

# healthwatch



Healthwatch West Yorkshire  
Peoples experience of NHS Dentistry  
West Yorkshire Joint Scrutiny  
March 24<sup>th</sup> 2017

1. What people have been telling us about NHS Dentistry in West Yorkshire
2. Key issues
3. Our ask



**Healthwatch Bradford** spoke to 1,019 people in a survey carried out from January to March 2016.

We talked to people in the local transport interchange, bus stops, shopping areas, the city market, pharmacies, community and advice centres, children's centres and GP practices. The survey was also promoted through the local media, Healthwatch website, and social media.

**Headline findings:**

- 43% did not have an NHS dentist
- 30% of parents told us their child/children did not have a dentist

For those with a dentist:

- 39% of people with a dentist had experienced problems finding a dentist in the past
- 21% who had a dentist said it was difficult for them to get to their current dentist, with many travelling out of the area to see an NHS dentist
- Most who had a dentist reported that they were happy with their care



## Trying to find an NHS dentist:

- 403 people had no dentist but wanted to find one
- 74% of people said they had tried but couldn't find a local dentist accepting NHS patients
- 45% had contacted local dentists
- 31% tried internet searches
- 28% asked family and friends
- 25% had used NHS Choices
- 17% had contacted NHS 111
- 21 people said they didn't know how to find an NHS dentist

## Impact

- 10% of those who don't have routine NHS dental care have had to attend A&E because of dental pain
- A further 20% of people have used emergency dental services
- Other people told us that they had resorted to 'DIY dentistry' including extracting their own teeth



## Urgent Care Dentistry- January 2015

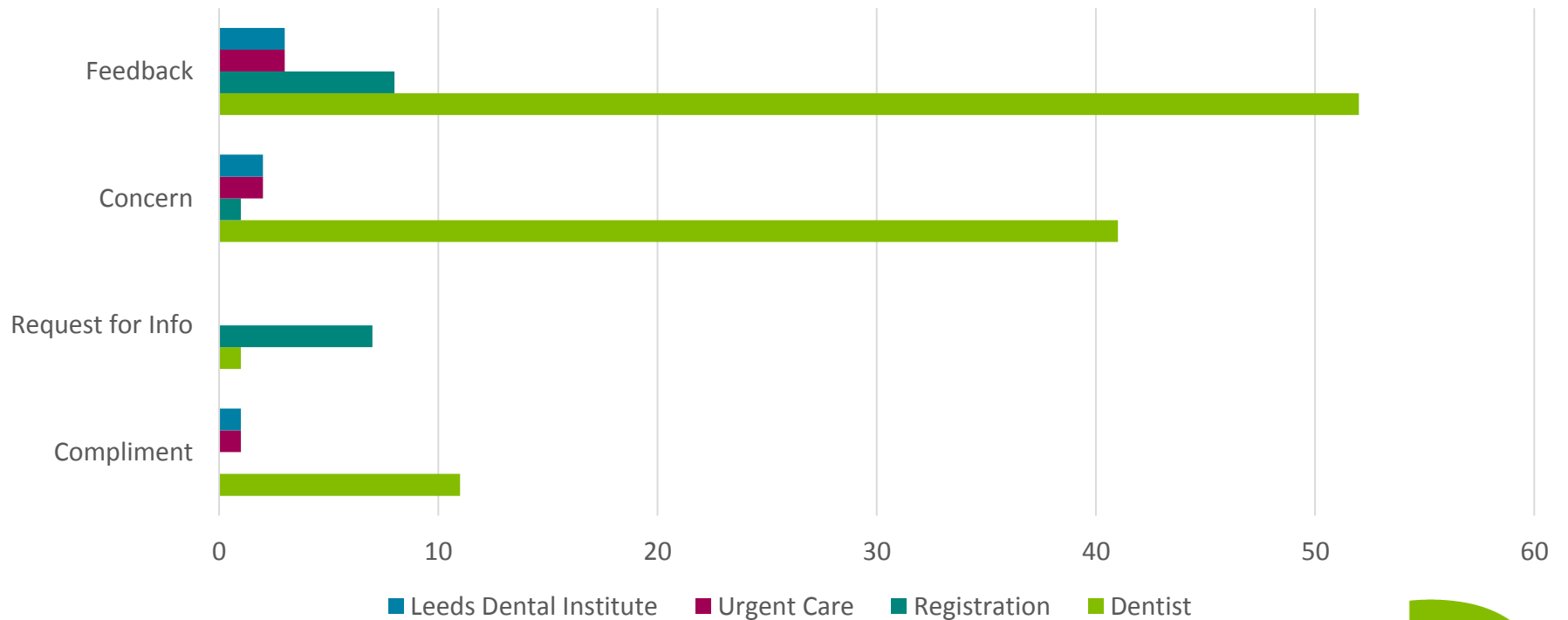
Healthwatch Leeds spoke with 34 people at Lexicon house an Urgent Dental Care Centre in Leeds.

