



Smilewatch 2018

Derby Dentists Report

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Why Dental Services

Access to dental services has always been one of the areas that Healthwatch Derby has had a lot of requests for information from the residents of the city.

Poor oral healthcare apart from being painful is also costly to the NHS. The Smile for Life Report that was discussed at the Derby City Health and Wellbeing Board March 2015 related that £30 million alone was spent on hospital based tooth extractions for children aged 18 years and under in 2012–13.

Tooth decay is largely preventable and the most prevalent disease of childhood. The report states that the deprived areas of the city had higher levels of dental disease (decay). It stated that establishing early good oral health habits should save public resources in the long term by minimising treatment need, and preventing children from suffering needless pain.

The report highlighted that children under 5 in Derby city had a higher prevalence of tooth decay than the national average. The report also noted that parents' attitudes and general understanding of oral care, particularly in the most deprived areas of the city, were some of the issues that we face. Other barriers to seeking care were:

- Anecdotal reports from parents, school health teams and school staff in suggesting that there were difficulties in accessing care from local dental practices. Some practices are cited as either not taking on new patients or having long waiting lists.
- Conflicting messages regarding the age at which some dentists will see a child.
- Language barriers add an additional layer of complexity. With anecdotal reports of instances where families have been turned away as they could not speak English.

NICE Quality standard [QS139] Oral health promotion in the community

- **QS 1** Local authorities carry out oral health needs assessments to identify groups at high risk of poor oral health as part of joint strategic needs assessments.
- **QS 2** Local authorities provide oral health improvement programmes in early years services and schools in areas where children and young people are at high risk of poor oral health.



In November 2016 Healthwatch England published the Access to NHS Dental Services report. Some of its findings were:

- 3 in 5 (61%) had visited an NHS dentist in the last two years.
- Almost 1 in 4 (24%) had visited a private dentist in this period.
- 1 in 5 (19%) said that they had tried to get an NHS dental appointment but couldn't get one within a reasonable timeframe.

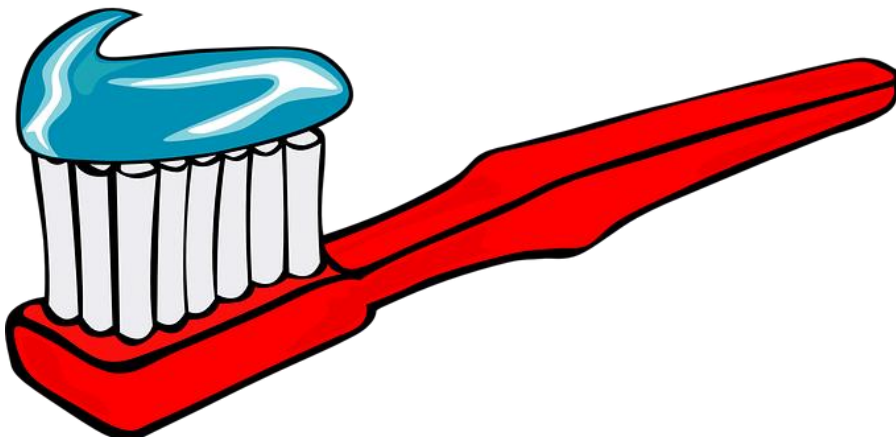
Of those who had not been to any dentist in the last two years:

- 1 in 4 (28%) felt they didn't need to visit.
- 1 in 3 (33%) said they were nervous about going to the dentist.

Cost of treatment also emerged as a specific issue:

- More than a third (36%) of those who hadn't been to the dentist said it was because it was too expensive.
- 1 in 6 (17%) people who had visited a dentist said they had delayed or cancelled planned treatment because they felt it was too expensive.
- Almost half (46%) of 18-24 year olds said they didn't think going to the dentist was necessary compared to around a third (34%) of 25-34 year olds.

This suggests that there is scope to target public health messages more effectively at all these audiences.

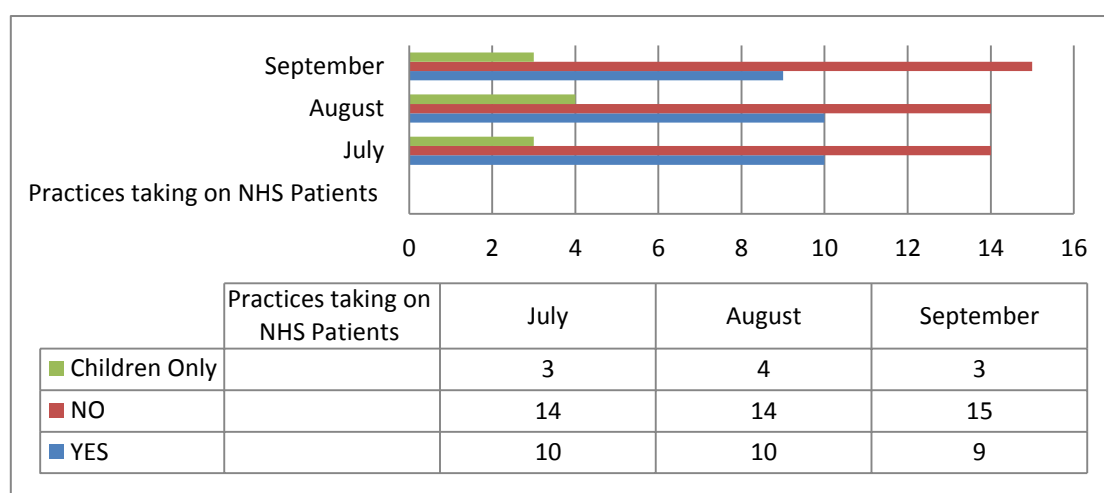


Local Access

Healthwatch Derby receives a Dental Survey Report from NHS England every month which provides information about which of our 33 City dentist practices are taking on NHS patients. The following are based on those reports for July through to September 2018.

Note

Dental practice registration was abolished with the introduction of the current dental contract in 2006. Most practices still hold a dental practice list, but the NHS is not party to that information. Patients are now entitled to attend any practice they wish for a check-up or course of treatment (there are no catchment areas). It is possible that some patients are on more than one dental practice list. It is estimated that 57% of the population attends a NHS dentist.



Are you willing to take 111 patients at short notice?	
July	4
August	2
September	6

Waiting times varied between service providers from 1 week up to 13 months.

This shows that there is limited NHS dental services provision for new patients available in the city as well as restricted access for 111 or emergency patients. Many of these will attend Royal Derby Hospital Emergency Department or Coleman Street Emergency Dental Access Service after being referred.

This shows that the anecdotal evidence as mentioned above from the Smile for Life Report, that there were difficulties in accessing care from local dental practices. Some practices are cited as either not taking on new patients or having long waiting lists, is evident.

