



Dentistry Survey: Patient Feedback

November 2022

Overview

Background and main findings

Since the pandemic dentistry is one area that has had a lot of publicity around limited access. We asked for people's thoughts and experiences of dentistry in Warwickshire.

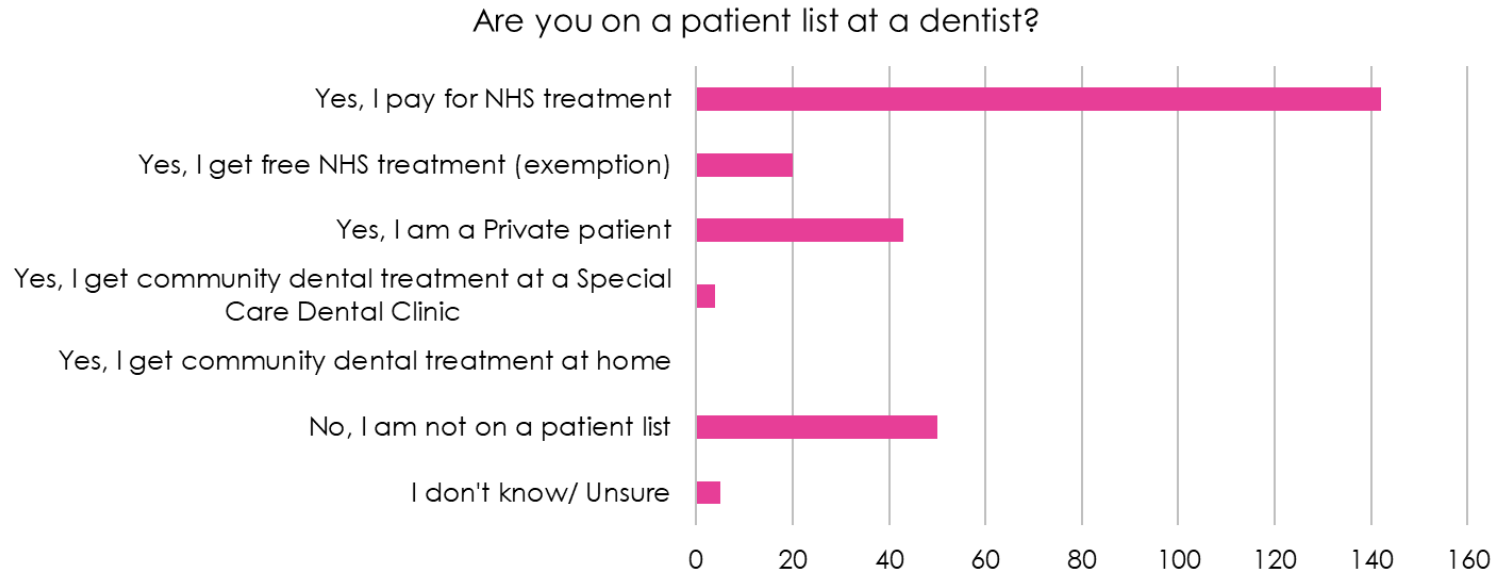
Our Dentistry survey for patients was open **July to October 2022**.

We gathered **feedback from 264 people** across Warwickshire.

We heard:

- People have difficulty accessing dental care if they have had to leave a dental practice or have not kept up regular appointments.
- People who go for regular check-ups, keep a place at their dentist and are more likely to be able to access NHS treatment.
- People are paying for private dentistry care, in part because they can't access NHS dentistry, many of whom are concerned about costs.

Who responded to our survey?



89% completed the survey on their own behalf, 8% for a child and 3% for a friend, neighbour or other family member.

13% have been with their current dentist between 5 and 10 years, 39% have been with their current dentist for 10 years or more.

Who is visiting the dentist?

	Last treatment was less than 6 months ago	Say they go regularly	Most common reason for <u>not</u> visiting the dentist
Pay for NHS treatment	54%	48%	Cost
Free NHS treatment	55%	25%	Fear
Private treatment	58%	62%	Cost
Special Care Dental Clinic	25%	0%	Appointment restrictions/ delays
Not on a dentist list	4%	0%	Unable to access NHS treatment
Don't know/ unsure if on a dentist list	20%	0%	Cost/ Fear

6 Quotations: Access

'I have phoned around all the dentists in a 20-mile radius and none of them are taking on NHS patients and I can't afford to go private.' Person not currently on a list.

