



Tell us about local dental care services

Healthwatch Nottingham and Nottinghamshire (HWNN) is an independent organisation that helps people get the best from their local health and care services.

Between November 2018 and January 2019 we undertook a Question of the Month survey to gain a greater understanding of people's views of, and access to, Dental services.

The aim of this survey was to understand people's experiences of having access to/making use of dental services, the frequency of access and the reason(s), if any, for not doing so.

The questions we asked were:

- When did you last visit the dentist for an NHS appointment?
- If your last visit was over 2 years ago, why was this?
- Have you had trouble getting NHS dental treatment in the last 2 years? If yes, why was this?
- Thinking about your last NHS dental appointment, what was it for?
- Please rate the following statements (1-5 star) - 1 star is lowest, 5 star is highest.
- *It was easy to book an appointment*
- *My appointment was at the time I wanted/needed*
- *My treatment was clearly explained to me*
- *I felt cared for by staff*
- Please tell us more about why you gave the ratings you did.
- If possible, please tell us the name and location of the dental practice.

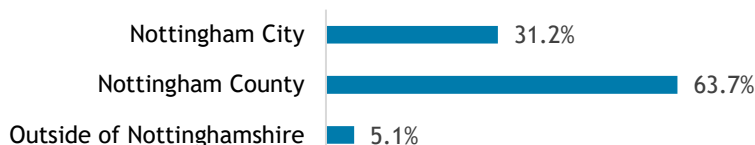
Responses to this survey were from local people across Nottingham City and Nottinghamshire County through face to face public events such as 'Talk to Us' points and through an online SNAP survey linked to our website.

The main findings of this survey were:

The total number of responses received was 372 with 31.2% (n=116) being received from residents of Nottingham City and 63.7% (n=237) from Nottinghamshire County.

Completed Responses	No	%
Nottingham City	116	31.2%
Nottinghamshire County	237	63.7%
Out of Nottinghamshire	19	5.1%
Total	372	100%

Table 1 – source all respondents (n=372)



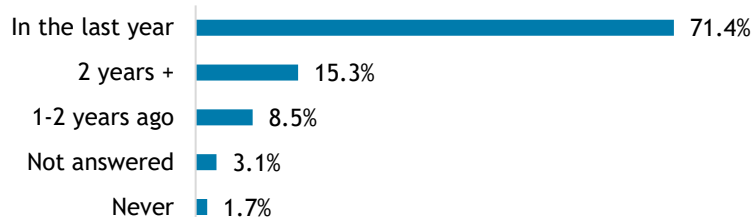
NB The out of area responses have been removed from the rest of this analysis leaving a total source number of 353.

Participants were asked the following questions:

When did you last visit the dentist for an NHS appointment?

Response	No	%
In the last year	252	71.4%
2 years +	54	15.3%
1-2 years ago	30	8.5%
Not answered	11	3.1%
Never	6	1.7%
Total	353	100%

Table 2 – source all respondents (n=353)

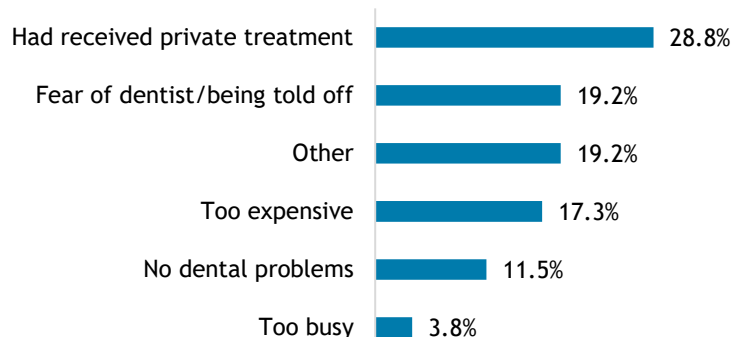


Out of the 353 participants 71.4% (n=252) answered 'in the last year', 15.3% (n=54) 'in the last 2 years', 8.5% (n=30) '1-2 years ago', and 1.7% (n=6) 'never'. 3.1% (n=11) did not provide an answer.

