

Local residents' experiences of Dental services in Telford & Wrekin

A report based on patient experience of
Dental Practices.



Contents

Overview	3
Acknowledgements	4
Summary of findings	5
About Healthwatch Telford & Wrekin	6
Introduction	7
What did we do?	8
What did we find?	9
Conclusion	20
References	22
Appendices	23

Overview

Healthwatch Telford and Wrekin (HWT&W) asked local residents to share their experiences of dentistry. To understand what major factors influence their experiences and identify any differences between NHS patients and private patients.

Engagement was carried out between February - May 2020 using SurveyMonkey, with a total of **50** respondents. All Dental Practices within Telford & Wrekin were contacted and asked to take part in the survey. However, due to the outbreak of Coronavirus (COVID-19) we were unable to undertake face-to-face engagement. The results from this study showed that overall, most patients were happy with the service they were receiving, however, some felt the service at their practice had areas that could be improved.

Acknowledgements

HWT&W would like to thank the following people and organisations, who provided insight and guidance. Their time and opinions have been invaluable.

The following individuals/organisations who assisted:

- ◆ **Dr Nadeem Ahmed**
Chair LDN Shropshire and Staffordshire NHS England - North Midlands
- ◆ Healthwatch Stoke-on-Trent Enter & View Volunteer. Staffordshire & Shropshire Healthwatch Groups LDN Representative
- ◆ **Tracey-Jayne Norton**
Inspection Manager Oral Health Team (Central)



Summary of findings



- ◆ Overall, most patients were happy with the service they were receiving from their Dental Practice.
- ◆ Patients told us they would like the booking system to be improved because of the lack of availability and would prefer a more flexible approach, such as offering early mornings or weekend appointments.
- ◆ Appointment reminders were considered helpful.
- ◆ Booking an emergency appointment was difficult.
- ◆ Some patients felt that when trying to book an appointment with the Receptionist(s) their attitude towards them made it more difficult.
- ◆ Patients who had an appointment and were waiting to see the Dentist or Hygienist were not offered a reason for any delay.
- ◆ When patients had booked in to see a specific Dental Professional, they were still able to see the professional they originally booked their appointment with.
- ◆ Whilst only a small number of patients received medication, we found that more than 30% of these patients felt that not everything they needed to know was explained to them.
- ◆ Access to some Dental Practices could be improved, specifically for wheelchair users.

About Healthwatch Telford & Wrekin

We are the independent consumer champion/patient voice, created to gather the views of people who live in Telford and Wrekin.

Nationally, Healthwatch England, supports 152 local Healthwatch that cover local Clinical Commissioning Groups and local authorities. We are a small team, consisting of a General Manager; an Information Analyst, Business Support Manager and an Engagement Officer. We are supported by a Board of Directors and a team of volunteers. Our aim is to provide our communities with a stronger voice, to influence and challenge how Health and Social Care Services are provided in T&W. HWT&W routinely gathers the views of residents who use or have access to Health and Social Care Services. Their feedback is analysed to allow HWT&W to provide evidence-based comments to inform the key groups who plan, manage and regulate the service. HWT&W engages with many statutory/voluntary organisations including the Local Authority, Care Quality Commission, Clinical Commissioning Groups, providers, individuals and groups, to ensure that services are designed and structured to meet the needs of local people. In addition, HWT&W have a responsibility to carry out Enter and View visits to provider services offering health or social care activities.



Introduction

Having good oral hygiene is very important, it is integral to a person's overall health and wellbeing.

¹The World Health Organisation (Who.int., 2003) describes oral health as;

“A state of being free from chronic mouth and facial pain, oral and throat cancer, oral infection and sores, periodontal (gum) disease, tooth decay, tooth loss, and other diseases and disorders that limit an individual's capacity in biting, chewing, smiling, speaking and psychological wellbeing.”

Identifying factors which aid and hinder the delivery of a service are essential. This can be achieved by assessing patients' perceptions of dentists which can provide information to be used to gain a better understanding of what people think, leading to improvements in patient experience and enhancing services². Evidence does suggest that having a positive dental experience encourages people to re-use a service³, resulting in good oral health. This suggests that there is an association between positive experiences and good oral health, because people who are willing to revisit a service are more likely to keep up to-date with their health checks and to voluntarily receive treatment when needed.

Last year, NHS England reported 22 million adults and 7 million children were seen by an NHS Dentist between April 2018 - June 2019⁴. However, the Independent newspaper reported that a study had found a third of adults admitted they had not visited their dentist for nearly two years and more than 30% said it was due to financial issues⁵. Therefore, this may suggest that although a large number of people do visit the dentist, the costs involved could be a key factor in determining why some people do not attend as regularly as they should. Additionally, it was highlighted that prices consistently increased on a yearly basis and therefore further impacted people financially.

Locally, there is little to suggest what influences people's experiences of dentistry. Therefore, the aim of this report is to provide evidence of the major factors influencing T&W patients' experience of dentistry.



What did we do?

50 people responded to our survey between late February and early May 2020. Prior to the lockdown which began in late March 2020, we contacted Dental Practices across T&W asking them to take part in our survey (see appendix.1). However, due to government guidance we were unable to do face-to-face engagement, therefore we used SurveyMonkey so people could complete our survey online.

Unfortunately, we were unable to obtain a large amount of feedback due to the pandemic, however, we still managed to capture people's views and experiences of local Dental Practices.

The HWT&W team shared the survey amongst key contacts, Local Authority, Telford Clinical Commissioning Group, Voluntary sector, Community sector, organisations and residents of T&W. We distributed a poster and used social media platforms, our website and local press to gather the views of as many respondents as possible.

We value your views on accessing your Dental Practice & the service you received

All patients registered at this Dental Practice will receive a brief letter, along with a weblink to access our survey.