NICE Quality standard [QS139] Oral health promotion in the community

- **QS 4** Dental practices providing emergency care to people who do not have a regular dentist give information about the benefits of attending for routine care and how a local dentist can be found.

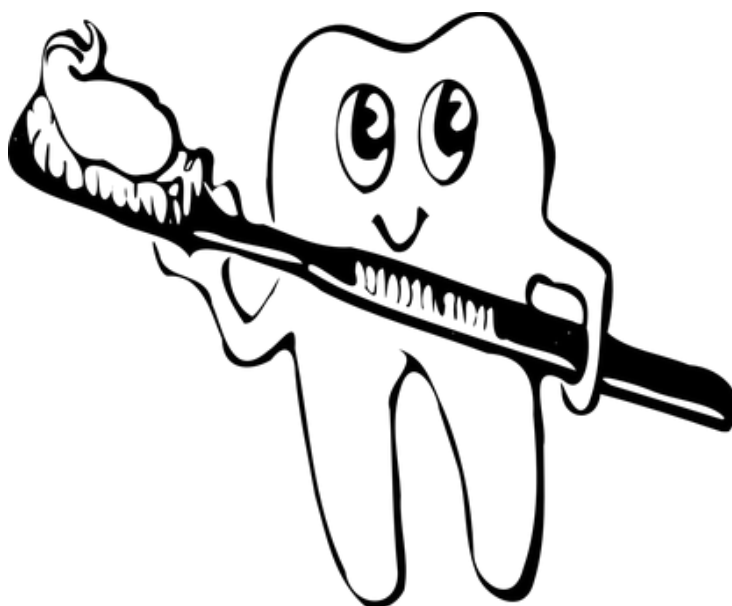
Local Perspectives

Healthwatch Derby undertook a look into emergency dental access in its 2017 report Specialised Enter & View Derbyshire Community Health Services Coleman Street Emergency Dental Access which can be accessed at https://www.healthwatchderby.co.uk/sites/default/files/dchs_hwd_report_0.pdf

Its key findings were:

- Staff at home visits revealed a very caring and committed team, respectful and mindful of service user needs. This was echoed at triage, reception and waiting areas.
- Staff are respectful, mindful, and offer practical solutions and support.
- It is a very busy service but patients are seen without delay as much as possible, when there is delay, waiting periods are clearly indicated to avoid distress.
- Good service provided at the Emergency Dental sessions and home visits.
- A lack of adequate provision for patients to register as new NHS dental patients.
- There is a varied service of dentists in Derby – some patients having to resort to visiting the Emergency Dental Service while being registered, as registered dentists could not accommodate their needs.
- Possible misuse of emergency dental provision – NHS complex cases being sent to Emergency Dental Services instead of being treated by a registered dentist.
- Waiting time for appointments and scarcity of appointments due to very high demand.
- Lack of translation services at Emergency Dental Service.

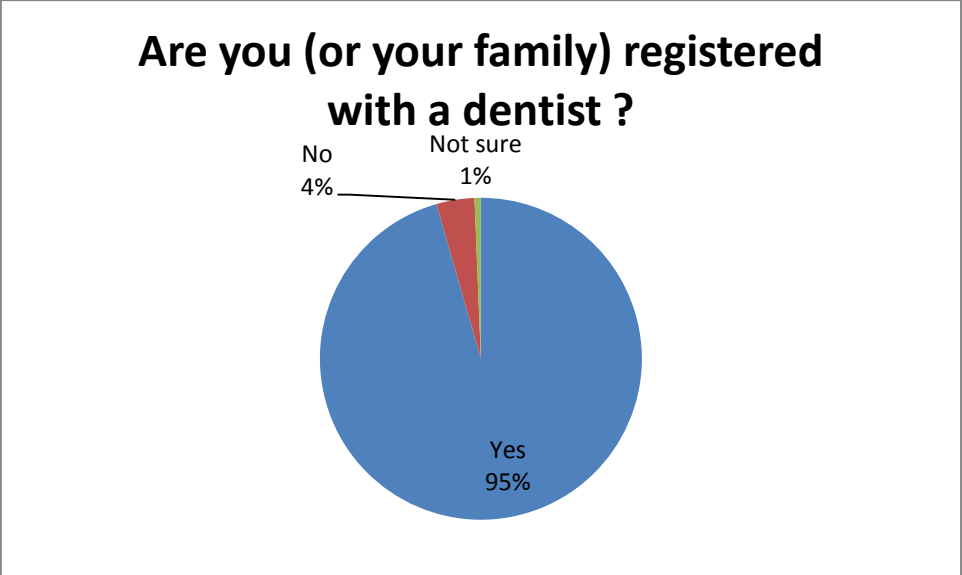
It concluded that whilst the service was good it was under pressure due to the lack of available NHS Dental provision across the City.



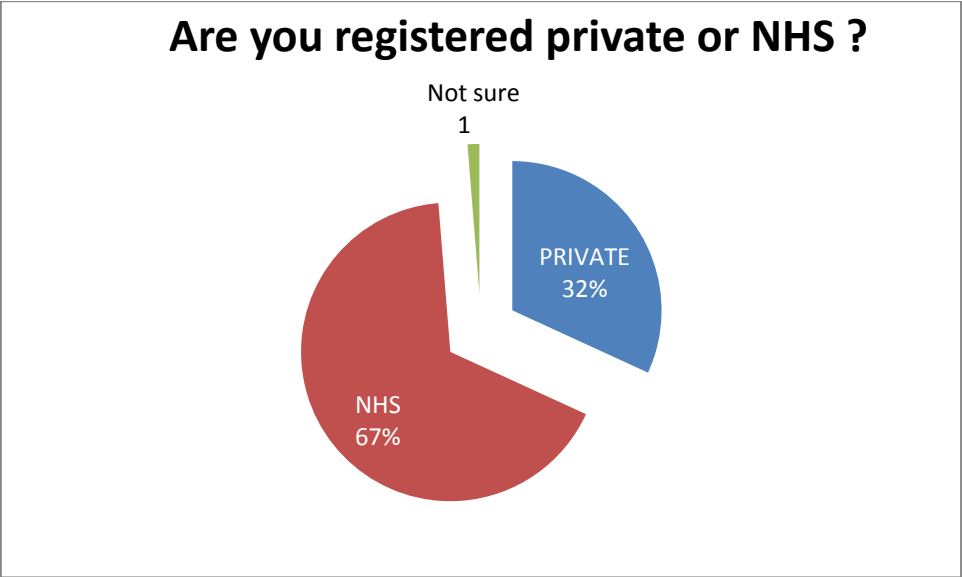
The Healthwatch Derby Engagement Team spoke with 157 patients at various dental locations who had accessed services across Derby City throughout April 2018.

