

SNAP Survey - Dental Care 2016



SNAP Survey - Dental care

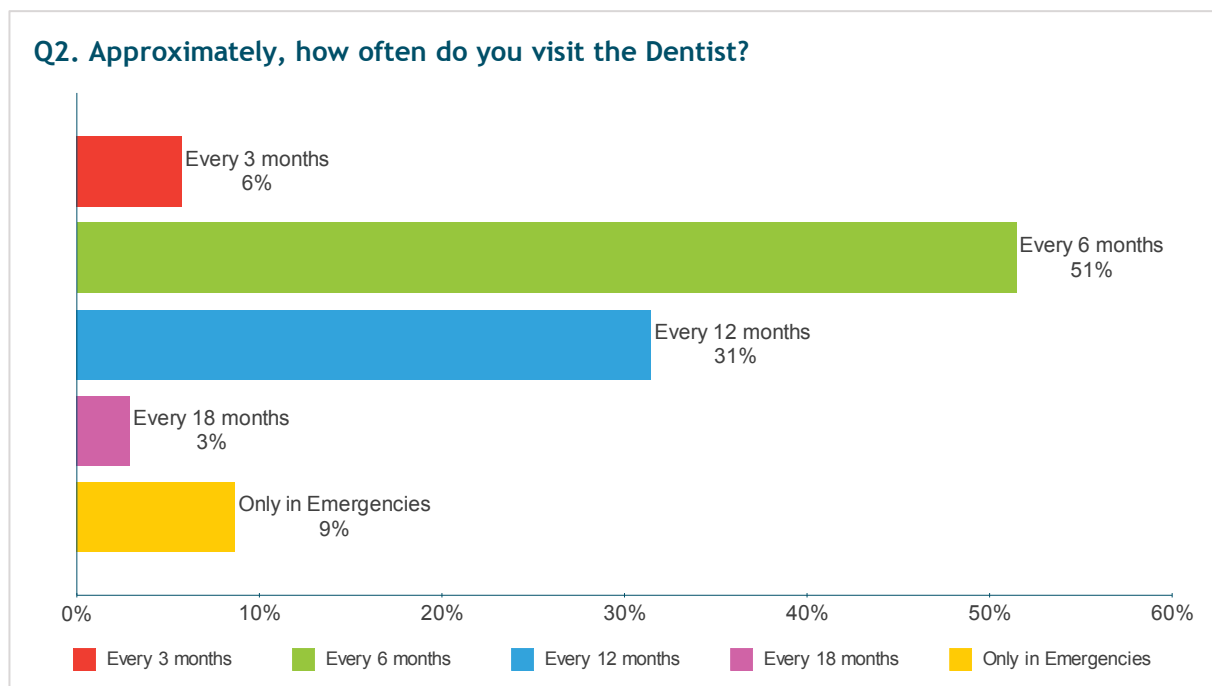


Our 'SNAP' surveys are short online surveys which we carry out to gain a quick insight on a range of services or issues.

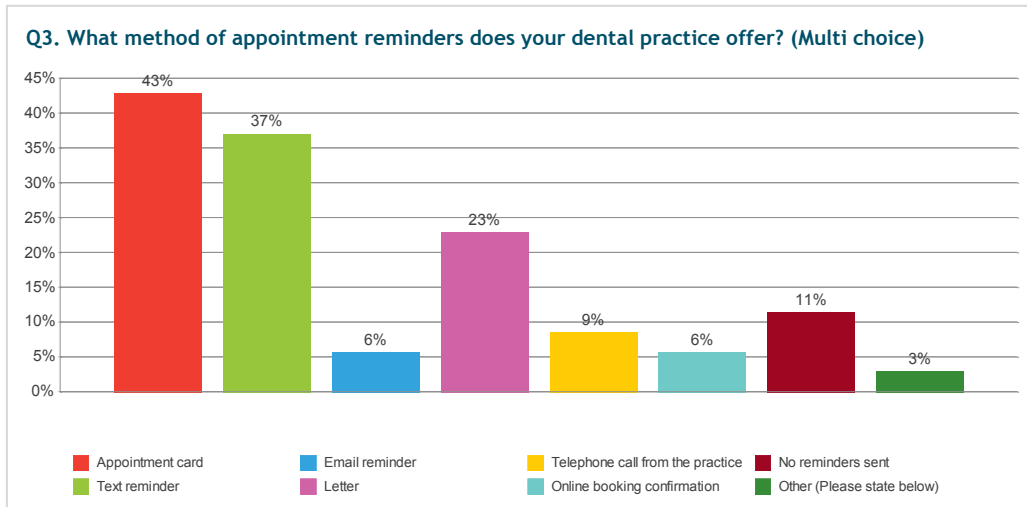
For this latest 'SNAP' survey we wanted to gather people's experiences of using local dental services and find out if there is a need to carry out more in-depth research on dental services across Halton.

