# Dentistry data for local Healthwatch in the South West

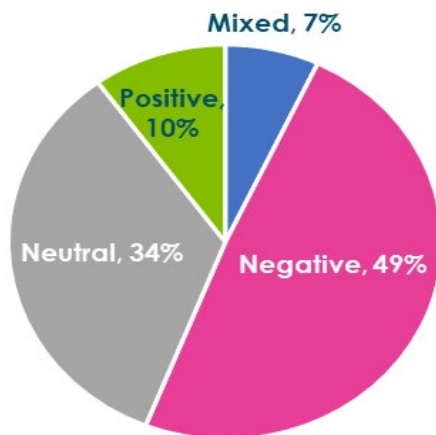## The local Healthwatch included in this report:

- Healthwatch Devon, Plymouth and Torbay.
- Healthwatch Somerset.
- Healthwatch Wiltshire.
- Healthwatch Gloucestershire.
- Healthwatch Dorset.

## Healthwatch Devon
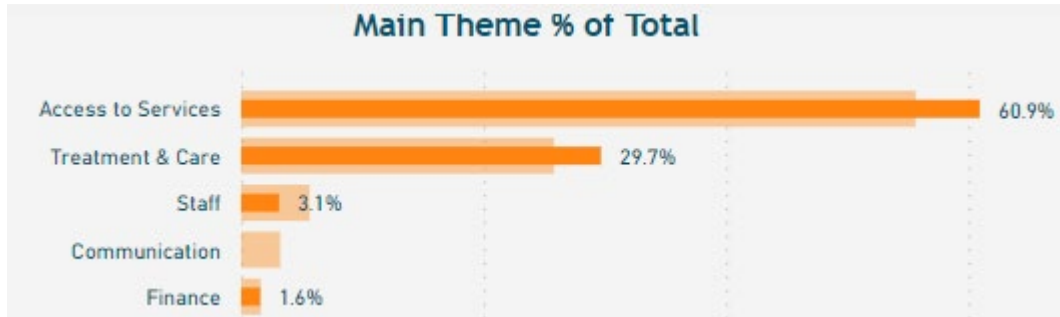
**Time period of data collected:** April to June 2022 (Q1).
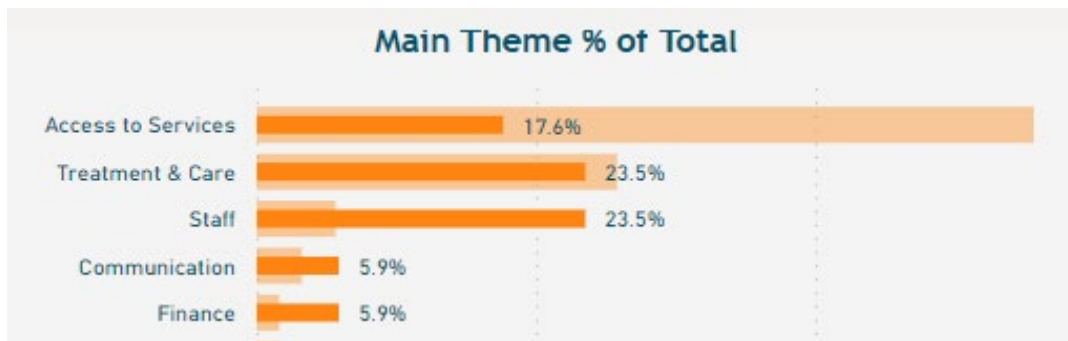
**Number of responses:** 59.
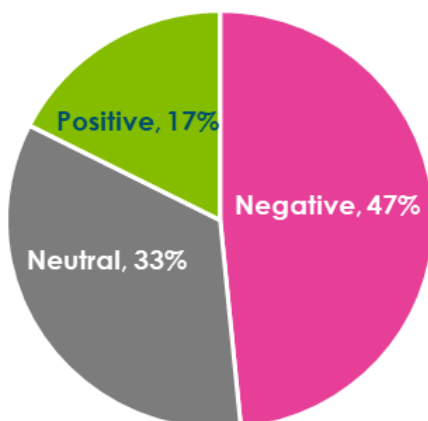
**Sentiment:**