If your last visit was over 2 years ago, was this because

Response	No	%
Had received private treatment	15	27.8%
Fear of dentist/being told off	10	18.5%
Other	10	18.5%
Too expensive	9	16.7%
No dental problems	6	11.1%
Not answered	2	3.7%
Too busy	2	3.7%
Total	54	100%

Table 3 – source all respondents (n=54)



Out of the 54 participants 27.8% (n=15) answered 'private treatment', 18.5% (n=10) 'fear of dentist/being told off' and 'other', 16.7% (n=9) 'too expensive', 11.1% (n=6) 'no dental problems' and 3.7% (n=2) 'too busy'. 3.7% (n=2) did not provide an answer.

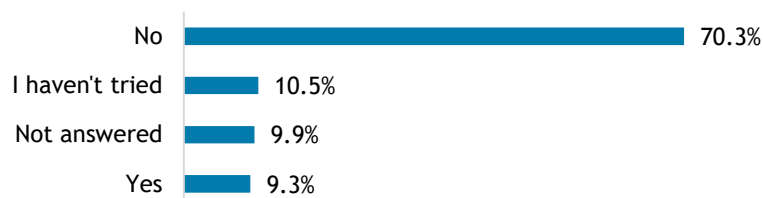
Reasons given for 'other' included:

'Forgot appointment', 'struggle to physically get there'. 'they kept cancelling appointments, 'struggling to register with new dentist, 'dental treatment is costly', 'benefits stopped' and 'missed appointment - now been refused dentist'.

Have you had trouble getting NHS treatment in the last 2 years?

Response	No	%
No	248	70.3%
I haven't tried	37	10.5%
Not answered	35	9.9%
Yes	33	9.3%
Total	353	100%

Table 4 – source all respondents (n=353)



Out of the 353 participants 70.3% (n=248) answered 'no', 10.5% (n=37) 'I haven't tried' and 9.3% (n=33) 'yes'. 9.9% (n=35) did not provide an answer.

For those respondents who had experienced difficulties in obtaining NHS treatment in the past two years, some of the reasons given were as follows:

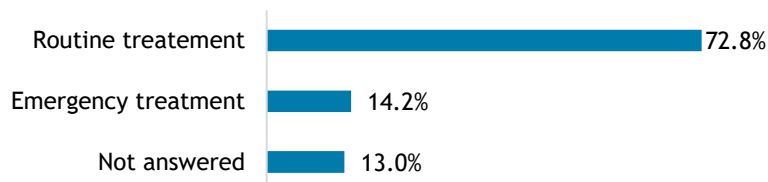
'Can't get NHS service', 'difficult to register and make appointments at appropriate times', 'moved practice - didn't want to do treatment', 'didn't want to see me', PIP - not entitled. Previously ESA and

was not entitled', 'practice no longer offering NHS appointments', 'need full wheelchair access', 'mobility/pain issues - struggle to get there', too many people, not enough appointments', 'when I left the army I couldn't get into an NHS dentist', 'didn't have HC" certificate', 'dentist refused to see family due to a missed appointment', 'always full', 'dentist keeps cancelling appointments' and 'dentist only works 2 days a week so hard to get an appointment'.

Thinking about your last NHS appointment – was this for

Response	No	%
Routine treatment	257	72.8%
Emergency treatment	50	14.2%
Not answered	46	13.0%
Total	353	100%

Table 5 – source all respondents (n=353)



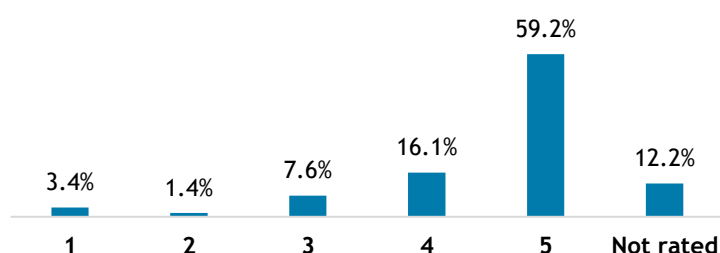
Out of the 353 participants the majority of people 72.8% (n=257) answered 'routine treatment' and 14.2% (n=50) 'emergency treatment'. 13.0% (n=46) did not provide an answer.