The survey was made available online at www.healthwatchhalton.co.uk and was promoted through the Healthwatch E-bulletin and HSHVCA e-bulletin. The survey was also promoted through the local media.

The survey ran online during February and March 2016 and received 35 responses, covering 11 dental practices in and around Halton and 3 from neighbouring areas. While the survey numbers are low we feel the results give a worthwhile snap-shot on dental services in Halton.



Just over half, 51%, of respondents said they visited the dentist twice a year, with 31% visiting once a year. 9% of respondents only visit the dentist when there is an emergency.

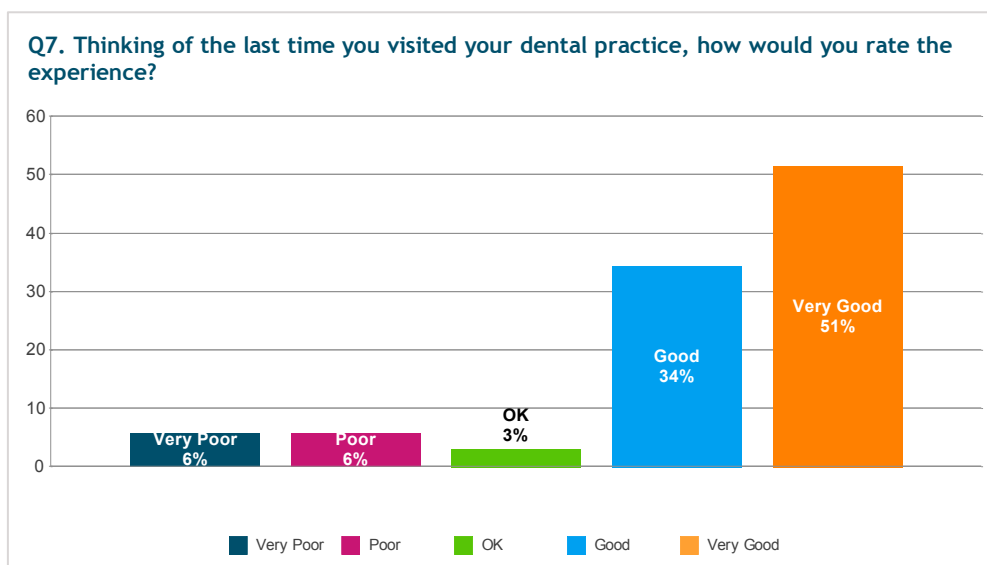


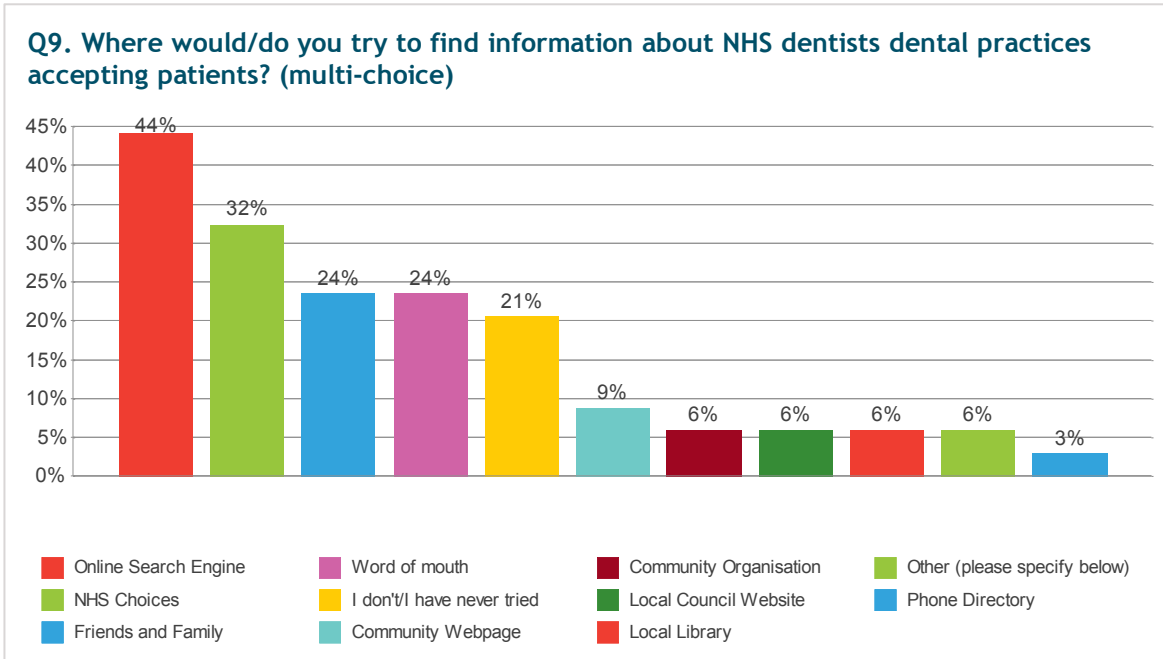
Appointment cards are still the most popular single method to have a reminder of an appointment date with 43% of people receiving them. 37% of also people said their practice now sends reminders of appointment dates via text message.

