

# Patient Experience Report

## Dental Services

March 20—February 21



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# About this report

This report details experiences of Dental Services shared by patients between March 2020—February (16th) 2021, during this period a total of 25 comments have been received, . The comments have been collected and analysed using the Healthwatch Knowsley Feedback Centre. The report also includes information collated from the signposting and information service, which is provided by Healthwatch Knowsley, during this period Healthwatch Knowsley have also received 20 signposting requests relating to dental care.

This report will be shared with the following if necessary or requested:

- NHS Knowsley CCG
- Knowsley Metropolitan Borough Council
- Care Quality Commission
- Local Community via our Website
- Healthwatch England
- NHS England
- Service Providers

All comments within this report are the actual words of the people who shared them and have not been changed in any way.

## Feedback Centre

This report has been compiled using the Healthwatch Knowsley Feedback Centre. This web based tool enables members of the public to rate the services that they use and provides real time analysis of the feedback, enabling early identification of trends and issues.





# Healthwatch Knowsley

## What is Healthwatch?

Healthwatch is the independent community champion created to gather and represent the views of the public on Health and Adult Social Care. We play a part at both a local and national level to make sure that people's experiences of Health and Adult Social Care are taken into account by both service providers and commissioners.

## How do we make a difference?

- We are part of, and answerable to the community
- We improve local health and adult social care services through community feedback
- We provide information about the care choices the community have
- We talk and listen to people from every part of the community
- We hold services to account for the care they provide

## Why do we do it?

Healthwatch Knowsley has been developed to give the people of Knowsley a stronger voice in influencing and challenging how health and adult social care services are provided within our region.

## What we are responsible for

- Enabling people to share their views and concerns about health and adult social care services in Knowsley
- Helping build a picture of where services are doing well and where they can be improved
- Providing authoritative, evidence based feedback to organisations responsible for commissioning or delivering local health and adult social care services
- Working with Clinical Commissioning

Groups (CCG) and social care providers amongst others to help make sure that services are designed to meet local people's needs.

## Our Values

- **Inclusive** – working with all communities across Knowsley
- **Influential** – we are responsive, setting the agenda and making change happen
- **Independent** – we act on behalf of consumers, listening carefully then speaking loudly on their behalf
- **Credible** – we value knowledge, seeking information and challenging assumptions with facts
- **Collaborative** – we work in partnership with health and social care organisations to keep the debate positive and we get things done

**Healthwatch Knowsley will be an effective and clear voice for the community of Knowsley in relation to health and social care service provision and commissioning.**



## Our vision is simple

People are at the heart of everything we do. We play an important role bringing communities and services together. Everything we do is shaped by what people tell us. Our staff and volunteers identify what matters most to people by:

- Visiting services to see how they work
- Undertaking surveys and focus groups
- Going out in the community and working with partner organisations
- Receiving patients views through our online Feedback Centre.

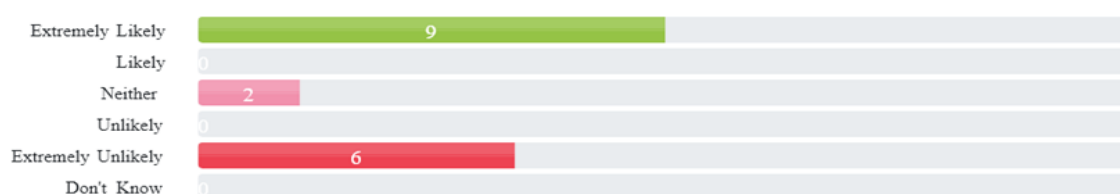
# Snapshot

During this period, there has been a total of 25 reviews received about 15 different services; the snapshot below shows that overall from the 25 comments received dental services scored an average rating of just over 3 stars, which is rated as OK. In terms of individual ratings, they range 2.5 stars—4 stars.

Reviews		Services	
25	Total Reviews	15	Total Services reviewed
	7325		247
reviews for March 2020-February 2021	(Since January 2016)	services reviewed this period	(Since January 2016)
Average Rating		Average Individual Ratings	
Average rating for March 2020-February 2021 (3.08)		Quality of care	
		★★★★☆	
Overall average (4.0468259385666)		Quality of treatment	
		★★★★☆	
		Staff	
		★★★★☆	
		Cleanliness	
		★★★★☆	
		Food & Drink (if applicable)	
		★★★☆☆	
		Communication	
		★★★★☆	
		Discharge	
		★★★☆☆	
		Accessibility	
		★★★★☆	
		Safety	
		★★★★☆	
















## Friends & Family Test

Within this period, patients were asked if they would recommend the service to their friends and family, 17 people (out of 25) answered this question, with 9 people saying they would be extremely likely to recommend; 2 people stating neither and 6 people said they would be extremely unlikely to recommend.