Participants were asked to rate the following questions:

'Was it easy to book the appointment?'

Response	No	%
1 Star (lowest)	12	3.4%
2 Star	5	1.4%
3 Star	27	7.6%
4 Star	57	16.1%
5 Star (highest)	209	59.2%
Unrated	43	12.2%
Total	353	100%

(Table 6 Source all respondents n=353)

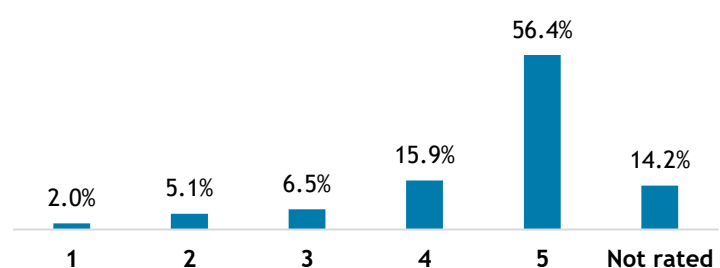


Out of the 353 participants 59.2% (n=209) rated this 5 star, 16.1% (n=57) 4 star, 7.6% (n=27) 3 star, 1.4% (n=5) 2 star, 3.4% (n=12) 1 star and 12.2% (n=43) did not provide a rating.

'Was your appointment at the time you wanted/needed?'

Response	No	%
1 Star (lowest)	7	2.0%
2 Star	18	5.1%
3 Star	23	6.5%
4 Star	56	15.9%
5 Star (highest)	199	56.4%
Unrated	50	14.2%
Total	353	100%

(Table 7 Source all respondents n=353)



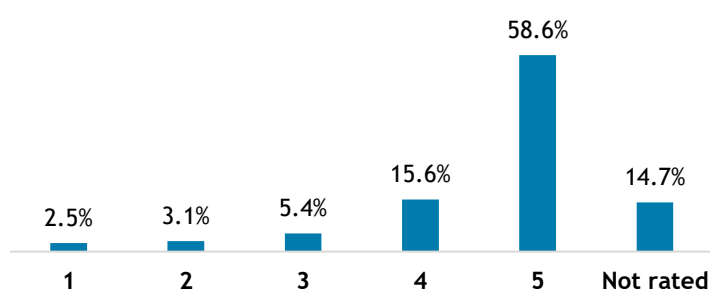
Out of the 353 participants 56.4% (n=199) rated this 5 star, 15.9% (n=56) 4 star, 6.5% (n=23) 3 star, 5.1% (n=18) 2 star, 2.0% (n=7) 1 star and 14.2% (n=50) did not provide a rating.

‘Was your treatment clearly explained to you?’

Response	No	%
1 Star (lowest)	9	2.5%
2 Star	11	3.1%
3 Star	19	5.4%
4 Star	55	15.6%
5 Star (highest)	207	58.6%
Unrated	52	14.7%
Total	353	100%

(Table 8 Source all respondents n=353)

Out of the 353 participants 58.2% (n=207) rated this 5 star, 15.6% (n=55) 4 star, 5.4% (n=19) 3 star, 3.1% (n=11) 2 star, 2.5% (n=9) 1 star and 14.7% (n=52) did not provide a rating.

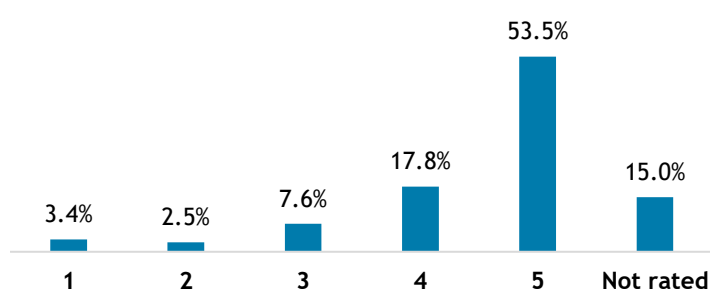


‘Did you feel cared for by staff?’

