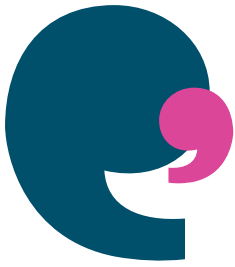




Dentistry Services on the Isle of Wight

June 2018

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Introduction

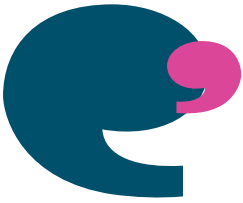
“Healthwatch Isle of Wight is the consumer champion for health and social care on the Island. It gathers the views and experiences of local people on the way that health and care services are delivered and uses this information to influence the way that services are set up, designed and delivered.”

This report outlines the findings of a survey undertaken in May 2017 by Healthwatch Isle of Wight. There were 97 participants. The survey consisted of the following sections:

- 1) Access & support,
- 2) Appointment handling,
- 3) Receiving dental treatment,
- 4) Cost,
- 5) Specialist treatment,
- 6) Which NHS dental service?
- 7) Demographic information

The topic of dentistry was supplementary to Healthwatch Isle of Wight’s workplan for 2017, chosen due to a consistently high volume of feedback on dentistry services. As such it does not follow Healthwatch Isle of Wight’s usual practice of including conclusions and recommendations.

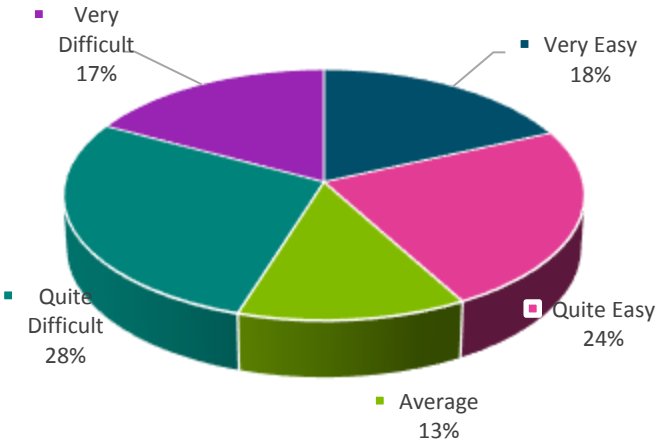
The survey was structured around themes identified from previous feedback, the aim of this report is to present a snapshot of patient experience of NHS dentistry services on the Isle of Wight.



Section 1

Access & Support

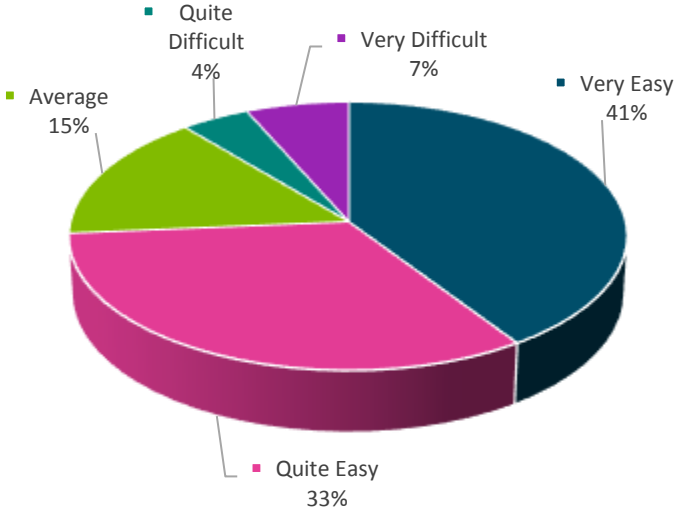
Question 1: How was it finding an NHS dentist on the Isle of Wight?



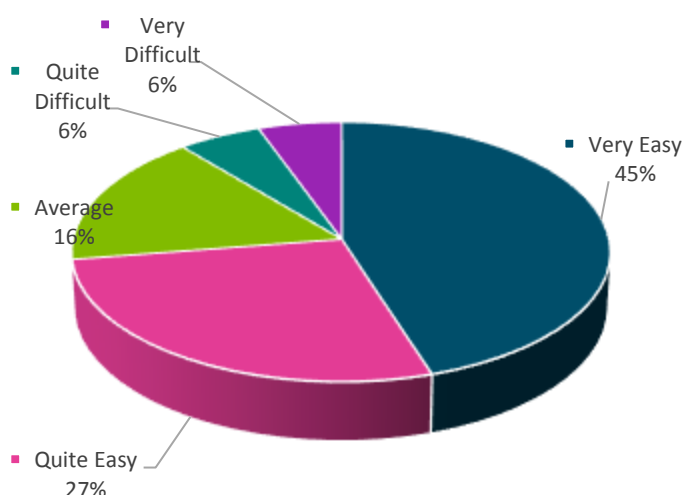
- 42% of respondents found it 'quite easy' or 'very easy' to find an NHS dentist on the Isle of Wight.
- 45% of respondents found it 'quite difficult' or 'very difficult' to find an NHS dentist on the Isle of Wight.
- 13% of respondents rated their experience of finding an NHS dentist on the Isle of Wight as 'average'.
- 93 people answered this question.

Question 2: How easy or difficult is it to travel to your NHS Dentist?

- 74% of respondents found it 'quite easy' or 'very easy' to travel to their NHS dentist.
- 11% of respondents found it 'quite difficult' or 'very difficult' to travel to their NHS dentist.
- 15% of respondents rated their experience of travel to their NHS dentist as 'average'.
- 91 people answered this question.



