

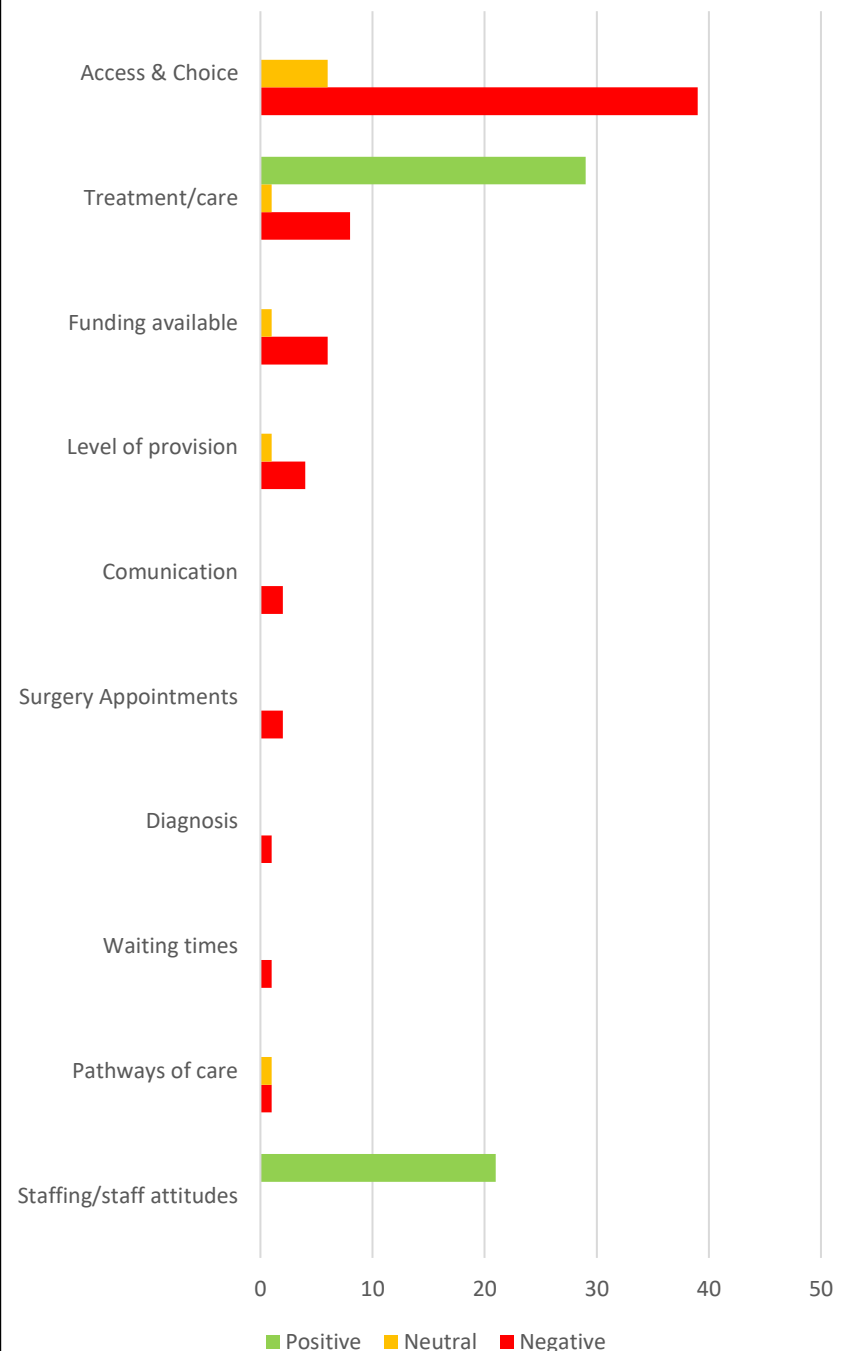
Intelligence Report

May 15th - Aug 15th 2023 - Dental Services

Key themes and issues....

- People are still finding it almost impossible to find an IOW NHS dental practice that is taking on new patients.
- People are having to seek help from their GP and A&E for urgent and painful dental issues.
- Some people report being only able to eat a soft food diet due to ongoing dental problems.
- Some people have had 3 or even 4 appointments cancelled by their dentist.
- People are suffering debilitating and excruciatingly painful symptoms and cannot access timely support.
- People are having to travel long distances on the mainland to see an NHS dentist.
- People are having to wait longer for urgent and emergency dental care.

Dentistry Themes



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19% of the feedback we received between May 15 – Aug 15 is directly related to dental services (123 interactions)

51% of this feedback was negative
41% was positive
8% was neutral

Advice and information

We provide a statutory information, advice and signposting service on health and social care, to help people get the information they need from a trusted source.

We have a telephone advice line, walk in centre provided by our partner Citizens Advice IW and a website giving people access to national and local information and services.

Where is our insight coming from?

We have a busy community engagement programme and have been attending local events and community hubs. People are also able to share their experiences with us via social media, through partner and voluntary sector organisations, by post, telephone, via our website, text or email.

We are asking local community and voluntary organisations, to be our eyes and ears so we can understand the experiences of those they support.

We will be launching regular surveys to gather feedback about things that are important to local people. This will include surveys about the cost of living crisis and looking at people's experience of health and social care services.

What are we hearing?

"My son ended up pulling his own teeth out."

"My dentures are completely worn out and I can't get them repaired which is causing problems with my eating."

"I have to travel to the mainland and stay overnight in order to access a dentist. I find it difficult to drive at night, so we usually have to stay 2 nights, which makes it so expensive."

"I went to A&E with my dental problem, last week, as it was unbearable. I got painkillers and antibiotics."

"Vlad at The Mail Dental Surgery Carisbrooke Road Newport. I am a very nervous patient and he is brilliant"

"Monks Brook Dental Practise in Newport are excellent!"



"I have teeth that need to be pulled and a chipped tooth and most days my gums are swollen. I cannot get an NHS dentist on the IOW so I suffer in silence."

Individual's husband has been unable to find an NHS dentist. He had an abscess under a crown and had to pay £3,000 for private treatment. He feels he is unable to retire and will have to keep working just to pay for private dental care.

"just had my dentist appointment cancelled for the 4th time."

"I am sending this email because it's the last option I have. I have a few remaining teeth at top. One front one has come out leaving a chip in gum and other front one is very wobbly. The others are infected. I really need dentures. No dentist taking NHS. I have no funds. I really don't like the way I look. Is there any options available please?"



What have we been doing?

Dentistry:

June 6th – We attended a government roundtable on NHS dentistry, highlighting the particular issues of Island residents. This evidence contributed to the government Health and Social Care Select Committee report: <https://committees.parliament.uk/publications/40901/documents/199172/default/>

The government is expected to respond to the recommendations in this report by 14th Sept.

June 7th – We held a joint dentistry event in Southampton, with other local Healthwatch in Portsmouth, Southampton and Hampshire, in partnership with the Hampshire & IOW Integrated Care Board.

Local dental providers, commissioners and others, contributed to a discussion on solutions and positive action that can be taken to improve oral health within local communities and to improve access to NHS dentistry for Island residents.

A series of task and finish groups are being set up to tackle:

- Dental health inequalities
- Access
- Workforce