

DENTIST REPORT:

healthwatch
Trafford

Getting to the root of the problem

**Experiences and
availability of NHS
Dentists in Trafford**



August - September 2017

Published March 2018



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Acknowledgements

We wish to thank those that have made putting together this report possible.

Thanks to all the people that responded to our survey, and the people that got in touch with us to report their experiences of trying to get a dentist which became our case studies and began the process.

Special thanks to the Healthwatch Trafford volunteers that contributed to the creation of this report:

Peter Longmire, Shruti George, Lumuni Sanusi, Aleksandra Gorczynska, Ralph Bilsborrow and Kevin Costello.



Executive summary

Following concerns from the public about availability of NHS dentists, Healthwatch Trafford embarked on research to gain a better understanding of dentistry services available and areas for improvement. Research consisted of a survey designed to capture patient knowledge of NHS dentistry services and a mystery shopper exercise that investigated the reality faced by people calling dental surgeries to register as well as the accuracy of the information provided by NHS choices. We have also drawn upon case studies of individual experiences independently reported to us.

Our findings fall within three areas - the availability of NHS places, the information available to the public regarding NHS places and the accessibility of dentists for people with disabilities.

Availability of NHS places at Trafford dental practices:

We have found there to be a shortage of NHS dentist places for Trafford residents:

- Our mystery shopper exercise identified that of 33¹ practices in Trafford, only 6 are currently taking on NHS patients.
- We have had Trafford residents tell us they have tried calling as many as 20 dentist surgeries and failed to get registered as an NHS patient (see case study #1)

Clarity of information available to Trafford residents regarding dental services:

- 40% of respondents to our survey would use NHS choices to find a dentist, which follows the NHS's own advice, and yet our mystery shopper exercise found that a large proportion of the NHS choices information regarding dentists in Trafford is inaccurate. (See appendix 1)

Community dental services for people with disabilities (Provided by Bridgewater Community Healthcare NHS Foundation Trust):

- We received 4 complaints and concerns specifically about community dentistry. These were predominantly about access to the service - with too few staff, limited availability of appointments and lack of ability to have community check-ups being identified as the main concerns.

We contacted NHS England, Trafford Local Dental Committee and Bridgewater Community Healthcare NHS Foundation trust for their comments on the report. [The response from NHS England can be found in Appendix 3](#) and [the response from the chair of the Trafford Local Dental can be found in Appendix 4](#).

¹ As of August 2017



Recommendations

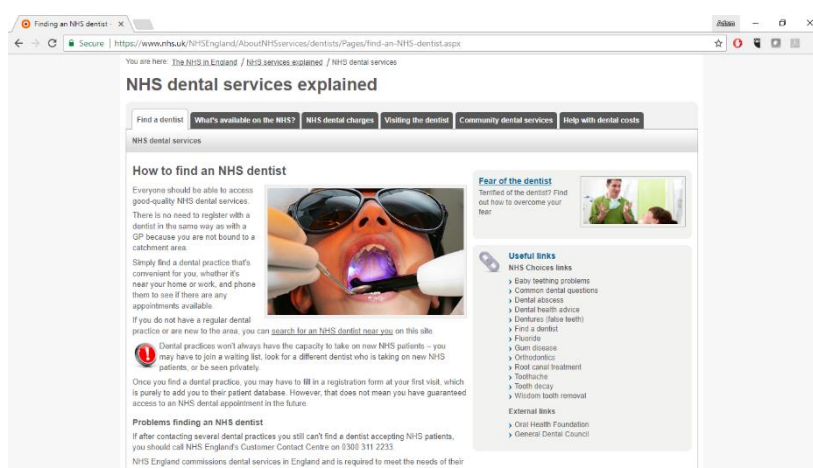
Our recommendations for action fall within three areas - the availability of NHS places, the information available to the public regarding NHS places and the accessibility of dentists for people with disabilities.

Availability of NHS places at Trafford dental practices:

- Only six of 33 practices are currently taking on new adult NHS patients - are there enough places available to meet the needs of Trafford residents? Who commissions the service and how do they decide how many places there should be?
- We would like to understand waiting lists: how long might patients wait before being able to register? Why do some practices not offer a waiting list?

Clarity of information available to Trafford residents regarding dental services:

- We found that NHS Choices holds no availability data for 18 of the 33 practices as to whether they are accepting new adult NHS patients, and of the 33 practices in total only two gave us the same information on the phone as displayed on NHS choices. We will ask NHS England to ensure NHS choices is regularly updated and to identify whose responsibility it is to provide the information - should dental practices themselves automatically supply the information? Or does NHS England contact practices for data? Gain commitment from dental practices to keep NHS Choices and NHS England updated on any changes - name/address and patient capacity/spaces.
- Information should include practice names as they are known to their patients in addition to their official titles. We found during our Mystery Shopper exercise many practices were often listed under the name of the dentist, rather than the name of the practice. This can make it difficult for a patient to find information.



Dental services for people with disabilities:

- Increase the number of community dentists to meet the need and/or demand of disabled residents. The waiting times, restricted service and regularity of cancelled appointments we have heard suggest that there needs to be more community dentists available to cover the needs of the Trafford population, including care homes. This needs to be at a level sufficient to meet the NICE guidelines on oral health checks for each new resident in nursing or residential care homes (which can be seen here <https://www.nice.org.uk/guidance/conditions-and-diseases/oral-and-dental-health>)
- More accessibility for those in electric wheelchairs at NHS dentist surgeries (see case study #3) - the lack of accessibility in many surgeries limits the choice and availability of services for those residents who use electric wheelchairs.



Case study #1

The sister of a patient spoke to us at a public event.