In answer to Q4, the majority of respondents (82%) said they paid for their dental treatment. Of these 21% told us in response to Q5, that charges were not explained prior to the dental work being carried out. For Q6, of those who paid for treatment 82% said they paid after completion of treatment.

85% of people gave positive ratings about their last experience at the dentist.

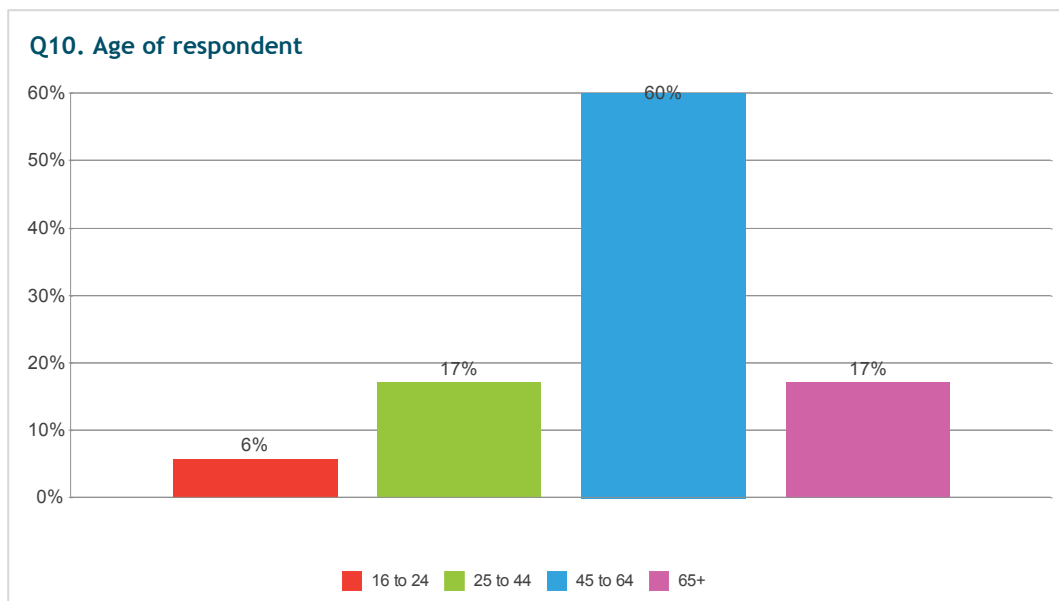
‘My dentist is the most patient person you could wish to meet - he has to be, he deals with me, a quivering wreck every time I visit.’





The most popular way of finding out information about NHS dental practices that accepted patients was by going online. A total of 76% said they would search online or use the NHS Choices website for information about dental practices that accepted patients on the NHS.