'During lockdown, my dentist discharged me from the patient list because I was not able to attend my routine appointment due to shielding. I didn't find out until I tried to book an appointment as my tooth has cracked.' Person not currently on a list.

'I moved and my old dentist is too far away but no NHS dentist in my new area.' Person not currently on a list.

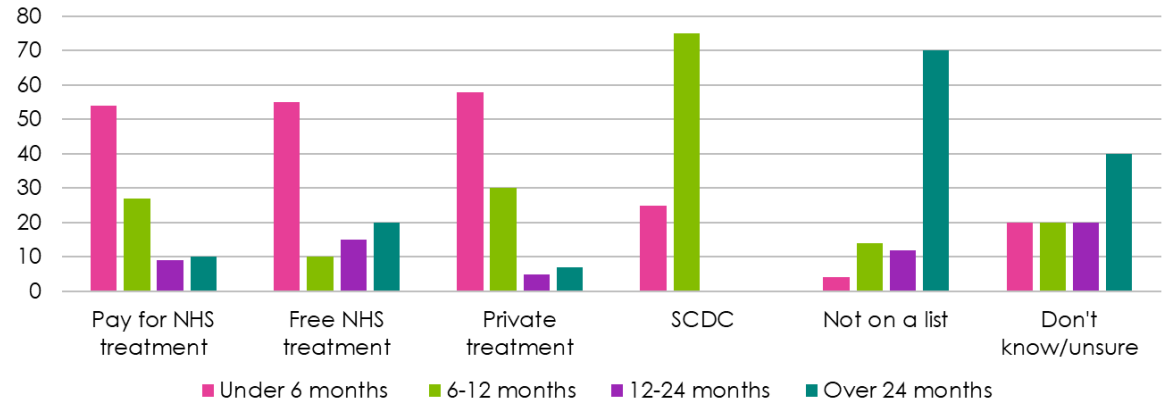
'We moved house 4 years ago and needed an NHS dental practice but non locally are taking on new NHS patients.' Person who pays for NHS treatment.



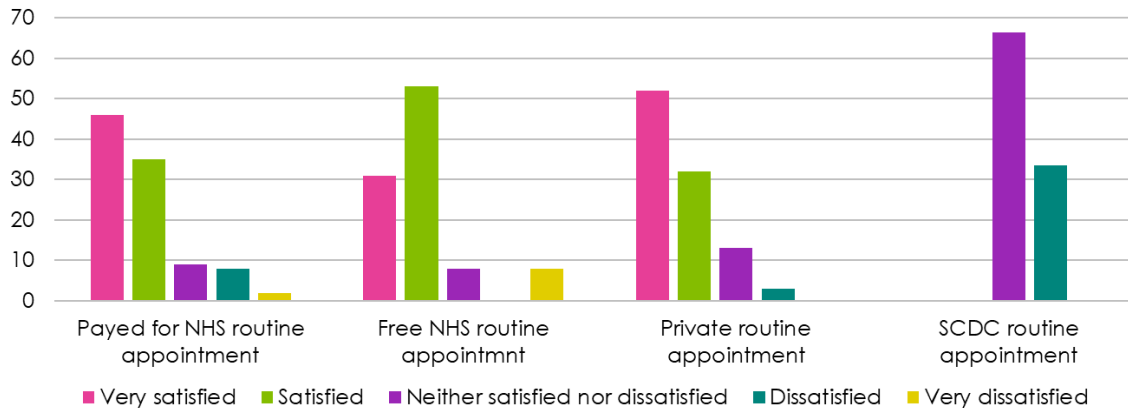
Is treatment timely and satisfactory?

22% of people who responded to this question told us they hadn't had dental treatment for over 24 months.