Her brother has Down's syndrome and now Alzheimer's; he lives at home with their mother - who has a lot of support in place to help her manage his care, including carers four times a day and regular respite. Their mother has always been proud of how she takes care of him and she's always made sure to take him to their dentist for regular check-ups. His Alzheimer's has progressed to the stage that he is now bed-bound and visiting a dentist is out of the question. His new soft-food diet, required by his condition, is more sugary than he has had in the past and his mum has been concerned about the effect on his teeth.

Their dentist gave them a telephone number for the community dentistry team; this number didn't work and after trying three different numbers they eventually found the right number to call. When they spoke to the community dentistry team they were told **the dentists didn't come out for check-ups, only if there is a problem**. As they had a few concerns which they thought needed examination, they asked for an appointment. They were told there was a **4 to 5 month wait**. She found this shocking as she worries about what would happen in future if he'd been experiencing tooth pain - would he have had to just cope with it?

They made the appointment, which was then **cancelled by the community dental team and delayed by 6 weeks**. The dentist who finally visited examined her brother's teeth and decided two back teeth needed to come out, and that they should expect a hospital appointment at Wythenshawe. They have doubts regarding this diagnosis as her brother wasn't very compliant with the examination and they feel he needs to be looked at again.

A few weeks later they received a letter asking them to come to Wythenshawe hospital but it didn't specify whether it was for a consultation or the actual operation. Due to their concerns regarding diagnosis, they have asked for a second opinion - it is a lot of upheaval to get him to an appointment and he'll be distressed as he won't understand where he is. Enquirer said she would keep us updated on their progress and wished to log it as a concern with the service for now.





Drivers for the project

Healthwatch Trafford collects experiences of health and social care services from the people of Trafford and looks for patterns emerging and evidence of issues with those services.

In the course of collecting these experiences, we noticed a number of complaints from residents of Trafford about how difficult they have found it to find an NHS dentist in the area. Identifying a trend, we decided to look into the subject further.

Whilst trying to assist those that approached us in finding information about dentists accepting NHS patients in Trafford, we found that it was not as easy as it ought to be. We found that the NHS Choices website, which ought to provide this information, was not always accurate, and that it was still difficult to identify dentists that had open NHS lists.

This was the driver for the 'Mystery Shopper' exercise we carried out, to find out from a patient's point of view, how easy it was to find an NHS dentist that was convenient for them.

We then utilised our 'Trafford Healthwatch 100' survey project to gather experiences, via a quick survey, of the residents of Trafford in using a dentist.

Case study #2



One Trafford resident called us to report he had used google to find local NHS dentists in Trafford (he was in Sale).

He had called **around 20 dentists** in the local area and none of them were taking on NHS patients (although he did find one taking on children for his son).

He called us to find out what to do as he didn't know where else to turn.

We have received nine complaints, concerns and requests for information on how to get an NHS dentist in Trafford in the past year, three of these coming in the same month. We received four complaints & concerns about community dental services.



