Community insights on Dental services

healthwatch Waltham Forest

healthwatch
Waltham Forest
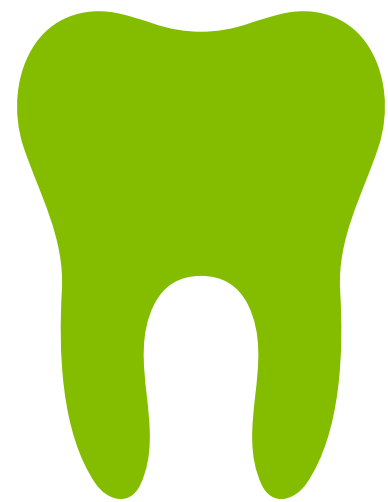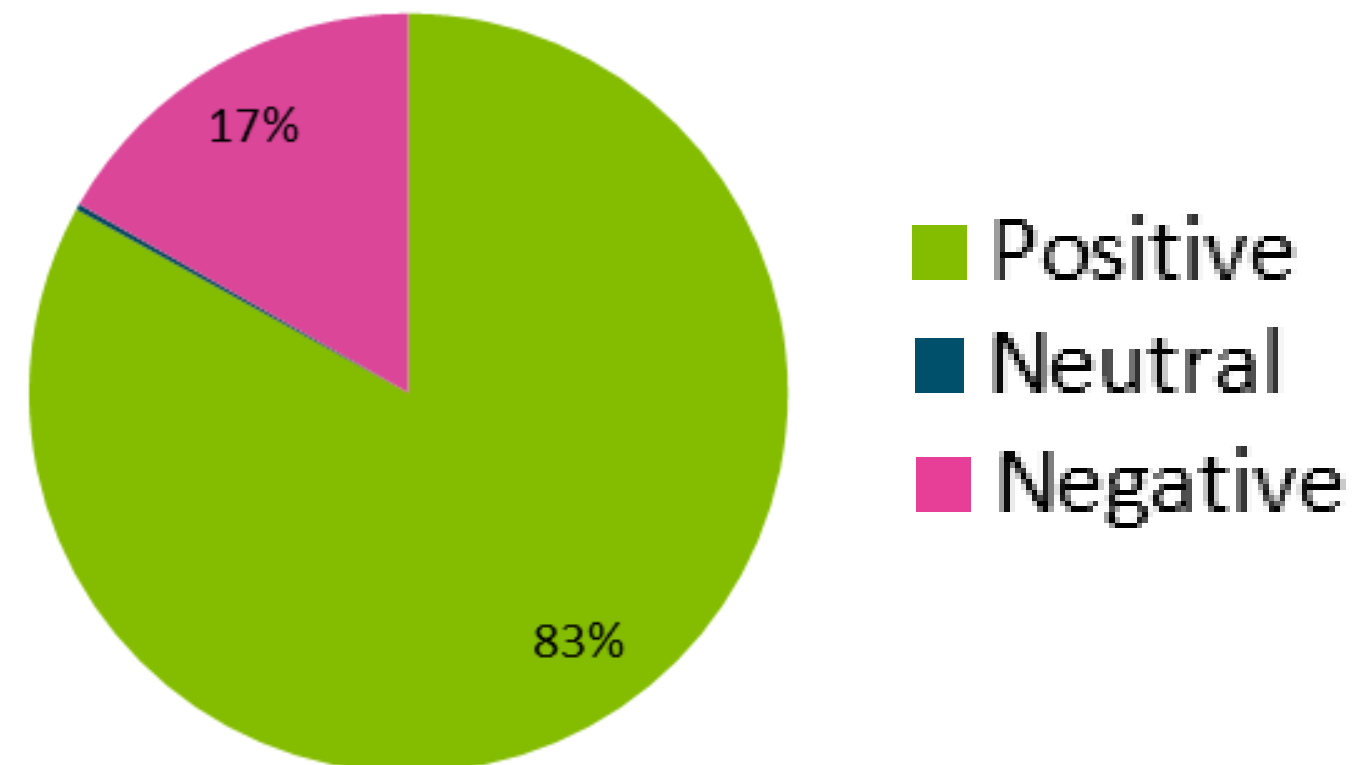
Dentistry services in Waltham Forest
January 2022- January 2023