- Most users of this service were not registered with a dentist - the main reason being that patients could not find one in their local area.
- Patients found it easy to make an appointment to see an emergency dentist. Patients seemed to be satisfied with the quality of the urgent care service provided at both Lexicon house and the Dental hospital.

You can read a full copy of the report [here](#)



## Healthwatch Leeds Feedback on Dentistry 2016 enquiries made/feedback shared



## Children's (0-5) Oral Health in Wakefield

Wakefield has a significantly higher local average (1.37 compared to the English average of 1.11) when assessing mean decayed/missing/filled deciduous teeth in 5 year olds\*

In February 2016 Healthwatch Wakefield spoke to parents/carers of 29 children at Pinderfields Hospital waiting to have one or more teeth extracted.

- 28 children were registered with a dentist, so access doesn't appear to be the issue.
- 5 children were having extractions for the second time.
- 8 children had siblings who had also had dental treatment under anaesthetic.
- 79% of parents/carers said they would look on the internet for advice on how to look after their children's teeth, especially for practical tips.
- There was no information given post-surgery about future long term care of children's teeth.

\*(NCHOD, 2007/08).



# Why can't I find an NHS dentist in Kirklees? February 2014

Patients are routinely given misleading information about the availability of NHS dentists in Kirklees, leaving them confused and frustrated.

Significant numbers of patients in Kirklees are struggling to find an NHS dentist for routine NHS treatment.

Unequal access to NHS dentistry across Kirklees may be contributing to the wider issue of health inequalities.

NHS dental contracts appear to be inflexible, based on historical demand and not an objective assessment of need, demand or accessibility. There is currently no NHS Dental Access Strategy for Kirklees.