Mystery Shopper exercise

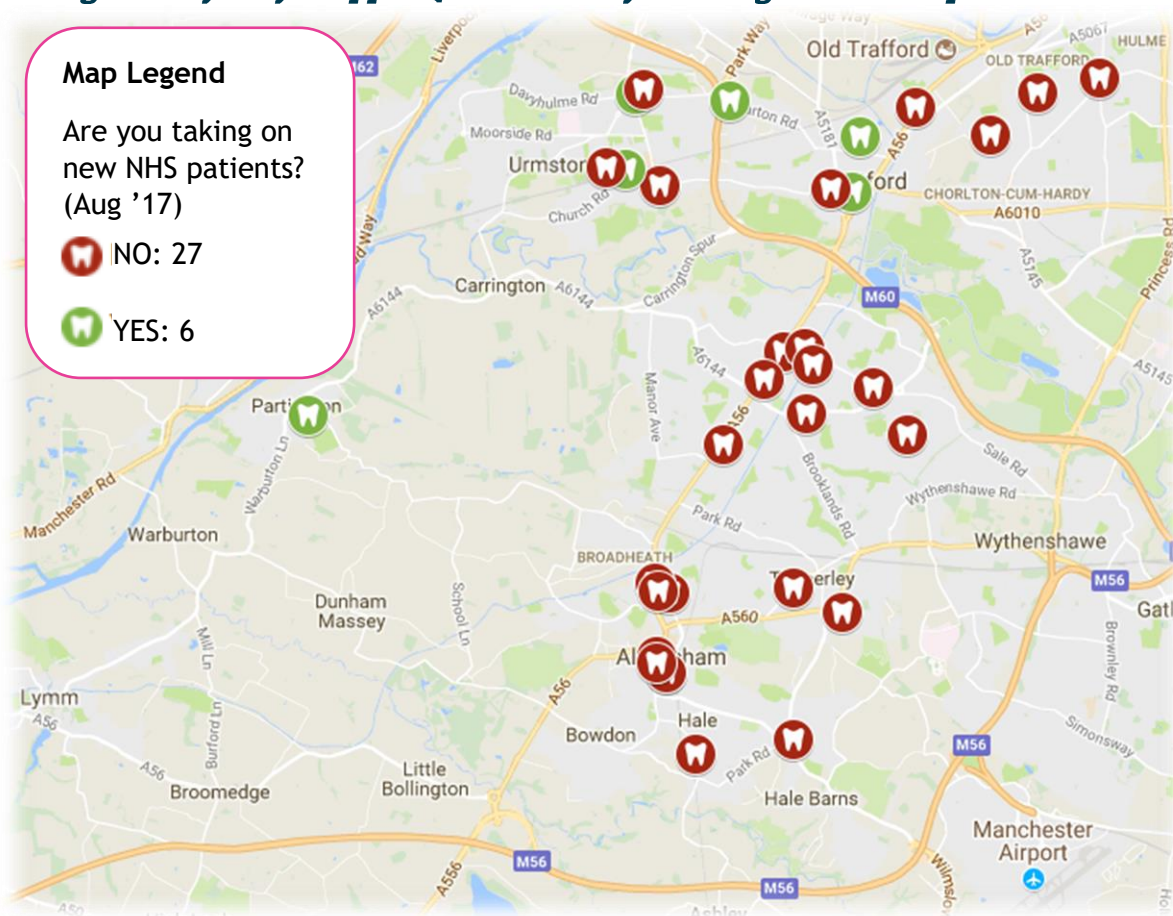
Methodology

- Conducted by Healthwatch Trafford volunteer on 2nd August 2017
- Using contact list provided by NHS England of all dentist practices in Trafford, our volunteer telephoned every practice. Using a simple pre-prepared script, he told them he was new to the area, looking for a dentist taking on NHS patients and recorded their response.
- The volunteer then visited the NHS Choices website at <http://www.nhs.uk/pages/home.aspx> and noted the data for each dentist's record.
- The volunteer then compared the two to identify whether the information gathered during the telephone exercise matched the data available on NHS Choices.
- A summary of the results can be found below, with more detail at [Appendix 1](#) and <https://healthwatchtrafford.co.uk/the100/dentistry-full-data-analysis/>.

Summary of results

- We asked each of the 33 practices in Trafford “Are you taking on new NHS patients?”. We found that only six are currently taking on new NHS patients. These practices are clustered in Stretford, Urmston & Partington, meaning patients seeking to register with a practice in central / south Trafford have no availability nearby. Please see figure 1 below.






Figure 1: Mystery Shopper Question “Are you taking on new NHS patients?”



- Of the 33 practices in Trafford, 14 operate a waiting list, nine of these are currently open to accepting new patients onto their list and the remaining five are closed.



- NHS Choices holds no availability data for 18 of the 33 practices as to whether they are accepting new adult NHS patients

Accepting NHS patients by referral only	Accepting new adult NHS patients	Accepting new adult patients entitled to free NHS dental care	Accepting children as new NHS patients	Urgent NHS dental appointments
 No data supplied by the dental practice	 No data supplied by the dental practice	 No data supplied by the dental practice	 No data supplied by the dental practice	 No data supplied by the dental practice

- During our cross-reference exercise to compare the mystery shopper results with the data available on NHS choices, we found that **only two** of the 33 practices provided the same information to our volunteer on the telephone as displayed on NHS choices; of the 31 which didn't match, 14 have 'no data supplied by practice'.
- It should be noted that we found inconsistencies in the contact list provided to us by NHS England - duplicate records and incorrect practice names. We have excluded the six duplicate records and three specialist practices (orthodontists, community dentistry) included in the original list from our summary.

[NHS England have responded to the findings of this exercise in Appendix 3.](#)

[The Chair of the Local Dental Committee responded to this in Appendix 4.](#)

Case study #3

A Trafford resident telephoned to discuss access to dentists for people with disabilities. He is a motorised wheelchair user with cerebral palsy. His understanding is that dentists require additional qualifications to be able to treat people with disabilities like his, and that lots of dentists don't have these qualifications - he is also aware that lots of practices are difficult to access in a wheelchair. He has issues opening his mouth wide and his mum has to brush his teeth for him, which can be difficult.

He is registered with a community dentist and has a check up booked for October (22 days' time from the telephone call) but is having gum pain and needs to be investigated. When he rang today, they said they only currently have two dentists and no available appointments. He is very disappointed by this and hopes his situation doesn't worsen between now and his check-up. He has had problems with the practice in the past, having had to make a complaint about one dentist who was "too rough" with him; who has since left the practice.

Update to last call.

He has waited a long time for a check-up appointment. It was supposed to take place in October but was cancelled as the dentists' child was ill. He's been given a new date in three months' time, in January. He is no longer in any pain but feels frustrated that he isn't able to be seen sooner. He's been told that there are only two dentists at the practice when there should be three and that is why there are such long waiting times for an appointment.



Trafford Healthwatch 100 Survey

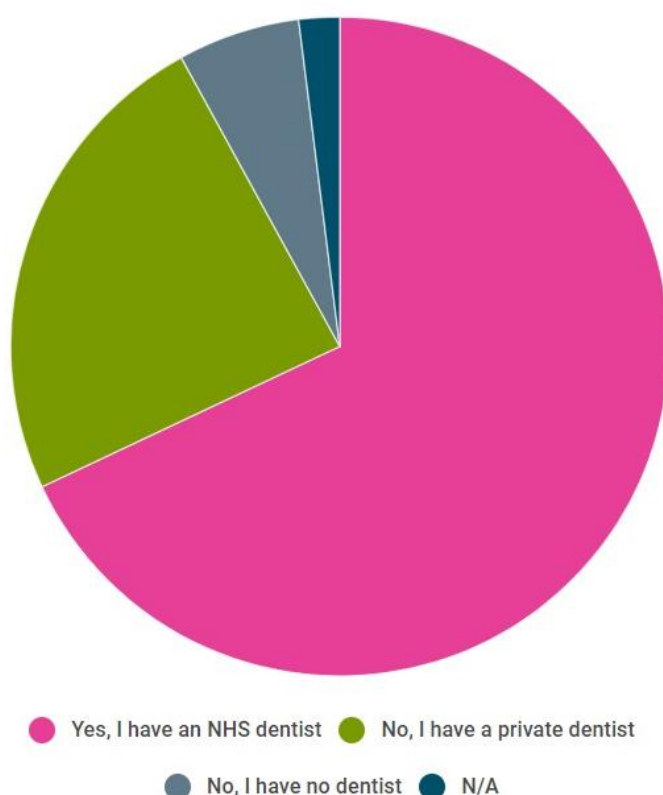
The Trafford Healthwatch 100 project aims to get as many local people as possible to sign up to respond to a monthly quick-fire survey and give their views on various topics to do with health and social care. Led by our Communications & Information Officer in partnership with a task and finish group of our volunteers, the August 2017 Healthwatch 100 survey focused on experiences of dental services in Trafford.

