



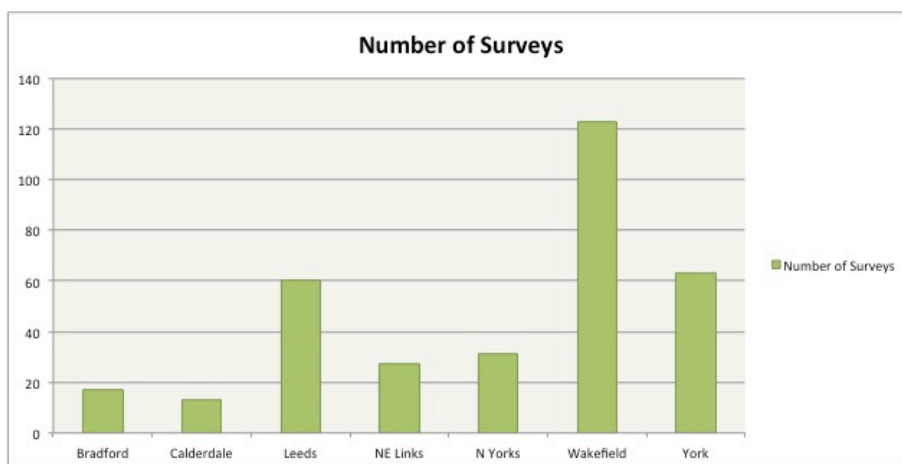
About Us

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 to speak to those people who use the Community Dentistry service to understand their experiences of using the service. Across Yorkshire and the Humber local Healthwatch spoke to a total of 334 people who used the service during July 2016.



Introduction

Healthwatch Leeds created the survey and shared it with the Healthwatch organisations that took part. Staff members and volunteers attended clinics and spoke to patients and carers that were using the service over a one month period.

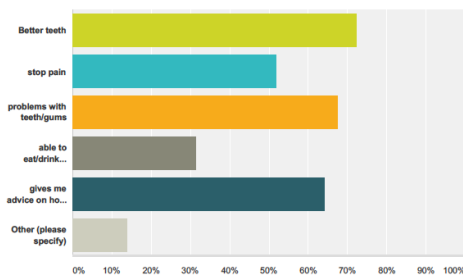
Key Findings

Of those people who used the service three quarters were repeat users who are returning for treatment within a year, with the majority of people in the 19-50 age range. Over half the people we spoke to consider themselves to have a disability of some sort. Overall most people were very happy with the service they received and very happy with the staff at the clinics, there were a few comments from patients wanting longer or more frequent appointments specifically in

Wakefield and York. Parking also seemed to be an issue for some. Some people had travelled to Leeds for appointments as they said they didn't know about the services offered in Bradford area. In North East Lincolnshire many respondents raised issues around lack of staff in reception and telephone calls not answered. In North Yorkshire an access issue for wheelchair users was raised, with doors not wide enough and manoeuvrability difficult around Catterick Garrison clinic. Overall the comments were positive and there were a lot of helpful suggestions, quite a lot of patients suggesting calming music in the dental surgery would help calm them when attending appointments.

Q5 How does this service help you? (tick all that apply)

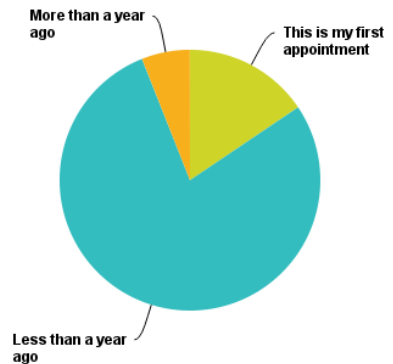
Answered: 336 Skipped: 0



Answer Choices	Responses
Better teeth	72.32% 243
stop pain	52.08% 175
problems with teeth/gums	67.56% 227
able to eat/drink better	31.55% 106
gives me advice on how to look after my/my family member/clients mouth, at home	64.29% 216
Other (please specify)	13.99% 47

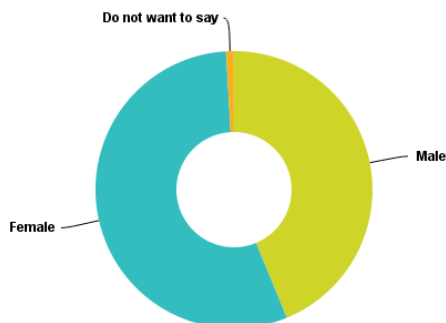
Q4 When was the last time you used this service?

Answered: 334 Skipped: 2



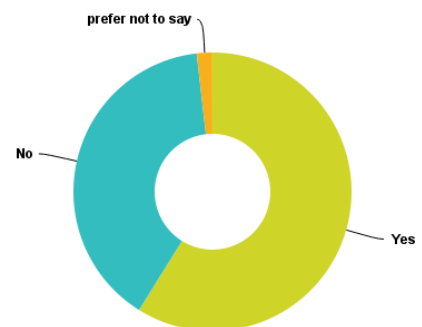
Q8 About you, are you...?