Your feedback is important and can help towards improving health & social care services in Telford & Wrekin.

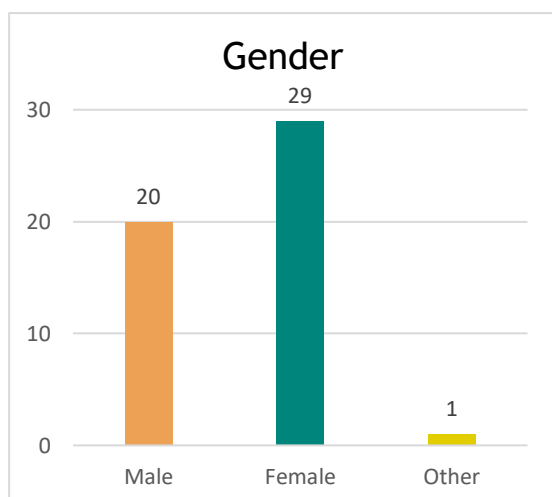
To access our survey, please use this link:

<https://www.surveymonkey.co.uk/r/GNNBNLG>



Meeting Point House | Southwater Square | Telford | TF3 4HS
01952 739540 | info@healthwatchtelfordandwrekin.co.uk |
www.healthwatchtelfordandwrekin.co.uk

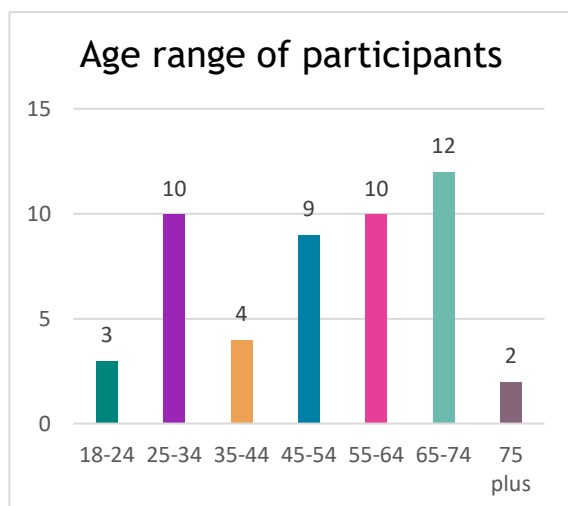
Demographics



20 (40%) were male respondents

29 (58%) were female respondents

1 (2%) was a other respondent



3 (6%) of respondents were aged between 18-24 years old

10 (20%) of respondents were ages between 25-34 years old

4 (8%) of respondents were aged between 35-44 years old

9 (18%) of respondents were aged between 45-54 years old

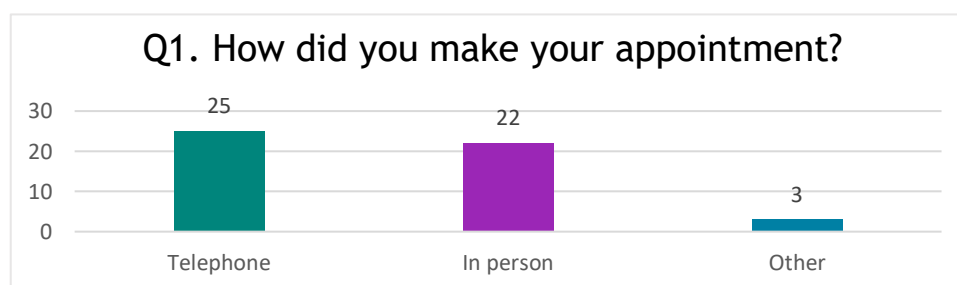
10 (20%) of respondents were ages between 55-64 years old

12 (24%) of respondents were ages between 65-74 years old

2 (4%) of respondents were 75 years old or over

(Further demographics can be found in Appendix.2)

What did we find?

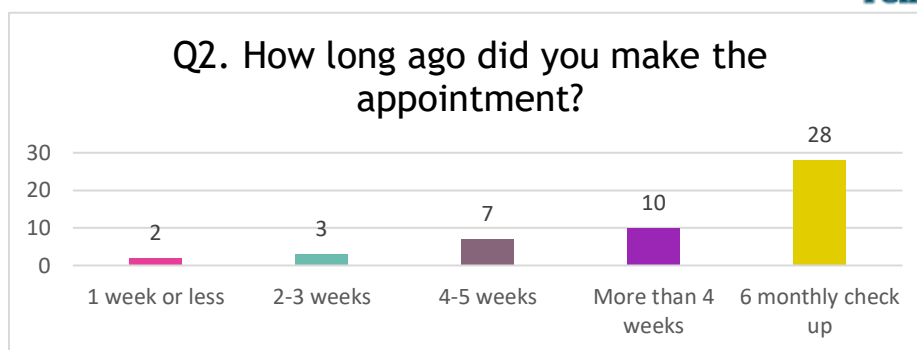


All respondents had their appointment with the Dentist, except for 1 respondent who booked to see a dental hygienist. The most popular choice respondents chose to make when booking their appointment was by *telephone* or *in person*:

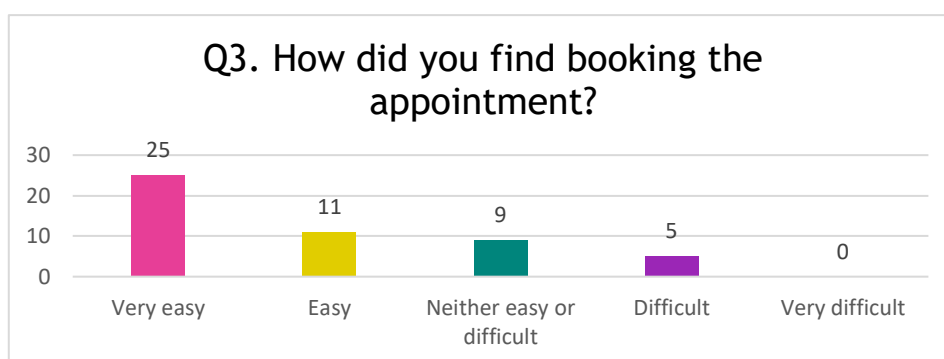
- ◆ **25 (50%)** made their appointment by *telephone*.
- ◆ **22 (44%)** made their appointment *in person*.

