Dental Survey 2020

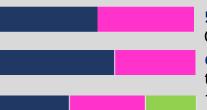
healthwatch Brighton and Hove

In late March 2020, non-urgent dental activity stopped due to COVID-19. Urgent Dental Centres were then established in April. Dental practices started to reopen from 8th June.

We asked people if they had used or tried to use a dental service after 25th March 2020 and what their experience had been like. Also what suggestions they had for how dental practices could operate in the future.



The survey was distributed to people already on the Healthwatch mailing list. We also emailed the survey to any individual who had approached our Infoline with a dental query.



52% found it easy or very easy to find out information about how COVID affected dental services

60% found it difficult or very difficult to find an NHS dental service to help them

Three days elapsed before 38% heard back from the dental service; 37% were seen within 72 hours; 25% never heard back

81% understood mostly or in full, the advice they received or explanation of the treatment they needed.

57% understood how much they would be charged before they received any advice and/or treatment; 17% did not; 27% no charge applied 52% felt they waited longer to see a dentist/other dental

professional than pre-COVID

31% felt it was harder to speak to someone at the dental practice than pre-COVID

26% were told they could not be seen due to lack of Personal Protective Equipment (PPE)

14% were asked to pay additional dental charges for PPE and 10% for cleaning costs

"I had to call nine practices before finding an NHS dentist for my son."

"Having two dental decays giving me pain was not enough to be seen at the moment. I was told to call back in a few weeks."

"The Urgent Centre staff were excellent, it just took too long to be referred on."