When was the last time you went to a dentist or had dental treatment? (%)



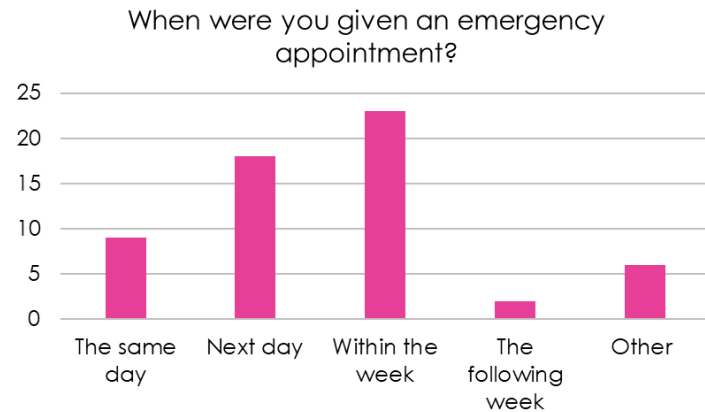
How did you feel after your last routine appointment? %



80% of people who responded to this question told us they were satisfied or very satisfied with their latest routine appointment.

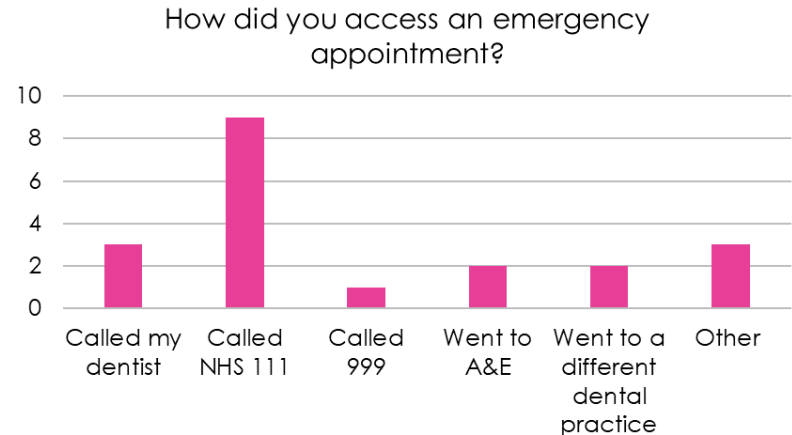
Access to emergency care?

59 people told us they needed **emergency care, on a weekday between 9am and 5pm**, in the last 18 months.



In the 'other' responses: three people told us they were never given an appointment, three were seen within a month, one person was sent to A&E and one person told us they were frustrated at having a 38 mile round trip to collect a prescription.

13 people told us they needed **out of hours emergency care, weekdays after 5pm or at weekends or public holidays**, in the last 18 months.



In the 'other' responses: two people paid for private treatment, one person was unaware emergency appointments were available, one person told us they waited 9 weeks for an appointment and one person initially asked their GP for information and was directed to call NHS 111.

Are reasonable adjustments met?

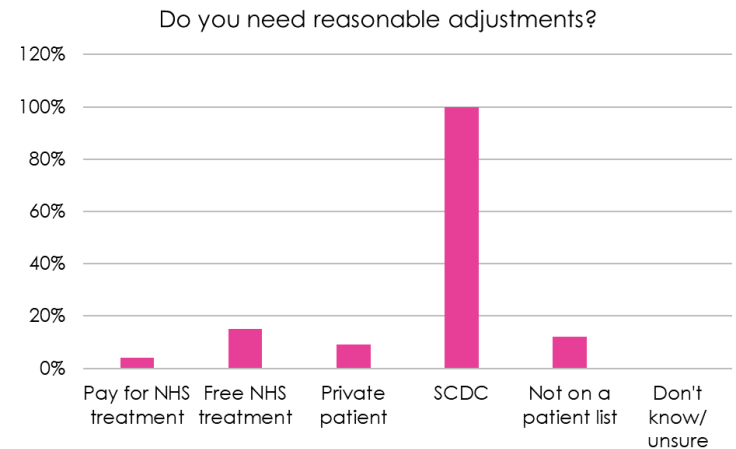
No one who pays for their NHS treatment, or who are private patients, told us that reasonable adjustments delay their appointments.

2 out of the 3 people who need reasonable adjustments to be made, when getting their free NHS treatment, told us their appointments may be delayed.

2 out of the 4 people who get treatment at a Special Care Dental Clinic told us that reasonable adjustments delay their appointments.

One person told us that lack of a BSL interpreter can delay their appointments, this person is not currently on a dentist's list.