The **3 (6%)** 'other' respondents made their appointment in other ways, as follows:

- ◆ Online.
- ◆ A referral was made on the patient's behalf by another Healthcare professional.
- ◆ Received an appointment reminder via telephone and made their appointment during the call.



- ◆ 2 (4%) of respondents made their appointment *1 week or less*.
- ◆ 3 (6%) of respondents made their appointment *2-3 weeks* prior to attending.
- ◆ 7 (14%) of respondents made their appointment *4-5 weeks* prior to attending their appointment.
- ◆ 10 (20%) of respondents made their appointment *more than 4 weeks* prior to attending their appointment.
- ◆ Over half (56%) of respondents made their appointments to coincide with their *6 monthly check up*.



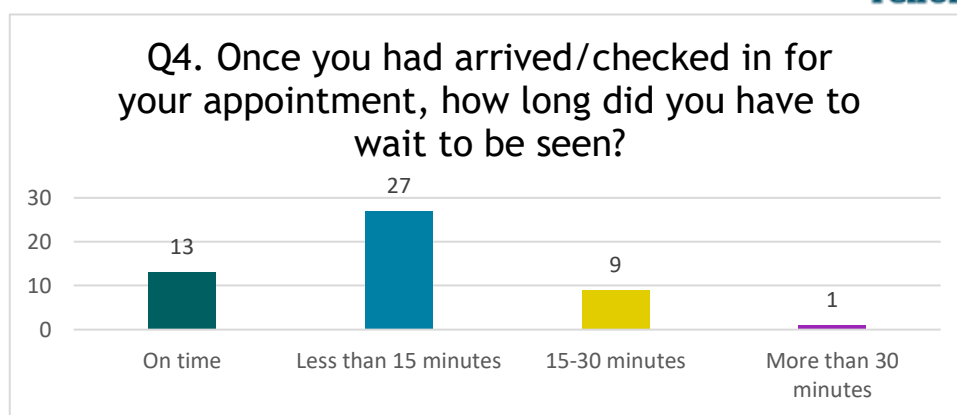
- ◆ Half of respondents (25 or 50%) found it *very easy* to book their appointment.
- ◆ 11 (22%) of respondents found it *easy* to book their appointment.
- ◆ 9 (18%) of respondents found booking their appointment *neither easy or difficult*.
- ◆ 5 (10%) of respondents found booking their appointment *difficult*.
- ◆ 0 respondents found booking their appointment *very difficult*.

These are some of the additional comments we received which may indicate why some found booking their appointment difficult:

“When they finally answered got an appointment but we're very abrupt.”

“Sometimes it's hard to get an appointment that suits my requirements.”

“Finding appointments out of working hours is almost impossible.”



- ◆ 13 (26%) of respondents were seen *on time*.
- ◆ 27 (54%) of respondents were seen *less than 15 minutes* after arriving/checking in.
- ◆ 9 (18%) of respondents waited between *15-30 minutes*.
- ◆ 1 (2%) of respondent waited *more than 30 minutes*.

Q5. Were you given a reason for any delay by reception staff?

- ◆ 30 (60%) of respondents were not given a reason for their delay in seeing a Dentist or any other Dental Professional.
- ◆ 5 (10%) of respondents were given a reason for their delay.
- ◆ 15 (30%) of respondents felt this question was not applicable to them.

Q6. Were you able to see the above professional you originally booked the appointment with?

- ◆ 46 (92%) of respondents said they saw the professional they originally booked their appointment with, compared to 4 (8%) who did not.
- ◆ From the 8% who were not able to see the professional they originally booked the appointment with. These are some of their comments:

“Ended up seeing a dental nurse and a different dentist that did nothing to help me.”

“They were absent.”

“My Dentist left so I had a new Dentist.”



Q7. Did you receive appointment reminders?

- ◆ **42 (85%)** of respondents said they had received appointment reminders and had them sent in numerous ways:

“I received a text reminder.”

“I received an email and text.”

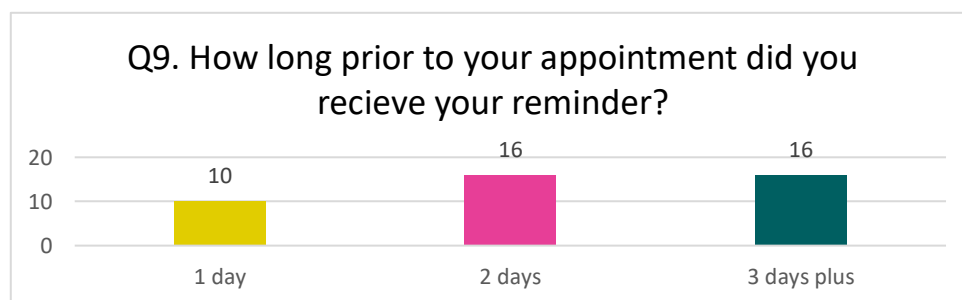
“A letter this time.”

“Received phone call 2 days before appointment.”

- ◆ **1 (2%)** of respondents preferred not to answer this question.

Q8. Were the appointment reminders helpful?

- ◆ We found that out of the **85%** respondents who received an appointment reminder, a high number of patients thought reminders were helpful.
- ◆ **41 (82%)** of respondents said they were helpful.
- ◆ **7 (14%)** of respondents said they were not helpful.
- ◆ **2 (4%)** of respondents preferred not to answer this question.