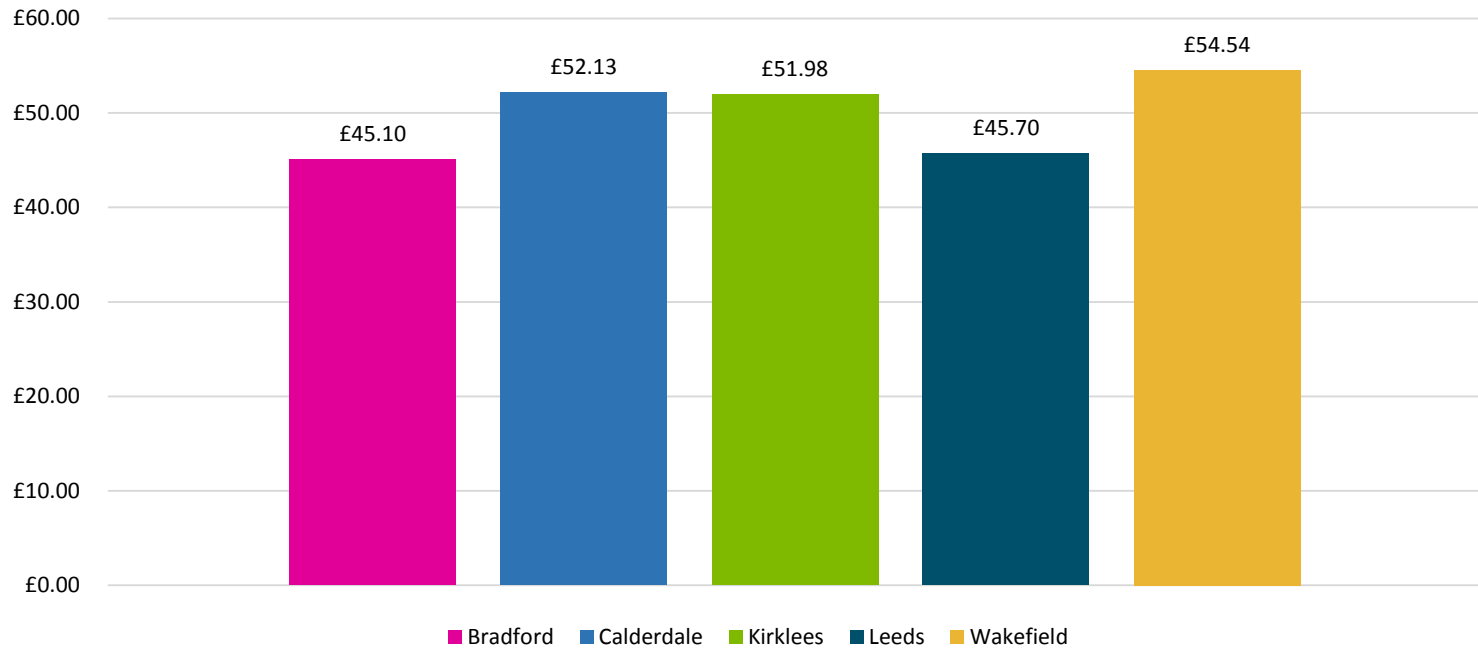
There were examples of poor practice which need to be raised with NHS England, the commissioner for NHS dentists.

There is a developing issue specifically around dentures for older people, linked to the ageing population in Kirklees.



