

NHS Dental feedback from BNSSG in 2023

- Healthwatch received 236 pieces of feedback about access to NHS dentists and requests for help to find services.
- 199 pieces were negative

We have shared insights locally and nationally;

Dental Network, the ICBs Primary Care Development team and Intelligence Hub

Healthwatch England collated report;

<https://www.healthwatch.co.uk/news/2022-05-09/lack-nhs-dental-appointments-widens-health-inequalities>

Parliamentary Health & Care Select Committee April 2023 took Healthwatch BNSSG evidence

<https://parliamentlive.tv/event/index/700c0c90-bf94-46fd-9e5a-946aae652d3a>

The NHS dental crisis was exacerbating inequalities already experienced by certain parts of the population

The system needs reform so people can truly register and stay with a dentist in the same way as they did with GPs

The starting point for change had to be new national oral health needs assessment to decide the level of funding needed for dentistry

Healthwatch Bristol, North Somerset and South Gloucestershire

Drill down on Q3 October 2023 to December 2023

Number of feedback related to dentistry:

- 49 in total – 38 negative

% of total feedback relating to dentistry:

- 15%

% of dentistry feedback requiring signposting:

- 33 %

Trends (comparison to previous quarter):

- Decrease from 71 pieces of feedback in Q2

4 case studies

- daughter was pregnant but her dentist refused to provide free NHS dental care and she has been unable to find a dentist who will honour the NHS exemption form.
- they had a broken tooth and waited 2 months for an appointment. This appointment was cancelled and they then waited over a month for the rescheduled appointment. After the repair, they returned for a check-up 3 months later. At that time they were told they needed a filling replaced and waited 6 weeks for an appointment to fix it. This appointment was rescheduled & so far waited 10 weeks for the repair.
- both his wife and his son (who has autism) are registered here. Over the last two years the dental surgery has cancelled a series of appointments and neither has been able to have a check-up. Each time they have received a phone call the week of the appointment and they have been told that due to a lack of NHS availability the appointment will be rescheduled. An appointment cancelled in the last few weeks has now been rebooked for nine month's time. They were told they could book a private appointment this week if they wanted rather than wait nine months They cannot afford to do so.
- their teenage child needed two teeth removed and a brace fitted. They were told an orthodontic referral would be made, but it was not and needed to be requested again after some time. The parents were then told the waiting list was closed and once re-opened the wait would be at least two years. The parents were also informed that their child could be seen by an orthodontist privately within one month. They decided on the latter option and the cost was £3,800.