- ◆ **10 (20%)** of respondents received their appointment reminder *1 day* prior to their appointment.
- ◆ **16 (32%)** of respondents received their appointment reminder *2 days* prior to their appointment.
- ◆ **16 (32%)** of respondents received their appointment reminder *3 days plus* prior to their appointment.
- ◆ **8 (16%)** of respondents preferred not to answer this question.

Q10. Could the booking service be improved, if so how?

We received many comments from respondents who shared their thoughts with us about how the booking service could be improved.

- ◆ **20 (40%)** of respondents said the booking service did not need improving, these are some of their comments:

“It’s perfect.”

“it’s already gold.”

“No, it’s quick and easy.”

- ◆ **17 (34%)** of respondents said the booking service could be improved, these are some of their comments:

“Telephone reminder on the day.”

“Better availability.”

“I didn’t get a reminder, inconsistent communication.”

“Ability to make multiple bookings i.e. to see hygienist and dentist on same day.”

“Nicer staff.”

“Online booking system would be helpful.”

“Would help if the receptionist was actually polite and listened instead of snapping at everyone.”

“Possibly but it would require a lot of input from a lot of people.”

“Receive messages.”

“Adapting opening hours to make earlier, later and weekend appointments available.”

“Possibly online change of booking if needed.”

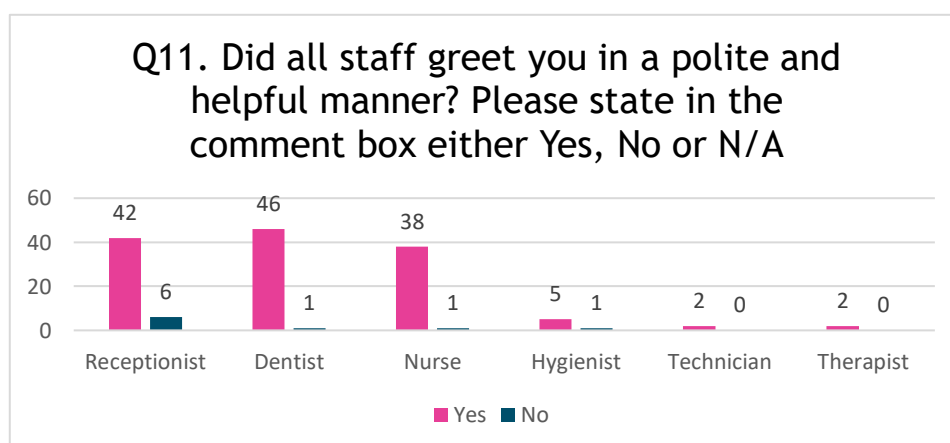
“If your Dentist has changed then need to communicate this to patients in advance.”

- ◆ **13 (26%)** of respondents preferred not to answer this question.



Case study:

“There needs to be an increase of practices in the Telford area, it's hard to even get an emergency appointment. My husband went weeks in extraordinary pain, he was registered with a Dentist and Doctor but neither helped him deal with the level of pain for weeks. Instead he was left to take over the counter pain killers - co-codomol, although they have a limit he was in so much pain he was taking them daily just to get through the day. We talk about reliance on over the counter medication but what if that is the only option? Just in the wait to be trying to get seen, trying to get help without anyone helping him he had no choice but to rely on over the counter medication when you are in extraordinary pain. Doctors are not helping either with the pain or prescription of antibiotics to beat the dental infection, while they are in this never ending queue patients are instead left to suffer until they can get an appointment with their own Dentist or an emergency one. It seems to be getting worse getting into a practice or getting an appointment is like gold dust for NHS patients.”



- ◆ **42 (84%)** of respondents thought the Receptionist(s) at their Dental Practice were polite and helpful. **6 (12%)** of respondents did not think they were polite or helpful and **2 (4%)** of respondents preferred not to answer this question.
- ◆ **46 (92%)** of respondents thought the Dentist at their Dental Practice was polite and helpful. **1 (2%)** of respondents did not think they were polite or helpful and **3 (6%)** of respondents preferred not to answer this question.
- ◆ **38 (76%)** of respondents thought the Dental Nurse at their Dental Practice was polite and helpful. **1 (2%)** of respondents did not think they were polite or helpful and **11 (22%)** respondents preferred not to answer this question.
- ◆ **5 (10%)** of respondents thought the Hygienist was polite or helpful and **1 (2%)** of respondents did not think they were polite or helpful.
- ◆ **2 (4%)** of respondents thought the Technician was polite or helpful.
- ◆ **2 (4%)** of respondents thought the Therapist was polite or helpful.

Q12. Were you aware of how to make an official complaint regarding the Dental Practice or the treatment received?

- ◆ **30 (60%)** of respondents said they were not aware of how to make an official complaint regarding their Dental Practice or any treatment they had received.
- ◆ **20 (40%)** of respondents said they were aware of how to make an official complaint regarding their Dental Practice or any treatment they had received.

Q13. Did you feel you could raise a concern directly with the Dental Practice?

- ◆ **39 (78%)** of respondents said they felt they could raise a concern directly with the Dental Practice.
- ◆ **10 (20%)** of respondents said they did not feel they could raise a concern directly with the Dental Practice, these are some of their comments:

“Have had many issues with the practice and their information on what to do is false.”