There findings were:

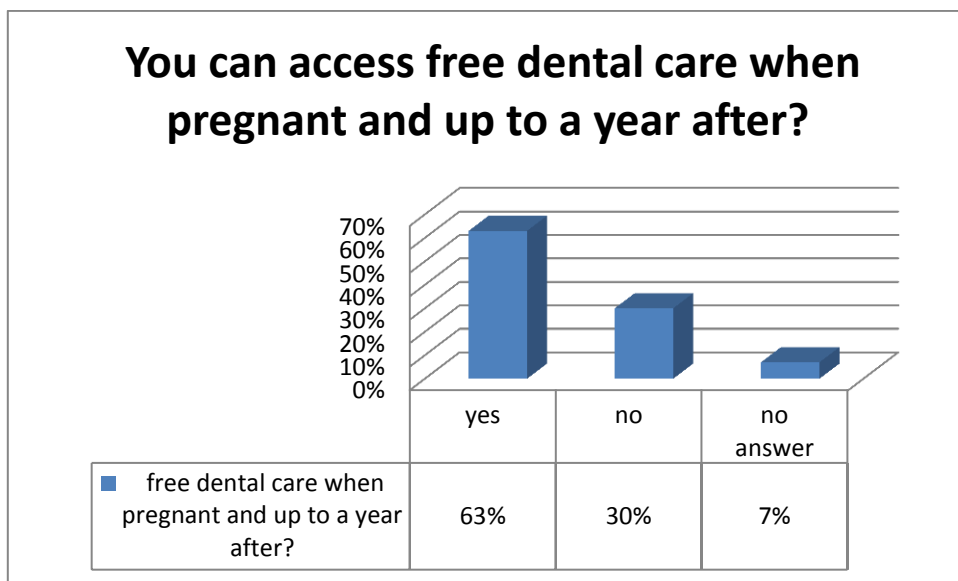
The majority (95%) of those we spoke with were registered with a dentist.



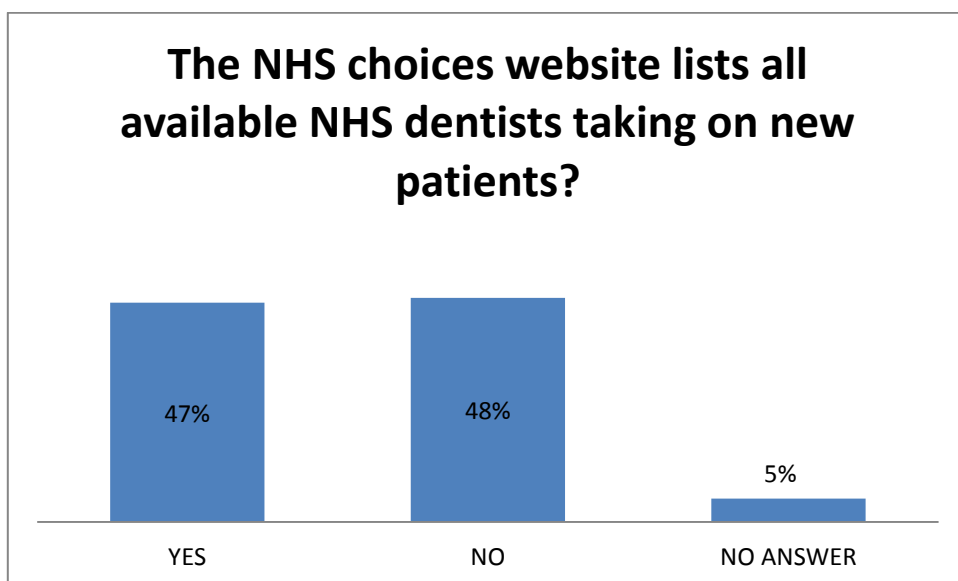
Most of those we spoke with were registered with a NHS provider, however almost 1 in 3 were registered privately.



We asked some “did you know” questions:-

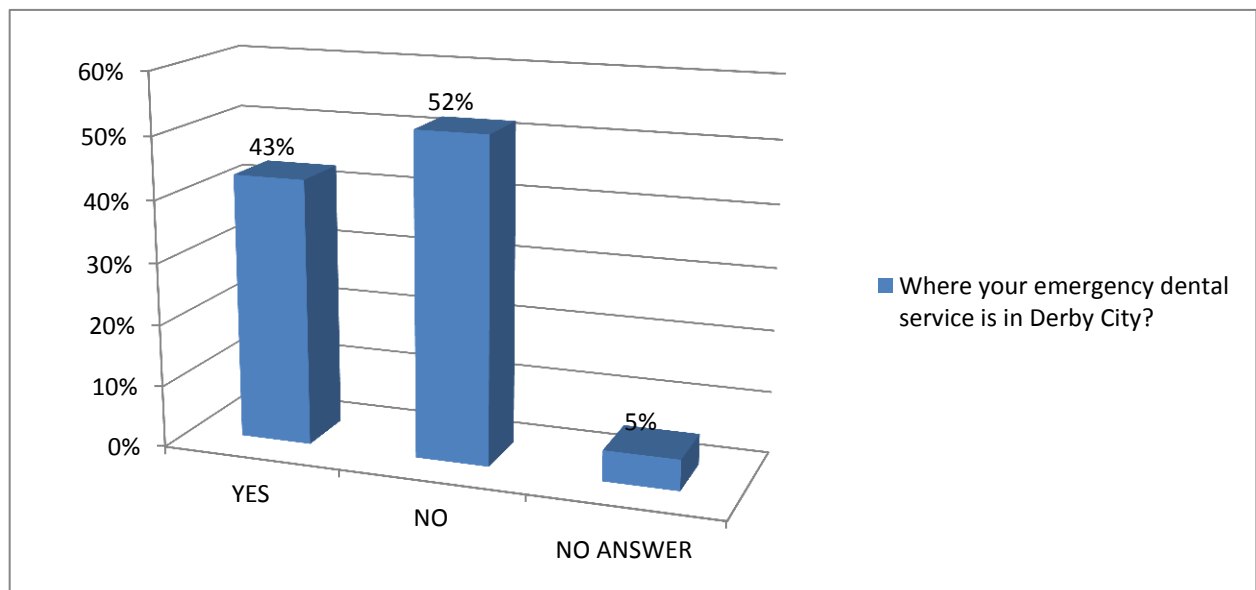


Most of those were aware of the access to free dental care when pregnant and for the following year, but 30% were still unaware.