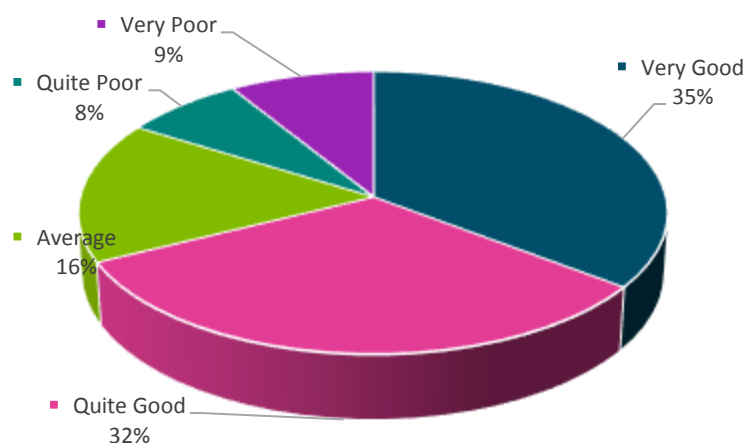
Question 3: How easy or difficult is it for you to get inside the surgery building and move around it?



- 72% of respondents found it 'quite easy' or 'very easy' to get inside the surgery building and move around it.
- 12% of respondents found it 'quite difficult' or 'very difficult' to get inside the surgery building and move around it.
- 16% of respondents rated their experience of getting inside the surgery building and moving around as 'average'.
- 91 people answered this question.

Question 4: How is your NHS dentist at meeting any specific support needs?

- 67% of respondents found their NHS dentist was 'quite good' or 'very good' at meeting their specific support needs.
- 17% of respondents found their NHS dentist was 'quite poor' or 'very poor' at meeting their specific support needs.
- 16% of respondents rated their NHS dentist as 'average' for meeting their specific support needs.
- 68 people answered this question.



Q5: If you wish to tell us more about access and support, please do so here.

This question received 32 responses. Within these responses there were:

Positive comments: 14

Neutral comments: 4

Negative comments: 32

As a disabled driver found it very difficult to park – no disabled bays

Not got an nhs dentist been trying & not found one

have to go up a flight of stairs to get to the dentists room and there is not a lift

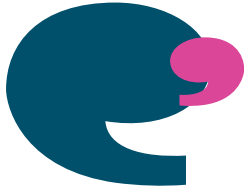
Level access. Chairs with arms in waiting room. No stairs

dentist is very patient and understanding of all my medical needs along with my fear of dentists

dentist was very good and explained everything

explains clearly what he is doing and my appointments and reminders are sent to me via text as I requested

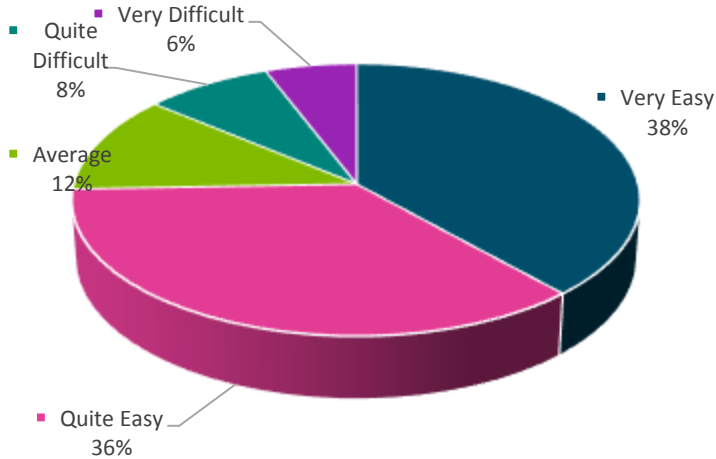
Seemingly don't take medical conditions or nervousness into account



Section 2

Appointment Handling

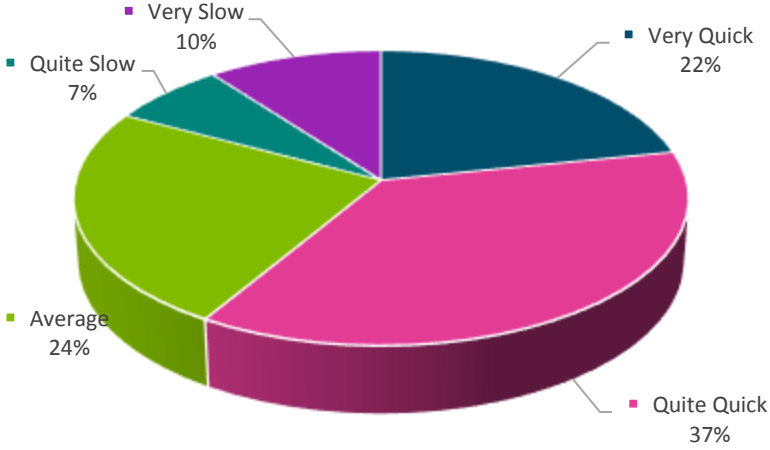
Question 6: How is it contacting your NHS dentist?