Demographics



83% of respondents were in the 16 to 64 age band, with the other 17% being aged 65+.

The majority of respondents to the survey were female (74%).



Comments

Positives

- 🗨️ I was nervous about dentists but his confident manner reassures me. He explains everything fully. I like the music he plays too. It takes away the noises of the drill.
- 🗨️ My dentist is the most patient person you could wish to meet - he has to be he deals with me a quivering wreck every time I visit.
- 🗨️ I am always treated with respect when I visit the practice. The staff are helpful and friendly. I would recommend them to anyone.
- 🗨️ It was an emergency appointment and I was seen immediately.
- 🗨️ All my family attend Church Street Dental. They look after us very well.
- 🗨️ Only dentist I've ever been confident in. He's calm and gentle. His personal presence allays at least 50% of my terror. I detest dental work but have managed some nasty, dreaded treatment purely because of his attitude and behaviour. Can he be used to train others in these important areas? I mean it. It's like the difference in having a surgeon or medical consultant who knows so much but has no people skills or compassion on display, and I have experience of them too! This IS a very important skill that makes the difference in whether treatment and experience at dental appointments is pleasant or not, even successful or not, in my judgment. I hope to see this actively addressed - perhaps across the board. Now THAT would instil confidence, and increase positive patient experience. How about doing a survey on how patients experience THE HUMAN TOUCH and GENTLE KINDNESS at consult?
- 🗨️ I am in a dental plan mainly because my dental practice left the NHS scheme, I find the service provided by the dentist and hygienist to be excellent.
- 🗨️ It is a shame the government do not realize good dental care is a necessity and that NHS treatment is difficult to obtain not just locally but it is a national problem. I am lucky to have found a very good practice and have, at the moment, the ability to pay privately. Once I finish work, I will probably have to go to NHS treatment which is quite daunting. Thank you.
- 🗨️ I have no issues with my dental practice.
- 🗨️ Very good dentist.
- 🗨️ Very good.

Negatives

- I was not very happy about having to pay upfront for treatment. I was informed a couple of years back that I had to start paying upfront for treatment. I didn't pay on my last visit because I was informed I did not have to pay upfront anymore by a friend, so assuming my previous payment would cover the cost and set me back to pay as I go. But I have received a letter saying I owe £51.30 for my last treatment as it was not paid.
- I was left in pain and physically shaking and I do not have a fear of dentists. I only went for a filling. I will need to find a new dentist.
- £18 for a check-up is expensive.
- I thought the aftercare was poor
- During my check-up a scale and polish is never offered, and yet it says in literature it is included?
- The dentist is quite unreliable and often cancels appointments at short notice, which is very inconvenient when you work full time
- It seem it's about making as much money as possible out of the patient sadly.

Summary and recommendations

Overall, dentists across Halton appear to provide a good service with patient satisfaction at high levels. In addition to this survey, the general feedback we've received on dental services has been positive.

One concern, raised by a few patients, related to lack of information on the cost of treatment prior to the treatment starting. We'd like to see all dental practices giving clear information on the treatment and any possible costs that a patient may incur prior to the start of treatment.



Information available on the NHS Choices website, show that all bar two of our local dental practices state they are currently accepting new patients, both fee paying and NHS patients. Whether this information is completely correct and up to date or not is a concern to us. According to the dates shown on NHS Choices some of the information may not have been updated since 2011. It's difficult for people looking for a new dentist to make an informed choice if they don't have access to up to date information.

Prior to 2011 a monthly list of all dental practices accepting NHS patients was produced locally by NHS Halton & St Helens PCT and made available through the local press and online through Halton LINK, the predecessor to Healthwatch. We feel it would be helpful to local people if this information was readily available again.

'Snap Survey' No. 3 - Dental Services

Healthwatch Halton is carrying out a series of regular short 'Snap' surveys to obtain the views, opinions and experiences of the public in order to influence positive change. For this latest survey we'd like to ask you a few questions about dental services.