Five people told us about their child with autism. Two pay for NHS treatment: one is very satisfied having received a referral to SPDC and one is dissatisfied as 'Not very helpful/reassuring with autistic children'. One is satisfied with free NHS treatment and communicates via the dentist's app. One is not on a patient list and continues to visit a dentist when in Poland.



The fifth person told us:
"My son is autistic and has a severe learning disability and sensory modulation disorder this all affects his oral health, we have to have regular appointments currently 3 monthly it's not regular enough, reasonable adjustments are not included, they don't use visuals to support the young person to understand what is happening."
SPDC

What else did people want us to know?

We asked if there was anything else people would like to tell us about their experiences of dentistry in the last 18 months

31% of comments from people who pay for NHS treatment, told us about how satisfied they were.

33% of comments from private patients told us about not being able to find NHS dental care and 29% commented on the affordability of their dental care.

40% of comments from people receiving Special Dental Care, told us about their dissatisfaction.

Comments from people who receive free NHS dental care were evenly split (27% each) between those who are dissatisfied, those who are satisfied and those who commented on not being able to access treatment. 18% told us about affordability.

The most common comments from people who are not currently on a patient list were about affordability and not being able to access treatment (33% each)

Quotations: Affordability

'I am bitter that my taxes fund the NHS, but I cannot access NHS dentistry. It feels very unfair.' Private patient

'Would have been a lot more satisfied if I'd been able to get an NHS appointment so didn't have to pay private prices.' Private patient

'My husband and I had to join as private patients so our 2 children could see a dentist.' Private patient

'They are encouraging more use of the hygienist and are expecting you to visit much more frequently and to part pay up front, so I feel they are trying to profit more.' Person who pays for NHS treatment

I have lots of holes in my teeth and the dentist put in temporary fillings. Said they could put in grey fillings for free because of maternity exemption but for white I would have to pay. I have not gone back and will seek dental care at home in Morocco when I go back.' Not on a patient list

'As a homeless individual I am unable to afford dental care.' Not on a patient list

Who responded to our survey?

Please tell us which gender you identify with



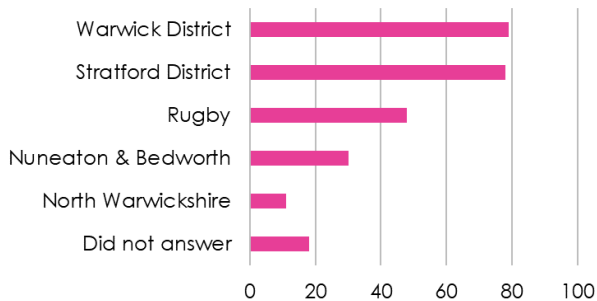
- Woman
- Man
- Did not answer
- Prefer not to say
- Non-binary

Please tell us your age

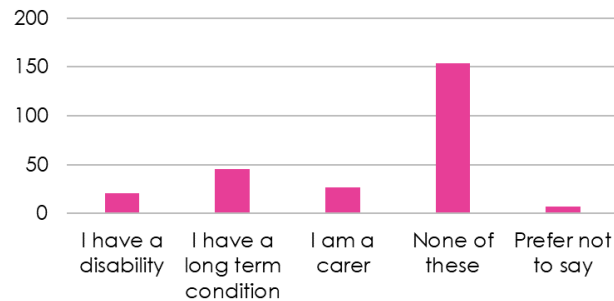


- 18-24
- 25-34
- 35-49
- 50-64
- 65-79
- 80+
- Prefer not to say
- Did not answer

Please tell us where you live



Please select any of the following that apply to you



Please select your ethnicity	
White: British/ English/ Northern Irish/ Scottish/ Welsh	192
Did not answer	22
Asian or Asian British - Indian	14
White: Any other White background	12
Prefer not to say	8
Black or Black British- Caribbean	5
Any other ethnic group	2
Mixed/ Multiple ethnic groups – Any other Mixed/ Multiple ethnic groups background	2
Asian or Asian British- Any other Asian or Asian British Background	1
Asian or Asian British- Chinese	1
Asian or Asian British- Pakistani	1
Black or Black British- African	1
Mixed/ Multiple ethnic groups – Asian and White	1
White: Irish	1
White: Roma	1

For more information

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