Survey methodology

- Ran during 1st - 31st August 2017
- 50 responses received²:
 - almost equally spread across the four localities of Trafford.
 - Nearly half of respondents were aged 45-65, 27% were aged 35-44, 19% were aged 66-79 and very few (4) aged 34 and under.

Summary of results

1. Do you have an NHS dentist?



Of the 50 Trafford residents who responded to the survey, 34 (68%) have an NHS dentist - 29 of whom are registered with a dentist in Trafford.

Twelve respondents (24%) of respondents are registered with a private dentist.

Three respondents (6%) do not have a dentist

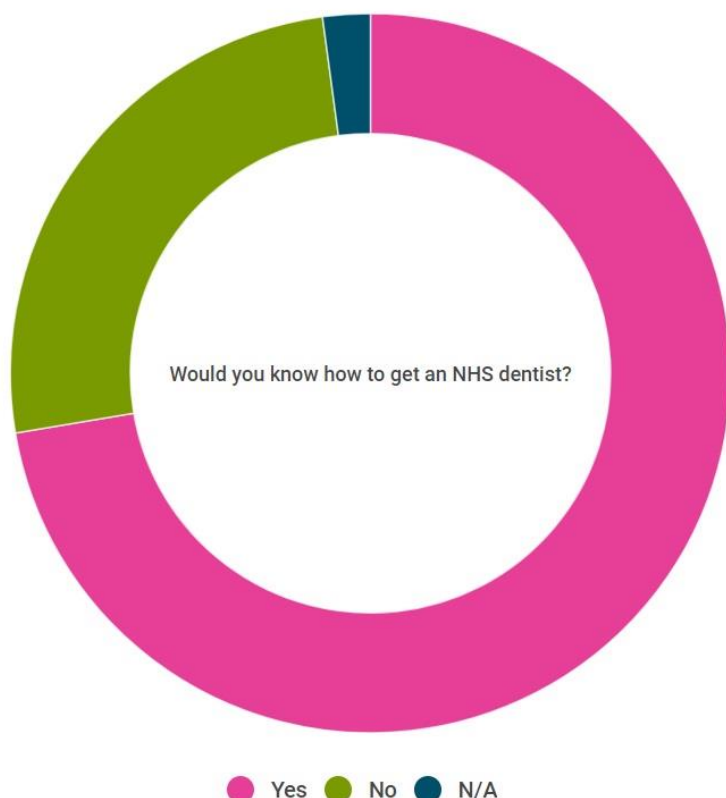
Locality: a higher proportion of respondents from the Central area of Trafford (Sale and the surrounding area) indicated that they have a private dentist (41.7% compared to 24% across Trafford).

Disability: a higher proportion of respondents who identify as having a disability indicated that they have a private dentist (54.5% compared to 24% across Trafford)

² Demographic Information is shown at Appendix 2

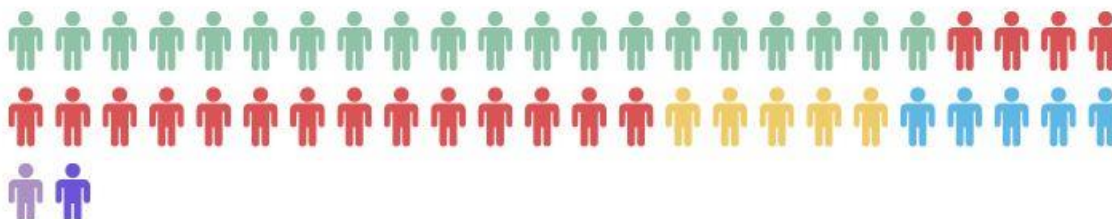


2. Would you know how to get an NHS dentist?



- 42 respondents (84%) indicated that they would know how to get an NHS dentist
- 7 (14%) did not know how to get an NHS dentist

3. Where would you go to find an NHS Dentist?

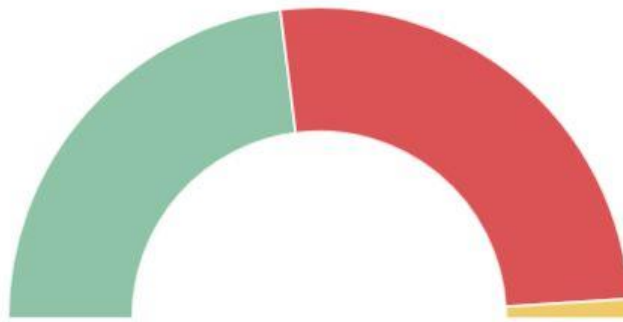


- NHS Choices website ● Online search engine (eg. Google)
- Local directory ● Other ● Telephone NHS England ● N/A

- 20 respondents (40%) would use the NHS Choices website to find an NHS dentist.
- 18 respondents (36%) would use an online search engine such as Google
- Five respondents (10%) would use a local directory
- Five respondents (10%) had other suggestions: asking Healthwatch, word of mouth, calling/visiting local dentists.
- One respondent would call NHS England, one had no suggestion.



