaction with the care provided by the dentist with a mean of 4.078 ± 0.465, followed by the "personal issues with dental clinic" domain, indicating that patients were broadly satisfied with how personal concerns are handled, with a slight tendency toward agreement. In the "Access to dental clinic" domain, the mean score is 3.945 ± 0.460, showing that while access to the clinic is generally rated positively, it is slightly lower than the other domains [Tables 2 and 3].

Balkaran *et al.*[2] evaluated dental satisfaction in the West Indies. Of the total sample, 69% were females, 40% were between 45 and 64, and 31.3% had excellent self-rated dental health status. The dental satisfaction index of 76.42% was found, with the highest satisfaction subscale for quality (81.17%), while access (72%) was the lowest occurring subscale. The mean dental satisfaction index (DSI) was 3.47 for the University of the West Indie (UWI) dental emergency clinic and 3.87 for the polyclinic. He concluded that there was a high level of satisfaction with dental treatment at UWI dental school.

Devaraj and Eswar[6] conducted a study to determine the causes of dental service usage and non-use among 180 people aged 15–65 years visiting an Indian dental college hospital. Data were collected using a questionnaire, and they found that dental pain was the primary cause of the dentist's visit (35.3%).

Habib *et al.*[7] evaluated patient satisfaction following comprehensive dental treatment provided by King Saud University, Riyadh, Saudi Arabia. The required information was collected from patients using a self-answered questionnaire. Eighty-six patients participated. With a score of 68.67 ± 6.85, the patient was extremely satisfied.

Table 3: Descriptive results of patient satisfaction with the access domain and personal issue with dental clinic, (*n*=544)

Domain	Strongly disagree *n*%	Disagree *n*%	Neutral *n*%	Agree *n*%	Strongly Agree *n*%	Mean of satisfaction score (% of 5)
Access domain items	2	20	7	394	122	3.945±0.460
	0.4	3.7	1.3	72.3	22.4	
Dentist domain items	6	18	9	272	240	4.078±0.465
	1.1	3.3	1.7	49.9	44.0	
Personal issues domain	0	2	5	327	211	4.003±0.395
	0	0.4	0.9	60.0	38.7	

Ali[8] did a study to measure the degree of satisfaction among four hundred and ninety-seven participants from five dental centers. About 42.6% of the patients were happy with dentists' work, whereas 31.5% were satisfied with the clinical setting. They concluded that the dental centers' physical attributes and accessibility are essential.

Balhaddad *et al.*[3] evaluated patient satisfaction at a dental institution in Saudi Arabia. A questionnaire was designed using a five-point Likert. 81.9% responded as 262 out of 320 patients returned the questionnaire, with a mean age of 34.7 years. The highest mean score was for dental treatment, followed by facilities and then appointments.

Luo *et al.*[5] conducted a study to evaluate patients' satisfaction in dental treatment. A survey on dental satisfaction was created with input from 30 patients. In comparison to the current Dental Satisfaction Questionnaire, six themes were identified.

Liu and Mao[9] conducted a study to assess satisfaction with rural medical services. A total of 9811 patients were included in this study. Three in five patients (including outpatients and inpatients) were satisfied with the rural medical services. The domain in which participants were satisfied was medical service.

Hegde *et al.*[10] assessed patient's satisfaction with root canal treatment in various aspects. The study was conducted on 130 patients using a questionnaire. Eighty-one opted to receive treatment at an institution due to the higher care quality. Seventeen patients thought the quality of the care they received was compromised.

Almutair *et al.*[1] conducted a study to assess patients' satisfaction with dental treatment. A total of 442 questionnaires were collected. The majority of patients said they were happy with the treatment received. He concluded that Majmaah University's dental clinics have successfully attained participants' satisfaction.

Aldossary *et al.*[4] evaluated Saudi Arabian patients' satisfaction with their dental visits. The dental section comprised 20 questions across five domains, with a 5-point Likert scale. Nine hundred and sixty-four patients were examined, 3.61 was the overall satisfaction score, personal issues had the highest satisfaction score, and access to the dental clinic domain had the lowest satisfaction.

CONCLUSION

Within the limitations of the present study, it was concluded that overall levels of satisfaction with dental care among participants were high.

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