472 comments- 2064 issues

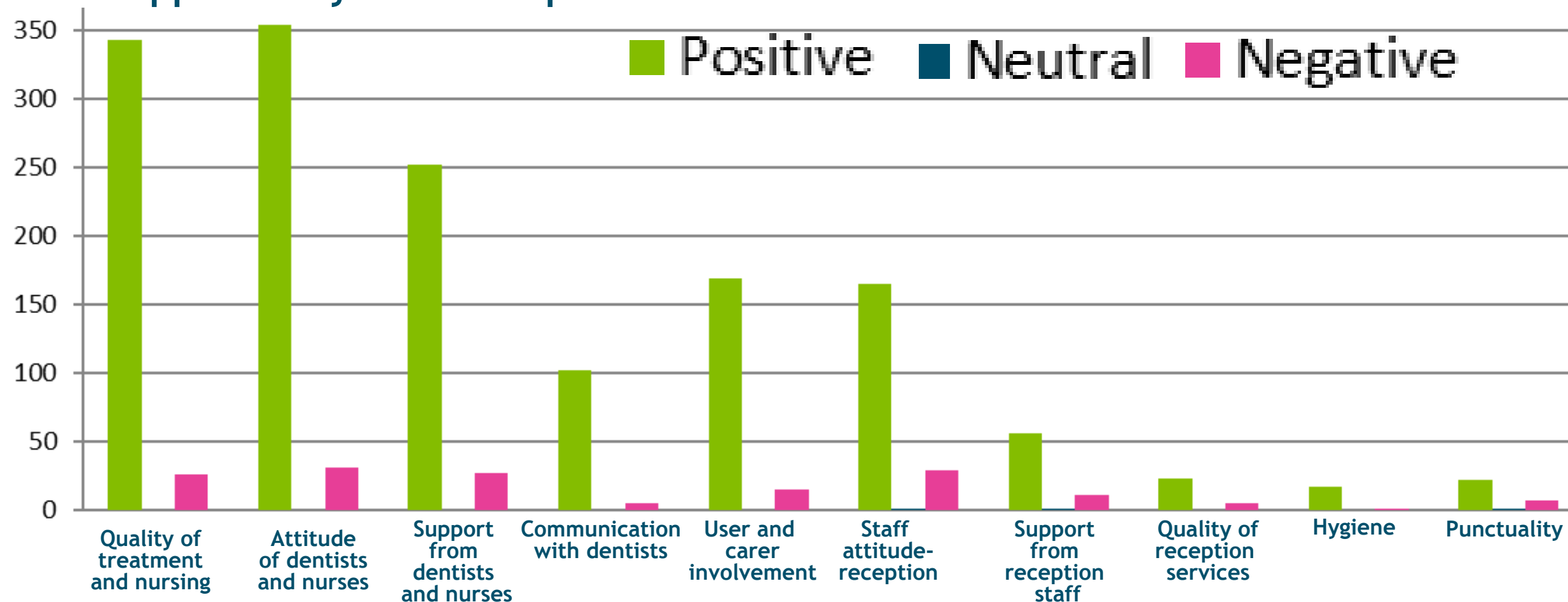Most comments came from Google reviews or NHS choices.

Patient experience is 83% positive.

17%

■ Positive
■ Neutral
■ Negative

83%

Dentistry services in Waltham Forest
What works well

People trust their dentists are competent, understand the procedures they are having, feel involved in their care and supported by all dental practice staff.

Legend: Positive (green) | Neutral (dark blue) | Negative (pink)

Chart categories (x-axis):
- Quality of treatment and nursing
- Attitude of dentists and nurses
- Support from dentists and nurses
- Communication with dentists
- User and carer involvement
- Staff attitude-reception
- Support from reception staff
- Quality of reception services
- Hygiene
- Punctuality

y-axis: 0 to 350

"At reception I was seen straight away and in a friendly manner. I waited very little. I was taken by the friendly assistant to the room. My dentist is absolutely fantastic. Friendly and professional. Straight forward. Always telling you what he's doing. Gives you the choices of what can be done.

Dentistry services in Waltham Forest
What needs improvement

- Some people experienced difficulties booking dental appointments, or had to wait too long for dental treatment- patient experience in this respect was mixed. Patients not currently registered with a dentist had poorer access to treatment; but those registered also complained of difficulties and unsympathetic reception staff.

- Care home managers also raised concerns about having difficulties finding a dentist able to visit the care home for patients who cannot travel outside of the home.

- Private dental treatment is expensive, and can be particularly a hardship for patients who are unable to register with an NHS dentist, who were deregistered or who are unhappy with their current dentist but have no practical way of switching. Some private patients report feeling like their dental practice is trying to upsell them pricedures or equipment they don't need.

- Two local people said that their dental practice is not accessible to wheelchair users.

