



## FOR IMMEDIATE RELEASE

Contact Person	Libby Dunstan or Emma Taylor
Company Name	Healthwatch Leicestershire
Telephone Number	01162 574989 or 257 5042
Fax Number	0116 257 5059
Email Address	<a href="mailto:libby.d@valonline.org.uk">libby.d@valonline.org.uk</a> or <a href="mailto:emma.t@valonline.org.uk">emma.t@valonline.org.uk</a>
Web site address	<a href="http://www.healthwatchleicestershire.co.uk">www.healthwatchleicestershire.co.uk</a>

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### **Some patients are travelling over 10 miles to receive NHS dental care**

Local people and patient watchdog Healthwatch Leicestershire reveal that some patients are struggling to access NHS dental services.

After receiving a significant volume of enquires relating to accessing dental services, Healthwatch Leicestershire launched their dental quick poll survey to gain a deeper understanding of public opinion.

The poll received 260 respondents via online and postal surveys as well as through face-to-face engagement when Healthwatch Leicestershire was out in the community.

Respondents say that they struggle to find and access NHS dental services that are local. Some patients are travelling over 10 miles to receive NHS treatment whilst those patients who cannot find NHS provision are placed on a waiting list or offered a private appointment.

Healthwatch Leicestershire also heard complaints over the cost of dental treatment with many patients switching from a private to an NHS dentist due to the cost.

Results from the survey also show that although the majority of people are very satisfied with the quality of the dental treatment that they receive, many people struggle to understand the charges of their treatment. In some cases, patients even paid twice for the same treatment.

‘While it’s great that people are very happy with the quality of their dental treatment, there is a need for greater clarity of communication between dental services and their patients,’ comments Rick Moore, Chair of Healthwatch Leicestershire.

The report will be sent to NHS England Midlands and East (Central Midlands) and the Chair of the Dental Local Professional Network (LPN), who aim to drive service improvements and shape services locally and nationally.

The full findings of the report are available online at  
<http://www.healthwatchleicestershire.co.uk/resources>

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#### **Editor notes**

A full copy of the Healthwatch Leicestershire Quick Poll Survey 'Your views about Dental Services' is available from  
<http://www.healthwatchleicestershire.co.uk/resources>

#### **About Healthwatch Leicestershire**

Healthwatch Leicestershire is an independent consumer champion for health and social care in Leicestershire. The organisation helps to shape and improve local health and social care in our community. Healthwatch Leicestershire is part of the Healthwatch national network, established by the Government to ensure local patients and users have a greater input to shaping and designing local services.

#### **About Healthwatch England**

Healthwatch England is the independent consumer champion for health and social care in England. The organisation has independent statutory powers, as stated in the Health and Social Care Act 2012, to ensure the consumers' voice is heard and best practice is delivered in health and social care nationally. Healthwatch is also focused on providing leadership, guidance and support to the development of the Healthwatch network. To find out more please go to [www.healthwatch.co.uk](http://www.healthwatch.co.uk).