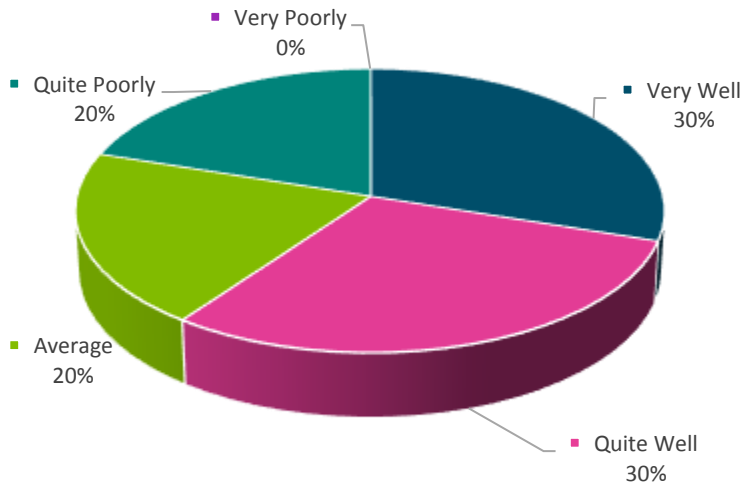
- 74% of respondents found contacting their NHS dentist 'quite easy' or 'very easy'.
- 14% of respondents found contacting their NHS dentist 'quite difficult' or 'very difficult'.
- 12% of respondents rated their experience of contacting their NHS dentist as 'average'.
- 86 people answered this question.

Question 7: How is the speed of arranging appointments?

- 59% of respondents found the speed of arranging appointments 'quite quick' or 'very quick'
- 17% of respondents found the speed of arranging appointments 'quite slow' or 'very slow'.
- 24% of respondents rated the speed of arranging appointments as 'average'.
- 87 people answered this question.



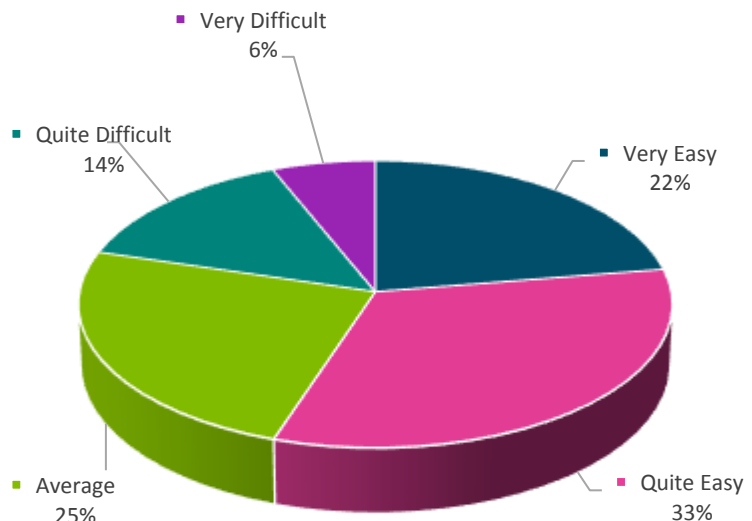
Question 8: How have any missed appointments been handled by the dental surgery?



- 60% of respondents found missed appointments had been handled 'quite well' or 'very well' by the dental surgery.
- 20% of respondents found missed appointments had been handled 'quite poorly' or 'very poorly' by the dental surgery.
- 20% of respondents rated their experience of the way missed appointments had been handled by the dental surgery as 'average'.
- 40 people answered this question.

Question 9: How has it been arranging urgent NHS dental treatment?

- 55% of respondents found it 'quite easy' or 'very easy' to arrange urgent NHS dental treatment.
- 20% of respondents found it 'quite difficult' or 'very difficult' to arrange urgent NHS dental treatment.
- 25% of respondents rated their experience of arranging urgent NHS dental treatment as 'average'.
- 49 people answered this question.



Q10: If you wish to tell us more about appointment handling, please do so here.

This question received 18 responses. Within these responses there were:

Positive comments: 7

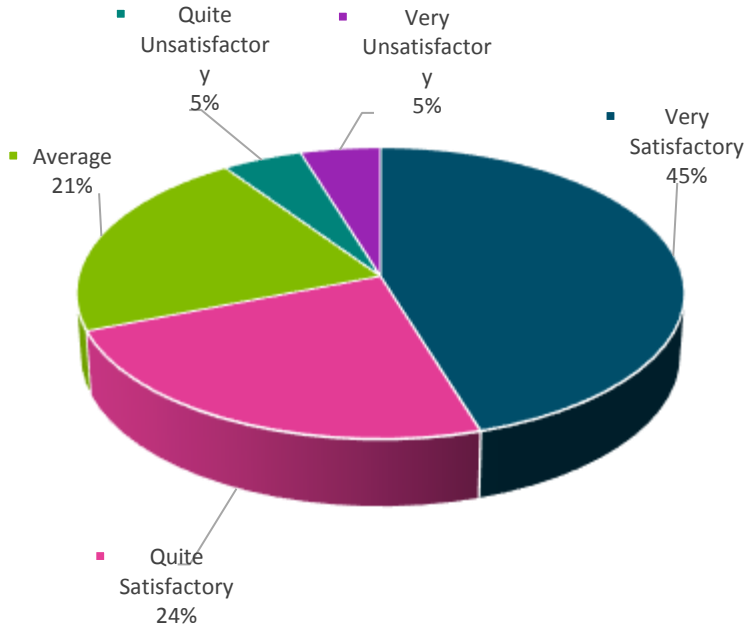
Neutral comments: 2

Negative comments: 13



Section 3

Receiving Dental Treatment

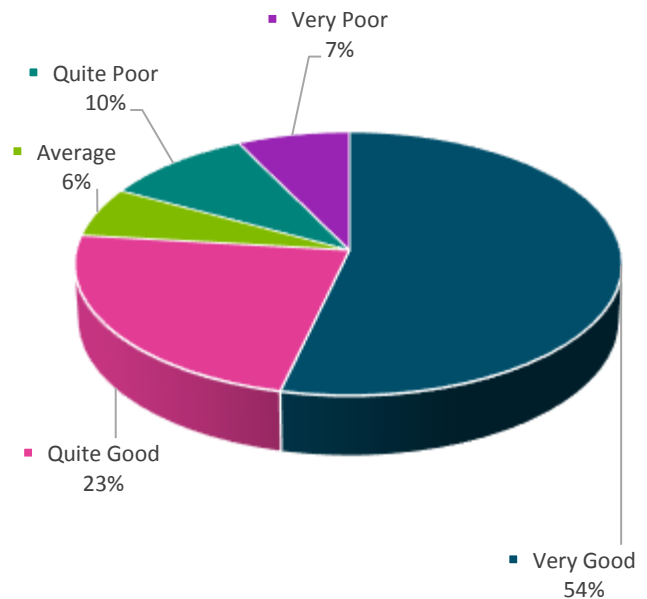


Question 11: How have you found the approach of the staff at your NHS dentist?

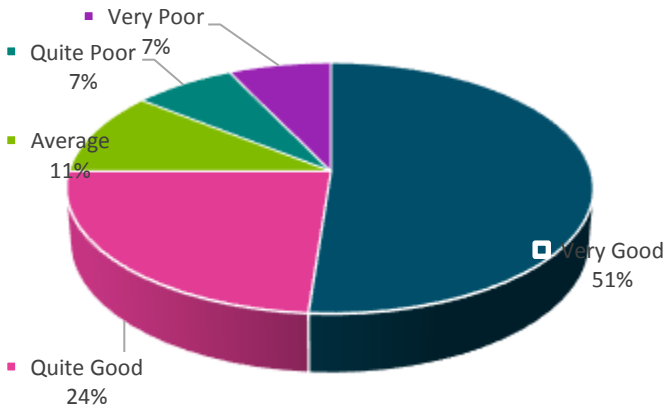
- 69% of respondents found the approach of staff 'quite satisfactory or 'very satisfactory'.
- 10% of respondents found the approach of staff 'quite unsatisfactory' or 'very unsatisfactory'.
- 21% of respondents rated the approach of staff as 'average'.
- 84 people answered this question.

Question 12: How was your NHS dentist's communication with you during treatment?

- 77% of respondents found that their dentist's communication with them during treatment was 'quite good' or 'very good'.
- 17% of respondents found that their dentist's communication with them during treatment was 'quite poor' or 'very poor'.
- 6% of respondents rated their dentist's communication with them during treatment as 'average'.
- 82 people answered this question.



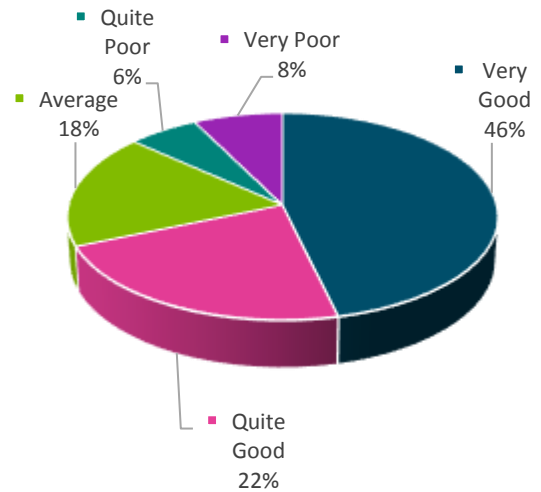
Question 13: What was the quality of treatment you received at your NHS dentist?



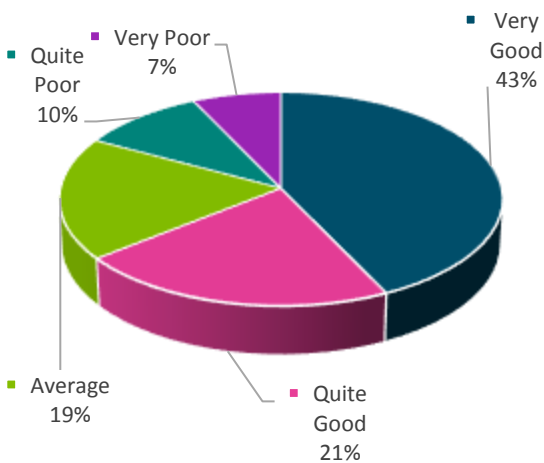
- 75% of respondents found the quality of the treatment they received ‘quite good’ or ‘very good’.
- 14% of respondents found the quality of the treatment they received ‘quite poor’ or ‘very poor’.
- 11% of respondents rated the quality of the treatment they received as ‘average’.
- 84 people answered this question.

Question 14: How was your NHS dentist’s provision of information on aftercare?

- 68% of respondents found the provision of information on aftercare ‘quite good’ or ‘very good’.
- 14% of respondents found the provision of information on aftercare ‘quite poor’ or ‘very poor’.
- 18% of respondents rated the provision of information on aftercare as ‘average’.
- 67 people answered this question.



