



healthwatch
Bristol

ORAL HEALTH PROJECT

SUMMARY

CHILDREN AND YOUNG PEOPLE

Healthwatch Bristol visited a variety of family groups to gather feedback from children and their families about their dental health services. Coloring materials and artwork were provided to young children as an engagement method to help them feel more at ease to discuss their experiences of attending their dentist.

ORAL HEALTH PROJECT SUMMARY

CHILDREN AND YOUNG PEOPLE

Groups visited by Healthwatch Bristol

These groups were visited between November 2015 and February 2016

- Rainbow Tots and Healthwatch Bristol Focus Group
- Winter Crafts and Fun Day St Paul's Family Centre
- Baby Bounce group and story time and rhymes, Filton Library
- Bartonhill Settlement Family Centre, family drop in sessions
- Bartonhill Settlement Family Centre, drop in for families from Eastern Europe
- Southmead Library Baby Bounce Group
- Junction 3 Library Story time and Rhymes
- St Paul's Upcycle Day

Healthwatch (HW) Bristol recognises that many people with children do not attend their dentist as regularly as possible and that there has been a high increase of children having teeth removed because of poor oral health.

Healthwatch spoke to children and parents to find out the reasons why people are not attending their dentist, what recommendations could be made to services to make them more accessible and raise awareness of and that the importance of attending and ensuring that children attend their dentist.

Healthwatch Bristol used creative activities to create a relaxed atmosphere to speak to children to find out their experiences of going to their dentist. Coloring books and sticking equipment helped

**HOW WELL
DO YOU
LOOK
AFTER
YOUR
TEETH?**



to attract children to sit down whilst being asked questions about their dental care. HW spoke to parents grandparents and carers of the babies and children in order to gain their views and comments about the dental services they use and any reasons why they are not registered or do not attend.

Focus groups were arranged to engage with a range of people in the community to ask about their oral care and awareness of healthy teeth for themselves and their children. A relaxed atmosphere was created so that people could chat over a cup of tea and cake whilst being asked questions. HW also asked people questions on an individual basis so that confidentiality was met when people need to speak in privacy. There were opportunities for attendees to write down their feedback anonymously on Healthwatch Tell Us Your Story leaflets.

Healthwatch Bristol asked

- Are you registered with your local dentist and if not what are the reasons?
- Do your children regularly attend the dentist? If no, what prevents them from attending?
- How do your children find the dental health service they attend?
- Do your children enjoy going to the dentist and if not what could be improved?
- How do you and your children find the oral health services and how do you look after your oral health?



IMAGE: child colouring with Hw whilst thinking about dentistry services.

Themes in feedback gathered

- Families were generally happy with their dental services and understood the importance of attending to their own and their children's dental hygiene.
- Commentators reported difficulties in getting young children to brush their teeth.
- Some people were not registered or did not attend the dentist.
- There were some children with poor oral health as they had missed appointments and did not wish to attend their dentist.

- Many commentators were unsure about what age they should first take their child to the dentist.
- Mixed feedback about the care and support the dentist gave when dealing with children's needs.
- Families who had moved to a new area had firstly registered with the local doctors, but not with the dentist; some people who have lived in the area for over two years, have still not registered with a dentist, many of these people did not realise the importance of attending dental appointments or have been busy and have not had time.
- Busy parents praised the reminder text messages about dentist appointments for them and their children and said they are a good prompt.
- Some children enjoyed attending their dentist and receiving the stickers.



IMAGE: A picture made by a child of three years who likes going to the dentist. HW discussed dentistry whilst she made this great sticking.

What will Healthwatch Bristol do with the feedback?

Healthwatch Bristol will share our findings with the Bristol Network for Early Years Equality (BoNEE) Health Integration Team. The team is working to tackle the health inequalities which have an impact on children's health including oral health. All the feedback provided by the group will also be input into Healthwatch Bristol's database of issues and concerns. It will be included in the Healthwatch Bristol Feedback Feed Forward Quarterly Report. Healthwatch will be sharing this report with Healthwatch partners including Bristol Clinical Commissioning Group, Bristol City Council, the Care Quality Commission, NHS England and Healthwatch England. The report will also be presented to the Healthwatch Bristol Advisory Group to propose further uptake of the issues identified in this report. The report will be available on the Healthwatch Bristol website (www.healthwatchbristol.co.uk) and circulated to our mailing lists via the monthly e-bulletin.

Appendix

Healthwatch Bristol Engagement Summary Reports:

- [Rainbow Tots parent and toddler group engagement report](#)
- [Barton Hill Settlement Family Centre family drop in sessions engagement report](#)
- [Drop-In for families from Eastern Europe engagement report](#)

Additional information:

- Bristol Network for Early Years Equality (BoNEE) Health Integration Team:
<http://bit.ly/1OXzLzR>

Tell Us Your Story...

Healthwatch Bristol want to hear from you about your experiences so that we can tell services your needs to create the best local services.



Text us - text bris followed by your message to 07860 021 603



Email us at info@healthwatchbristol.co.uk



Call us: 0117 2690400



Write to us at: Healthwatch Bristol,
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Or visit our website to see more at: www.healthwatchbristol.co.uk