

Experiences of dental care services

A PUBLIC ENGAGEMENT: MARCH 2020 TO JANUARY 2022



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Contents

About Healthwatch Stockton-on-Tees	3
Executive summary	4
Introduction	5
Aim of study	6
Methodology	7
Demographics.....	8
Survey findings: Summary	9
Survey findings: Members of the public	9
Survey findings: Dental practices.....	10
Telephone and email feedback.....	10
Detailed survey findings: Members of the public	11
1. Finding a dentist.....	11
2. Routine check-ups.....	12
3. Appointments for minor issues	14
4. Urgent appointments	15
5. Treatment at a dental hospital.....	18
Detailed survey findings: Dental practices.....	19
Conclusions	22
Next steps	22
Acknowledgments	23
Contact Information.....	23
Appendix one: Demographics	24

About Healthwatch Stockton-on-Tees

Introduction

Local Healthwatch have been set up across England to create a strong, independent consumer champion with the aim to:

- Strengthen the collective voice of citizens and communities in influencing local health and social care services to better meet their needs.
- Support people to find the right health and social care services for them by providing appropriate information, advice and signposting.

Healthwatch Stockton-on-Tees works with local people, patients, service users, carers, community groups, organisations, service providers and commissioners to get the best out of local health and social care services. This doesn't just mean improving services today but influencing and shaping services to meet the needs of the local communities tomorrow.

[Healthwatch Stockton-on-Tees](#) is steered by a [Board of volunteers](#), commissioned by the Local Authority and accountable to the public. Healthwatch Stockton-on-Tees are the only non-statutory body whose sole purpose is to understand the needs, experiences and concerns of people who use health and social care services and to speak-out on their behalf. The service is managed by [Pioneering Care Partnership](#), a leading third-sector charitable organisation aiming to improve health, wellbeing and learning for all.

Healthwatch has:

The statutory right to be listened to:

- Providers and Commissioners must respond to Healthwatch within 20 days of submission of requests for information or reports.
- The statutory power to Enter & View publicly funded health and social care services.
- A statutory seat on the Health and Wellbeing Board.

Executive summary

[Healthwatch England](#) is at the forefront of campaigning for reform of the NHS dental contract alongside the [British Dental Association](#) (BDA).

[Healthwatch Stockton-on-Tees](#) (HWS) collaborated with seven North East Healthwatch to provide a coordinated approach to gathering information from the public with a survey to discover their experiences of accessing and using NHS dental services.

HWS wanted to understand the experiences of dental care within the local community during the period from the first Covid-19 lockdown in March 2020 to January 2022. During the same period, HWS contacted dental practices in Stockton-on-Tees, with a series of questions, to understand the availability of services.

The findings within this report highlight that whilst there are good experiences of dental care in the Borough, general feedback indicates that staffing shortages, and historic concerns within the dental system are adversely impacting public dental health. In addition, additional health and safety measures, whilst welcome and necessary, are leading to delays in treatment.

There are some clear indicators of areas where improvements could be made including ensuring NHS Choices website contains up-to-date information, providing supportive advice to patients who are on waiting lists and often in discomfort, and improving NHS 111 advice and information.

HWS will use the information gathered within this report to support the national work that Healthwatch England is leading on, and also as a collective local Healthwatch, influence the [North East & North Cumbria Integrated Care System](#) to improve services locally.

Locally HWS are collaborating with other Healthwatch teams in the North East to provide support to our communities with initiatives such as the [‘Myth Busting’ leaflet](#) which aims to raise awareness and support members of the public by dispelling common rumours relating to NHS dentistry.

The results of both the public survey and the dental practices survey for each local Healthwatch have also been combined to give a region-wide summary which can be found [HERE](#).

Introduction

The COVID-19 crisis has affected many areas of the NHS. One significant issue that local people have raised is about access to dental care.