Answered: 329 Skipped: 7



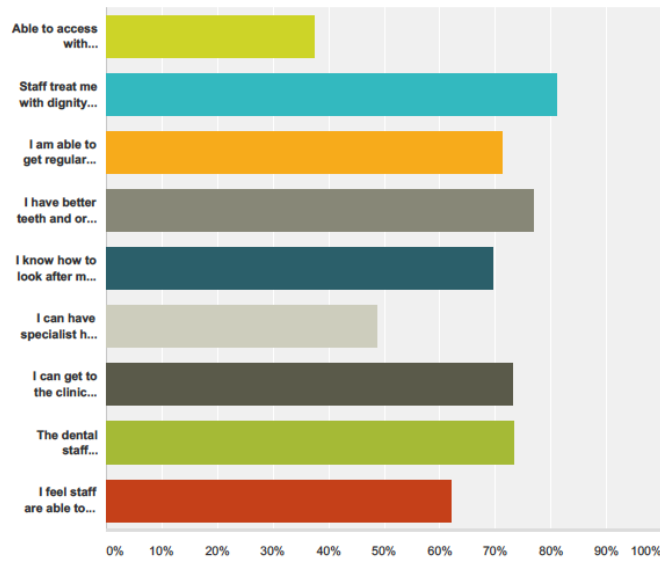
Q10 Do you consider yourself to have a disability?

Answered: 333 Skipped: 3



Q6 What are the important things to you about the service (tick all that apply)

Answered: 333 Skipped: 3



Answer Choices	Responses
Able to access with wheelchairs/mobility needs etc.	37.54% 125
Staff treat me with dignity and respect	81.08% 270
I am able to get regular appointments	71.47% 238
I have better teeth and oral health	76.88% 256
I know how to look after my teeth better	69.67% 232
I can have specialist help like sedation or medication	48.95% 163
I can get to the clinic easily	72.97% 243
The dental staff understand my/ family member's/ client' s complex needs	73.27% 244
I feel staff are able to spend more time with me/family member/client	62.16% 207

Q7 If you could change one thing about the service to make it better for you – what would it be?

Answered: 234 Skipped: 102

Teeth Quicker Closer to Home Happy Easier Referral
 Parking Experience Access Transport Think
 Wider Doors Service Bit Closer
 Appointment Touch when Phone
 Dentist Client and Not the Carer Staff Clinic
 Waiting Friendly Patient Place Problems X-ray
 Environment Working TV

Our key messages / recommendations

Overall there seemed a good level of satisfaction with the services offered. There was a high satisfaction rate (73%) saying that the dental staff understood their complex needs. Some issues around parking, not enough disabled spaces on some sites. Some people wanted longer appointment times or appointments closer together. There were some accessibility issues in some centres for wheelchair users.

Next Steps

This survey was undertaken by a number of Yorkshire and Humber Healthwatch in partnership with NHS England Public health Dental Team. The aim is to bring local people's voices and experiences to influence the commissioning review of the service. Once the final draft has been agreed the findings will be shared on our website and feedback from the report outcomes added when available.

Acknowledgements

This report has been written by Dex Hannon, Communications Manager at Healthwatch Leeds, in collaboration with Healthwatch staff and volunteers from Bradford, Calderdale, Leeds, North East Lincolnshire, North Yorkshire, Wakefield and York.

Appendices

Questionnaire

Community Dental Survey

Open until 30 July 2016 only

People and their carers who use the service

There are 13 community dental services (also known as the salaried dental service) currently provided across Yorkshire and the Humber and Bassetlaw. They provide routine and specialist dental care for people with special care needs for example, people with physical and/or learning disabilities as well as people from vulnerable groups such as the homeless and migrants.

Services are provided from 90 sites, mainly from clinics in health centres, with some care provided as home visits, visits in residential nursing or care homes or in hospital settings. People can access the services through referral from their high street dentist, general medical practitioner or other health and social care workers. In the last year about 50,000 people were treated in the community dental services.

1. Which Healthwatch Organisation?

2. Name of Clinic?

3. Todays date?

Date ^{DD} / ^{MM} / ^{YYYY}

4. When was the last time you used this service?

- This is my first appointment
- Less than a year ago
- More than a year ago

5. How does this service help you? (tick all that apply)

- Better teeth
- stop pain
- problems with teeth/gums
- able to eat/drink better
- gives me advice on how to look after my/my family member/clients mouth, at home
- Other (please specify)

6. What are the important things to you about the service (tick all that apply)

- Able to access with wheelchairs/mobility needs etc.
- Staff treat me with dignity and respect
- I am able to get regular appointments
- I have better teeth and oral health
- I know how to look after my teeth better
- I can have specialist help like sedation or medication
- I can get to the clinic easily
- The dental staff understand my/ family member's/ client' s complex needs
- I feel staff are able to spend more time with me/family member/client

7. If you could change one thing about the service to make it better for you - what would it be?

8. About you, are you...?

- Male
- Female
- Do not want to say

9. Are you...?

- 18 or under
- 19-50
- 51 or older

10. Do you consider yourself to have a disability?

- Yes
- No
- prefer not to say

11. How would you describe your ethnicity?

- White
- Asian
- Black
- Other