Feedback on booking

- Positive
- Negative

35
30
25
20
15
10
5
0
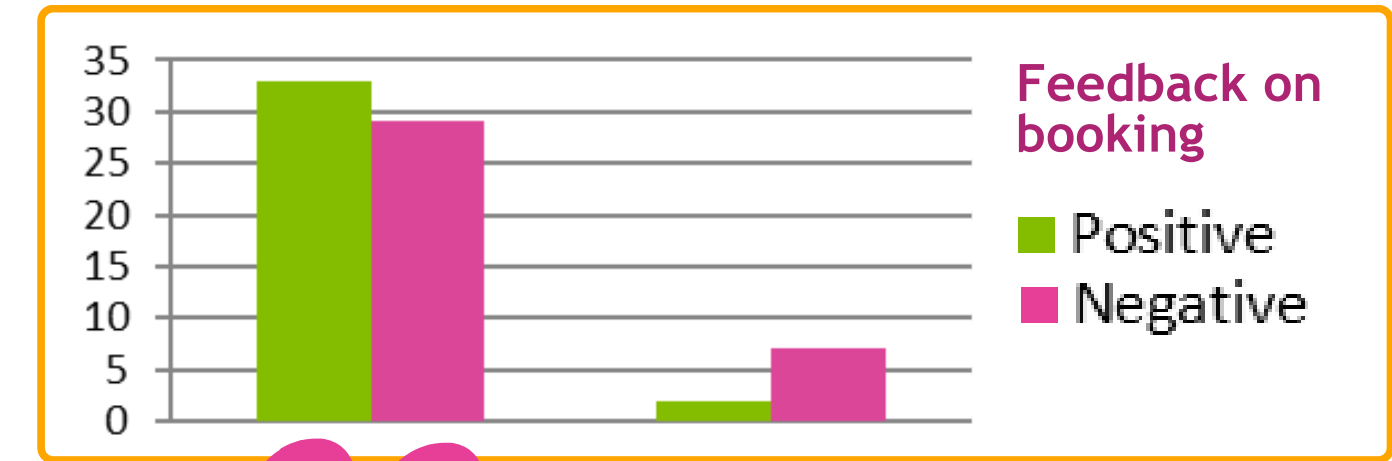
My 9 year old daughter had not been seen for over 12 months due to them never having appointments.

I called today and the rude receptionist said the next appointment is in July/ I explained my daughter had issues- "I seem to be going private as you never give me a appointment"- she was so rude and no manners with her reply- told me to deal with it and put the phone down when I called back. I was on hold for 30 mins and she cut me off

Dentistry services in Waltham Forest

17 patients

mentioned not being registered with a dentist or accessing emergency dentistry (for example via NHS 111)

Their experience was 63% negative

37%
63%

■ Positive
■ Neutral
■ Negative
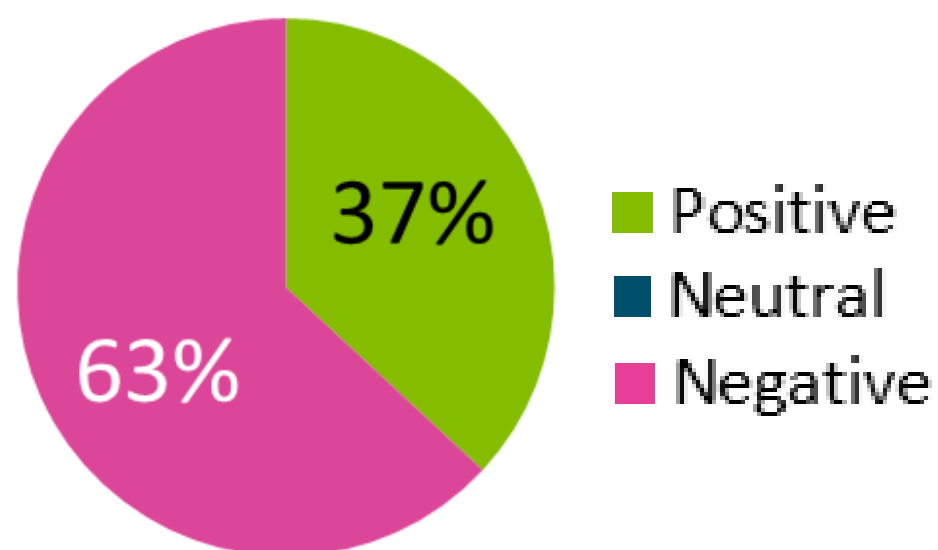
The problems they experienced:

➤ Local people report they cannot find an NHS dentist open to registrations. These level them unable to access non-emergency NHS dental care.

➤ Patients who failed to attend annual check-ups (including during the pandemic when access was restricted), or who missed appointments, were unregistered from their dental practices, at a time when new registrations are hard to come by. Some report being de-registered in error.

Understanding which groups of people are less likely to be registered with a dentist should be the object of future outreach- as essential for understanding health inequalities. Possibly:

young people, transient populations, ethnic minorities, migrants

"*I went in March to register my child at the dentist, I was told that until April he does not register anyone, I was in April I was told that until May he does not register anyone, I was today to be told that no more new patients are registered. The front desk girl is very rude*".

Have been with practice for 37 yrs, then told I could not continue as a NHS patient as I missed 3 years, 2 of which during the pandemic, which stated emergency only.