

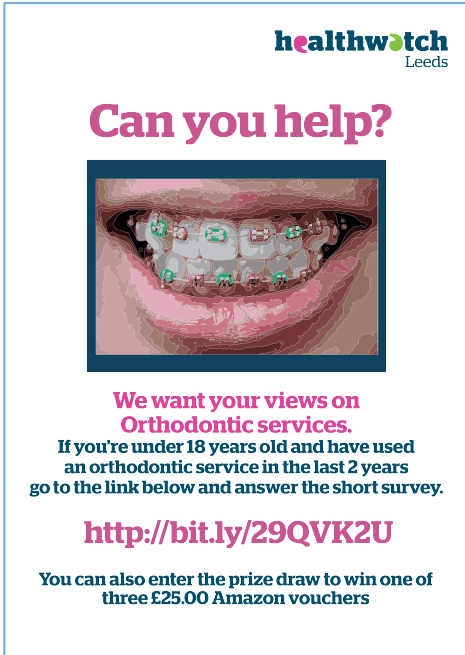
## About Us

Healthwatch Leeds is here to help local people get the best out of their local health and care services by bringing their voice to those who plan and deliver services in Leeds.

## Summary

### Why we did it

Healthwatch Leeds was asked to work with other Yorkshire & Humber Healthwatch organisations to produce a poster and survey to look into orthodontic services and help feed into the NHS England (NHSE) orthodontic service review. 117 people across the region gave their opinions on the services.



The poster features the Healthwatch Leeds logo at the top. Below it, the title 'Can you help?' is written in a large, bold, pink font. In the center is a close-up photograph of a person's mouth with metal braces. Below the photo, the text reads: 'We want your views on Orthodontic services. If you're under 18 years old and have used an orthodontic service in the last 2 years go to the link below and answer the short survey.' A pink URL 'http://bit.ly/29QVK2U' is provided. At the bottom, it says: 'You can also enter the prize draw to win one of three £25.00 Amazon vouchers'.

### Introduction

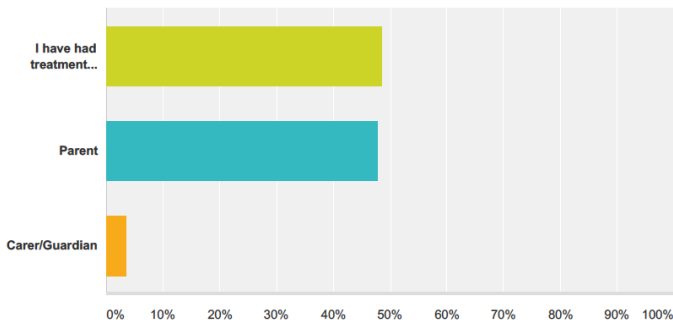
Healthwatch Leeds created the survey with NHSE and shared it with the Healthwatch organisations that took part. The poster and survey link was sent out to orthodontic service providers across the Yorkshire & Humber area. The local Healthwatch organisations then followed up the emails to providers with a call to make sure they had received the information and find out if they were taking part.

### Key Findings

In the areas that agreed to take part there did seem to be a very high percentage of people happy with the treatment they had received, over 95% (See Q4). There is a mixed result as to what matters most to people using the service, with the slight majority saying that the outcome of the treatment was most important (See Q2).

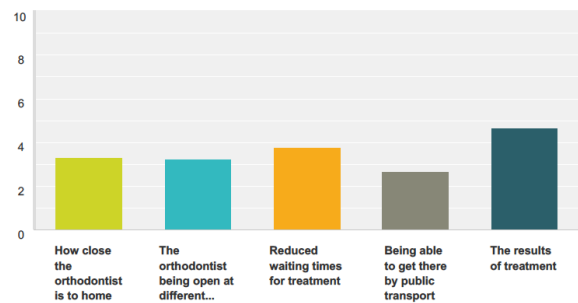
**Q1 Have you had orthodontic treatment yourself, or are you a parent or a carer/guardian of someone who has had orthodontic treatment?**

Answered: 115 Skipped: 2



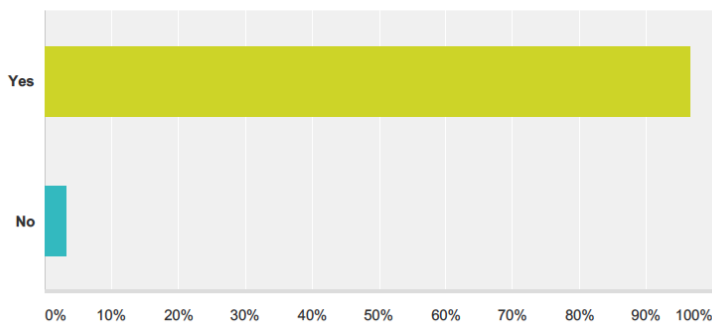
**Q2 What matters to you most about the orthodontic treatment that you/they have had so far? (please rank the following options with 1 being least important and 5 being most important)**

Answered: 117 Skipped: 0



**Q4 Are you happy with the treatment that you/they have had so far?**

Answered: 117 Skipped: 0



**Next Steps**

The information from this report will be shared with NHS England and used as part of their orthodontics service review. It will also be shared with the Care Quality Commission (CQC), Healthwatch England and the Healthwatch Organisations that took part.

**Acknowledgements**

This report has been written by Dex Hannon, Communications Manager at Healthwatch Leeds, in collaboration with Healthwatch staff and volunteers from Yorkshire & Humber Healthwatch Organisations.

# Appendices

## Questionnaire



Can you spare five minutes to tell us about orthodontic services across Yorkshire and the Humber?

Have you, or has somebody who you look after, received orthodontic treatment on the NHS within the past two years?

This means having treatment to improve the appearance, position or function of teeth, such as having a brace fitted.

NHS England is seeking your views to make sure that we provide the right orthodontic services for patients.

We are offering Amazon vouchers worth £25 to three lucky people who fill in this survey. Please complete the survey by Friday 7th October 2016. Winners of the vouchers will be chosen on Monday 10th October 2016 and you will be told if you have won by Friday 14th October 2016. Good luck!

The results of this survey will be published on your local Healthwatch website.

Thank you.

1. Have you had orthodontic treatment yourself, or are you a parent or a carer/guardian of someone who has had orthodontic treatment?

- I have had treatment myself
- Parent
- Carer/Guardian

2. What matters to you most about the orthodontic treatment that you/they have had so far?

(please rank the following options with 1 being least important and 5 being most important)

	1	2	3	4	5
How close the orthodontist is to home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The orthodontist being open at different times including on evenings and weekends	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reduced waiting times for treatment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Being able to get there by public transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The results of treatment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. Did your orthodontist clearly explain the treatment that you/they have had so far?

- Yes  
 No

4. Are you happy with the treatment that you/they have had so far?

- Yes  
 No

5. What did you like about the treatment that you/they have had so far?

Please note down anything about the experience below

6. Is there anything that you think could be improved about the treatment that you/they have had so far?

Please note down anything that would have improved the experience below

7. If you are not happy with the treatment you have had so far, why was this?

Please note down your experiences below

8. If you wish to be entered into the prize draw to win Amazon vouchers worth £25, please provide your contact details in the box below. This information will be kept confidential and will only be seen by Healthwatch and NHS England:

Name	<input type="text"/>
Address	<input type="text"/>
Email Address	<input type="text"/>
Phone Number	<input type="text"/>

Done