# Services

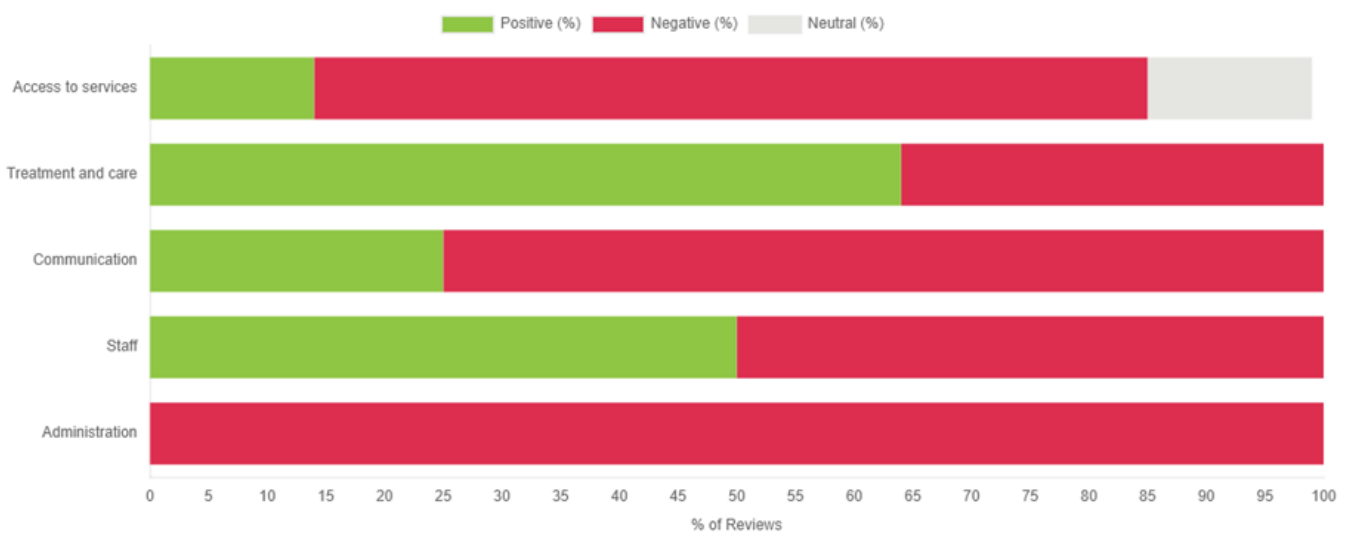
The graphic below highlights the 15 services that have received comments between March 2020—February 2021, it also includes the individual rating for each service.

>	Service	Service Type	Reviews	Rating	Positive	Negative	Neutral
+	Mydentist - Carlis Road - Liverpool		5	★ ★ ★ ☆ ☆	0%	40%	0%
+	Dovecot Health Centre - Dentist		3	★ ★ ★ ☆ ☆	33%	33%	33%
+	Liverpool Dental Spa		3	★ ☆ ☆ ☆ ☆	0%	67%	33%
+	Roby Road Dental Practice		2	★ ★ ★ ☆ ☆	50%	0%	50%
+	Unknown Dentist - Knowsley		2	★ ★ ★ ☆ ☆	0%	0%	0%
+	Ainsdale Dental Practice		1	★ ★ ★ ★ ★	100%	0%	0%
+	Hyslop Dental and Implant Clinic		1	★ ★ ★ ★ ★	0%	0%	0%
+	Low House Dental Care		1	★ ☆ ☆ ☆ ☆	100%	0%	0%
+	The Village Dental Practice - Ainsdale		1	★ ★ ★ ★ ★	100%	0%	0%
+	Cromer House Dental Practice		1	★ ★ ★ ☆ ☆	100%	0%	0%
+	Origins Dental Centre - Roseheath Drive		1	★ ★ ☆ ☆ ☆	0%	100%	0%
+	Origins Dental Centre - Whiston		1	★ ★ ★ ★ ★	0%	0%	0%
+	Prescot House Dental Surgery		1	★ ★ ★ ☆ ☆	0%	0%	0%
+	Windle House Dental Practice		1	★ ★ ★ ★ ★	100%	0%	0%
+	Dental Hospital (Royal Liverpool Dental Hospital)		1	★ ★ ★ ★ ★	0%	0%	100%