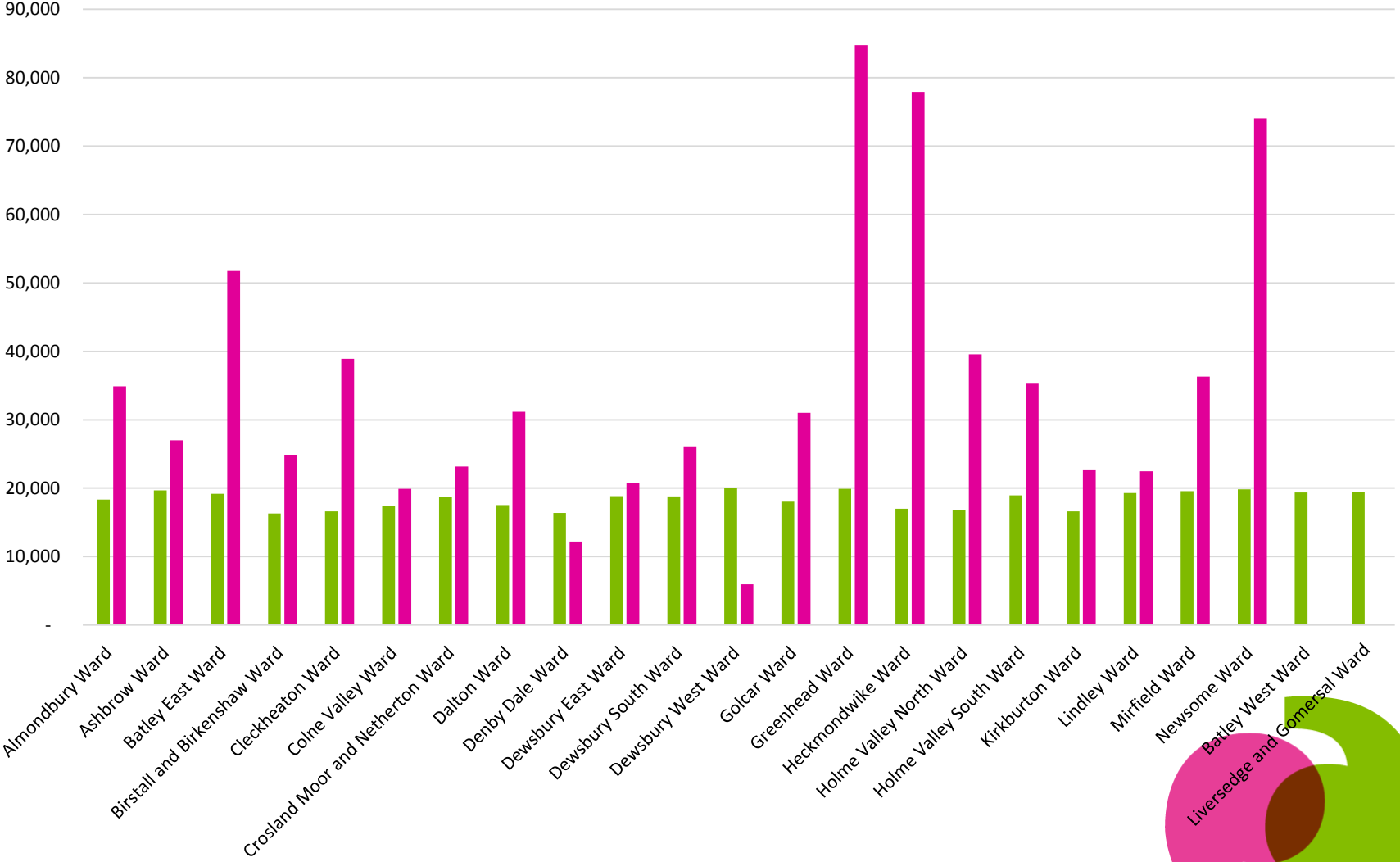
# Inequalities in Spend Across West Yorkshire 2015

Spend per Capita across West Yorkshire





# Kirklees Ward Population and Contracted UDAs



## Batley and Dewsbury had worse oral health than other areas

The number of decayed/missing/filled teeth of children under five was 3.8 in Batley and 3.0 in Dewsbury, compared with 1.5 nationally in 2006

*Kirklees JSNA (2013)*



# Dentistry Review February 2016

Conversations with 800 people in Kirklees focussed on Dewsbury & Batley Area.

## Patients with NO NHS dentist

60% of patients surveyed do not have an NHS dentist. Over 50% of these patients are currently experiencing dental pain.

90% of patients can't find a dentist taking on NHS patients.

1 out of 5 patients used to have an NHS dentist but were taken off their dentist's list.

Over 50% of patients without a dentist have had to attend the Out-of-Hours dentist and A&E for dental pain.

## Patients with an NHS dentist

Only 38% of patients surveyed have an NHS dentist.

70% of patients who have an NHS dentist visit the dentist every 6 months.

42% of people who have an NHS dentist have only had a check-up in the last two years.

\*When looking for an NHS dentist, 47% of patients been offered private treatment or a dental care plan.



# Where do I find a dentist?

NHS111?

Don't  
Know???

NHS Choices  
Website??

Local  
Dentist?
















# Results for Dentists in WF12 8DJ

Email  Print  Export 

Store WF12 8DJ as your main location for future visits?