4. Do you know where to find NHS dentist fees?

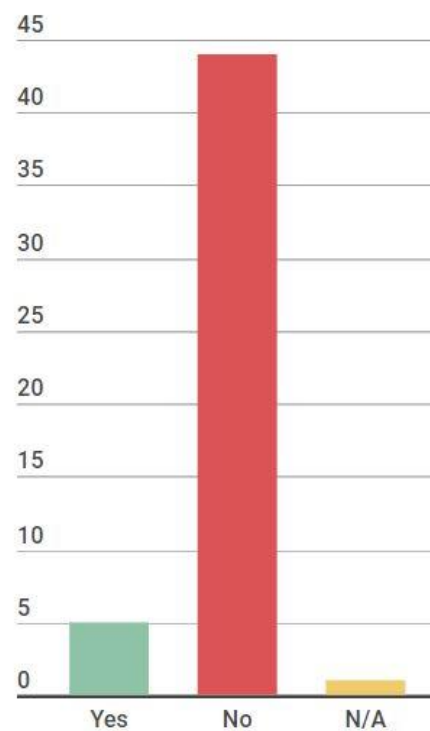


● Yes ● No ● N/A

- 26 respondents (52%) would *not* know where to find NHS dentist fees.
- 23 respondents (43%) would know where to find NHS fees

5. Have you ever been de-registered or 'struck off' a dentists' books?

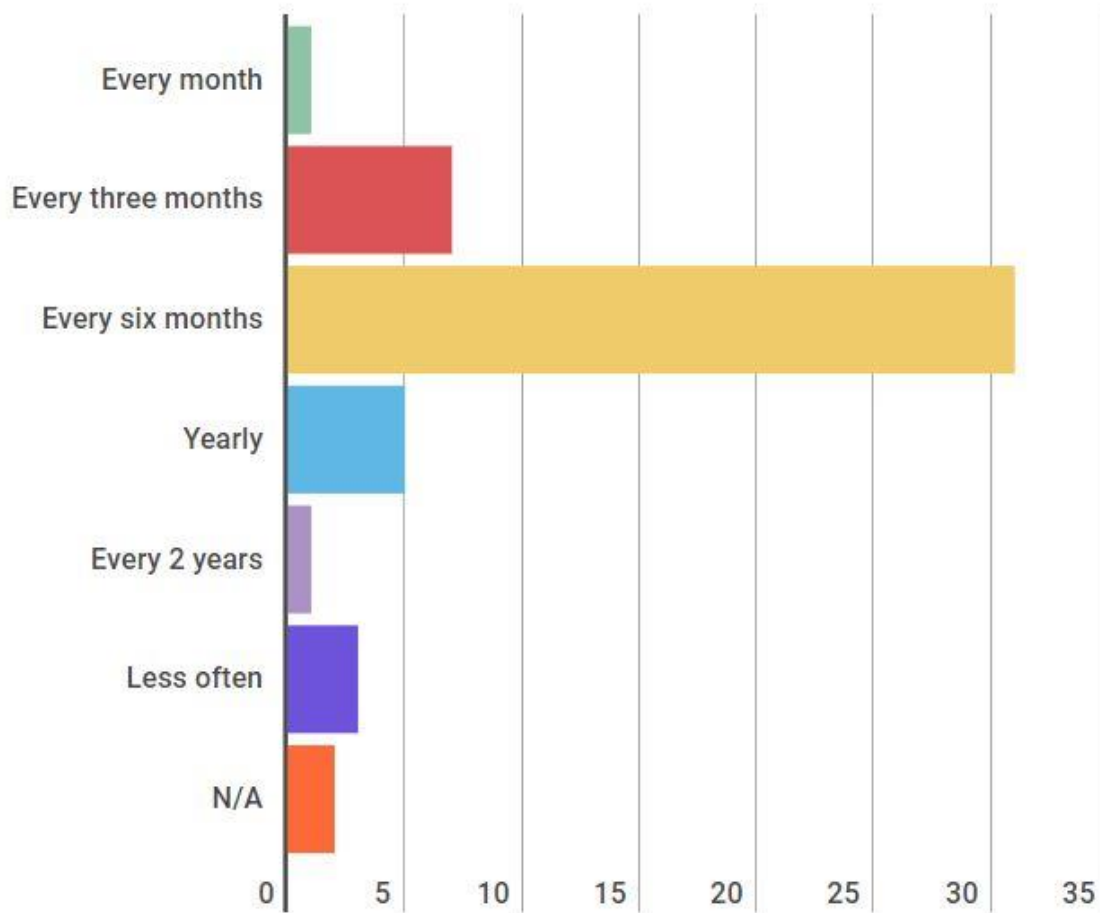
- Five respondents (10%) had been struck off, three as they had "not been for some time"





6. How often do you visit a dentist?

- The majority of respondents (31 of 50, 62%) visit their dentist every six months; all but five respondents visit between monthly to every two years, falling within NHS guidelines.³



Every month	1	2%
Every three months	7	14%
Every six months	31	62%
Yearly	5	10%
Every 2 years	1	2%
Less often	3	6%
(blank)	2	4%

³ NHS guidelines state “The time between check-ups can vary from three months to two years, depending on how healthy your teeth and gums are and your risk of future problems” <http://www.nhs.uk/Livewell/dentalhealth/Pages/Dentalcheckups.aspx>



7. Is there anything else you would like to tell us about your dentist experience?

Review of Open-Ended Response Comments

Of the respondents to the dental survey, 12 people reported that they use a private dental service, three people reported that they have no dentist and 34 people reported that they use an NHS dentist.