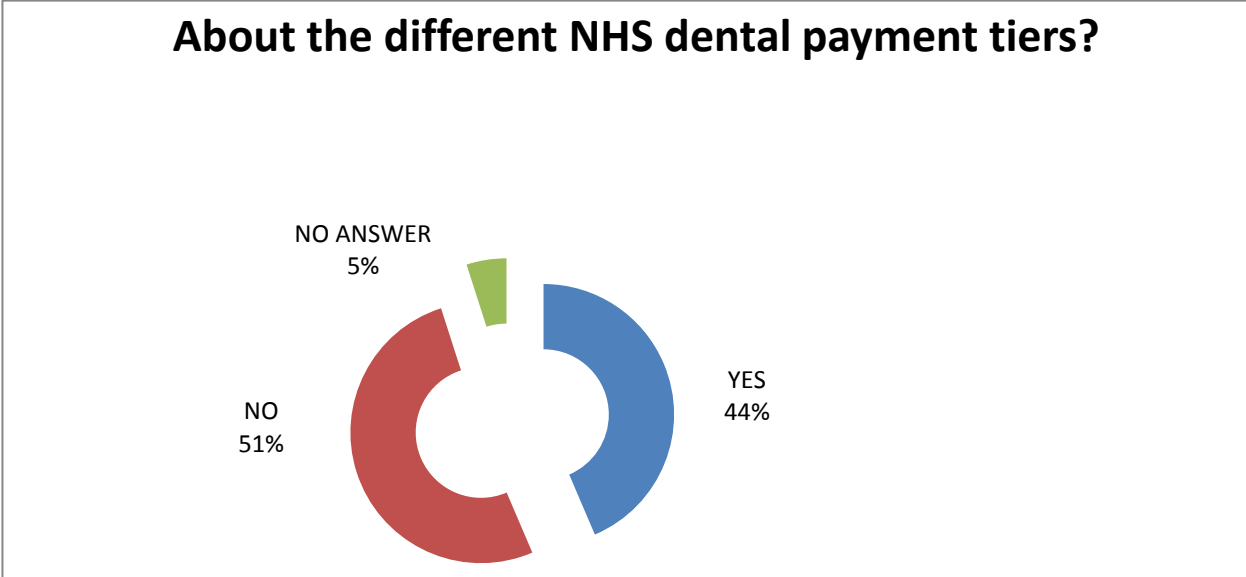


There was a mixed response when we asked service users if they knew that NHS choices website (now <https://www.nhs.uk/>) provided information on which NHS dentists were taking on new patients. However, this could be because the majority of those asked already were registered with a dentist and had no need to use NHS Choices for this reason.

When we asked if local service users knew where the emergency dental service was in the city over half 52% said No!



When we asked if people understood the different NHS payment tiers? We found that most (51%) did not.



When we asked those we spoke to about their recent experience, 93% of them rated the experience as a positive one with comments ranging from alright, fine, ok up to brilliant. The few negatives were to do with cost of treatment, making appointments and language issues. (See Appendix 1 for comments)

This shows that the majority of people who access dental services in the city get a good service and that they have good experiences. This is echoed in the following smaller mystery shopper exercise that Healthwatch Derby carried out.

1. How easy was it to get an appointment?

					Response Percent	Response Total
1	Very easy				100.00%	13
2	Fairly easy				0.00%	0
3	Not very easy				0.00%	0
4	Not at all easy				0.00%	0
Analysis	Mean:	1	Std. Deviation:	0	Satisfaction Rate:	0
	Variance:	0	Std. Error:	0		
					answered	13
					skipped	4

2. How far in advance was the appointment?

					Response Percent	Response Total
1	Same day				7.69%	1
2	Next working day				7.69%	1
3	A few days later				7.69%	1
4	A week or more later				76.92%	10
Analysis	Mean:	3.54	Std. Deviation:	0.93	Satisfaction Rate:	84.62
	Variance:	0.86	Std. Error:	0.26		
					answered	13
					skipped	4

3. How convenient was this for you?

					Response Percent	Response Total
1	Very convenient				100.00%	12
2	Fairly convenient				0.00%	0
3	Not very convenient				0.00%	0
4	Not at all convenient				0.00%	0
Analysis	Mean:	1	Std. Deviation:	0	Satisfaction Rate:	0
	Variance:	0	Std. Error:	0		
					answered	12
					skipped	5

4. How did you make your appointment?

						Response Percent	Response Total
1	In person					76.92%	10
2	By phone					23.08%	3
3	Online					0.00%	0
4	Other					0.00%	0
Analysis	Mean:	1.23	Std. Deviation:	0.42	Satisfaction Rate:	7.69	answered 13
	Variance:	0.18	Std. Error:	0.12			skipped 4

Comments

		Response Percent	Response Total
1	Open-Ended Question	100.00%	9
1	I have many health problems and have absolute confidence in this dental service.		
2	Appointment made following check up by dentist.		
3	Appoint made for check up in three months.		
4	First appointment made for check-up in three months when further appointments were made for impressions to be taken and tooth extracted two days later.		
5	Emergency appointment due to broken tooth		
6	Had to wait in waiting room for around 20 minutes		
7	First appointment was for 6-monthly check-up and second for treatment.		
8	It was for a 3 monthly check-up made at previous appointment.		
9	Appointment for 3-monthly check-up made at previous visit.		
		answered	9
		skipped	8

5. Is the surgery easily accessible (walking/public transport/driving)?

						Response Percent	Response Total
1	Very easy					76.92%	10
2	Fairly easy					15.38%	2
3	Not very easy					7.69%	1
4	Not at all easy					0.00%	0
Analysis	Mean:	1.31	Std. Deviation:	0.61	Satisfaction Rate:	10.26	answered 13
	Variance:	0.37	Std. Error:	0.17			skipped 4

6. Is there a ramp or flat access?

							Response Percent	Response Total
1	Yes						92.86%	13
2	No						7.14%	1
3	Don't know						0.00%	0
Analysis	Mean:	1.07	Std. Deviation:	0.26	Satisfaction Rate:	3.57	answered	14
	Variance:	0.07	Std. Error:	0.07			skipped	3

7. Can wheelchair users and people with mobility issues get in easily?

							Response Percent	Response Total
1	Very easy						71.43%	10
2	Fairly easy						14.29%	2
3	Not very easy						7.14%	1
4	Not at all easy						7.14%	1
Analysis	Mean:	1.5	Std. Deviation:	0.91	Satisfaction Rate:	16.67	answered	14
	Variance:	0.82	Std. Error:	0.24			skipped	3

8. Is there a wheelchair accessible toilet?

							Response Percent	Response Total	
1	Yes						50.00%	7	
2	No						7.14%	1	
3	Don't know						42.86%	6	
Analysis	Mean:	1.93	Std. Deviation:	0.96	Satisfaction Rate:		46.43	answered	14
	Variance:	0.92	Std. Error:	0.26				skipped	3

Comments

							Response Percent	Response Total
1	Open-Ended Question						100.00%	3
	1	This clinic is 15 minutes walk from the bus service we need to get to from Derby centre.						
	2	I have not see any slope - two steps - will have a look round then I go next time.						
	3	Door too narrow to take wheelchair, outside door closes too quickly.						
							answered	3
							skipped	14

9. Are there signs providing information in your first language?

						Response Percent	Response Total
1	Yes					84.62%	11
2	No					7.69%	1
3	Don't know					7.69%	1
Analysis	Mean:	1.23	Std. Deviation:	0.58	Satisfaction Rate:	11.54	answered
	Variance:	0.33	Std. Error:	0.16			skipped