**Narrow search** or **start new search**







































Showing 1-10 of 739 results | Results per page   |  [See results on a map](#)

Address & contact details	NHS Choices users rating	Currently accepting new adult patients that pay for their care	Currently accepting new adult patients that are exempt from paying for care	Currently accepting new patients aged between 0-18 years
<b>Empire House Dental Surgery</b>  Tel: 01924 464752 Unit 10, Empire House Wakefield Old Road Dewsbury WF12 8DJ 0.0 miles away   <a href="#">Get directions</a>  	 1 rating <a href="#">Rate it yourself</a>	 Fee-paying adults: No	 Charge-exempt adults: No	 Children aged 0-18 years: No
<b>Baker &amp; Rigby Dental Surgery</b>  Tel: 01924 465846 10 Church Street Dewsbury W Yorkshire WF13 1LB 0.2 miles away   <a href="#">Get directions</a>  	 10 ratings <a href="#">Rate it yourself</a>	 Fee-paying adults: No	 Charge-exempt adults: No	 Children aged 0-18 years: No



ASA 



Address & contact details	NHS Choices users rating	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
<b>Dewsbury Dental Care</b>						
<p>Tel: 01924 457999</p> <p>43 Savile Road Dewsbury W Yorkshire WF12 9PJ 0.2 miles away   <a href="#">Get directions</a></p>  	 4 ratings <a href="#">Rate it yourself</a>	 Only by referral from a dental practitioner: Data not available	 Fee-paying adults: Data not available	 Charge-exempt adults: Data not available	 Children aged 0-18 years: Data not available	 Provides urgent dental access slots: Data not available
<b>Church Street Dental Surgery</b>						
<p>Tel: 01924 465846</p> <p>10 Church Street Dewsbury W Yorkshire WF13 1LB 0.5 miles away   <a href="#">Get directions</a></p>  	 18 ratings <a href="#">Rate it yourself</a>	 Only by referral from a dental practitioner: Data not available	 Fee-paying adults: Data not available	 Charge-exempt adults: Data not available	 Children aged 0-18 years: Data not available	 Provides urgent dental access slots: Data not available
<b>Empire House Dental Surgery</b>						
<p>Tel: 01924 464752</p> <p>Unit 10, Empire House Wakefield Old Road Dewsbury WF12 8DJ 0.6 miles away   <a href="#">Get directions</a></p>  	 3 ratings <a href="#">Rate it yourself</a>	 Only by referral from a dental practitioner: Data not available	 Fee-paying adults: Data not available	 Charge-exempt adults: Data not available	 Children aged 0-18 years: Data not available	 Provides urgent dental access slots: Data not available
<b>Dewsbury Dental Centre</b>						
<p>Tel: 01924 465880</p> <p>15 Halifax Road W Yorkshire WF13 2JH 0.8 miles away   <a href="#">Get directions</a></p>  	 11 ratings <a href="#">Rate it yourself</a>	 Only by referral from a dental practitioner: No	 Fee-paying adults: No	 Charge-exempt adults: No	 Children aged 0-18 years: Yes	 Provides urgent dental access slots: No
<b>O'DONOVAN NV MR</b>						
<p>Dewsbury Dental Centre</p> <p>15 Halifax Road DEWSBURY West Yorkshire WF13 2JH 0.8 miles away   <a href="#">Get directions</a></p>	 No ratings yet <a href="#">Rate it yourself</a>	 Only by referral from a dental practitioner: Data not available	 Fee-paying adults: Data not available	 Charge-exempt adults: Data not available	 Children aged 0-18 years: Data not available	 Provides urgent dental access slots: Data not available

Source:  
NHS Choices,  
9th March 2017, 9am



# Dentistry Calls to NHS 111

Area	Number of calls to NHS 111	Cost per call
West Yorkshire	82930	£9.18

**Total cost:**  
**£761,297.04**

Source NHS England Sept 2015

\*In July NHSE Closed down the Leeds Dental Advice Line so this figure may increase.





# Alice's story



# Understanding Band 1 recall rates

## Patients with an NHS dentist (HW Kirklees 2016)

70% of patients who have an NHS dentist visit the dentist every 6 months.  
42% of people who have an NHS dentist have only had a check-up in the last two years.