# Key Themes

During this period, the themes that received the most mentions within the comments received was Access to Services (14 comments), with a majority (71%) of negative comments and Treatment and Care (14 comments) is the most highly rated with a majority (64%) positive comments; 75% of the comments received regarding communication were negative; comments relating to staff were mixed with both positive and negative; there were 3 comments received relating to administration, all of which were negative. These themes are further broken down within this report.

Please note comments may include multiple themes.



>	Theme	Count	Positive	Negative	Neutral	Subthemes
<a href="#">+</a>	Access to services	14	14%	71%	14%	<a href="#">Sub-Themes &gt;</a>
<a href="#">+</a>	Treatment and care	14	64%	36%	0%	<a href="#">Sub-Themes &gt;</a>
<a href="#">+</a>	Communication	8	25%	75%	0%	<a href="#">Sub-Themes &gt;</a>
<a href="#">+</a>	Staff	8	50%	50%	0%	<a href="#">Sub-Themes &gt;</a>
<a href="#">+</a>	Administration	3	0%	100%	0%	<a href="#">Sub-Themes &gt;</a>

# Sub-Themes

The key themes are further broken down below into sub-themes, as highlighted in the graphic below, this shows that the most commented sub-themes are treatment and care experience, lack of access to services and staff attitude.

>	Theme	Count	Positive	Negative	Neutral	Subthemes
+	Access to services	14	14%	71%	14%	Sub-Themes >
+	Inequality	1	0%	100%	0%	
+	Lack of	9	0%	100%	0%	
+	General	4	50%	0%	50%	
+	Treatment and care	14	64%	36%	0%	Sub-Themes >
+	Experience	14	64%	36%	0%	
+	Communication	8	25%	75%	0%	Sub-Themes >
+	General	4	50%	50%	0%	
+	Lack of	3	0%	100%	0%	
+	Staff	8	50%	50%	0%	Sub-Themes >
+	Attitudes	7	43%	57%	0%	
+	General	1	100%	0%	0%	
+	Administration	3	0%	100%	0%	Sub-Themes >
+	Appointment availability	3	0%	100%	0%	



# Signposting

## Information & Signposting Service

One of the Statutory functions of a local Healthwatch is to provide a signposting offer to local residents, with the aim of supporting choice around the Health and Social Care Services accessed. For the period March 2020—February 2021, Healthwatch Knowsley received 20 signposting requests relating to dental services. These are highlighted in the table below:

Method of Contact	Assigned To	Description	Start Date	Category
Telephone	NHS England	Mum has dementia, is 81 and cracked 2 teeth. No pain or swelling but worried about infection. HWK got in touch with contact at NHS England.	21/12/2020	Signposting
Telephone	NHS England	This lady is diabetic, had a hypo and fell – breaking her nose and knocking out her two front teeth which are on a bridge. She is registered at High Street Smiles in Huyton Village and the dentist there had said no NHS dentist will do that as the gap is so big, she will have to go private which will cost £3500. Do you know if this is the case or anything else can be done? HWK got in touch with contact at NHS England.	24/11/2020	Signposting
Telephone	NHS Emergency Dental Clinics	98 year old Auntie with dementia has lost her dentures. HWK got in touch with contact at NHS England, who provided the number for Everton practice who may be able to do a home visit.	16/11/2020	Signposting
Telephone	NHS Emergency Dental Clinics	Has a constituent contact him who is on benefits and needs emergency dental treatment. Provided the contact for emergency dental clinic.	13/11/2020	Signposting
Telephone	Healthwatch Knowsley	Contacted by Mr W Has terminal cancer and was ill - throwing up in the toilet and lost dentures, flushed without realising. When they called the dentist where they got the dentures done, they said he hadn't been in 12 months and there is nothing they can do. Partner has called, daughter has been in and won't budge - Hillside/Longview. Had to take out a loan to go private - £500+. This experience was shared with contact at NHS England. Update - NHS England got in touch with dental practice who said they would do it once she explained the situation and would get in touch with him.	28/10/2020	Enquiry