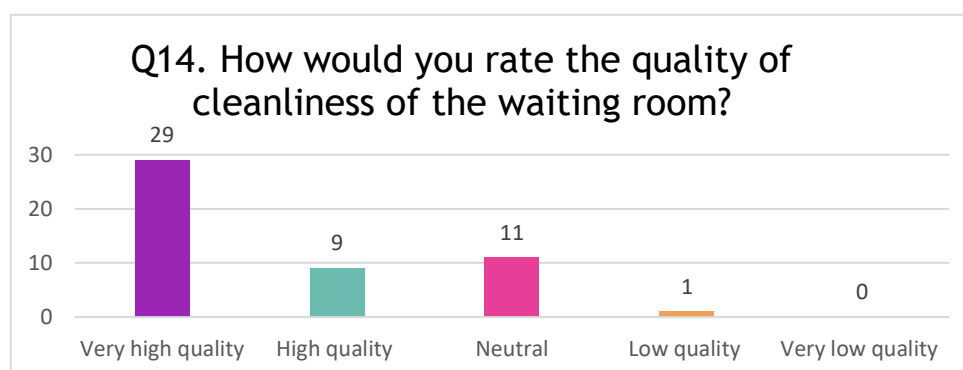
“It's not enough to complain about but reception staff are just doing a job. A job they hate is the impression.”

“We raised a billing error with dental practice called a liar and process dragged on for weeks until we could prove it was the dental practice lying about the bill and not us!”

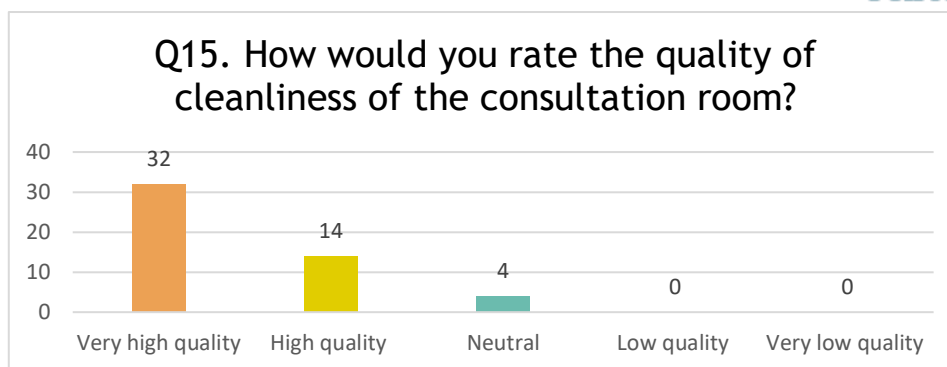
“I found the staff particularly receptionist very stand offish, looking at changing dentist.”

“I worried about being struck off/future treatment.”

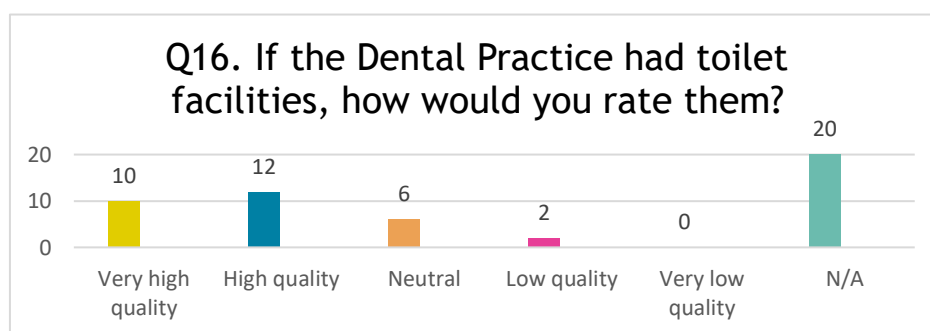
- ◆ **1 (2%)** of respondents preferred not to answer this question.



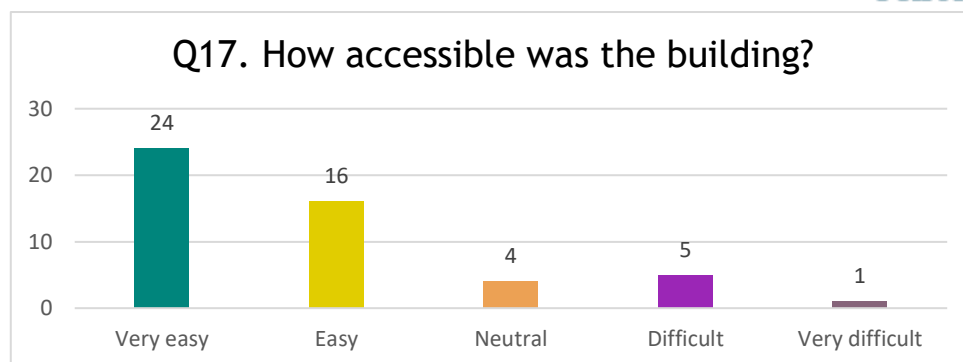
- ◆ **29 (58%)** of respondents rated the cleanliness of the waiting room as *very high quality*.
- ◆ **9 (18%)** of respondents rated the cleanliness of the waiting room as *high quality*.
- ◆ **11 (22%)** of respondents rated the cleanliness of the waiting room as *neutral*.
- ◆ **1 (2%)** of respondents rated the cleanliness of the waiting room as *low quality*.
- ◆ **0** respondents rated the cleanliness of the waiting room as *very low quality*.



- ◆ **32 (64%)** of respondents rated the cleanliness of the consultation room as *very high quality*.
- ◆ **14 (28%)** of respondents rated the cleanliness of the consultation room as *high quality*.
- ◆ **4 (8%)** of respondents rated the cleanliness of the consultation room as *neutral*.
- ◆ **0** respondents rated the cleanliness of the consultation room as *low quality*.
- ◆ **0** respondents rated the cleanliness of the consultation room as *very low quality*.