Of those 12 respondents that use a private dentist, all either had no comment on the service that they receive or indicated that they are satisfied with the service that they receive. However, two of the respondents indicated that they had previous bad experiences which had influenced their decision to use a private dentist:

"I had very bad experiences when young 40-50 years ago"

"I would never again attend an NHS dentist"

Of the three respondents that reported that they do not have a dentist two made no open-ended comment, but one respondent implied that she is not happy about having no dentist and has tried, unsuccessfully as yet, to find an NHS dentist:

"I am struggling to find a dentist who can take me on after I have moved into Trafford"

Of the 34 respondents who use an NHS dentist, 11 made no comment on the service that they receive (32%).

A further nine people (26%) indicated that they are satisfied with the service that they receive, with comments such as:

" My dentist is very good always easy and straight forward"

" I had implant surgery at a practise in Sale. The dentist was brilliant and the treatment life changing"

" I am currently very happy with the service I receive from my dental practice. I also appreciate their forward warning text to remind about my appointment, especially if made 6 months previously. "

Of the remaining 14 people who use an NHS dentist a relatively high number of six people (18%) made comments relating to the difficulty of finding a satisfactory NHS dental service, with comments such as:

"We moved to Trafford 3 years ago and it was very difficult to find a dental practice that was taking new NHS patients"

"Tricky to find a good dentist. High turnover and see different dentist each time. "

" It is hard to know who has NHS spaces or not other than ringing round"

"There are plenty of dentists in Trafford but very small population of good, attentive and patient focused dentists. I am highly frightened of dentist. I used to use community



dental clinic in Stretford and after their criteria changed it took me a long time to find a dentist that is trained in how to support a highly anxious patient. "

A further two people made comments relating to dissatisfaction with arrangements for making appointments:

" Mostly positive, apart from appointment waiting times"

" My only issue with my dentist is that I have to make the appointment and can't do this until about 2 months before the due appointment. I would prefer to have my next appointment set at each visit."

Two other people objected to having to pay for a hygienist appointment at their NHS dental practice:

" My experience is generally good. I do have to pay a private fee to see the hygienist. The dentist does not clean teeth. I believe this is covered by the NHS fee in other practices."

" They say I need to go to see a hygienist, but as this is private I refuse. The letters suggested I could be struck off their list, but when I called to discuss they said they don't actually strike people off. I find this rather worrying and dishonest."

Two other people expressed concern as carers of autistic patients in relation to their treatment at their NHS dentist:

" Not good experience with my autistic children. Dentist not good with them and eldest has to have teeth out at children's hospital under general anaesthetic. There seems to be no way of finding anyone suitable to see my youngest..... It would be better if a dentist could see him at his special school but apparently they don't do this anymore."

" My son who is autistic needs teeth out under general anaesthetic. The dentist referred him in May finally told he would be seen in October! How disgusting is such a long wait for a disabled child. What do me and my husband pay tax for? Disgraceful"

The final two people who made comments expressed general dissatisfaction or concern:

"I am not comfortable with her"

"The dentist just wanted to remove teeth I asked for a referral to the Manchester dental hospital I had a year of treatment and they saved my teeth. I feel community dentist need yearly reviews as my dentist did not do root canal treatment this needs to change."

[NHS England have responded to this survey in Appendix 3.](#)

[The Chair of the Local Dental Committee responded to this survey in Appendix 4.](#)



Case study #4

A Lady called to find out how she could find out where her nearest NHS dentist would be. She said she had called a few in her local area, but none of them were taking on NHS patients. They wanted to know if there was a list they could access.

We signposted them to the NHS England telephone line where they can advise of how to go about getting an NHS dentist, as well as passing on details of all the local dentists that are on our website.





Appendix 1: Mystery shopper / NHS Choices results

Dental Practice details - as supplied by NHS England				Mystery Shopper Questions - asked 2/8/17		NHS Choices - checked 2/8/17	Cross-reference: Do the results of mystery shopper match information on NHS choices? (comparing information on new adult NHS patients)	
Our Ref	Name	Town	Postcode	Are you taking new NHS patients?	Do you have a waiting list?	Accepting new adult NHS patients	Match?	Notes
1	Oasis Dental Care Ltd	Sale	M33 7AD	NO	YES (Closed)	"No data supplied by practice"	No match	Practice states No, NHS Choices has no data from practice
2	Oasis Dental Care Ltd (Ian Wood and Associates)	Sale	M33 3HD	NO	YES (Open)	"No data supplied by practice"	No match	Practice states No, NHS Choices has no data from practice
3	Claremont Dental Practice	Sale	M33 7DZ	NO	YES (Open)	NO	Match	Both No
4	Circle Dental Care Ltd	Stretford	M32 9TR	YES	YES (Open)	"No data supplied by practice"	No match	Practice states Yes, NHS Choices has no data from practice
5	Goose Green Dental Practice	Altrincham	WA14 2SS	NO	NO	NO	Match	Both No
6	Jakelara Ltd.	Partington	M31 4FY	YES	NO	YES	Match	Both Yes
7	DCO Dental	Timperley	WA15 7JW	NO	YES (Closed)	"No data supplied by practice"	No match	Practice states No, NHS Choices has no data from practice
8	DCO Dental	Sale	M33 3AB	NO	YES (Closed)	NO	Match	Both No