Question 15: How was your NHS dentist’s provision of information on further treatment?



- 64% of respondents found the provision of information on further treatment ‘quite good’ or ‘very good’.
- 17% of respondents found the provision of information on further treatment ‘quite poor’ or ‘very poor’.
- 19% of respondents rated the provision of information on further treatment as ‘average’.
- 70 people answered this question.

Q16: If you wish to tell us more about receiving treatment, please do so here.

This question received 19 responses. Within these responses there were:

Positive comments: 12

Neutral comments: 1

Negative comments: 14

Everyone is very helpful and the dentistry is exemplary.

basic examination my teeth weren't checked properly

Always feel like they are looking to sell more every time I go. Had a different dentist and all was fine but everytime I see my usual one they are trying to sell something

My previous NHS dentist was, quite frankly awful - The current one is absolutely superb

Dentist good. - hygiene staff/ assistants seem to forget to change mirror/tooth examination equipment. - fillings fall out quickly

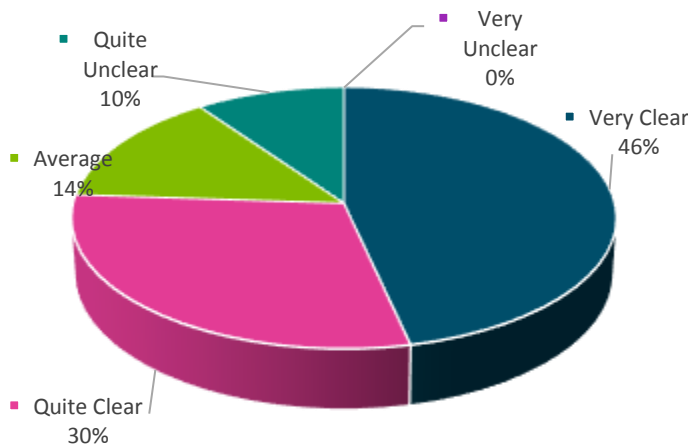
Excellent staff and information provision

My dentist views proactive treatment poorly. I therefore have to use a private hygienist 2-3 times per year, to monitor and treat me to alleviate the issues that can be caused by tartar build-up, poor brushing technique and any age related decay.

The old dentist had very poor communication and barely spoke during appointments. The new dentist seems much better.

Section 4

Cost

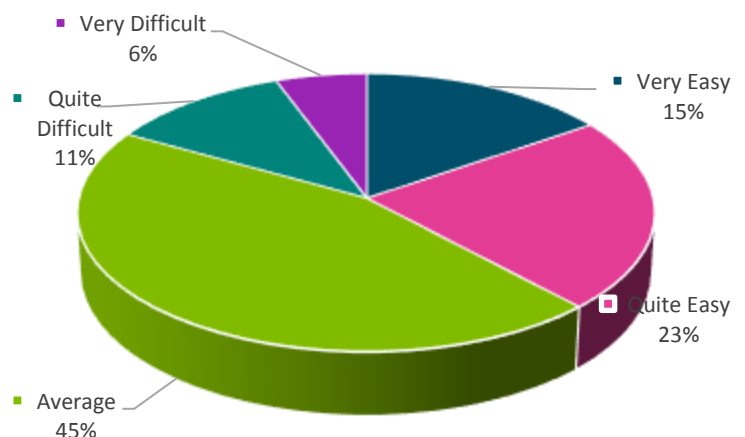


Question 17: How clear has information been on the cost of your treatment?

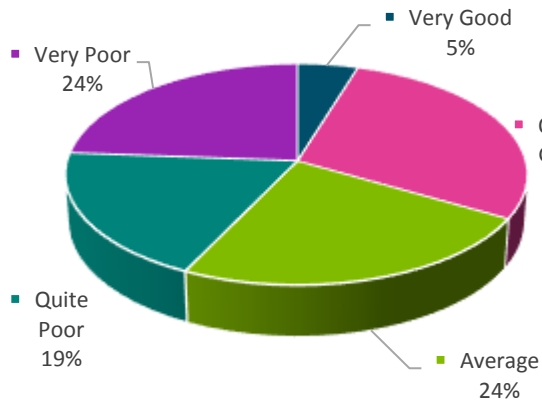
- 76% of respondents found the information on the cost of their treatment 'quite clear' or 'very clear'.
- 10% of respondents found the information on the cost of their treatment 'quite unclear' or 'very unclear'.
- 14% of respondents rated the information on the cost of their treatment as 'average'.
- 71 people answered this question.

Question 18: How easy or difficult has it been to meet the costs of treatment?

- 38% of respondents found meeting the costs of treatment 'quite easy' or 'very easy'.
- 17% of respondents found meeting the costs of treatment 'quite difficult' or 'very difficult'.
- 45% of respondents rated meeting the costs of treatment as 'average'.
- 71 people answered this question.



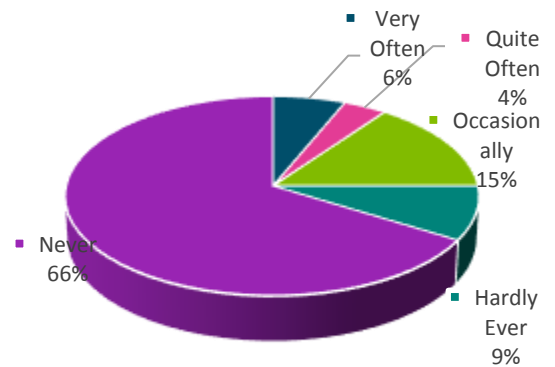
Question 19: How has the surgery been at offering flexible payment options?