Response	No	%
1 Star (lowest)	12	3.4%
2 Star	9	2.5%
3 Star	27	7.6%
4 Star	63	17.8%
5 Star (highest)	189	53.5%
Unrated	53	15.0%
Total	353	100%

(Table 9 Source all respondents n=353)

Out of the 353 participants 53.5% (n=189) rated this 5 star, 17.8% (n=63) 4 star, 7.6% (n=27) 3 star, 2.5% (n=9) 2 star, 3.4% (n=12) 1 star and 15.0% (n=53) did not provide a rating.



Some of the reasons given for the above ratings were as follows:

Overall, there were many more positive reasons given for the above ratings which is reflected in the low numbers for one and two star ratings. A selection of both positive and negative comments is shown below:

Positive comments

‘It was easy to book the appointment and the staff were helpful’

‘Happy with the practice. Nice and helpful staff’

‘My dentist is nice and helpful. I used to be scared but he put me at ease’

‘The staff are friendly and kind. They put the patients at ease and the surroundings are warm and comfortable’

‘Dental care very supportive and explain what needs to be done. They also text you to remind you of an appointment’

‘Great staff - took time to explain the treatment’

Negative comments

‘Booking systems going to call centres’

‘I felt like a number and not a person’

‘Everything was adequate, not very well cared for’

‘Dentist doesn’t communicate well with people who don’t speak English and no interpreters’

‘Dentist expensive. Doesn’t explain what is wrong or offer alternative options. You have to be full force and tell them they are not doing a treatment. I have had teeth removed and found out they were the wrong ones’

‘The dentist split my treatment over several weeks and charged me twice for Band 3 treatment. They were not able to offer specific treatments and have not ever provided cleaning on the NHS’

Conclusions

Out of the 353 participants the majority of people 72.8% (n=257) answered ‘routine treatment’ had been the reason for their last attendance at the dentist whilst 14.2% (n=50) had indicated that this was for ‘emergency treatment’. 13.0% (n=46) did not provide an answer. The result indicates that over 70% of respondents are attending for routine dental treatment.

Participants who had not attended a dentist within the last two years was 15.3% (n=54). Out of these, 27.8% (n=15) had received private treatment, 18.5% (n=10) had a fear of the dentist/being told off and 16.7% (n=9) found it too expensive to seek dental treatment.

Out of the 353 participants, 9.3% (n=33) stated that they had experienced difficulty in accessing NHS treatment in the last two years.

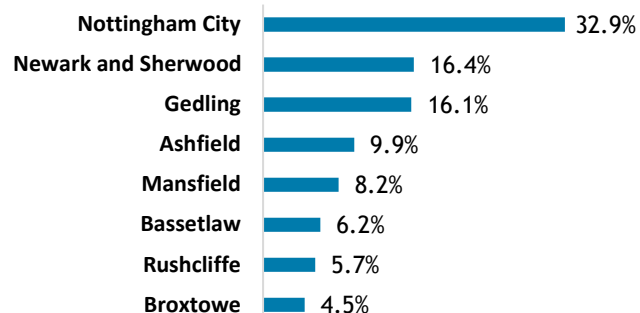
Generally, most participants appear to have had a good experience of dental services with most ratings being 4 or 5 star.

Who answered our Question of the Month?

We received 471 responses in total. Our respondents were 116 from Nottingham City and 237 from Nottinghamshire County. (19 from outside Nottinghamshire were excluded leaving a total of 353).

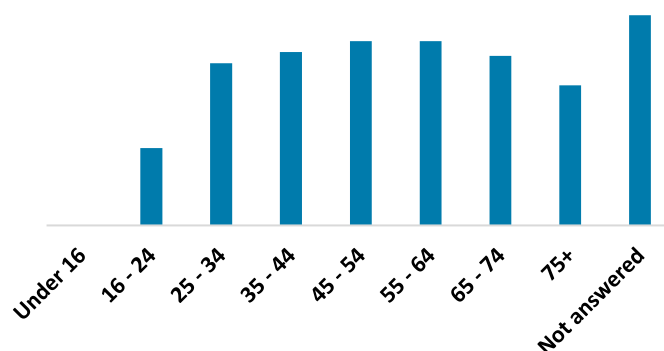
District	No	%
Nottingham City	116	32.9%
Newark and Sherwood	58	16.4%
Gedling	57	16.1%
Ashfield	35	9.9%
Mansfield	29	8.2%
Bassetlaw	22	6.2%
Rushcliffe	20	5.7%
Broxtowe	16	4.5%
Total	353	100%