10. Were you acknowledged on arrival (eye contact, smiles, a greeting)?

						Response Percent	Response Total
1	Yes					100.00%	14
2	No					0.00%	0
3	Don't know					0.00%	0
Analysis	Mean:	1	Std. Deviation:	0	Satisfaction Rate:	0	answered
	Variance:	0	Std. Error:	0			skipped

11. Did the reception staff make you feel welcome and at ease?

						Response Percent	Response Total
1	Yes					100.00%	14
2	No					0.00%	0
3	Don't know					0.00%	0
Analysis	Mean:	1	Std. Deviation:	0	Satisfaction Rate:	0	answered
	Variance:	0	Std. Error:	0			skipped

12. Does the environment appear to be clean and well maintained?

						Response Percent	Response Total
1	Yes					100.00%	14
2	No					0.00%	0
3	Don't know					0.00%	0
Analysis	Mean:	1	Std. Deviation:	0	Satisfaction Rate:	0	answered
	Variance:	0	Std. Error:	0			skipped

Comments				
			Response Percent	Response Total
1	Open-Ended Question		100.00%	3
	1	The receptionist smiled and used my first name which I find nice and personal!		
	2	The staff are always welcoming.		
	3	The Receptionist was particularly welcoming as she had worked with me in the past.		
			answered	3
			skipped	14

13. Is information available clear and visible?									
							Response Percent	Response Total	
1	Yes						92.86%	13	
2	No						0.00%	0	
3	Don't know						7.14%	1	
Analysis	Mean:	1.14	Std. Deviation:	0.52	Satisfaction Rate:		7.14	answered	14
	Variance:	0.27	Std. Error:	0.14				skipped	3

14. Is there hand gel available?									
								Response Percent	Response Total
1	Yes							42.86%	6
2	No							7.14%	1
3	Don't know							50.00%	7
Analysis	Mean:	2.07	Std. Deviation:	0.96	Satisfaction Rate:		53.57	answered	14
	Variance:	0.92	Std. Error:	0.26				skipped	3

15. Is there information about the staff members and the person in charge?										
								Response Percent	Response Total	
1	Yes							42.86%	6	
2	No							50.00%	7	
3	Don't know							7.14%	1	
Analysis	Mean:	1.64	Std. Deviation:	0.61	Satisfaction Rate:	32.14	answered		14	
	Variance:	0.37	Std. Error:	0.16			skipped		3	

16. Are security and fire procedures evident?

						Response Percent	Response Total
1	Yes					78.57%	11
2	No					0.00%	0
3	Don't know					21.43%	3
Analysis		Mean:	1.43	Std. Deviation:	0.82	Satisfaction Rate:	21.43
		Variance:	0.67	Std. Error:	0.22		
							answered 14
							skipped 3

Comments

		Response Percent	Response Total
1	Open-Ended Question	0.00%	0
No answers found.			
		answered	0
		skipped	17

17. Did you go in for your appointment on time?

						Response Percent	Response Total
1	Yes					71.43%	10
2	No					28.57%	4
3	Don't know					0.00%	0
Analysis		Mean:	1.29	Std. Deviation:	0.45	Satisfaction Rate:	14.29
		Variance:	0.2	Std. Error:	0.12		
							answered 14
							skipped 3

18. If not., how long was the delay?

						Response Percent	Response Total
1	Less than 10 minutes					50.00%	2
2	10-20 minutes					25.00%	1
3	More than 20 minutes					25.00%	1
Analysis		Mean:	1.75	Std. Deviation:	0.83	Satisfaction Rate:	37.5
		Variance:	0.69	Std. Error:	0.41		
							answered 4
							skipped 13

Comments			
		Response Percent	Response Total
1	Open-Ended Question	100.00%	2
	1 As this dental clinic deals with a lot of disabled people I expect to wait.		
	2 They forget I always have to use the ground floor room - cannot go up the winding stairs.		
		answered	2
		skipped	15

19. Was the person you saw helpful?							
						Response Percent	Response Total
1	Very helpful					92.86%	13
2	Fairly helpful					7.14%	1
3	Not very helpful					0.00%	0
4	Not at all helpful					0.00%	0
Analysis	Mean:	1.07	Std. Deviation:	0.26	Satisfaction Rate:	2.38	answered
	Variance:	0.07	Std. Error:	0.07			skipped
							14
							3

20. Did they give you all the information you needed?							
						Response Percent	Response Total
1	Yes					100.00%	14
2	No					0.00%	0
3	Don't know					0.00%	0
Analysis	Mean:	1	Std. Deviation:	0	Satisfaction Rate:	0	answered
	Variance:	0	Std. Error:	0			skipped
							14
							3

21. Were you able to ask questions?							
						Response Percent	Response Total
1	Yes					100.00%	14
2	No					0.00%	0
3	Don't know					0.00%	0
Analysis	Mean:	1	Std. Deviation:	0	Satisfaction Rate:	0	answered
	Variance:	0	Std. Error:	0			skipped
							14
							3

22. Did they explain your treatment and/or medication and what happens next?

					Response Percent	Response Total
1	Yes				100.00%	14
2	No				0.00%	0
3	Don't know				0.00%	0
Analysis	Mean:	1	Std. Deviation:	0	Satisfaction Rate:	0
	Variance:	0	Std. Error:	0		
					answered	14
					skipped	3

Comments

					Response Percent	Response Total
1	Open-Ended Question				100.00%	2
	1	The dentist was well informed about my medical conditions and very caring. She gave me time and explained everything.				
	2	Explained what he was going to do and he was so gentle and understanding of any issues to which I have				
					answered	2
					skipped	15

23. How likely are you to recommend this surgery to friends or family if they needed similar care or treatment?

					Response Percent	Response Total
1	Extremely likely				71.43%	10
2	Likely				28.57%	4
3	Neither likely nor unlikely				0.00%	0
4	Extremely unlikely				0.00%	0
5	Don't know				0.00%	0
Analysis	Mean:	1.29	Std. Deviation:	0.45	Satisfaction Rate:	7.14
	Variance:	0.2	Std. Error:	0.12		
					answered	14
					skipped	3

Comments

					Response Percent	Response Total
1	Open-Ended Question				100.00%	2
	1	Getting a referral is difficult as this depends on medical conditions.				
	2	They are the best I have been to				
					answered	2
					skipped	15

Anything else? Comments			
		Response Percent	Response Total
1	Open-Ended Question	100.00%	2
	1	Since being referred here I cannot fault this service.	
	2	It would have been nice to have been informed that the old dentist had retired and a new company taken over	
		answered	2
		skipped	15