9	Brooks Bar Dental Practice	Old Trafford	M16 7WW	NO	NO	"No data supplied by practice"	No match	Practice states No, NHS Choices has no data from practice
10	151 Dental Ltd	Old Trafford	M16 9WR	NO	YES (Closed)	YES	No match	Practice states No, NHS Choices states Yes
11	Stretford Road Dental Surgery (The Urmston Dental Centre)	Urmston	M41 9JY	NO	YES (Open)	"No data supplied by practice"	No match	Practice states No, NHS Choices has no data from practice
12	RAM Dental Ltd (The Dental Team)	Stretford	M32 0QJ	NO	NO	"No data supplied by practice"	No match	Practice states No, NHS Choices has no data from practice
13	Miss S Hodgson (Greenwood Dental Practice)	Altrincham	WA14 1RZ	NO	NO	NO	Match	Both No
14	Seedat, Ahmed & Hashmi	Urmston	M41 5AN	YES	NO	YES	Match	Both Yes
15	Mr KK Sarangi	Sale	M33 4EE	NO	NO	NO	Match	Both No
16	Mr K Hameed (Firwood Dental Practice)	Firwood	M16 0HU	NO	YES (Open)	"No data supplied by practice"	No match	Practice states No, NHS Choices has no data from practice
17	Miss GM Zverblis (Goose Green Dental Surgery)	Altrincham	WA14 2SS	NO	NO	NO	Match	Both No
18	Mr VK Aggarwal (Timperley Village Dental Practice)	Timperley	WA15 7SP	NO	YES (Closed)	NO	Match	Both No
19	Miss A Ahmed (Sale Dental Spa)	Sale	M33 7TQ	NO	N/A	YES	No match	Practice states No, NHS Choices states Yes
20	Mr SD Howarth (Crescent Dental Care)	Hale	WA15 9NA	NO	N/A	"No data supplied by practice"	No match	Practice states No, NHS Choices has no



								data from practice
21	Mr AK Jain (Regent Dental Centre)	Altrincham	WA14 1RP	NO	N/A	"No data supplied by practice"	No match	Practice states No, NHS Choices has no data from practice
22	Revive Dental Care Ltd	Urmston	M41 0SS	YES	YES (Open)	YES	Match	Both Yes
23	Mr NV Carroll	Sale	M33 3ND	NO	NO	"No data supplied by practice"	No match	Practice states No, NHS Choices has no data from practice
24	Mr RW Simkins (Simkins Dental Care)	Urmston	M41 0SU	NO	NO	NO	Match	Both No
25	Mr C Carre	Stretford	M32 9BB	YES	NO	"No data supplied by practice"	No match	Practice states Yes, NHS Choices has no data from practice
26	Mr Patel (Poppies Dental Care)	Stretford	M32 9BP	NO	NO	NO	Match	Both No
27	Miss R Dhariwal (Trafford Dental Centre)	Stretford	M32 0DJ	YES	YES (Open)	"No data supplied by practice"	No match	Practice states Yes, NHS Choices has no data from practice
28	Mr B Amozandeh (Smile Creator)	Sale	M33 2UG	NO	YES (Open)	"No data supplied by practice"	No match	Practice states No, NHS Choices has no data from practice
29	Mr CE Crawford (Calm Dental)	Urmston	M41 5BG	NO	NO	"No data supplied by practice"	No match	Practice states No, NHS Choices has no data from practice
30	Mr ND Mclean	Hale	WA15 8DP	NO	NO	"No data supplied by practice"	No match	Practice states No, NHS Choices has no



31	Mr DP Flattery	Altrincham	WA14 1JD	NO	YES (Open)	"No data supplied by practice"	No match	data from practice Practice states No, NHS Choices has no data from practice
32	Mr C Edwards	Altrincham	WA14 4RH	NO	NO	NO	Match	Both No
33	Mr SW Anderton	Altrincham	WA14 4PJ	NO	N/A	"No data supplied by practice"	No match	Practice states No, NHS Choices has no data from practice

Full mystery shopper results can be found at:

<https://healthwatchtrafford.co.uk/wp-content/uploads/2017/11/Full-Dentists-Mystery-Shopper-August-2017.pdf>



Appendix 2: Healthwatch 100 Survey

- (i) Full results**
- (ii) Demographic breakdown**

The full breakdown of results can be accessed on our website at:

<https://healthwatchtrafford.co.uk/the100/dentistry-full-data-analysis/>

If you require a printed copy, please contact the office (details on the back cover)



Appendix 3: Response from NHS England

Re: Trafford Healthwatch Dentistry Report

Thank you for forwarding the above report, it is always helpful to receive independent information regarding NHS Dentistry services.

In order to attempt to address the issues identified please see responses below linked to the contents of the report:

Recommendations:

Availability of NHS Places at Trafford Dental Practices:

- **Commissioning the service**

General Dental Service Contracts are not based on places or number of patients, they are based on activity. Each contractor has a set number of UDAs (Units of Dental Activity) that they must perform each financial year, this relates to the 3 different bands of treatment. It is the contractor's responsibility to ensure they manage their contract throughout the year. The number of UDAs within each contract was set when the new contracts were introduced in 2006.

- **Patient registration**

There is no registration system at NHS Dental Practices. Patients are entitled to go to any dental practice that is able to take them on at that time. Patients can change their dentist after every course of treatment received.

- **Dental Practice individual waiting lists**

Dental practices should not be holding a waiting list for patients, if a practice is unable to take on new patients at any time they should inform the patient and provide them with details of how to look for other dental practices. If the patient is in need of urgent treatment the practice should also provide them with the telephone number for the local In-Hours and/or Out-of-hours dental services. As a result of your survey, we will work with the Practices identifies as holding a waiting list to ensure that they are providing patients with the correct information.