NICE Guidelines say that people with Healthy Teeth can have a recall rate of up to 2 years.

At a time when 20% of people can't find a dentist, significant numbers of people are just going for check-up after check-up after check-up and often having little or no treatment beyond a quick polish.

Can you think of any other part of the system, where we prioritise checking fit and healthy patients over those who are in pain?



# Understanding Band 1 recall rates

## Discussions with NHS Business Authority

- Average recall rate in West Yorkshire is just over 6 months
- Average re-attendance rate in West Yorkshire is 7.8 months
- Only 1% of patients are given a recall rate of 12 months or over

## What would happen if

- Patients with healthy teeth and good oral hygiene were empowered to look after their own teeth more and come to the dentist less often?
- Dentists recalled patients in line with NICE guidance?
- Could we use some of appointments that this would free up, to help increase access to NHS Dentists for people who don't have a dentist?



						England, Wales and Isle of Man
		Child	Exempt	Non- Exempt	All patients	All patients
	Actual number of FP17s	288,792	92,482	396,632	777,906	15,673,453
	Current reattendance interval (months)	7.5	7.6	8.1	7.8	8.1
Spend at £25 per UDA where average interval is:	Estimated current spend	£7,219,800	£2,312,050	£9,915,800	£19,447,650	£391,836,325
	9 months	£5,980,084	£1,949,947	£8,879,280	£16,810,560	£353,927,306
	10 months	£5,382,076	£1,754,952	£7,991,352	£15,129,504	£318,534,576
	11 months	£4,892,796	£1,595,411	£7,264,865	£13,754,095	£289,576,887
	12 months	£4,485,063	£1,462,460	£6,659,460	£12,607,920	£265,445,480
	15 months	£3,588,051	£1,169,968	£5,327,568	£10,086,336	£212,356,384
Saving	9 months	£1,239,716	£362,103	£1,036,520	£2,637,090	£37,909,019
	10 months	£1,837,724	£557,098	£1,924,448	£4,318,146	£73,301,749
	11 months	£2,327,004	£716,639	£2,650,935	£5,693,555	£102,259,438
	12 months	£2,734,737	£849,590	£3,256,340	£6,839,730	£126,390,845
	15 months	£3,631,749	£1,142,082	£4,588,232	£9,361,314	£179,479,941
UDA Saving	9 months	49,589	14,484	41,461	105,484	1,516,361
	10 months	73,509	22,284	76,978	172,726	2,932,070
	11 months	93,080	28,666	106,037	227,742	4,090,378
	12 months	109,389	33,984	130,254	273,589	5,055,634
	15 months	145,270	45,683	183,529	374,453	7,179,198



# West Yorkshire STP & Chief Dental Officers project

Pilot Project to increase band 1 recall rates in West Yorkshire

Supported by Sara Hurley Chief Dental Officer, Public Health England, General Dental Council.

Supported by Standardisation workstream on West Yorkshire STP

## Objectives

The objectives of the project are:

- To gain understanding of what are the main influences on agreed recall intervals for orally health people
- To develop and test ways of increasing recall intervals between dental check-ups in West Yorkshire
- To measure the impact that this has on patient behaviour and dental contractors' behaviour
- To measure the increase in new patients that are seen as a result of this project
- To design a programme of work that can be replicated across England and Wales in 2018/19



## Our ask

1. NHS England to generate an accurate list of which dental practices have availability so that all stakeholders can give people good information
2. NHS England to require that practices update their NHS Choices records accurately to provide good quality information to patients.
3. NHS England to commit to investigate any NHS dentist who “de-registers” patients who ask for longer recall rates.
4. NHS England to engage with and actively support the West Yorkshire STP & Chief Dental Officer’s project to improve access to NHS Dentistry in West Yorkshire.
5. The support of West Yorkshire Joint Health Scrutiny in achieving these requests.

