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Intelligence Report

Jan 1st – March 31st 2021 – Dental Services

March 2017

Key themes and issues….

* Many people are finding it extremely

difficult to get an appointment with an

NHS dentist.

* Some people are having to eat a severely

restricted diet due to dental problems.

* Some people with an NHS dentist cannot

afford essential treatment.

* Many families are concerned that their

child/ children have never seen a dentist.

* Some people have got into debt whilst

paying for private dental care.

* Some people are travelling as far afield as

London and Birmingham to see a dentist.

Key themes are problems with Access,

Cost and Equality.

69% of the feedback we received

Jan 1st – March 31st 2021 is directly related to Dental Services (697 interactions).

(Please not that 605 interactions came directly from our Dentistry survey Dec 2020)

85% of this feedback was negative

13% was positive

2% was neutral

Most of this feedback was related to access.

Advice and information

Since the coronavirus outbreak, we have had a greater focus on our information and signposting service, to help people get the information they need from a trusted source.

We have created dedicated coronavirus advice and information pages which include all the latest national and

local information. They also include information about local support and community groups.

Where is our insight coming from?

Due to the present circumstances we have had to adopt a flexible approach to engagement and people are able to share their experiences with us via social media, through partner and voluntary sector organisations, by post by telephone, via our website, text or email

We are asking local community and voluntary organisations, including local Covid-19 response groups, to be our eyes and ears so we can understand the experiences of those they support.

We will be launching regular surveys to gather feedback about things that are important to local people. This will include surveys about Digital Inclusion and looking at people’s experience of Dental Services.

What are we hearing?

“My teeth are falling out, I can’t eat properly, in pain all the time! It’s a nightmare that I never wake from. I need dentures and I can’t afford private treatment. Please help.”

“3 years and still not able to register with NHS dentist.”

“I have chipped teeth and can’t get anywhere..even privately.”

“I haven't been able to get a dentist since the surgery in Cowes shut. Can't afford private.”

“As we have been unable to register on the Island, we have travelled as a family to Southampton area to see a dentist. This involves a return ferry crossing costing both time and money.”

“I’m struggling to find an NHS dentist anywhere on the Isle of Wight. I can’t go private due to having no money.”

 “I feel my teeth and dental care has deteriorated and shouldn’t have to go to the mainland to see a dentist.”

“We’ve been seeking for an NHS dentist for over 5 years and even before then they have been difficult to find.”

“Terrible, teeth in awful state.”

“I haven’t see a dentist for over ten years because as soon as an NHS dentist opens, they go private. It is the worst type of medical service in Britain.”

“No new NHS patients being taken on, but we can take you on as a private patient.”



What else are we hearing?



“I have had pain on and off and not been able to work. No treatment and just a waiting service. Left with ongoing pain.”

“Unable to access NHS dental care for my child is outrageous and upsetting.”

“I have tried (looking for an NHS dentist) for over 10 years. I was born on the Island and the only access I have had to dental treatment is the emergency dentist. It is a constant worry.”

“I cannot afford private treatment. I have a broken bridge teeth hanging low in my mouth that stops me from eating properly. It upsets my wife to see me like this.”

“Been trying to register (with NHS dentist) since 2019. Needed emergency extraction and then 3 months later needed another. Apptm made during lockdown but surgery rang me to say dentist couldn’t get over from mainland. In the end forced tooth out myself as chemo patient could not risk infection.”

“As my family and I have not been able to enrol at a dentist on the Isle of Wight, I feel really upset. I have had to stay registered with the dentist where I used to live 130 miles away. I would not be able to get any treatment done there as it is usually done over a number of weeks. I don’t know what I will do if any of us need treatment?”

“It’s a nuisance as I have to be sedated for dental treatment. I’m sure I will need to go to hospital and have all my teeth removed as they are all broken and rotting in my gums.”

“It’s difficult having to toss up if it’s worth addressing my dental issues and ongoing issues with my jaw by going to a private dentist, knowing I could be in debt if I do.”

“In pain all the time.”

“Went private otherwise I wouldn’t be able to do my job. Meant I’ve had to borrow money for the treatment I need otherwise I’d effectively lose my job. Annoyed and worried.”

“I have had pain on and off and not been able to work. No treatment and just a waiting service. Left with ongoing pain.”

“It’s meant that I’ve had to pay for private treatment at a cost of over £6000. This is a lot of money to find from savings.”

“Now I am over 50, I see signs of decay and I worry whether I will need major treatment and lose teeth as I get older. I worry about suddenly having a broken tooth or an infection and being unable to see a dentist or being told to go private when I cannot afford it.”

“We are concerned that our oral health is being ignored.”

“It has affected my anxiety massively and it worries me so much not having a dentist.”

“One of my children has never been to the dentist, and the other has had 2 emergency appointments, which we had to beg for.”

“My son has had a lot of trouble with his baby teeth failing to come out while the adult teeth are coming through. His mouth is now a mess. I have emailed all the Island surgeries many times, only to be told that I can register as a private patient.”

“I had braces fitted and was then under another dentist for those so didn’t get back to my original dentist and now they have taken me off their records.”