



# 20% of emails came from people contacted that the had been deregistered without their knowledge

"I had an appointment of their making at 11am on 24th December 2020 as I was suffering severe pain due to fillings that they had done earlier this year having fallen out, the practise was firmly locked up and no one bothered to call to cancel, as a result I had to visit the emergency out of hours clinic"

"I was a patient at my dental practice for over 20 years and I called yesterday to enquire as to why I had not been asked to go for a checkup for quite some time and it would appear they have removed me from their patient list with no warning at all which I find quite alarming and have no capacity for NHS patients"

**"My 84 year old mother had not been to her dentist for some time and they have taken her off their books. I have been trying since the beginning of lockdown to get her an NHS dentist and they said that there are none taking any on at the minute"**

"We've been on a couple of NHS dental waiting lists since before lockdown but I now have dental pain. Is there a way to find an NHS dentist that could see me? I don't mind traveling but I have had no success and Bath Street will not see me."

"I have been deregistered by my current dentist, would have been nice if they had let me know that was going to happen I had only been with them for 26 years so shouldn't have expected them to let me know. I am struggling to register with a new one, I have tried 15 so far all with no luck."

"I am now unemployed & cannot afford private treatment."

"I'm very distressed, I called the dentist to book an appointment and they told me I was 'off the books' due to cancelled numerous appointments even though I explained it was due to a lot of unexpected family issues/bereavement but they just shrugged me off and told me to find another dentist and hung up! even though I have rung so many other nearby dentists and they aren't accepting new patients? I need my routine checkups and I cannot afford to go private!. My wisdom teeth are coming through also in a lot of pain and they are maybe impacting my mental health."

"I just needed some information in regards to finding an NHS dentist in the Warrington area which is taking on new patients as soon as possible, I have just moved from a refuge for domestic abuse to the Warrington area of Padgate and one of the things I need to get sorted since am now away from the abuse is my teeth but the number for the two local dentists my support worker and housing officer have given me are currently not taking patients on."9

"I am struggling to get a dentist my crowns have snapped at the top set . It has made the remainder of the teeth have become loose which is making my gums very sore and painful I moved house and I forgot to tell my dentist who I was with in birch wood and they struck me off so I have no dentist and need to find"

"For the last 4 months my mother has been suffering with a dental problem and cant get an appointment anywhere . Bath street have issued her with 2 lots of antibiotics but still haven't seen her in person and the pain seems to be getting worse as you can imagine this is very stressful for my mother ."

"I recently tried to book an appointment with my dentist of over 20 years I had been struggling with a cracked tooth for months and couldn't take the pain anymore, I rang up and was advised that as I hadn't been in 2 years I had been taken off their books (considering we'd be in a pandemic for 12 months and I didn't want to bother them) I was advised they are not taking on new patients."

"I joined my dentist and had an appointment 02 feb 2020 however they cancelled it due to covid. I was then required to shield due to my medication later on and was unable to make an appointment then. I now have tooth pain and they are refusing to accept me as an NHS patient- only private. I have phoned every dentist in my area and none of them will take me as an NHS patient unless I pay up. how can I go about getting a filling that I need? I have phoned NHS line and they have said I cannot contact the emergency dental number until it has gotten a lot worse"

**Healthwatch Warrington**

01925 246 893

[contact@healthwatchwarrington.co.uk](mailto:contact@healthwatchwarrington.co.uk)