**Themes :**

**Negative themes:**

**Main Theme % of Total**

| | |
|---|---|
| Access to Services | 60.9% |
| Treatment & Care | 29.7% |
| Staff | 3.1% |
| Communication | |
| Finance | 1.6% |

**Positive themes:**

**Main Theme % of Total**

| | |
|---|---|
| Access to Services | 17.6% |
| Treatment & Care | 23.5% |
| Staff | 23.5% |
| Communication | 5.9% |
| Finance | 5.9% |

## Healthwatch Plymouth

**Time period of data collected:** April to June 2022 (Q1).

**Number of responses:** 30.

**Sentiment:**

Positive, 17%
Neutral, 33%
Negative, 47%

**Themes:**

**Negative themes:**

**Main Theme % of Total**

- Access to Services — 41.7%
- Treatment & Care — 30.6%
- Staff
- Communication — 11.1%
- Administration — 2.8%
- Dignity & Respect — 2.8%

**Positive themes:**

**Main Theme % of Total**

- Access to Services
- Treatment & Care — 41.2%
- Staff — 47.1%
- Communication
- Administration — 5.9%

# Healthwatch Torbay

**Time period of data collected:** April to June 2022 (Q1).

**Number of responses:** 17.

**Sentiment:**

Positive, 6% — Mixed, 6%
Neutral, 47%
Negative, 41%
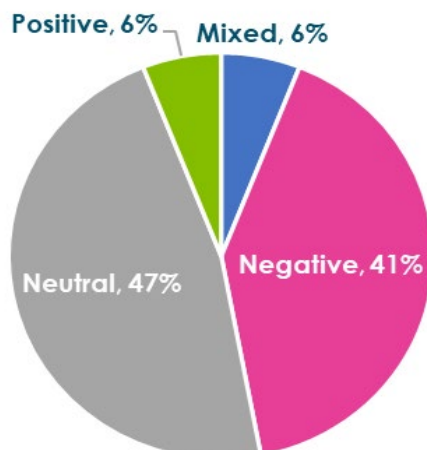
**Themes:**

**Negative themes (Disregard 'unspecified'):**

**Main Theme % of Total**

| Theme | % |
| --- | --- |
| Access to Services | 54.5% |
| Finance | 9.1% |
| Staff | 18.2% |
| Unspecified | 9.1% |
| Administration | |
| Treatment & Care | 9.1% |
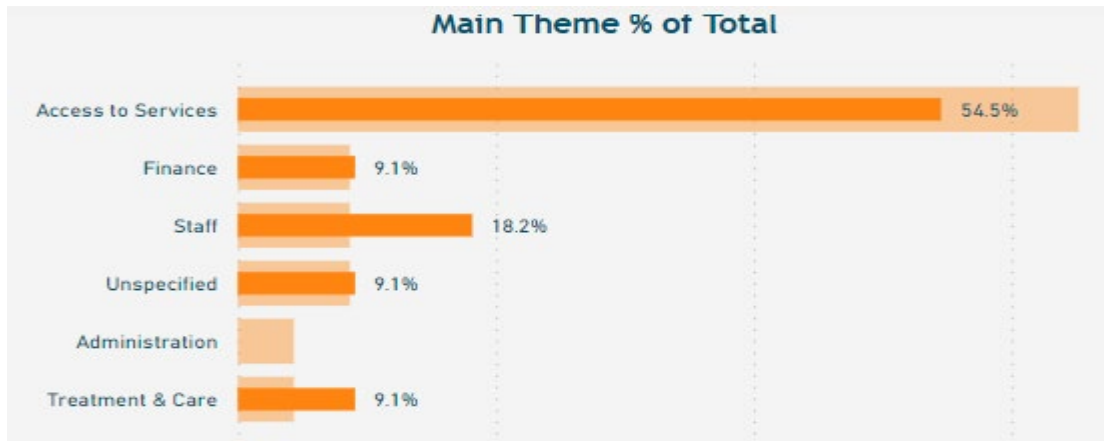
## Healthwatch Somerset