# Signposting

Method of Contact	Assigned To	Description	Start Date	Category
Telephone	NHS England	<p>Contacted Healthwatch via the Carers Centre: My mum was in hospital after a fall resulting in a broken hip she was admitted to the Royal, then transferred to Aintree for her op then onto Granby Hub for aftercare/recovery. Mum's lower set of dentures were lost while she was in hospital, when she was discharged to Granby Hub it was noted on her arrival info there were no lower dentures, however when I was being updated with her progress as I was informed she had a poor appetite and on a 'soft diet', I did think this was odd as she always had a good appetite, but put it down just to her personal taste, not liking what was prepared. This issue should have been pursued while in the 'care' of hospital and Granby Hub. I collected Mum 2 weeks ago on discharge from Granby Hub and noticed immediately her weight loss. Mum was always around 10.5+ stones in weight, now she is just under 9.0 stones which is an awful lot of loss. I am shocked at this and upset for Mum, she is profoundly deaf and has dementia, it wasn't that she had a poor diet but she couldn't chew/eat her food, and still can't because of the missing lower dentures! Yesterday after an investigation by the hospitals they have admitted responsibility for the denture loss and are willing to pay for replacement, however it is a drawn out form filling application for the loss and Mum NEEDS the new dentures asap. There is no way she can travel to a dental surgery and unfortunately I don't know where her records are held as she has not been for many years. What I would like to ask is if you are aware of any dentists who provide a mobile home visit service to take a mould/impression and produce new dentures? This is an urgent matter and needs attending to asap.</p> <p>Healthwatch got in touch with NHS England, who provided an update: Due to current Covid restrictions we are only undertaking urgent domiciliary visits for conditions such as intractable pain, facial swelling and uncontrolled bleeding. Weight loss may be due to other issues unrelated to the lack of dentures and, following initial remote triage, we may advise that an onward referral for a medical opinion is appropriate. The process of constructing new dentures for a patient requires multiple visits and a level of cooperation with, for example, taking impressions (moulds of the mouth) that can sometimes be a challenge for some patients. We have arranged to contact the son in order to complete an initial remote triage process to discuss the available options for the best care for his mother.</p>	11/11/2020	Signposting

# Signposting

Method of Contact	Assigned To	Description	Start Date	Category
<b>Telephone</b>	NHS England	Husband had temporary filling at dental hospital - told to go to their own dentist for a proper filling. Said did not have a dentist so given NHS England number, who gave Healthwatch Liverpool number - they gave the Healthwatch Knowsley number. Called a dentist in Prescot and they are not taking on patients. Will call 2 others when they open after lunch to ask. Contacted NHS England who arranged for him to be seen at Childwall Five ways. The husband was booked in and the wife contacted to thanks for our help.	12/10/2020	Signposting
<b>Telephone</b>	NHS England	Looking for a dentist. Old dentist merged with another and when she has rang them, they said as she hadn't been in a while, she wasn't copied over. Gave the phone number for NHS England	12/10/2020	Signposting
<b>Telephone</b>	NHS England	In pain with teeth and dentist has taken her off the list (Quarry Green - Kirkby) - attended Everton Road (Emergency appointment) but they just confirmed the situation via a scan and advised to register at a practice. Pain killers are making the situation worse. Explained that you can search for a dentist on the NHS England website – went through the list with her and she said that she has rang all of them and they are either not taking on or charging privately. I suggested that she contacted NHS England directly, who would be able to provide updated information about dentists taking on new patients.	14/09/2020	Signposting
<b>Telephone</b>	NHS England	Called saying 3 of her teeth had feel off her bridge at the front. Called the emergency 0161 number and was on hold for a long time with no queue number - frustrating. Had called her dentist - Greens Road- and they said she was no longer a patient as she had not been in 3 years. Tried joining others, but no where accepting new NHS patients.	21/08/2020	Enquiry

# Signposting

Method of Contact	Assigned To	Description	Start Date	Category
<b>Telephone</b>	NHS England	Needs a root canal doing. Seen dentist in Speke South Parade but they cannot do it as no PPE. Gave antibiotics. Has been ringing around dentists and one in Fiveways say they can do it but need a referral from dentist she has seen. HWK called dentist at fiveways and they gave a number for the Cheshire/Merseyside team, tried contacting but they did not answer. Receptionist could not understand why a dentist was not providing the care a patient needs. Contacted NHS England and highlighted issues around PPE, fit testing and length of procedures due to rules for NHS dentists. Mentioned it was a front tooth and they said they would call the Speke dentist and see where they were up to re: PPE. Passed on details, messaged the next day and she said she had only forwarded details yesterday evening so still waiting.	19/08/2020	Signposting
<b>Telephone</b>	NHS England	Lady lost teeth when in hospital 2 years ago. Dentist has suggested contacting Healthwatch to seek a home visit. She is currently not registered with a dental practice - bed bound - 2 years - NHS support - community nurses have visit. Suffered - Chronic COPD. HWK contacted NHS England, a response was received from NHS England, who suggested calling a number of providers with a view to arranging a home visit including: Mersey Care Community Dental Shield Road Dental Practice Dental Practice Huyton.	14/08/2020	Signposting
<b>Email</b>	NHS England	Email sent re NHS England service finder as unable to find a dentist that is giving appointments or taking on NHS patients - also gave email address and contact number for NHS England	06/08/2020	Signposting
<b>Email</b>	NHS England	Contacting asking for information about dentists taking on new patients, provided her with the NHS website and contact details for NHS England.	05/08/2020	Signposting
<b>Email</b>	NHS England	Contacted regarding issues accessing her dentist and wanted information about making a complaint. Provided the details for NHS England	30/07/2020	Signposting

# Signposting

Method of Contact	Assigned To	Description	Start Date	Category
<b>Telephone</b>	Dental Helpline	signposted to Dental advice line: 0151 295 8643 - out of hours number provided also	04/05/2020	Signposting
<b>Telephone</b>	NHS England	<p>Contacted by a lady whose son (age 22) has had really bad toothache since the first lockdown, they are not sure whether it is an exposed nerve or not. He has been given antibiotics previously and attended an emergency dentist on Prescot High Street recently and was given antibiotics but they don't seem to be easing the pain. He is not registered with a dentist currently, and they have tried to register with an NHS Dentist but they are not currently taking on.</p> <p>HWK contacted NHS England, who provided arranged for an assessment over the phone.</p> <p>North Huyton dental practice, primary care resource centre (First Floor), Woolfall Heath Avenue, Liverpool, L36 3TN has agreed to arrange an assessment, complete any treatment and add the son to his patient list.</p> <p>Mum thanked me for all my help - offered to give her the contact number for the dentist but she did not want to take it, asked her to contact me if she needed any help</p>	02/02/2021	Signposting
<b>Telephone</b>	NHS England	<p>Contacted HWK as was with a dentist but been told no longer with the practice. Over the weekend - toothache, called NHS 111. Went dentist on Sunday - £23.83 - paid money, abscess and tooth needs to come out and given antibiotics and told to go find a dentist. HWK contacted NHS England who contacted a dental surgery in Rice Lane and they have agreed to do the treatment.</p>	18/01/2021	Signposting
	NHS England	<p>7 year old, tooth coming through behind a baby tooth, was told doesn't fit criteria of emergency</p> <p>Contacted parent and took information and consent to pass on to NHS England, who provided a response:</p> <p>They contacted a dentist close to her home address and will get back in touch once he responds. Origins Dental in Halewood will be calling mum to arrange an apt. They don't have capacity to take her on regularly but are happy to help with this issue. They will provide further help to find a regular dentist if needed.</p>	09/02/2021	Signposting



# Signposting

Method of Contact	Assigned To	Description	Start Date	Category
Telephone	NHS England	Contacted to say that she had lost a front tooth due to infection a couple of days ago and now thinks the other front tooth is going to fall out too due to a crack at the back appearing. Had been given antibiotics by the GP for an infection in her gum. Not accessed any emergency services, but really upset about it. HWK contacted NHS England who said the patient is registered at Whiston PCRC, spoken to them and happy to see her.	21/01/2021	Signposting

# Comments

Provider	Created	Rating	Title	Review
<b>Dovecot Health Centre - Dentist</b>	2020-04-08 20:15:22	5	Fantastic response during lockdown	Toothache started, having had dental abscesses in the past I recognise the signs, called the number given on answer phone and spoke to a lady, she would pass on my details to a dentist who would call me. Less than half an hour later a dentist called Michael called, I answered his questions and he agreed that it sounded like an abscess. He arranged antibiotics to be prescribed, I picked them up within an hour of the call, so far I have taken four (I have a five day course) and my toothache has subsided. The service I have received both now and over the last 30 years has been exemplary, thank you so much.
<b>Dental Hospital (Royal Liverpool Dental Hospital)</b>	2020-04-14 21:29:11	5	Just fantastic	Despite the country facing a pandemic, staff welcomed me at Liverpool Dental Hospital on Easter Saturday. Each and every one of them made me feel at ease but most notably the two male dentists that tested and diagnosed me and the lady on the X-ray reception desk who offered me tea and tissues as I wept like a baby in my pre treatment agony. Thank you so much. I've had immediate relief since my procedure and am so grateful for everyone's kindness and expertise.
<b>The Village Dental Practice - Ainsdale</b>	2020-04-29 15:46:22	5	THEY ARE EXCELLENT AND DO LISTEN!	ALWAYS an excellent experience.....Dentist & hygienist.
<b>Dovecot Health Centre - Dentist</b>	2020-05-19 13:09:20	1	Disgusted	Disgusting service told to get a filling from boots and do it myself not likely to work as the temp filling needs moving its causing bother but not important enough for the young girl who answers the phone.
<b>Liverpool Dental Spa</b>	2020-06-13 18:21:42	1	root canal ignored	I paid for investigations for root canal and they promised to get back to me and never did. Appointments were cancelled and I was ignored.
<b>Cromer House Dental Practice</b>	2020-06-10 12:36:49	3	Cromer House Dental Practice	There has been no communication as to when the service is likely to reopen. Cromer House have been great, but no appointments in last eight weeks.
<b>Roby Road Dental Practice</b>	2020-06-10 12:51:03	2	Roby Road Dental Practice	Dental appointments cancelled but no communication at all.
<b>Dovecot Health Centre - Dentist</b>	2020-08-17 17:50:46	5	Always fantastic. Always professional.	Always made to feel relaxed and heard. To have a professional do the above and also go above and beyond is unheard of these days.
<b>Origins Dental Centre - Roseheath Drive</b>	2020-08-03 17:45:21	2	Can't get an appointment	Can't get any appointments. Reception staff unprofessional & rude, no customer care at all. When you do get an APPOINTMENT your kept waiting far in excess what is acceptable, with no apology.

# Comments

Provider	Created	Rating	Title	Review
<b>Liverpool Dental Spa</b>	2020-08-15 14:20:37	1	Rip off	rip off money grabbing and totally unprofessional
<b>Roby Road Dental Practice</b>	2020-09-05 03:01:02	5	Very good and quality doesn't vary or drop of	I have had both NHS and private work done at Roby Road dental practice. The quality of work was very good on both.
<b>Mydentist - Carlis Road - Liverpool</b>	2020-09-09 14:09:02	2	Dentist	My brother went for his routine dentist appointment and when he walked in the receptionist was quite aggressive and said only one person is allowed in at a time. So he said maybe you should have a sign and lock the door. He was then told his appointment was cancelled and he wasn't informed.
<b>Mydentist - Carlis Road - Liverpool</b>	2020-09-09 14:11:41	3	Dentist	My routine appointment that was made 6 months ago was cancelled - I got a text. They did explain there is difficulties around certain procedures. When you call up though, it says of you pay £32 (I think) you can be seen - private patients can be seen and NHS are not? They have told me to call back at the end of September.
<b>Windle House Dental Practice</b>	2020-11-26 14:00:10	5	Amazing dentist	I have always been afraid of visiting the dentist, but after visiting Windle House Dental, I can say I made the best decision, they are so friendly and caring, I felt completely relaxed. My journey from the start after speaking to the lovely receptionist on the phone to being greeted by the girls at the dental practice, and the dentist and his assistant were so gentle, they fixed my tooth it's brilliant and pain free! I will be a regular patient now with Windle House, Thank you. Highly Recommend!
<b>Ainsdale Dental Practice</b>	2020-12-26 12:01:01	5	Good service and help .	Dentist very helpful when my wife had bad problem in her gum, He arranged hospital appointment very quickly.
<b>Lowe House Dental Care</b>	2020-12-16 00:30:58	1	Not a caring practice, interested in profit	Un-necessary work undertaken to boost the practice's profit margins
<b>Mydentist - Carlis Road - Liverpool</b>	2021-01-27 10:39:17	1	No Appointments	I have a hole in my tooth and have been told that there are no appointments unless I am in pain
<b>Mydentist - Carlis Road - Liverpool</b>	2021-01-27 10:39:44	1	Dentist	My pallet is cracked and I called up to get it fixed but was told that they couldn't repair it unless it was completely snapped
<b>Mydentist - Carlis Road - Liverpool</b>	2021-01-27 10:40:08	4	Abscess	Had an abscess on my tooth, called up and got an appointment quickly, was given antibiotics and was told to come back if any problems

# Comments

Provider	Created	Rating	Title	Review
<b>Origins Dental Centre - Whiston</b>	2021-01-27 13:47:14	5	So grateful	I lost a front tooth due to infection a couple of days ago and I thought the other front tooth was going to fall out too due to a crack at the back appearing. I had been given antibiotics by the GP for an infection in my gum. This is so upsetting and getting me really down. This dental surgery said I was no longer on the list as I had missed appointments. Through Healthwatch, the dental surgery agreed to see me and I had my appointment today - I am so grateful and feeling so happy. The dentist was so kind and I have an appointment in 2 weeks to get my issue sorted.
<b>Prescot House Dental Surgery</b>	2021-01-27 15:20:48	3	Dentist	My mum has dementia, is 81 and cracked 2 teeth. She had no pain or swelling but I was worried about infection. I contacted Healthwatch to find a dentist as my mum could not remember which dentist she was registered with, and the one I thought it was had no record of her. Someone contacted me and get her an appointment and a cast was taken of her mouth and we should be hearing back this week.
<b>Unknown Dentist - Knowsley</b>	2021-02-02 14:32:46	3	Toothache	My son has had really bad toothache since the first lockdown, we are not sure whether it is an exposed nerve or not. He has been given antibiotics previously and attended an emergency dentist recently and was given antibiotics but they don't seem to be easing the pain. He is not registered with a dentist currently, and we have tried to register with a NHS Dentist but they are not currently taking on.
<b>Hyslop Dental and Implant Clinic</b>	2021-02-08 19:11:36	5	Excellent treatment	Despite having to join a private dental care scheme in order to continue to receive dental care from my preferred dentist, I feel that the quality and peace of mind is worth it. I am charged just over £16,/mth for 2 annual check ups and two hygienist visits. However, I have peace of mind knowing that I can continue to access treatment from an excellent dental surgeon.
<b>Unknown Dentist - Knowsley</b>	2021-02-10 10:32:47	3	Dentist	Trying to find a dentist for daughter whose tooth is coming through behind a baby tooth, she doesn't have a dentist currently and has been unable to find one who is taking on.
<b>Liverpool Dental Spa</b>	2020-08-18 11:58:03	1	Neglected from day one, ripped off	I had braces on for 19 months made a number of formal complaints during treatment none have been answered now braces have been taken off as was told my teeth wouldn't get any straighter, following this I had no retainer for 3 weeks, then it doesn't fit now 3 weeks have passed still no retainer wasn't happy with the teeth anyway at all and have been trying to get in touch with (names omitted) for 2 weeks will not return calls now have to wait till 1st sep for appointment by this time braces have been off for over 6 weeks and I'm scared and feel so helpless I really don't know what to do anymore

# Conclusion

Following on from the comments received via the Feedback Centre and the calls we have received relating to dental care it highlights a mixed response in accessing these services during the pandemic. A key concern has shown that some people have had problems accessing a dentist during this period, particularly in relation to specific needs, such as dentures, tooth removal and root canal treatment. Some concerns have been raised about trying to be put on patient lists, with people stating that they ad struggled to find a dentist and in some cases going out of the area to get the care needed.

The report also has shown some positive experiences, as well as some positive outcomes in relation to signposting requests, which has been due to working directly with a contact for dental care at NHS England. A number of the comments mention the excellent care they have received, particularly during the pandemic, as well as the attitude of staff within the dental surgeries.

We would like to take this opportunity to thank NHS England for their support in relation to providing help and support to patients with their concerns and issues.



# Control Sheet

<b>Date Submitted</b>	
<b>Date Response due</b>	
<b>Date Response Received</b>	
<b>Follow up actions</b>	

## Submitted to:

<b>Provider</b>	
<b>NHS Knowsley CCG Lead Nurse</b>	
<b>NHS Knowsley CCG Lay Advisor</b>	
<b>NHS Knowsley CCG Accountable Officer</b>	
<b>NHS Knowsley Patient Engagement Manager</b>	
<b>Local Authority Commissioner</b>	
<b>Cabinet Member for Health &amp; Social Care</b>	
<b>NHS England Quality Surveillance Group</b>	
<b>Healthwatch Knowsley Website</b>	

## Contact us

**Healthwatch Knowsley**

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