Q1 What is the name of your usual dental practice

- | | | | |
|--------------------------------|-----------------------|-----------------------------|-----------------------|
| Church Street Dental Practice | <input type="radio"/> | Deacon Dental Ltd. | <input type="radio"/> |
| Dental Elements | <input type="radio"/> | Farnworth Dental | <input type="radio"/> |
| Halton Lodge Dental | <input type="radio"/> | Halton Road Dental Practice | <input type="radio"/> |
| D I Llewellyn - Palacefields | <input type="radio"/> | G Lumley - Latham Avenue | <input type="radio"/> |
| Stanley Villas Dental Practice | <input type="radio"/> | Talking Teeth | <input type="radio"/> |
| Upton Dental Practice | <input type="radio"/> | Weston Dental Centre | <input type="radio"/> |
| Other (Please state below) | <input type="radio"/> | | |

Q2 Approximately, how often do you visit the Dentist?

- | | | | |
|-----------------|-----------------------|---------------------------|-----------------------|
| Every 3 months | <input type="radio"/> | Every 2 years | <input type="radio"/> |
| Every 6 months | <input type="radio"/> | Only in Emergencies | <input type="radio"/> |
| Every 12 months | <input type="radio"/> | Never visited the dentist | <input type="radio"/> |
| Every 18 months | <input type="radio"/> | | |

Q3 What method of appointment reminders does your dental practice use? (Choose all that apply)

- | | | | |
|----------------------------------|--------------------------|-----------------------------|--------------------------|
| Appointment card | <input type="checkbox"/> | Online booking confirmation | <input type="checkbox"/> |
| Text reminder | <input type="checkbox"/> | No reminders sent | <input type="checkbox"/> |
| Email reminder | <input type="checkbox"/> | Don't know | <input type="checkbox"/> |
| Letter | <input type="checkbox"/> | Other (Please state below) | <input type="checkbox"/> |
| Telephone call from the practice | <input type="checkbox"/> | | |

Q4 Do you have to pay for your dental treatment? (excluding cosmetic treatment such as tooth whitening)

- | | |
|--------|-----------------------|
| Yes | <input type="radio"/> |
| No | <input type="radio"/> |
| Unsure | <input type="radio"/> |

Q5 If you pay for treatment, are the charges for your treatment and what is included in the price explained to you?

- Yes
 - No
 - I don't pay for treatment (NHS patient)
-

Q6 When are you asked to pay for your treatment?

- Before the start of treatment
 - After the treatment is complete
 - Not sure
 - I don't pay for treatment (NHS patient)
-

Q7 Thinking of the last time you visited your dental practice, how would you rate the experience? (Please use the slider below)

- Very Poor
- Poor
- OK
- Good
- Very Good

Q8 Please use the space below for any other comments, views or experiences that you have on dental services

Q9 Where would/do you try to find information about NHS dental practices accepting patients? (Choose all that apply)

- | | |
|---|---|
| Community Organisation <input type="checkbox"/> | NHS Choices <input type="checkbox"/> |
| Community Webpage <input type="checkbox"/> | Online Search Engine <input type="checkbox"/> |
| Friends and Family <input type="checkbox"/> | Phone Directory <input type="checkbox"/> |
| I don't/I have never tried <input type="checkbox"/> | Word of mouth <input type="checkbox"/> |
| Local Council Website <input type="checkbox"/> | Other (please specify below) <input type="checkbox"/> |
| Local Library <input type="checkbox"/> | |

Finally, it will help us to understand your answers if you could tell us a little about yourself:

Q10 What is your age?

16 to 24

25 to 44

45 to 64

65+

Prefer not to say

Q11 Are you male or female?

Male

Female

Transgender

Prefer not to say

Q12 What are the 1st 4 digits of your post code?

Thank you for taking the time to complete this questionnaire.

FREEPOST-RTKC-YEJX-UEXR
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Tel: 0300 777 6543 E:enquiries@healthwatchhalton.co.uk

your **voice** counts

We want to hear about the treatment and care you receive from our local health and care services

Hospitals, GP's, Dentists
Opticians, Social Care Services
Non-emergency services

Whether you've had a positive experience or there is room for improvement, have your say on the Healthwatch Halton website today.

You can even leave feedback anonymously!



Leave feedback now:

www.healthwatchhalton.co.uk

Telephone: 0300 777 6543 Email: enquiries@healthwatchhalton.co.uk
Healthwatch Halton, St Maries, Lugsdale Road, Widnes, WA8 6DB