- ◆ Out of **30 (60%)** of respondents who used the facilities:
- ◆ **10 (33%)** of respondents rated the toilet facilities as *very high quality*.
- ◆ **12 (40%)** of respondents rated the toilet facilities as *high quality*.
- ◆ **6 (20%)** of respondents rated the toilet facilities as *neutral*.
- ◆ **2 (7%)** of respondents rated the toilet facilities as *low quality*.
- ◆ **0** respondents rated the toilet facilities as *very low quality*.
- ◆ **20 (40%)** of respondents felt this question was not applicable to them (*N/A*), this could be due to the Dental Practice not having patient toilet facilities or they have not used them.



- ◆ **24 (48%)** of respondents rated the accessibility of the building as *very easy*.
- ◆ **16 (32%)** of respondents rated the accessibility of the building as *easy*.
- ◆ **4 (8%)** of respondents rated the accessibility of the building as *neutral*.
- ◆ **5 (10%)** of respondents rated the accessibility of the building as *difficult*.
- ◆ **1 (2%)** of respondents rated the accessibility of the building as *very difficult*.

Q18. Did you think access to the building and facilities were wheel-chair friendly?

- ◆ **35 (70%)** of respondents felt the building was wheel-chair friendly.
- ◆ **15 (30%)** of respondents did not feel the building was wheel-chair friendly. These are some of their comments:

“Two very stiff doors which are difficult to open plus a very small porch area in between makes it awkward to manoeuvre.”

“Lift was out of order had been for months, lots of stairs to the dentist area, doorways into dentist very narrow.”

“A massive slope.”

“Stairs no lift.”

“Steep stairs to entrance, did not notice if lift facilities were available.”

Q19. Was suitable car parking provided at the Dental Practice?

- ◆ **32 (64%)** of respondents thought that their Dental Practice had suitable parking provided.
- ◆ **18 (36%)** of respondents thought that their Dental Practice did not have suitable parking provided.

Q20. Did you locate a free car parking space with ease?

‘Free car parking space’ meant any space that was available with no vehicle in it.

- ◆ 34 (68%) of respondents were able to locate a free car parking space with ease.
- ◆ 8 (16%) of respondents were unable to locate a free car parking space with ease.
- ◆ 8 (16%) of respondents felt this question was not applicable to them.

Q21. Did the waiting room provide/display information, leaflets or posters?

- ◆ 48 (96%) of respondents thought the waiting room provided/displayed information, leaflets or posters. Below are some of their comments:

“Interesting display relating to dentistry, also leaflets and posters.”

Great waiting room with current magazines and TV.”

- ◆ 1 (2%) of respondents did not think the waiting room provided/displayed information, leaflets or posters. These are some of their comments:

“A few of mixed topics mostly aimed at private patients.”

“Not many leaflets.”

- ◆ 1 (2%) of respondents felt this question was not applicable to them.

Q22. Were you aware if the Dental Practice offered information/guidance in a range of different languages?

- ◆ 8 (16%) of respondents said they were aware that their Dental Practice provided information/guidance in a range of different languages.
- ◆ Equally, 8 (16%) of respondents said they were not aware. We received 1 comment from a respondent who was not aware:

“Not needed by me, but I would be happy if they were available.”

- ◆ Most respondents (64%) were *unsure* whether their Dental Practice provided information/guidance in a range of different languages.
- ◆ 2 (4%) of respondents preferred not to answer this question.

Q23. If you received treatment, was information given/explained to you easy to understand?

All respondents who answered this question received treatment from their Dental Practice.

- ◆ 44 (88%) of respondents thought information that was given/explained to them was easy to understand, compared to 5 (10%) who did not.
- ◆ 1 (2%) of respondents was unsure.

Case study:

“Four top teeth need to be removed as there is 80% bone exposed. The referral was made to the Shrewsbury and Telford Hospital trust by their Dentist and supported by their GP. The patient has long term medical conditions, Addison’s Disease and Diabetes which is uncontrolled. Due to COVID-19, the patient has been told their treatment is non urgent so the procedure cannot take place. The patient is in severe pain, after 4-weeks of anti-biotics and daily doses of morphine there are still no improvements, the patient is struggling to eat at times. The gentleman explained that their partner’s conditions could get dangerous if this treatment does not go ahead. If they don’t eat much, their diabetes will be uncontrolled, and their Addison’s Disease may become life threatening if left untreated.”

Q24. If you received medication, was everything explained to you, including possible side effects and what to do if any problems occurred with your medication?

Out of **49** responses, only **21 (42%)** of respondents received medication from their Dental Practice. **28 (56%)** felt this question was not applicable to them. **1 (2%)** of respondents preferred not to answer this question.

- ◆ **14 (67%)** of respondents who received medication said they did feel everything was explained to them correctly, including possible side effects, and what to do if any problems occurred with their medication.
- ◆ **7 (33%)** of respondents did not feel everything was explained to them correctly, including possible side effects, and what to do if any problems occurred with their medication.

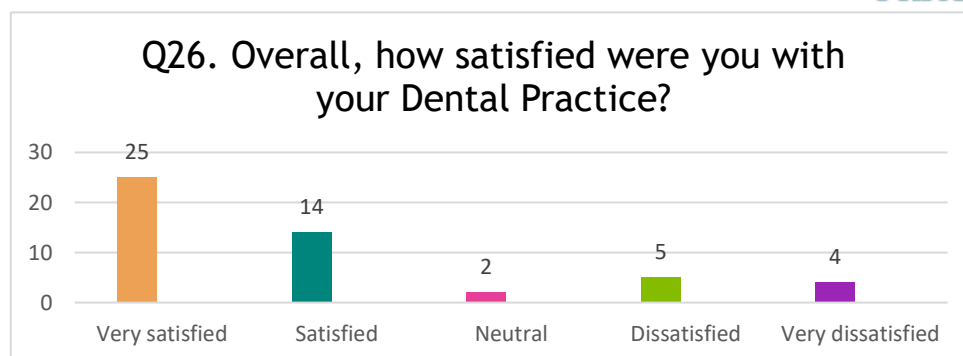
Q25. Were you offered a 6-month check-up appointment?