2. Equalities

24. Gender Identity: Which of the following describes how you think of yourself?							
						Response Percent	Response Total
1	Male					14.29%	2
2	Female					85.71%	12
3	In another way (please specify)					0.00%	0
4	Prefer not to say					0.00%	0
Analysis	Mean:	1.86	Std. Deviation:	0.35	Satisfaction Rate:	28.57	answered
	Variance:	0.12	Std. Error:	0.09			skipped
							14
							3

25. Gender nonconformity: Does your gender identity match the sex you were registered with at birth?							
						Response Percent	Response Total
1	Yes					100.00%	13
2	No					0.00%	0
3	Prefer not to say					0.00%	0
Analysis	Mean:	1	Std. Deviation:	0	Satisfaction Rate:	0	answered
	Variance:	0	Std. Error:	0			skipped
							13
							4

26. Sexual Orientation: What is your sexual orientation?							
						Response Percent	Response Total
1	Bisexual					0.00%	0
2	Heterosexual					91.67%	11
3	Gay man					0.00%	0
4	Lesbian/Gay woman					0.00%	0
5	Prefer not to say					8.33%	1
Analysis	Mean:	2.25	Std. Deviation:	0.83	Satisfaction Rate:	31.25	answered
	Variance:	0.69	Std. Error:	0.24			skipped
							12
							5

27. Age: What is your age range?

						Response Percent	Response Total
1	Under 18					0.00%	0
2	18-24					0.00%	0
3	25-49					0.00%	0
4	50+					85.71%	12
5	Prefer not to say					14.29%	2
Analysis	Mean:	4.14	Std. Deviation:	0.35	Satisfaction Rate:	78.57	answered 14
	Variance:	0.12	Std. Error:	0.09			skipped 3

28. Ethnicity: What is your ethnic origin?

						Response Percent	Response Total
1	Asian or Asian British - Bangladeshi					0.00%	0
2	Asian or Asian British - Indian					7.14%	1
3	Asian or Asian British - Pakistani					0.00%	0
4	Any other Asian Background					0.00%	0
5	Black or Black British - African					0.00%	0
6	Black or Black British - Caribbean					0.00%	0
7	Any other Black Background					0.00%	0
8	White and Black African					0.00%	0
9	White and Black Caribbean					0.00%	0
10	White and Asian					0.00%	0
11	Any other Multiple Ethnic Background					0.00%	0
12	White - English/Welsh/Northern Irish/Scottish/British					92.86%	13
13	Any other White Background					0.00%	0
14	Other Ethnic Group - Chinese					0.00%	0
15	Any other Ethnic Group					0.00%	0
16	Prefer not to say					0.00%	0
Analysis	Mean:	11.29	Std. Deviation:	2.58	Satisfaction Rate:	68.57	answered 14
	Variance:	6.63	Std. Error:	0.69			skipped 3

29. Religion: What is your religion or belief?

							Response Percent	Response Total
1	Atheism						14.29%	2
2	Buddhism						0.00%	0
3	Christianity						71.43%	10
4	Jainism						0.00%	0
5	Sikhism						0.00%	0
6	Hinduism						7.14%	1
7	Judaism						0.00%	0
8	Any other Religion						0.00%	0
9	Prefer not to say						7.14%	1
Analysis	Mean:	3.36	Std. Deviation:	1.91	Satisfaction Rate:	29.46	answered	14
	Variance:	3.66	Std. Error:	0.51			skipped	3

30. Do you consider yourself to have a disability or health condition?

							Response Percent	Response Total
1	Yes						42.86%	6
2	No						57.14%	8
3	Prefer not to say						0.00%	0
Analysis	Mean:	1.57	Std. Deviation:	0.49	Satisfaction Rate:	28.57	answered	14
	Variance:	0.24	Std. Error:	0.13			skipped	3



Access to dentists in residential and nursing homes

One of Healthwatch Derby's roles is to carry out enter and view visits at residential and nursing homes across the city. The following are responses from some of those homes when asked about access to dental services.

Home	Response
Abbey Court Nursing and Residential Home	• Had a regular dentist who stopped doing home visits • Families take some residents to other dentists • The home has information about the emergency dentist
Annefield House	• Residents visit dentists at Normanton Road Family Dental Centre, Littleover Dental Practice and the emergency service at Coleman Street
Arboretum House	• Staff take residents to the emergency dentist on Coleman Street if necessary • Sometimes family members take residents to a dentist that they are already registered with
Aspen Court	• Several residents visit their own dentist • The home finds other NHS dentists if required
Bluebell Park Care Home	• Visiting dentists can be hard to source especially for dementia sufferers because it can be hard to settle them and see in their mouth • The home uses Coleman Street for emergencies
Castle Park	• Residents are taken to Coleman Street if they need to see a dentist
Chestnut View	• Staff take residents to the emergency dentist on Coleman Street if necessary or to their own dentist if they are registered with one
Douglas Court	• The home works with Coleman Street and talks to other dental surgeries
Ivy House (Littleover)	• Some residents are registered at Normanton Road Family Dental Centre and are taken for appointments
Ivy House (Mickleover)	• Residents' family members usually arrange their own dental care
Lavender Lodge	• The dentist at Coleman Street is available but a lot of the residents choose not to go • One resident has been taken to Darren Bywater in Allestree which the home may use again as staff were impressed with the access and facilities
Littleover Nursing Home	• Residents' families make their own arrangements for dental care • One resident goes to Coleman Street regularly
Merrill House	• One dentist visits Merrill House • Residents can be taken to Coleman Street • Family members take a couple of residents to a dentist that they are already registered with
Perth House	• Residents usually keep their own dentist if they are

	already registered with one
Royal Manor Nursing Home	Access to dental services is not usually an issue as most residents have dentures or implants so do not need to see a dentist
Shelton Lock Care Home	- Residents can be taken to Coleman Street for dental treatment - A private dentist has visited one resident
Sherwood Forest Residential and Nursing Home	- A dentist from Nottingham visits every six or seven months - The home makes referrals via GPs - Some residents are taken by taxi to Coleman Street
The Birches	Concept Care Ltd visit every six months or when called, not all residents are registered with them
The Park Residential and Nursing Home	- Residents can choose their own dentist - One local one will visit the home
The Yews Residential Care Home	- It is a struggle to find dentists, but residents are sometimes taken to Coleman Street - A couple of residents have kept their old dentists and are taken to appointments by family members
Westside Nursing Home	- Families are encouraged to take residents to the dentist if they are already registered with one - If they are not registered, referrals are made to the community dentist

The key messages are:

- Difficult to find a dentist to visit homes.
- Some homes take residents to Coleman Street Emergency Dental Access.(after referral)
- Homes often rely on friends and family members taking residents to a dentist they are already registered with.

NICE Quality standard [QS139] Oral health promotion in the community

- QS3** Health and social care services include oral health in care plans of people who are receiving health or social care support and at high risk of poor oral health.