Table 10 - Source: all respondents (n=353)



Age Group	No	%
Under 16	0	0%
16 - 24	21	5.9%
25 - 34	44	12.5%
35 - 44	47	13.3%
45 - 54	50	14.2%
55 - 64	50	14.2%
65 - 74	46	13.0%
75+	38	10.8%
Not answered	57	16.1%
Total	353	100%

Table 11 - Source: all respondents (n=353)



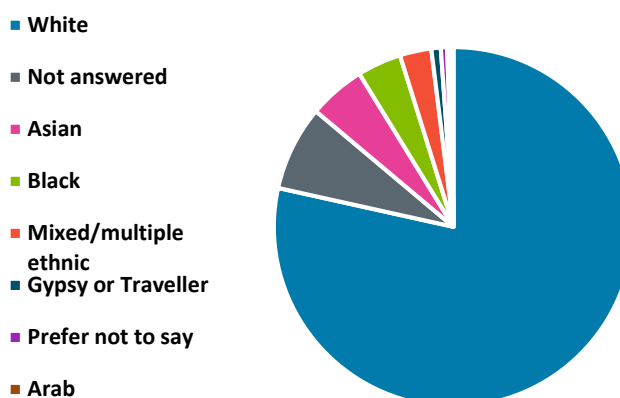
Gender	No	%
Female	201	56.9%
Male	85	24.1%
Not answered	63	17.8%
Non-binary	3	0.8%
Prefer not to say	1	0.3%
Total	353	100%

Table 12 - Source: all respondents (n=373)



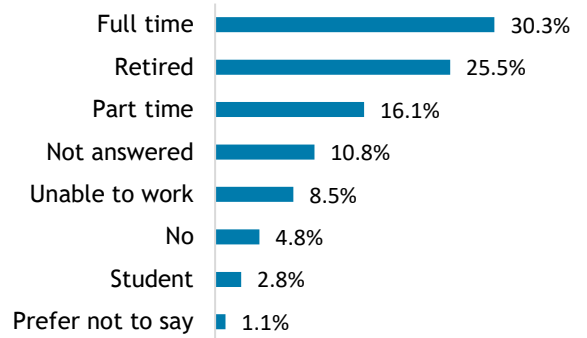
Ethnicity	No	%
White	277	78.5%
Not answered	27	7.6%
Asian	18	5.1%
Black	14	4.0%
Mixed/multiple ethnic	10	2.8%
Gypsy or traveller	3	0.8%
Prefer not to say	2	0.6%
Arab	1	0.3%
Other	1	0.3%
Total	353	100%

Table 13 - Source: all respondents (n=353)



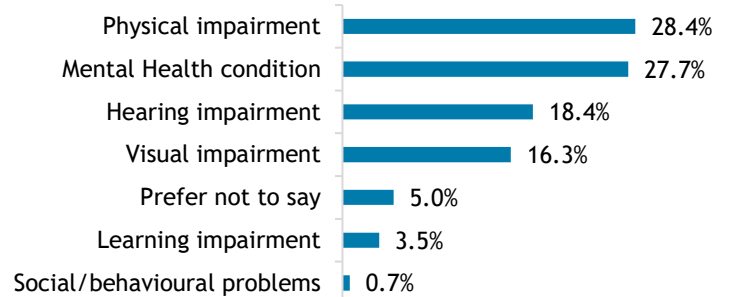
Employment status	No	%
Full time	107	30.3%
Retired	90	25.5%
Part time	57	16.1%
Not answered	38	10.8%
Unable to work	30	8.5%
No	17	4.8%
Student	10	2.8%
Prefer not to say	4	1.1%
Total	353	100%

Table 14 - Source: all respondents (n=353)



Disability	No	%
Physical impairment	40	28.4%
Mental Health condition	39	27.7%
Hearing impairment	26	18.4%
Visual impairment	23	16.3%
Prefer not to say	7	5.0%
Learning impairment	5	3.5%
Social/behavioural problems	1	0.7%
Total	141	100%

Table 15 - Source: all respondents (n=141)



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