Trouble accessing a dentist?

Issues reported to the Healthwatch Trafford helpline and what to do if you have problems
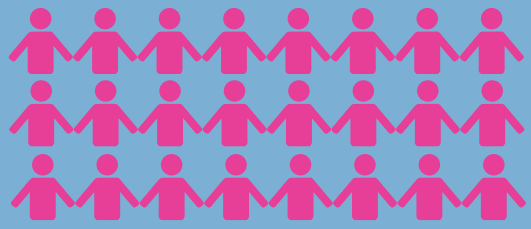
January 2021

April 2019 to March 2020

During the entire year from April 2019 we received 3 enquiries relating to dentistry.

April 2020 to Dec 2020

During the 9 months from April 2020 we recorded 24 enquiries: 23 asking for help accessing a dentist.

What have people told us?
They can't find a dentist

The majority of people got in touch because they couldn't find a dental practice to register them as a new patient.
For instance:

- A caller had tried 30 practices unsuccessfully for an NHS registration. She was pregnant at the time of the call.
- Another pregnant caller had two young children, neither of whom have been able to have a check-up since they were born. Still searching for an NHS dentist.
- Due to their dentist retiring and their own mobility issues, the caller wanted to find a new dentist that was closer to home but was unable to do so.

We were also contacted because people were unhappy with the service received:

- One caller had a brother with autism and he was concerned their treatment was not right.
- A gentleman had serious oral problems, being unable to eat due to his difficulty. Tried the emergency routes as well as a local practice. Still unable to access any treatment.

What will we do?

healthwatch Trafford

- We will keep recording issues and providing information (see **What can you do?** below).
- We are raising the problems reported to us with the Local Dental Committee.
- We will share our findings with Healthwatch England, who are monitoring the issue across the country.

What can you do?

Don't have a dentist? Find a local practice through the NHS service finder www.nhs.uk/Service-Search/find-a-dentist

Still can't find a dentist? Call NHS England's Customer Contact Centre on 0300 311 2233.

Need urgent help in the meantime? Call 0333 332 3800 or NHS 111 for the Greater Manchester Urgent Dental Care telephony service

Find more information on our website at healthwatchtrafford.co.uk/news/trafford-dentistry-during-lockdown/

Keep sharing your experiences with us, positive and negative. The more information we have the more we can do to help!

healthwatchtrafford.co.uk/contact
Tel: 0300 999 0303   Text: 07480 615 478
Email: info@healthwatchtrafford.co.uk

healthwatch Trafford