NICE Quality standard [QS151] Oral health in care homes

- QS1** Adults who move into a care home have their mouth care needs assessed on admission.
- QS2** Adults living in care homes have their mouth care needs recorded in their personal care plan.
- QS3** Adults living in care homes are supported to clean their teeth twice a day and to carry out daily care for their dentures.

Whilst the NICE quality standards are not mandatory those care home providers that try to meet these standards could be hampered by the limited access to NHS provision locally, particularly for those patients who are not already registered with a dentist or have complex needs.

Conclusion

Good oral health is important and is a key part to everyone's health and wellbeing. Tooth decay and periodontal disease which affects the gums and surrounding area is largely preventable through good oral health behaviour, such as reducing sugar consumption and brushing teeth with fluoride toothpaste twice a day.

Poor oral healthcare is not only painful; it can possibly lead to other health complications. It is also costly to the NHS and the wider community.

Derby city has a higher prevalence of children under 5 with tooth decay than the national average and there is a higher level of tooth decay in the more deprived areas.

There are initiatives underway to help educate and improve oral health care both locally and nationally. However, there is still a large percentage of the population that do not seek regular check- ups. The reasons given:

- They were unable to get a dental appointment in a reasonable time frame
- They do not think they need to see a dentist (highest in 18-24 age group)
- They are nervous of seeing a dentist .
- They thought it was expensive.

There are capacity issues locally particularly for new patients trying to find a NHS dentist with only about half of the service providers available to take on NHS patients.

For those in residential care there are issues in finding a dentist to visit the home and a reliance on family, friends or staff members taking patients to where they are already registered or to the emergency provision.

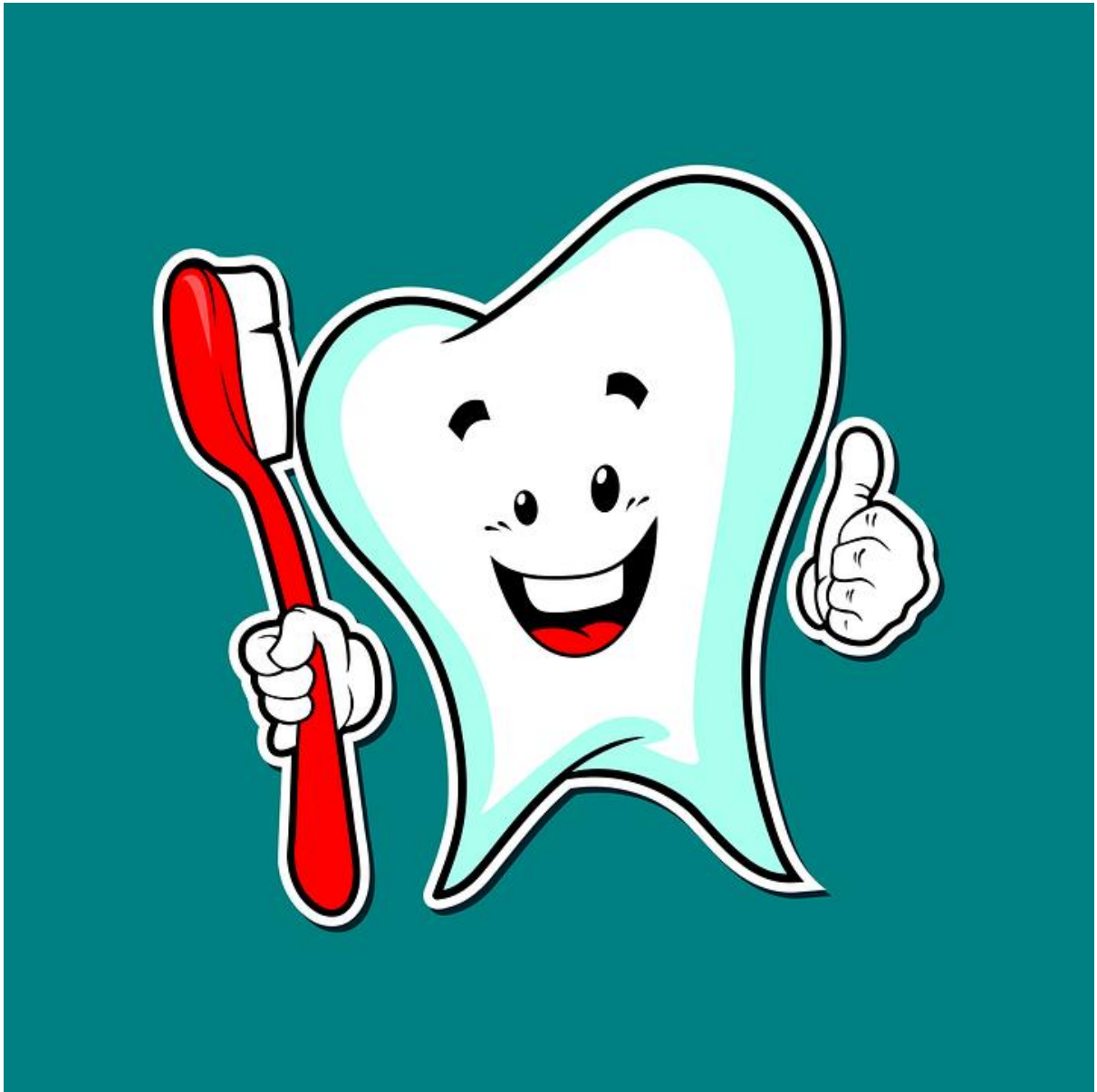
This puts added pressure on the Emergency provision at Coleman Street and Royal Derby Hospital.

The majority of people rate the services as good after they have received dental treatment; whether from a dental practice or through the emergency services.

There are still some barriers when it comes to language and translation services.

Recommendations

- There needs to be improvement in raising the awareness of oral health and how to achieve it.
- There needs to be improvement in raising awareness of current initiatives and resources such as DCHS oral health portal <http://www.dchs.nhs.uk/ohpwelcome>
- There needs to be a targeted approach to raise the need for oral health and regular check-ups particularly for those under 25.
- There needs to be improvement in the local capacity for new patients to access an NHS dentist.
- The NICE Standards QS139 and QS151 should be adopted across the whole of the local health and social care network.