- 33% of respondents found their surgery to be 'quite good' or 'very good' at offering flexible payment options.
- 43% of respondents found their surgery to be 'quite poor' or 'very poor' at offering flexible payment options.
- 24% of respondents rated their surgery as 'average' for offering flexible payment options.
- 21 people answered this question.

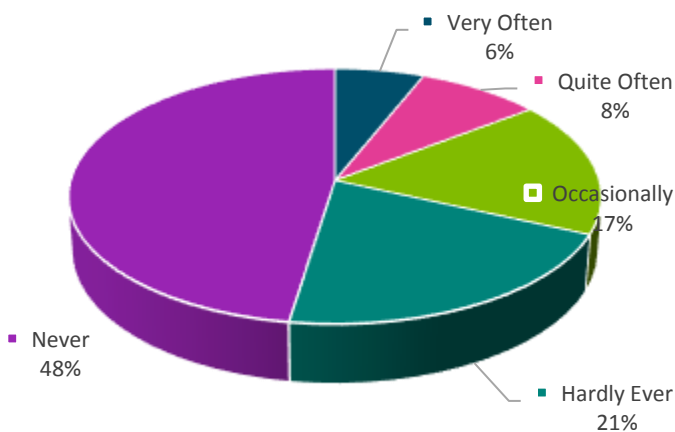
Question 20: How often if at all, has the surgery suggested "going private" for all or part of your treatment?

- 10% of respondents found their surgery suggested 'going private' for all or part of their treatment 'quite often' or 'very often'.
- 75% of respondents found their surgery suggested 'going private' for all or part of their treatment 'hardly ever' or 'never'.
- 15% of respondents found their surgery suggested 'going private' for all or part of their treatment 'occasionally'.
- 80 people answered this question.



Question 21: How often, if at all, have you delayed or gone without dental treatment due to cost?

- 14% of respondents have delayed or gone without dental treatment 'quite often' or 'very often' due to cost.
- 69% of respondents have delayed or gone without dental treatment 'hardly ever' or 'never' due to cost.
- 17% of respondents have delayed or gone without dental treatment 'occasionally' due to cost.
- 82 people answered this question.



Q22: If you wish to tell us more about costs of treatment, please do so here.

This question received 20 responses. Within these responses there were:

Positive comments: 2

Neutral comments: 2

Negative comments: 16

The NHS website states that the NHS will provide any treatment needed to keep your mouth, teeth and gums healthy and free of pain. Therefore as I have a serious gum disease I was surprised to be told that all treatment needed (to hopefully prevent tooth loss and possible hospital treatment ie bone loss) was only available privately.

Having only just changed to an NHS dentist after many years as a private patient I am very grateful for the lower charges.

Long wait to get an NHS dentist and there was a time that the high charges stopped me seeking treatment.

Pricing is not clear & when I needed emergency treatment I didn't

know that as I was within a certain time, it would be carried out for free.

Our dentist has started to charge for using a credit card, I feel this is unfair and won't pay it.

I was shocked recently to have a bill of £20.60 for filing down of a piece of tooth, which took barely a minute.

All costs have to be paid on the day

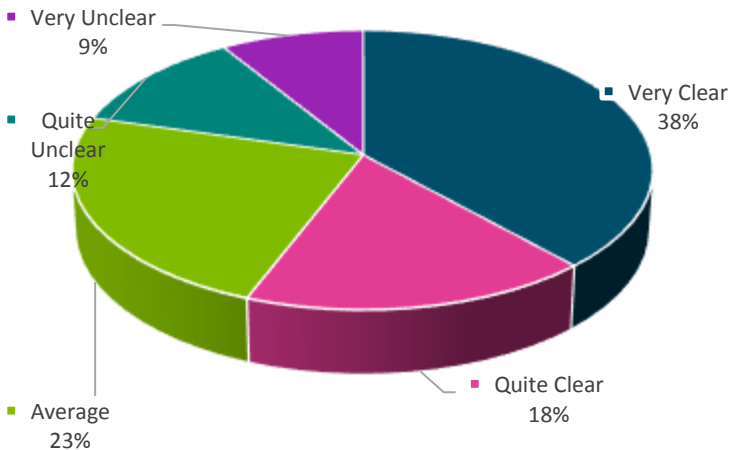
Never been a problem about payment until I received a letter from the NHS Business Services Authority telling me that I needed to pay a penalty charge. I do get income related ESA but the person who sent the form said 'Our government agency checks have been unable to confirm that you were in receipt of income related ESA.'

I find having to pay for treatment before you have it a strange concept. This is because treatment can take a long time. Payment should be at the end.

Section 5

Specialist Treatment

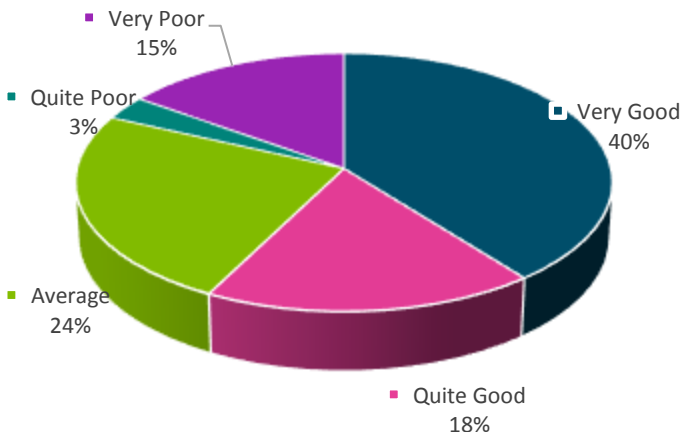
Question 23: How was your NHS dentist's explanation of options for specialist treatment?