- ◆ **39 (78%)** of respondents were offered a 6-month check-up appointment.
- ◆ **9 (18%)** of respondents were not offered a 6-month check-up appointment.
- ◆ **2 (4%)** of respondents felt this question was not applicable to them. These are some of their comments:

“I’m told by my dentist I need either a 9-month or 12-month check-up appointment, never a 6 month one.”

“New appointment booked for few weeks’ time.”

“Only when I asked when to book in again for my toddler, didn’t answer until I said and me as I pay for my treatment.”



- ◆ **25 (50%)** of respondents rated their overall satisfaction with their Dental Practice as *very satisfied*.
- ◆ **14 (28%)** of respondents rated their overall satisfaction with their Dental Practice as *satisfied*.
- ◆ **2 (4%)** of respondents rated their overall satisfaction was *neutral*.
- ◆ **5 (10%)** of respondents rated their overall satisfaction with their Dental Practice as *dissatisfied*.
- ◆ **4 (8%)** of respondents rated their overall satisfaction with their Dental Practice as *very dissatisfied*.

Conclusion

To conclude, this report has provided evidence to show what influences Telford & Wrekin patients' experiences of dentistry. Overall, the majority of patients were happy with the service they were receiving from their Dental Practice and many factors were identified as having a positive influence on their experience. However, we also found some areas of the service which may require improvements.

Booking an appointment should be a simple task, which most patients found relatively easy and patients preferred to book their appointment either by telephone or in person. The majority of patients said they were happy with the booking system, with a slightly smaller number commenting on ways the system could be improved. Patients told us they would like the booking system to be improved because of the lack of availability and would prefer a more flexible approach, such as offering early mornings or weekend appointments. Additionally, nearly all respondents said they received appointment reminders 1-3 days plus prior to attending, which they considered helpful. Also, booking an emergency appointment has been a difficult task for some. Perhaps Dental Practices could provide better support for patients by allowing more time for emergency appointments, so that patients are not left in pain and discomfort when over-the-counter drugs do not work.

When booking or on arrival for an appointment the patient is greeted/checked in by the Receptionist(s). They are the first point of contact and it is important that all patients are

greeted in a polite manner. However, some patients felt that when trying to book an appointment with the Receptionist(s) their attitude towards them made it more difficult.

It is important that the patients are informed of any changes or delays to a service. We found that some patients who were due to see the Dentist or Hygienist were not offered a reason for a delay. Unfortunately, delays in appointments can occur and therefore Reception staff should notify patients as soon as possible. However, with or without delay most patients were still able to see the professional they originally booked their appointment with.

If a patient requires medication, it is important that prior to leaving their appointment they have a discussion with the Dental Professional. This is to ensure that they are: fully aware of why the medication is required, to discuss any side effects, make the patient aware of what to do if problems occur and more. Whilst only a small number of patients received medication, we found that more than 30% felt that not everything was explained to them. It is a concern that patients are leaving appointments and feeling they are not fully informed about taking the prescribed medication. This could be due to a number of reasons, such as, differences in communication, language barriers etc... Therefore, this could be investigated further.

Over half of patients were unaware of how to make an official complaint with their Dental Practice. This could be because they either did not need to make a complaint and therefore had not asked for the information, or they would like to remain anonymous and are unaware of who to contact. Nevertheless, at HWT&W we listen to the views and experiences of people who use services such as Dental Practices and we can find information and support for those who have a complaint but may wish to make it anonymously. Again, this may require further attention. Additionally, when it comes to finding information, it is important that services offer a variety of formats and languages. We found that some patients were unaware about whether their Dental Practices provided information in alternative ways. Again, this could be due to them not needing information in a different format or language. Once more, perhaps this requires further investigation.

For good access to a building, it must be able to accommodate for all service users, especially those who require assistance or use a wheelchair. Whilst most patients said that their Dental Practice had good access, others felt that this could be improved, specifically for wheelchair users. It was identified that some Practices had 'steep stairs' at the entrance to the building, waiting rooms were small and one patient told us that the Practice had a lift which had been out of order for some months. More positively, we found that patients were happy with the cleanliness of Dental Practices and the availability of suitable parking.

References

- ¹Who.int. (2003). *The World Oral Health Report 2003*. [online] Available at: www.who.int/oral_health/media/en/orh_report03_en.pdf [Accessed 31 Jan. 2020].
- ²Henríquez-Tejo, R.B. and Cartes-Velásquez, R.A., (2016). Patients Perceptions about dentists. A literature Review, 18(27), pp.16-24.
www.researchgate.net/publication/304024804_Patients'_perceptions_about_dentists_A_literature_review#read
- ³DiMatteo, M.R., MCBRIDE, C.A., SHUGARS, D.A. and O'NEIL, E.H., (1995). Public attitudes toward dentists: a US household survey. *The Journal of the American Dental Association*, 126(11), pp.1563-1570.
www.sciencedirect.com/science/article/abs/pii/S0002817715607954
- ⁴NHS Digital. (2019). *NHS Dental Statistics for England 2018-19, Annual Report [PAS] - NHS Digital*. [online] Available at: digital.nhs.uk/data-and-information/publications/statistical/nhs-dental-statistics/2018-19-annual-report-pas [Accessed 29 Jan. 2020].
- ⁵Hughes, K., 2019. *Third Of Britons Don't Go To The Dentist Because It's Too Expensive*. [online] The Independent. Available at: www.independent.co.uk/money/spend-save/third-britons-dont-go-dentist-cost-insurance-health-cash-plan-nhs-a9001521.html [Accessed 31 Jan. 2020].