Clarity of information available to Trafford residents regarding dental services:

- **NHS choices information** - It is the responsibility of each individual practice to ensure their details on the NHS Choices website is up to date, this includes updating their status on whether they are taking on new NHS patients or not. This status can change on a weekly basis as practices manage their contracts over a full financial year. It is not currently a contractual obligation for them to ensure their status is updated, however, Practices are reminded on a regular basis by both GMH&SC Partnership and NHS Choices. As you can see from the totals above there have been a number of changes from the information contained within the report.

On checking NHS choices on 30th January 2018 we found the following results:

13 Practices - taking on new NHS patients

7 Practices - not taking on new patients at present



13 Practices - provided No Data

- **Practice names as known to patients**

The name of a dental practice is not necessarily the same as the name of the contractor of that service. The list provided by GMH&SC Partnership contains the contractor for contractual and business purposes. There are also some contractors who hold more than one contract and each contract is shown on our list which includes orthodontic and community contracts. The information on NHS choices is therefore accurate for public-facing information

Dental Services for people with disabilities:

- **Community Dental Services**

Community Dental Services in Trafford are provided by Bridgewater Community NHS foundation Trust. This service is commissioned to deliver care to individuals who have a physical, sensory, intellectual, mental, medical, emotional, or social impairment, or disability, or more often a combination of these factors. The speciality focuses on adolescents and adults only. If patients are having difficulty accessing services it would be helpful if you could direct them to the NHS complaints system via NHS England - Tel: 03003 112233, email: england.contactus@nhs.net, or post: NHS England, PO Box 16738, Redditch, B97 9PT. This will help us identify if there are any issues that need to be addressed immediately to ensure that service provision meets our patient requirements. I have noted the difficulty expressed by 4 of your respondents regarding repeated cancellations of booked appointments, and I am currently awaiting a response from Bridgewater in order that this can be addressed.

Mystery Shopper Exercise:

- **Boundaries to registration**

There are no boundaries to Dental Practices so patients can choose a practice which suits them better e.g. close to home, close to work, or close to schools.

- **Access to services**

NHS Dental Practices are monitored on a monthly basis to assess the numbers of patients being seen over a two year period (NHS standard marker)

In Trafford 142,886 patients accessed NHS Dental services which equates to 61.2% of the Trafford population, the Greater Manchester average is 60% and the NHS England average is 55%. This does show that on average there are more patients able to access services in Trafford than the average across Greater Manchester and England as a whole. Over that previous year Trafford Dental Practices saw an increase of over 2000 new patients.

Trafford Healthwatch 100 Survey

- **Patient Satisfaction**

In order to assess patient satisfaction an NHS survey is distributed via a patients GP Practice, therefore the following information is analysed via the location of the patients General Medical Practice not their NHS Dental Practices, therefore the data is only indicative because, as explained previously, a patient can choose the location of their Dentist which may not necessarily be near their GP Practice.



In January 2018 for Trafford residents:

- 93.2% of patients were successful in getting an appointment with their NHS Dental Practice.
- 82.6% were successful in getting an appointment when new to an NHS Dental Practice
- 86% reported a positive experience

I hope you find the above information useful, and if you have any further queries or comments please do not hesitate to contact our Contract Managers via email [Contact details removed]

Kind regards

Lindsey Bowes

Senior Primary Care Commissioning Manager (Dental)

Greater Manchester Health & Social Care Partnership

CC: Cameron Ward, Chief Operating Officer, Trafford CCG



Appendix 4: Response from the Chair of the Trafford Local Dental Committee

Dear Healthwatch Trafford

First of all I would like to thank you for meeting me and allowing me the opportunity to give you a NHS provider perspective to the provision of dental services in Trafford. I will attempt to keep my response short and to the point.

I believe that the clinicians providing NHS services in Trafford do an excellent job. Our access figure compare favourably to other areas of greater Manchester and for the country as a whole.

It is unfortunate that our funding is however below the National average and is well below the Greater Manchester average. Commissioners are aware of this fact but seem to be unable or unwilling to make a positive intervention.

In the current climate, despite the higher than average access figure, most of the newer NHS practices in Trafford run their NHS contracts at a significant loss. Fortunately these practices have managed to adapt and through the provision of private income streams have managed to maintain financial viability. It is important to note that without these sources of revenue these practices would be forced to stop operating.

A significant number of practices in Trafford have, in effect, had their NHS funding streams significantly reduced because they have to accept derisory pay increases. The increase have been so insignificant that we have basically had to endure a funding cut over the past few years.

The provision of Community Services has been severely affected over the past 12 months. These are important services that should be a priority for Area Teams. At this present time Trafford Community Services are struggling to recruit. I am aware that the provision of these services are out for tender at the moment and I hope that the situation will soon improve.

As NHS dentists our funding is target based. We are paid purely on the number of UDAs achieved. A significant number of practices in Trafford have UDA values substantially lower than the Greater Manchester average. As a consequence we have to work harder for less money. I am convinced that if our targets were reduced with the same funding the NHS practices in Trafford would be even more productive than they already are. I am unsure why such disparities exist in funding but it continues to be a problem.

I am proud of the hard work and commitment demonstrated by the NHS practitioners in Trafford. We are all passionate about providing an excellent service for our local population. The Area Team has provided you with evidence that Trafford is one of the best when it comes to access to NHS services even though our funding is well below the Greater Manchester average.



I feel that access in Trafford is not as bad as your report might suggest. I know that my practice accommodated over a thousand new patients in 2016/17 and we continue to see new patients on a regular basis. NHS choices is one source of information for patients to use but it is not the only one. I have, however, asked my colleagues to ensure it is regularly updated if they are not already doing so.

I hope this information has been of help.

Kaushik Sarangi

Chair of Trafford Local Dental Committee



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