**Time period of data collected:** 1st July to 30th September 2022

**Number of responses:** 27.

**Sentiment:** all negative.

**Themes:**

- Unable to find a dentist in Somerset
- Not being able to afford a private dentist

**Standout feedback:**

- Feedback from Ukrainian families via the Resettlement Hub Team, Somerset County Council: to date they know of 7 people who have returned to Ukraine for dental appointments and their reasons for returning are:
- It is cheaper to return to the Ukraine for dental appointments than pay for private health care in the UK
- They are able to book a same day or next day appointment
- They are combining a return trip to see family and attend a dental appointment.

# healthwatch

## Healthwatch Wiltshire

**Time period of data collected:** October 2021.

**Number of responses:** Healthwatch Wiltshire carried out a review in October 2021, and identified 48 dental practices across Wiltshire. They asked the practices questions regarding whether the practice was taking on new adult/child patients, and if so how long a patient would have to wait to be seen.

- Out of the 48 practices identified, 8 practices (16%) across Wiltshire are taking on new NHS child patients.
- Five of these 8 practices quoted waiting times for NHS child patients as between 6 weeks to 3 months.
- Practices stated they had waiting lists of 18 months or more. One practice stated they have 700 people on their NHS waiting list.

**The reasons practices gave for not taking on new NHS patients:**

- A shortage or lack of dentists (either from retirement or leaving the practice).

- The practice had reached its NHS contract cap.

- The impact of Covid restrictions on their ability to treat as many patients daily as previously, leading to a backlog.

- Dental practices were altering their client base and moving to a greater proportion of private patients, or leaving NHS practice altogether.

# Healthwatch Gloucestershire

**Time period of data collected:** July to September 2022.

**Number of responses:** 201.

**Sentiment:**



Mixed
3%
Positive
3%
Negative
94%

☐ Positive ☐ Negative ☐ Unclear ☐ Mixed ☐ Neutral
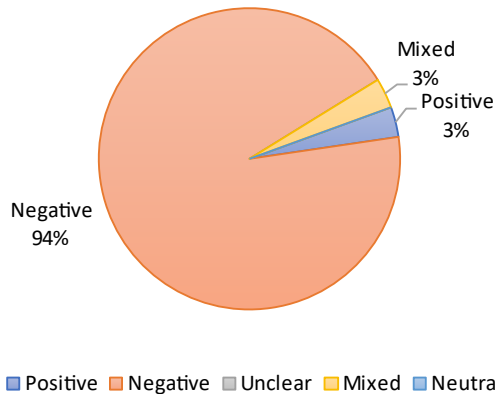
**Themes:**

- It is clear from the coded data from the feedback that the main issue lies with people being unable to initially access a dentist as there is not enough provision for NHS dentistry.
- The most significant theme raised in the feedback this quarter has been the service delivery and operation, which reflects the local lack of provision.

This has been followed by cost of services, quality of treatment, communication and then health inequalities. The health inequalities and cost of services themes were raised specifically about people with less money feeling unable to access the services that they need.

## Healthwatch Dorset

**Time period of data collected:** July to September 2022.

**Number of responses:** 45 out of 88 enquiries were about NHS dentistry.

**Sentiment:** all of those 45 enquiries were negative.

**Themes:** the main theme is access: people can't find an NHS dentist taking on new patients.

**Standout quote:** "I am in urgent need of a NHS dentist… I find my gums/teeth bleeding throughout the day on a daily basis, Its likely I have gum disease and it's causing alarm along with the excruciating pain I have from them which I can't bare much longer… I'm in need for many fillings and possibly root canal treatment. I went to a private dentist about three or four months ago and they quoted me for over £2000 which I can't afford and that is just fillings. I have called dentists constantly over the past month and I cannot find anywhere. The dentists I have spoken to on the phone told me they have not heard of any dentist locally offering treatments new NHS patients. I'm going to university in September and I'm only 22 years old and I'm in such a difficult situation which has caused damage to my mental health"