Data from the Department of Health, highlights that almost 1,000 dentists working in 2,500 roles across England and Wales left the NHS last year (source: BBC News, January 2022 <https://www.bbc.co.uk/news/uk-59874320>). This is having an adverse impact on members of the public being able to see a local dentist for both regular check-ups and where emergency treatment is needed. Not only has this been frustrating, but many people have been left in pain or discomfort as a result. Some individuals have been offered the option of having private treatment, but this is not affordable for many.

Without an improved access to NHS dental care, not only do people risk facing greater dental problems in the future, but it also puts pressure on overstretched hospitals and GPs. Untreated dental problems can lead to pain, infection and the exacerbation of other health conditions such as heart and lung disease and stroke. This national picture is echoed in the North East, and Healthwatch teams, including Healthwatch Stockton-on-Tees, have seen a significant increase in people's concerns around seeing a dentist.

Throughout 2020 and 2021 the eight local Healthwatch (LHW) organisations in the North East involved in this report were receiving feedback from the public that accessing NHS dental services was very difficult, whether registering with an NHS dentist, getting treatment or even getting treatment at a dental hospital. It also appeared that, even prior to Covid, NHS dentists were only funded to cover 50% of the population.

With the need to now have lull time in the consulting room between patients due to Covid safe guidelines there is no longer the capacity within the system to meet this target, let alone deal with the backlog of appointments that didn't go ahead due to the lockdown.

Following an initial meeting between Healthwatch Northumberland, Healthwatch North Tyneside, Healthwatch Newcastle, Healthwatch Gateshead and Healthwatch South Tees the opportunity to work collaboratively with Local Healthwatch partners across the North East was offered to all LHW as collectively we agreed that there is a need for better access, but it needed surveying and reporting both locally and on a regional basis. Three other LHW joined the group: Healthwatch Hartlepool, Healthwatch Stockton-on-Tees and Healthwatch Darlington.

These eight teams from the North East and North Cumbria Healthwatch Network agreed to undertake a joint project to understand the concerns of their respective local communities.

Participating North East and North Cumbria Network Healthwatch Teams

Gateshead	South Tees	North Tyneside	Stockton-on-Tees
Hartlepool	Newcastle	Northumberland	Darlington

Aim of study

To determine whether accessing NHS dental services is being raised by a small number of people having a problem or whether it is a more widespread issue.

If it is a widespread issue, then to use our findings to:

- Influence the North East and North Cumbria Integrated Care System (NE&NC ICS), local service providers, and NHS England to improve access to NHS dentistry.
- Inform the national picture through sharing our findings with Healthwatch England who are calling for reform of the NHS dental contract alongside the British Dental Association (BDA).
- Support improved information for patients regarding NHS dentistry.

Methodology

The approach was based on the collective agreement of the eight local Healthwatch detailed in the 'Introduction' section. Each local Healthwatch created their own report highlighting feedback from their respective local communities.

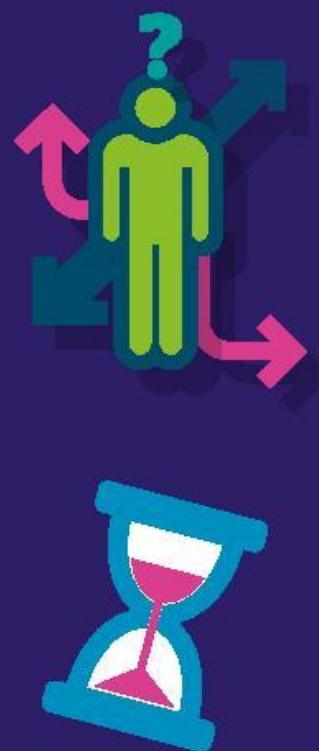
Healthwatch Northumberland coordinated the project and have produced a [combined report](#), which will be shared with the NE&NC ICS and Healthwatch England. Each local Healthwatch will be responsible for discussions with their own local providers where appropriate.