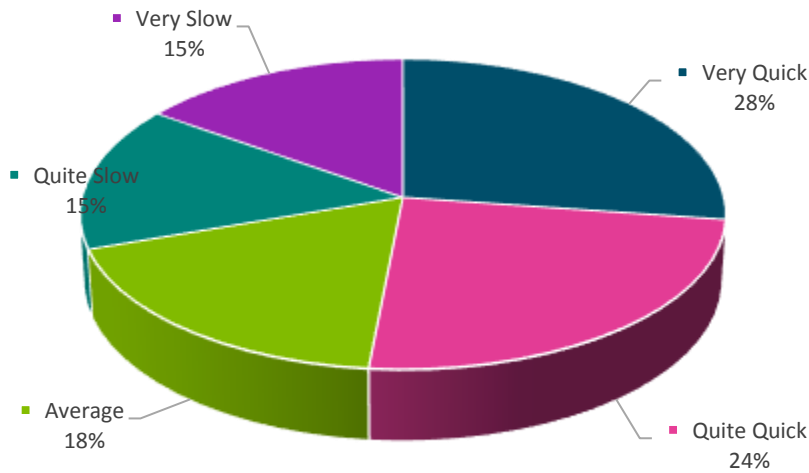
- 56% of respondents found their dentist's explanation of options for specialist treatment 'quite clear' or 'very clear'.
- 21% of respondents found their dentist's explanation of options for specialist treatment 'quite unclear' or 'very unclear'.
- 23% of respondents rated their dentist's explanation of options for specialist treatment as 'average'.
- 34 people answered this question.

Question 24: How was the process of being referred to specialist treatment?

- 58% of respondents found the process of being referred to specialist treatment 'quite good' or 'very good'.
- 18% of respondents found the process of being referred to specialist treatment 'quite poor' or 'very poor'.
- 24% of respondents rated the process of being referred to specialist treatment as 'average'.
- 33 people answered this question.



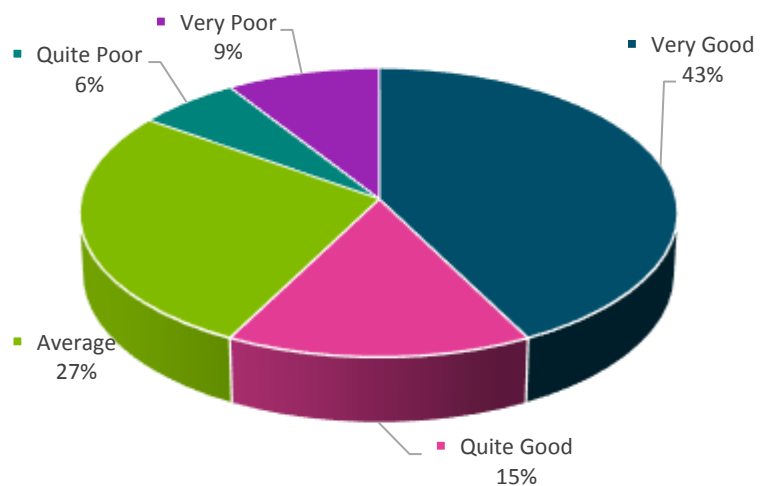
Question 25: How was the waiting time for specialist dental treatment?



- 52% of respondents found the waiting time for specialist dental treatment 'quite quick' or 'very quick'.
- 30% of respondents found the waiting time for specialist dental treatment 'quite slow' or 'very slow'.
- 18% of respondents rated the waiting time for specialist dental treatment as 'average'.
- 33 people answered this question.

Question 26: How do you rate the quality of your specialist dental treatment?

- 58% of respondents rated the quality of their specialist dental treatment as 'quite good' or 'very good'.
- 15% of respondents rated the quality of their specialist dental treatment as 'quite poor' or 'very poor'.
- 27% of respondents rated the quality of their specialist dental treatment as 'average'.
- 33 people answered this question.



Q27: If you wish, please name the provider of your specialist dental treatment.

There were 13 responses to this question.

The majority of these responses named individuals and will therefore not be included within this report.

Q28: If you wish to tell us more about specialist treatment, please do so here:

This question received 12 responses. Within these responses there were:

Positive comments: 8

Neutral comments: 0

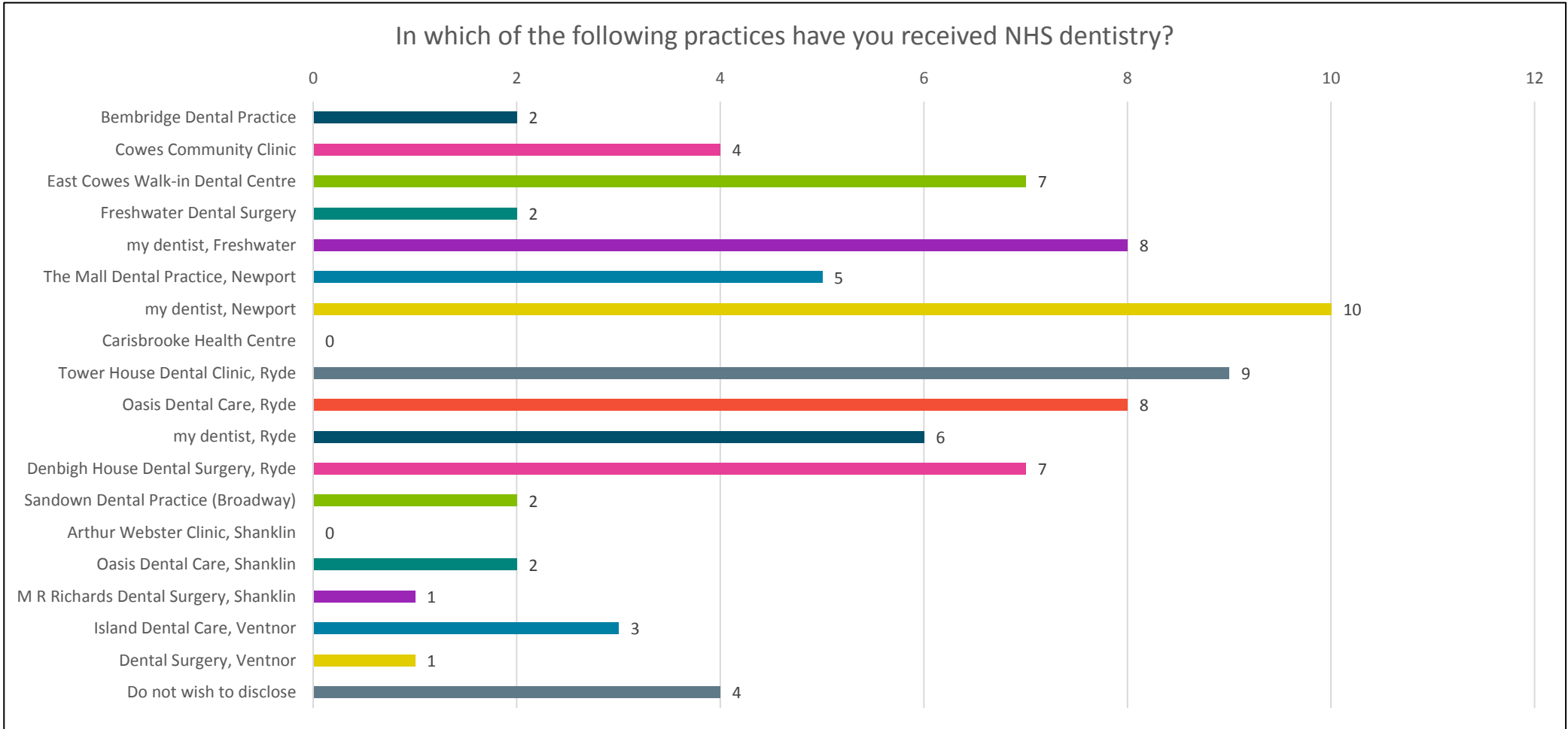
Negative comments: 3





Section 6

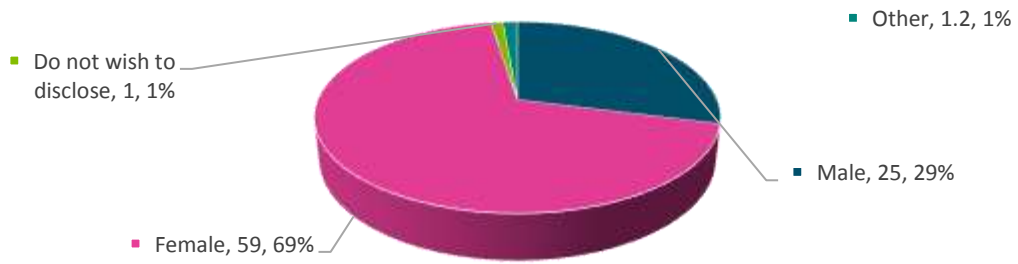
Which NHS Dental Service?



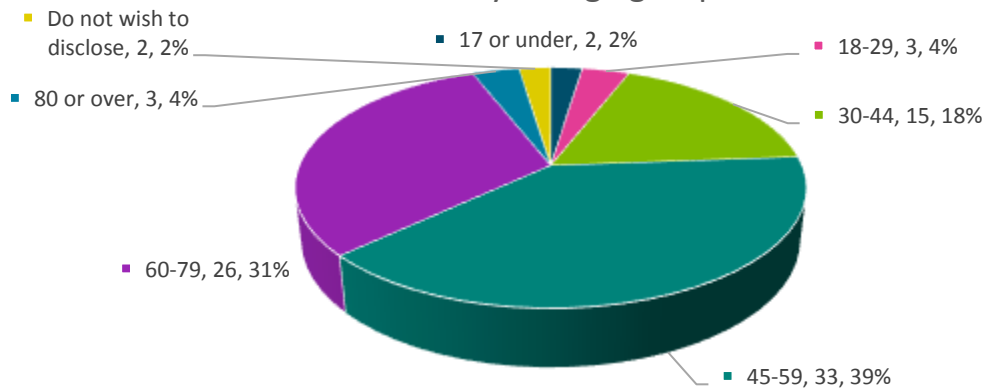
Section 7

Demographic Information

What is your gender?



What is your age group?



Please select the first part of your postcode from the list below:

