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Intelligence Report

 March 1 – Sept 9 2020 – Dental Services

March 2017

Key themes and issues….

* Many people are unable to find an IOW NHS

dental practice that is taking on new

patients.

* People are concerned about the additional

cost of PPE when seeing a private dentist.

* Some people have had several routine

appointments cancelled by their dentist

even before Covid-19.

* People are waiting years on an NHS Dentist

waiting list.

* People are suffering debilitating and

excruciatingly painful symptoms and cannot

access timely support.

* People are being advised to travel to the

mainland to see an NHS dentist.

* Head and neck cancer referral numbers

are down.

10% of the feedback we received

March 1st – Sept 9th is directly related

to dental services (88 interactions)

48% of this feedback was negative

13% was positive

39% was neutral

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?

“Any dentists taking on NHS patients?”

“Part of my tooth has fallen out my anxiety is thru the roof!”

“I go back to my NHS dentist on the mainland, even with the ferry it’s still cheaper than first appointment with a private dentist.”

“I called 111 because of an abscess, where my face had swollen causing my eye to partly close and in excruciating pain, why did they not help. I was told by 111 not to go to A&E as they couldn't help me and to just take pain relief! I have been on antibiotics for nearly a week! I still cant talk properly or eat as the infection is on my lower jaw and neck. I called GP to see if he could refer me and he said calll 111! Where is the help and how do i get it! At my wits end and completely loss all faith in the system!”

“Are there any good but reasonable price dentist open? - need one ASAP.”

“I had to go to London to see a dentist couldn't find any here that would treat me.”

“Are there any chemist's open late please as I have a nerve exposed in my tooth, I can't get emergency treatment and I'm in so much pain.”

“Mixed messages coming from Gov about when dentists are re-opening. My dentist email said June 1st possible but I suppose subject to Gov decision.”

“Anyone know of any dentists taking on NHS patients - quite urgent. I haven’t eaten much in 6 weeks because of this.”

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What else are we hearing?



“They are just brilliant, aren't they? I feel so lucky to be under their care, the service at the practice and their after care is outstanding.” (Bembridge dental practice)

“Emergency dentist in ……. You need to be at deaths door to get in though. My partner only managed after a trip to A&E and two dentists issuing antibiotics that didn’t work.”

Individual’s relative was charged £22.50 for a telephone call with an NHS dentist.

“My child has been archived/de-registered from his dental practice (as he has not been for some years).
He has not been called and he hasn’t had any problems with his teeth. So I suppose - like the rest of society, it is locating more responsibility onto the private individual and appointments are not kept up with, then sanctions are applied. As you know the history of NHS is not supposed to have this at its heart - it is there to support people who do not have a high disposable income to pay for dentistry.”

“I've yet to find one (dentist), who will add me and my son to their list. They just palm you off all the time. We've been trying for years.”

“Me my partner and (child) have been on a wait list (for a dentist), for 2 years still no sign of becoming a patient. Some people on here have been waiting in excess of 4 years”

 “My (relative) is in excruciating pain, unbearable. He has a nerve exposed in his tooth. His dentist told him to put cloves in and chewing gum but won’t see him or refer him. He called 111 and they haven’t been helpful at all and no referral. Another dentist told him to file it! We are really quite concerned at his level of pain and no one seems to be helping him.”

Hi Emma, I’m so sorry to hear that your brother in law

w is having such trouble accessing the dental hub. If their dentist won’t refer him, 111 should be the next point of access. I would suggest he call them again and explain the level of pain he is in. Please let me know if he still doesn’t get a satisfactory resoluti

“ Today, I was feeling a bit apprehensive, as I had an appointment at the dentist. As dental appointments are as rare as hen's teeth at the moment, I was glad that I was having (treatment), but not keen on the treatment.The dental team were fabulous! Vladimir, the dentist, was meticulous and painstaking, making sure several times that I was feeling well, while, his colleagues, took great care of me,

I was given first class treatment and could not believe when the treatment was over, it was so painless.”

“I wouldn't recommend ……..(dental surgery) personally, we had appointment after appointment cancelled. Now at the Mall, Carisbrooke - no problems!”

 “I am a patient of……. dental practice and I have recently received the following email telling me I will have to pay an extra £35 for my dental treatment. I feel very annoyed as if I have to attend a hospital I will not be charged any extra for PPE equipment. Many people now are experiencing a degree of hardship and this will increase that hardship even more.”

“I am trying to find a dentist on the island that is taking NHS patients. I have called so many, they are all saying, sorry, only fee paying! Can you please advise.”

“What a barbaric country that would shut down all the dentists leaving people in pain to do DIY dentistry.”

“The (emergency dental) hubs are apparently totally useless, turning most away as “not meeting the criteria “

“If you find one let me know (NHS Dentist) 2 years and still no luck. Kids have to go to Emergency clinic at the Damira just to get checkups, its a joke.”