Survey for members of the public

An online survey which focused on trying to get treatment, experiences of treatment and asks about NHS and private treatment was launched on 29th November 2021. It was distributed through local Healthwatch networks online, through social media community groups, Board members, volunteers and partners. The closing date for the survey was 7th January 2022.

Survey participants were invited to take part in one or more of five sections of the survey which were:

1. Finding a dentist
2. Routine check-ups
3. appointments for minor issues
4. Urgent appointments
5. Treatment at a dental hospital



HWS asked about experiences happening throughout the COVID-19 pandemic period commencing March 2020, to date. The questions were drafted by Healthwatch Northumberland, agreed with the collective eight local Healthwatch teams, and tested with our volunteers.

34 people took part in the Healthwatch Stockton-on-Tees-led survey.

Survey for local dental practices

During the same period, November 2021 to January 2022, the HWS team contacted local dental practices, with a series of questions, to understand the availability of services.

The questions were drafted by Healthwatch Northumberland, agreed with the collective eight local Healthwatch teams, and tested with our volunteers.

Two Stockton-on-Tees dental practices responded to the request.

Public information campaign

The collective Healthwatch involved worked with Local Dentist Committees and the Commissioners (NHS England) to develop an information campaign to inform people about getting dental care. Work on this campaign began in December 2021 and North East Healthwatch teams produced a [‘myth busting’ leaflet](#), dispelling the most common rumours relating to NHS dentistry. It gives the facts about being registered with a practice, why you may be offered a private appointment, capacity for routine appointments, and what constitutes emergency care.

Demographics

Appendix one includes a full breakdown of the demographic profile of people who took part in this survey.

Survey findings: Summary

Survey findings: Members of the public

HWS received 34 responses to the survey.

The responses highlight experiences from March 2020 to January 2022.

Participants were invited to take part in one or more of five sections of the survey.

1. 21% (7) told us about finding a dentist.

All respondents were looking for an NHS dentist and found it very difficult to find one even though they had accessed available information on NHS Choices and direct contact with dental practices. Concerns were expressed that what had started out as minor dental issues were now becoming more serious, and respondents were worried this would adversely impact their long-term dental health. Some respondents were worried about not being able to afford private dental fees and therefore would not be able to receive dental care at any time in the near future.

2. 44% (15) told us about routine check-ups.

Respondents told us that the range of time they had to wait for a routine check-up was between one week to almost two years. Not surprisingly there were mixed responses to how easy it was to book routine check-ups, with over one-third finding it 'very difficult'. Just under two-thirds of respondents were happy getting an appointment within a reasonable timescale. Likewise, respondents overall experience was fairly evenly split along a scale of 'Terrible' to 'Excellent', with just over one-third of people rating their experience as 'excellent'.

Those who were most content were not on a long waiting list and felt assured with Health and Safety measures during their check-up. Those who were least content were on a lengthy waiting list, complained about the poor communications they received from their dental practice keeping them up to date with what was happening, and expressed concerns about having to pay for private treatment in the absence of NHS availability. Concerns were also expressed around cancellations by dentists and the subsequent delay in re-booking, plus the waiting time not improving despite offering to go private.

3. 3% (1) told us about appointments for minor issues.

One survey participant responded to this question and was happy with the timescale of the NHS appointment and overall experience.

4. 9% (3) told us about urgent appointments.

Experiences of urgent appointments were generally positive. Two of the three respondents found it very easy to book an urgent / emergency appointment. The appointments offered were from the same next day or within the next two days.

However, none of the patients were offered self-help advice while waiting, but two out of three patients were given information about who to contact/what to do if the situation got worse.

5. No survey participants responded to the section about treatment at a dental hospital.

Survey findings: Dental practices

Two practices responded to the HWS team. Both practices were not accepting new NHS patients. The waiting time for routine dental treatment at both practices was less than one month, and one out of two practices were currently seeing private patients.

Telephone and email feedback

In addition to the survey, HWS also received 35 enquiries via telephone or email, all unable to obtain a dental appointment despite calling a large number of dental practices in Stockton-on-Tees as well as contacting NHS 111.

Comments included:

Client 1: "Due to illness, and for most of that time have been shielding due to having COPD, I have not managed to get an NHS dentist."

"I have this week rang a number 10/15 local dentists, some of whom are asking for payment to secure an appointment and others who are not taking new patients. I have so far been unable to find one who will actually take me, and I really do need to see one."

Client 2: "Since I moved to Stockton-on-Tees in 2018 I have tried to find a dentist who accepts new NHS patients. Every single dentist I contacted, stated that they do not accept new NHS patients or are private patients' practices only."

"As I understand, I have the right to get access to dental care, yet I end up paying for my check-ups every 6 months. I also paid for fillings twice and had to pay for a tooth to be removed. I was in pain for 2 weeks, but no dentist would have accepted me. The situation is unbearable as well as unaffordable for me."

Client 3: "Me and my partner both require a dentist to register to. My partner has really bad tooth ache and in agonising pain constantly we have phoned all dentists in the area, and no one is accepting NHS patients."

"I'm overdue a check-up and have a sensitive tooth and jawline and my partner has cracked a tooth and got numerous teeth that need work."



Detailed survey findings: Members of the public

1. Finding a dentist

There were seven responses to this section of the survey.

1. We asked respondents to rate how easy it was to find a dentist.

All seven respondents found it 'Very Difficult'.

Very Difficult *	**	***	****	Very Easy *****
7	0	0	0	0

2. We asked what the seven respondents did to find a dentist (they could choose more than one option).

Ring round dental practices	Search the internet	Look on NHS Choices website	Ask family and friends	Contact local Healthwatch
7	7	5	4	2

3. We asked the seven respondents what kind of dental service they were looking for, NHS, Private or Either.

Six respondents said, 'NHS' and 1 respondent said 'Either.'

4. We asked them if they were looking for help with a particular dental issue.

Four said yes (broken or replacement teeth), and 3 said no.

5. We then asked them if they found a dental service to meet their needs.

All seven respondents said 'No', with comments highlighting the issues around NHS appointments:

"I have spoken to 12 different practices and none of them are taking new NHS patients."

"I have called round loads of dentists, and no one will take me on unless I pay."

"No one wants NHS patients."

6. We asked if they had used any services, other than their dentist, to help them get advice about accessing dental care. Respondents were advised they could select more than one response from NHS 111, GP, Pharmacy, Other.

- One respondent said they had used NHS 111.
- One respondent said their GP or Pharmacy.
- One respondent said that they had used another service (Midwife).
- One respondent said they had not used any other service.

7. Respondents were asked if there was anything else that would have improved their experience. Comments were primarily around dentists taking on NHS patients:



2. Routine check-ups

There were fifteen responses to this section of the survey.

- Fourteen wanted to tell us about their own experiences.
- One wanted to tell us about the experiences of their child.
- Zero said 'Other'

1. We asked respondents to rate how easy it was to book a check-up appointment.

Very Difficult				Very Easy
*	**	***	****	*****
6	2	1	3	3

2. We asked if they were looking for help with a particular dental issue.

Yes	No
4	11

Those that said yes were looking for help with broken teeth, missing filing, check-up or pain

3. We asked the respondents how happy they were with the timescale of appointments.

Eleven respondents in this section answered this question.

- Seven were happy as they got an appointment within a reasonable timescale.
- One was happy as they got an appointment but had to wait longer than they would have liked.
- Three were unhappy because even though they got an appointment they had to wait too long.

The time respondents had to wait for appointments ranged from less than one week, to having waited thirteen months without an appointment. Five respondents are still waiting for appointments to become available, with little to no communication since March 2020.

4. We asked respondents to rate their experience overall, with 14 responses.

Terrible				Excellent
*	**	***	****	*****
2	3	2	2	5

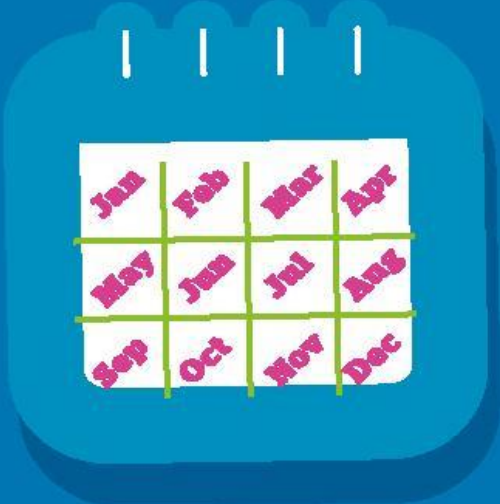
Comments included:

“Appointment was due after waiting 8-9 months since last check-up - supposed to have 6 month checks for children - dentist cancelled appointment due to unforeseen circumstances and could not schedule another one until 4 months later, making it 13 months between check-ups for children.”

“Helpful staff & safe use of rooms.”

“Even offered to go private and timescales did not improve.”

“I had a 2-year referral but wasn’t contacted for a check-up appointment at the end of this period. I had to ‘chase’ them to make an appointment.”



5. We asked if any further care or treatment was needed.

Yes	No	Did not respond
8	3	4

Seven of those that said yes required a follow-up appointment with their dentist and one required a referral to another service.

6. When asked if this appointment was NHS or Private.

NHS	Private	Both	Did not respond
9	2	1	3

7. We asked if they were using the same dental practice they used before the pandemic.

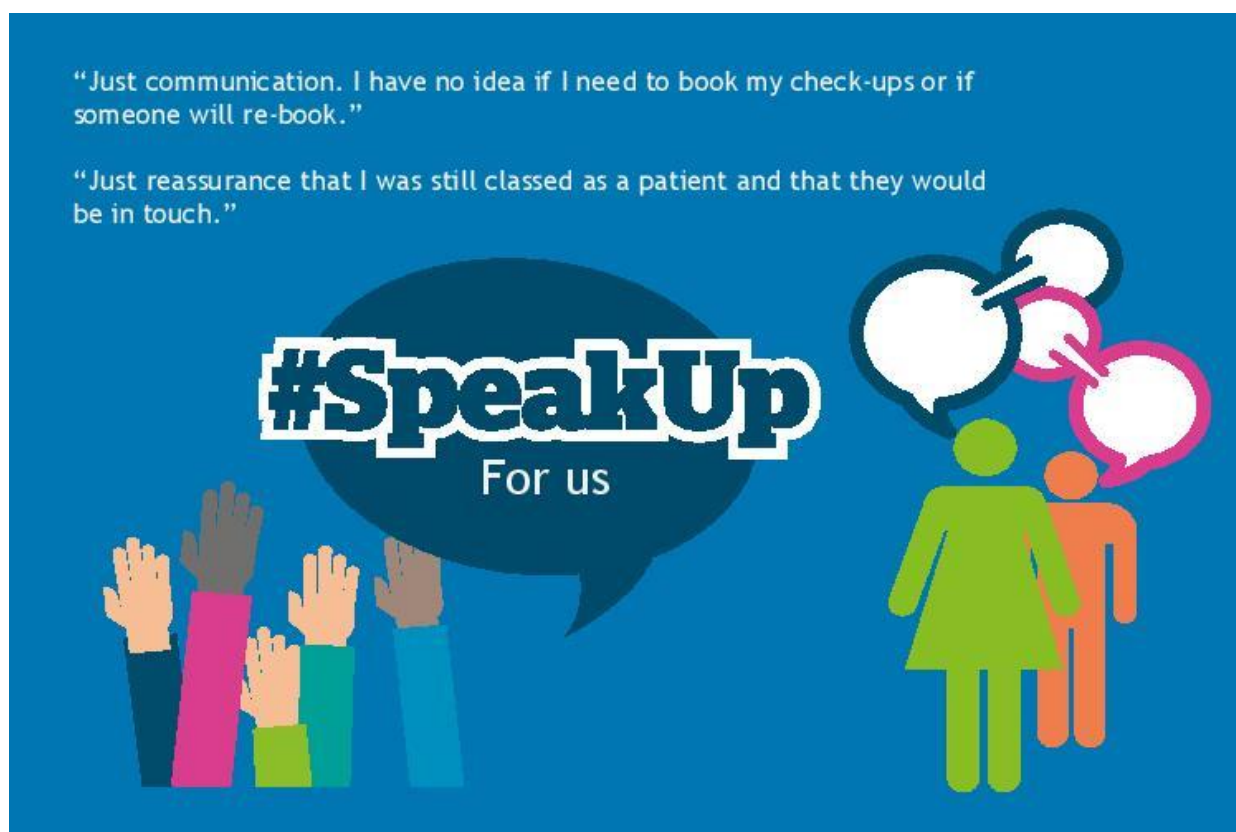
Fifteen responded to this question, and fourteen respondents said 'Yes', with one respondent saying 'No'.

8. We asked, 'Since March 2020, have you had to seek private dental care for a check-up because you couldn't get an NHS appointment?'.

Yes	No	Did not respond
2	12	1

9. Respondents were asked if there was anything else that would have improved their experience.

Comments were around communications and dentists taking on NHS patients:



3. Appointments for minor issues

There was one response to this section of the survey.

- One wanted to tell us about their own experiences.
- Zero wanted to tell us about the experiences of their child.

1. We asked respondents to rate how easy it was to book an appointment for a minor dental issue.
 - One said 'Very Easy'.
2. We asked the respondents how happy they were with the timescale of the appointment.
 - One was happy as they got an appointment within a reasonable timescale.
3. We asked respondents to rate their experience overall.
 - One was 'Excellent'.
4. We asked if any further care or treatment was needed.
 - One said 'No'.
5. When asked if this appointment was NHS or Private.
 - One said NHS.
6. We asked if this was the same dental practice they used before the pandemic.
 - One said 'Yes'.
7. We asked, 'Since March 2020, have you had to seek private dental care for a check-up because you couldn't get an NHS appointment?'.
 - One said 'No'.

4. Urgent appointments

There were three responses to this section of the survey.

- Two wanted to tell us about their own experiences.
 - Zero wanted to tell us about the experiences of their child.
 - One said 'Other', on behalf of their adult daughter.
1. We asked respondents to rate how easy it was to book an urgent or emergency appointment.

Very Difficult				Very Easy
*	**	***	****	*****
0	0	0	1	2

2. We asked what the urgent dental issue they needed treatment was for, and if they were in pain, the severity of that pain.

Responses included:

- Abscess and infection
 - Infection in wisdom tooth
 - Broken tooth, no pain
3. We asked the respondents how happy they were with the timescale of appointments.
 - Two were happy as they got an appointment within a reasonable timescale.

- One was happy as they got an appointment but had to wait longer than they would have liked.
- Zero were unhappy because even though they got an appointment they had to wait too long.

When asked how long respondents waited to get an emergency appointment, all 3 were seen on the same day or the next day.

4. We asked respondents if they were offered self-help advice for their urgent issue whilst waiting.

All three said 'No', they were not offered self-help advice while waiting.

5. We asked respondents if they were given clear information about who to contact and what to do if the situation got worse.

Yes	No
2	1

6. We asked respondents to rate their experience overall.

Terrible				Excellent
*	**	***	****	*****
0	0	0	1	2

Comments included:

"I saw emergency dentist next day after using online 111 service, resulting in an extraction, it may not have had to come to this if I had seen my dentist and been treated for an abscess and infection sooner, but I could not get an appointment despite describing symptoms and pain."

"Immediate course of antibiotics. My dentist will always see me in an emergency like a broken tooth."



7. We asked if they accessed any follow up treatment after their emergency dental appointment.

Three responded to this question.

- Two said yes, from their dentist.
- One said 'No', they could not access the follow up treatment they needed.
- Zero said 'No', they did not need follow up treatment.

Comments included:

"Antibiotics cleared infection though we were told to ring if there was a problem."

"I had several follow up appointments, over a reasonable timescale."

8. When asked if this appointment was NHS or Private.

Three responded to this question, and all three said NHS.

9. We asked if this was the same dental practice they used before the pandemic.

Yes	No	Did not respond
3	0	0

10. We asked, 'Since March 2020, have you had to seek private dental care for urgent care because you couldn't get an NHS appointment?'.

Yes	No	Did not respond
0	3	0

11. We asked respondents if they had called NHS 111 for emergency dental care since March 2020?

Yes	No
1	2

12. We asked respondents if there was anything else that would have improved their experience of urgent dental care.

Comments included:

"No, my dentist is very good."

5. Treatment at a dental hospital

There were 0 responses to this section of the survey.

At the end of the survey, we asked respondents if there is anything else you want to tell us about dental services

“Delays with check-up for children mean referrals to orthodontist are delayed and also other treatments like fluoride application, scale and polish, fillings.”

“No, [Dentist] has always been excellent for me and my family, even fitting my daughter in who’d been out the country for 7 years However, I teach a lot of people who are refugees or seeking asylum and have found it very difficult to access dentistry.”

“Currently non-existent for NHS patients.”

“I was most unhappy with previous dental clinic as they were never on time, poor parking (disabilities) and no toilet facilities (medical conditions). We applied to change and were accepted by [Dentist] but have heard nothing more. We’d like to have check-ups as it’s over 2 years since either of us had one!”

“NHS dental treatment is very poor value for money.”

Detailed survey findings: Dental practices

Two dental practices responded to this survey.

1. Is the practice currently accepting new NHS patients for treatment?

Both practices told us they were not accepting new NHS patients

2. What is the approximate waiting time for NHS patients to have routine dental treatment?

Time period	Responses
Less than 1 month	2
Between 1 - 2 months	0
Between 2 - 3 months	0
Between 3 - 6 months	0
More than 6 months	0

3. Do you ask about a patient's symptoms and level of pain before allocating an appointment or are appointments allocated on a first come first served basis?

Question	Responses
Ask about symptoms before allocating an appointment	1
Ask about level of pain before allocating an appointment	2
Allocate appointments on a first come first served basis	1

4. Is the practice currently seeing private patients?

Yes	No	Did not respond
1	1	0

5. Do you offer a private appointment if there are no remaining NHS appointments?

Yes	No	Did not respond
1	0	1

6. What is the approximate waiting time for private patients to have routine dental treatment?

Time period	Responses
Less than 1 month	1
Between 1 - 2 months	0
Between 2 - 3 months	0
Between 3 - 6 months	0
More than 6 months	0
Did not respond	1

7. How has COVID-19 affected your provision of NHS funded services?

One practice responded:

A Dental Perspective



"Covid has been a nightmare. There are strict guidelines to follow so we are so far behind with appointments.

"All patients feel like they are a priority and everyone one of them is important to us. Patients who usually require very little treatment or cleaning now need intense cleaning due to the pandemic and delay to check-ups.

"Or patients who had a problem with a tooth are now suffering extra problems after having to wait so long. Also, when our staff are off sick or have to isolate it has a knock-on effect."

8. If you have no appointments available, do you ever signpost to other dental practices?

Yes	No	Did not respond
2	0	0

9. Is there anything else you would like to tell us?

Responses included:

No responses.

Conclusions

The findings within this report highlight that whilst there are good experiences of dental care in the North East of England, general feedback indicates that staffing shortages, and historic concerns within the dental system are adversely impacting public dental health. In addition, additional health and safety measures, whilst welcome and necessary, are leading to delays in treatment. It seems from our dental practice survey that dental teams are doing their best to see and treat as many patients as possible in the time allowed and with limited resources.

Residents are becoming increasingly frustrated about being able to find an NHS dentist willing or able to take them on as new patients. People who have been successful in being taken on, or who were already established with their local dental practice, feel they are waiting too long for an appointment for minor dental treatment. This is having a detrimental effect with dental problems getting worse so that it becomes necessary for urgent treatment rather than being nipped in the bud.

There are some clear indicators of areas where improvements could be made including ensuring NHS Choices website contains up to date information, providing supportive advice to patients who are on waiting lists and often in discomfort, and improving NHS 111 advice and information.

Locally, improved communication from dental practices to keep patients up to date with what is happening, and to provide immediate advice and support for those on waiting lists where they are experiencing pain would be welcomed by the public.

Perhaps the most important indicator is that it is clear that there are too few NHS dentists available to service the needs of the North East population. We urge NHS England to make dentistry reform a top priority otherwise there will be repercussions for the life-long health of current and future generations, particularly among the most disadvantaged communities in our region.

Next steps

Use our findings to:

- Influence the North East and North Cumbria Integrated Care System (NE&NC ICS), local service providers, and NHS England to improve access to NHS dentistry.
- Inform the national picture through sharing our findings with Healthwatch England who are calling for reform of the NHS dental contract alongside the British Dental Association (BDA).
- Compare with Healthwatch England's latest report, 'What people have told us about dentistry: A review of our evidence - April to September 2021' can be found here: [Healthwatch England Dentistry 2021 Report](#)
- Maintain our support to service users encouraging them to interact and share their views directly with providers.

Acknowledgments

Thank you to everyone that has helped us with our consultation for this report including:

Members of the public who shared their views and experiences with us

All our staff and dedicated volunteers

The dental practices that significantly contributed to our work

Contact Information

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Twitter: [@HwStockton](https://twitter.com/HwStockton)



Appendix one: Demographics

1. Age category	Participants	
13 - 17 years	0	
18 - 24 years	0	
25 - 34 years	1	4%
35 - 44 years	5	22%
45 - 54 years	3	13%
55 - 64 years	4	17%
65 - 74 years	8	35%
75+ years	0	
Prefer not to say	2	9%
Did not answer	11	

2. Gender	Participants	
Man	5	22%
Woman	16	69%
Intersex	0	
Non-binary	0	
Other	0	
Prefer not to say	2	9%
Did not respond	11	

3. Is your gender different from the sex you were assigned at birth?	Participants	
Yes	0	
No	18	95%
Prefer not to say	1	5%
Did not respond	15	

4. Ethnic background:	Participants	
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Arab	0	
Asian / Asian British: Bangladeshi	0	
Asian / Asian British: Chinese	0	
Asian / Asian British: Indian	0	
Asian / Asian British: Pakistani	0	
Asian / Asian British: Any other Asian / Asian British background	0	
Black / Black British: African	1	5%
Black / Black British: Caribbean	0	
Black / Black British: Any other Black / Black British background	0	
Gypsy, Roma, or Traveller	0	
Mixed / Multiple ethnic groups: Asian and White	0	
Mixed / Multiple ethnic groups: Black African and White	0	
Mixed / Multiple ethnic groups: Black Caribbean and White	0	
Mixed / Multiple ethnic groups: Any other Mixed / Multiple ethnic background	0	
White: British / English / Northern Irish / Scottish / Welsh	17	81%
White: Irish	0	
White: Any other White background	1	5%
Another ethnic background	0	
Prefer not to say	2	9%
Did not respond	13	

5. Long term health condition	Participants	
Yes	9	39%
No	13	57%
Prefer not to say	1	4
Did not respond	11	

6. Disability	Participants	
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Yes	5	22%
No	17	74%
Prefer not to say	1	4%
Did not respond	11	

<i>7. Carer</i>	<i>Participants</i>	
Yes	2	9%
No	20	87%
Prefer not to say	1	4%
Did not respond	11	