Appendix 1

Recorded Comments (spelling has been left as written by patients)

Heatherton dentist -did not like the fact private dental services were being promoted, while saying I couldn't have a hygiene test on the NHS
Had to go private as needed it to be locally. Normanton family dentist - find very good indeed
Very poor experience at Central Dentist, spent a long time trying to sell a whiting - very difficult to get appointment, was in agony - got dry socket.
Previous dentist in Alestree dental practice, kept you waiting and waiting, didn't even tell me why it did on a regular basis, so I left.
No internet access. Dentist are important
Derby really good. Referred in Loughborough, waiting 2 years. Here really good. More pressure to provide more services.
private so don't need to know
Had to pay to have daughter's braces due to them being a few mils out of the requirements. This criterion is a bit harsh.
when moved to derby couldn't find an NHS dentist taking on - 2 years
probably not enough NHS dentists(works in a pharmacy) finds lots of people can't get in so will not have treatment so have bad dental care
always been really happy
I don't have a computer to make an appointment, I'm lucky compared to when I listen to other people as I find it ok to use phone .
Quite satisfied with Spondon dental. Lovely people, lovely reception team
Spondon dental is lovely, Dentist is great, puts me at ease as I am a nervous patient. Great service

I think NHS fees for dental services should be scrapped. I know people who won't go because of the fees, involved like my step dad (70s) broken false teeth, will cost £250 to replace, family pooled together to help pay as he couldn't afford it.
would be nice if there was more NHS provision - fairly happy to travel (within reason)
very good surgery, Spondon dental
don't like coming but I come because it benefits me
always been alright
pretty ok from my experiences, good text reminders service, sometimes have to wait
always been looked after
quite good
short waiting times
not been explained differences in payment tiers
can't get enough NHS services
Live in Alestree, - nearest dentist in Alveston. Private to expensive
think young should be coming more, think more education to children about taking care of teeth
they are good ones and bad ones
this one particularly good
only ever been here and they have been fine with us
this one been brilliant

quite happy, anything to serious we switch back to private (within the same dentist)
do hear other people on waiting list for NHS dentists -to register husband was private but had to wait 6 months before able to get NHS place
heard people finding it hard to get one - NHS
had to have dental surgery in Ilkeston - paid for by NHS, about 1 year ago - I spoke to private dentist, dentist said he can't do surgery, so referred to Ilkeston, expected to pay but due to financial situation they didn't have to pay, very good treatment
quite happy with this one
More NHS dental services needed who are taking on patients
Daughter struggled to find NHS dentist
Have considered going NHS but dentist here is brilliant with me
Qualify for NHS dentist but waited 9 months for filling so went private, ridiculous wait for NHS dentist
This dentist - I've been very lucky, taken my whole family on, couldn't get in other dentist before
to expensive
amazing service, get appointment quite easily, opens weekends - with kids
very very good
in Burton very different, to get appointment here was a lot quicker
Find this excellent, was with another dentist on London road - when dentist retired service went downhill, came here as referred due to pain, stayed here and excellent service - happy to pay.
hard to access them and hard now to get good dental work, for working class people it's difficult
Clean - find this place (Dove). Found it hard to get treatment for people with fears/nervous about dentist/needles

on gap year - not working, volunteering, parents having to pay for treatment
Don't like having different dentist - been to four dentists, but kept having different dentist. Not nice when your keep on meeting a stranger. Came here asking to see the same dentist, was a little hiccup - dentist had family bereavement, now on 3rd dentist.
This practice is wonderful, would say best one in derby
Trinity - at appointment told needed 2 teeth taken out and was being referred to Dove dentist. After 6 months I went back to check, asked dentist if he'd heard anything back from Dove, he said it was on the computer. After another 6 month - still no heard anything, asked dentist to chase it up, got an appointment with Dove after 3 weeks. Feel dentist didn't chase it up, had 2 check-ups and even phoned. dentist showed him the chart on computer - he saw the conversation - it looked like the dentist had been asked to do something months ago but he hadn't done it, that's what it looked like
some people found it difficult getting NHS dentist
Each NHS dentist they rang today they said it was a 5 week wait. Tired private dentist but also struggled for appointment so was referred to Colman's centre. Appointment at Colman's centre was ok, very helpful
been with same dentist and quite happy with them
When I was 25/30 a dentist in Mansfield, felt like he'd beat me up in the chair. Following week's found out he was in a psychiatric ward. Didn't take this further at the time.
I know other people struggle with getting in NHS dentist
Colman's street only opens 6-9pm, reduced services, name is misleading only at night/weekend service is needed more.

Very good service from Colman's street. Hard to get an appointment at Kedleston road (2-3 days) child no emergency appointment
a shame central government strip back structure
good at Alestree dental
very good at Alestree dental
no problems, can get same day appointment
quite happy
last 5 years it has got better, more friendly - dreaded to go but much better now
appointments can run late
don't get continuity of dentist
ok here, been long time patient
waiting times high
hard to get appointment, can wait up to 3 months
cost of treatment
introduced text service that helped remind about appointment
not enough of them (dentist)
not keen coming to see dentist
no complaints there
really good, big price difference
very happy
excellent, makes me feel more relaxed (phobia)
this dentist is very good, works well with nervous patients
very happy with my dentist

Response

We are delighted that once again Healthwatch have decided to examine dental provision and that their findings continue to demonstrate good quality of care and general patient satisfaction in both Salaried Primary Care Dental Services and General Dental practice once people access care.

We also welcome the insight into care home provision of dentistry. Provision of dentistry on a domiciliary basis is not always easy or appropriate from a quality or patient safety point of view and the Special Care Dental service provided alongside access service provision at Coleman street works hard to ensure that those who require domiciliary care receive it whilst encouraging the more able, all be it, frail elderly population to access care with them at the clinic but capacity is limited.

We would welcome this clarification of the 2 services on p5 and p21 in the final report as Special Care Services do require referral rather than access through 111.

We note that 52% of patients who were asked, did not know where the emergency dental service is located. This is perhaps due to the access pathway being through 111 which is recorded as a message on all dental practice phones rather than it being a walk in service. However we do have details of the service on DCHS website and the information is readily available through a simple google search.

Comments on recommendations

With regard to oral health promotion, Derby City council terminated its service level agreement with DCHS oral health promotion team 18 months ago and elements were added to the 0 to 19 contract for provision. Whilst this integrated approach is to be applauded, well established school networks and expertise were lost.

Last year we worked with HEE to support an innovative Dental Fellow. This dentist worked within our special care paediatric service and within Derby Royal Hospital and highlighted oral health with those attending the children's hospital, highlighted the need for training of other health care professions working within the hospital, organised a radio jingle re oral health and attendance through Radio Derby and NHS England and began work regarding oral care on the wards in the Children's Hospital.

I'm pleased to say we have a new Fellow working with us this year continuing this work. The DCHS oral health portal is updated regularly and publicised through the child and young people's network and education.

I am sure the dental commissioners at NHSE will be pleased to receive the report regarding access to help support their work.

We welcome the highlighting of the oral health recommendations from recent NICE guidance.

With regards to Care homes, the Local Dental Network with the support of commissioners has been running a pilot linking dental practices with care homes close by to try and facilitate access. This pilot has included Care home staff

training, screening of residents and follow up care. It also involved the introduction of an oral assessment for Homes to complete on residents' admission and ideally annually thereafter. This assessment allows the home to identify patients' needs for dental care provision and daily oral care. We are about to start an evaluation of the project and would be delighted to share the results with Healthwatch when completed.

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