Appendices

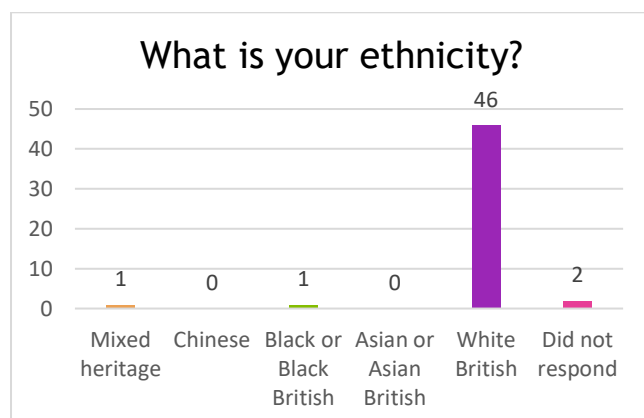
Appendix. 1

Communications list with Dental Practices in T&W

Dates	Type of communication	Dental Practices approached
25/02/20	Telephone/Email	Wycherleys Dental Practice
25/02/20	Telephone/Email	Happy Smiles Dental Practice
25/02/20	Telephone/Email	Britannia House Dental Practice
25/02/20	Telephone/Email	Bupa (Newport)
25/02/20	Telephone/Email	Newport Dental Practice
25/02/20	Telephone/Email	Bupa (Wellington)
25/02/20	Telephone/Email	Tyron House Dental Practice
25/02/20	Telephone/Email	Manor Orthodontic Clinic
25/02/20	Telephone/Email	Carlton Chambers
25/02/20	Telephone/Email	MyDentist (Wellington)
25/02/20	Telephone/Email	Hadley Dental Practice
25/02/20	Telephone/Email	Station House Dental Practice
25/02/20	Telephone/Email	Bridge Dental Practice Ltd
25/02/20	Telephone/Email	Albert Dental Practice
25/02/20	Telephone/Email	Woodhouse Dental Practice
25/02/20	Telephone/Email	Argo Practices Telford
25/02/20	Telephone/Email	Stirchley Dental Practice
25/02/20	Telephone/Email	Malinslee Medical & Dental Practice
25/02/20	Telephone/Email	MyDentist (Stafford Park 1)
25/02/20	Telephone/Email	Dawley Dental Practice
25/02/20	Telephone/Email	Dawley Family Dental
25/02/20	Telephone/Email	Lawley Dental Practice
25/02/20	Telephone/Email	Shawbirch Dental Practice
25/02/20	Telephone/Email	Madeley Dental Practice
25/02/20	Telephone/Email	Park Lane Centre Dental Practice
		Total: 25

Appendix.2

Demographics of respondents:



1 (2%) of respondents were Mixed Heritage

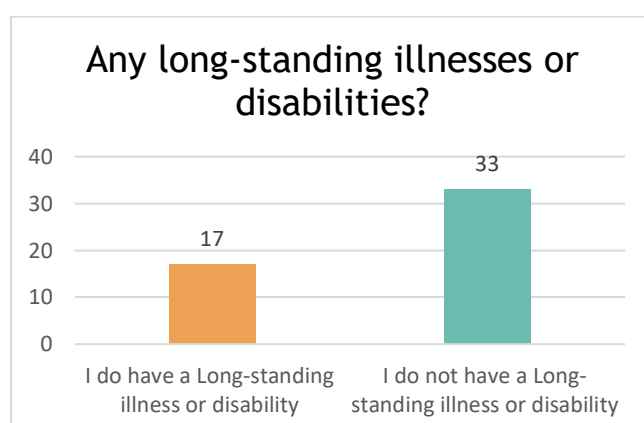
0 respondents were Chinese

1 (2%) of respondents were Black or Black British

0 respondents were Asian or Asian British

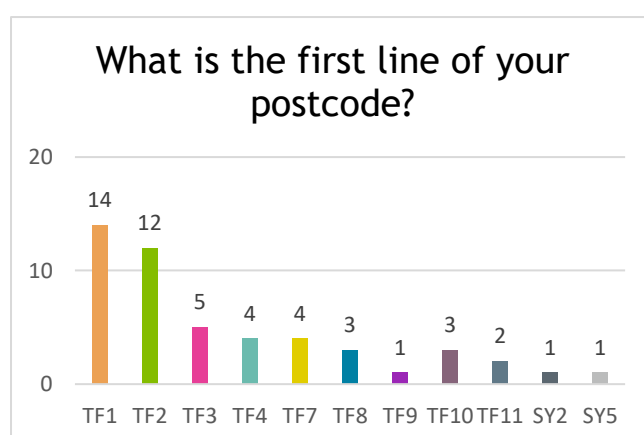
46 (92%) of respondents were White British

2 (4%) of respondents preferred not to say



17 (34%) of respondents stated they had a long-standing illness or disability

33 (66%) of respondents stated they did not have a long-standing illness or disability



14 (28%) of respondents had a TF1 postcode

12 (24%) of respondents had a TF2 postcode

5 (10%) of respondents had a TF3 postcode

4 (8%) of respondents had a TF4 postcode

4 (8%) of respondents had a TF7 postcode

3 (6%) of respondents had a TF8 postcode

1 (2%) of respondents had a TF9 postcode

3 (6%) of respondents had a TF10 postcode

2 (4%) of respondents had a TF11 postcode

1 (2%) of respondents had a SY2 postcode

1 (2%) of respondents had a SY5 postcode

Healthwatch Telford and Wrekin

Meeting Point House

Southwater Square

Telford Town Centre

Telford

Shropshire

TF3 4HS

01952 739540

www.healthwatchtelfordandwrekin.co.uk

info@healthwatchtelfordandwrekin.co.uk