



# HAVE YOUR SAY...

**...on how urgent dental care could be accessed in the future for Leicester, Leicestershire and Rutland.**

## **Public Consultation:**

**3 August 2015 - 1 November (midnight) 2015**

This document will tell you why we are considering making changes to urgent dental services in Leicester, Leicestershire and Rutland (LLR).

Within this document you will be presented with two possible options of how urgent dental care could be provided in the future.

To complete the survey online go to

<https://consult-engage.gemcsu.nhs.uk/gemcsu/how-should-urgent-dental-care-be-accessed>  
and submit by midnight on 1 November 2015.

## Improving Access to Urgent Dental Care

NHS England is responsible for commissioning NHS dental services to meet local needs. Currently urgent dental care services are provided at the Dental Access Centre (for patients not receiving regular dental care or when patients practice is closed, i.e. Saturday, Sunday and Bank Holiday mornings) in Nelson Street, off London Road, Leicester, LE1 7BA and by the dental out-of-hours service. These services are due to end on 30 November 2016 and a new service will be established from 1 December 2016.

There are several reasons changes to NHS dental services in Leicester, Leicestershire and Rutland (LLR) are necessary.

- 1 To ensure that we are meeting the demand for NHS dental services for urgent and routine care.
- 2 To meet the needs of our LLR population.
- 3 To improve our population dental health.
- 4 To provide good quality care.

Within this document you will be presented with two possible options of how urgent dental care could be provided in the future. Details can be found on pages 9 to 12.

We hope that you will take part in this public consultation and provide feedback.

This is your opportunity to help us improve NHS urgent dental care services for patients locally. If you wish to speak to us face to face about the options then you are welcome to attend the public meeting on 7 October 2015 from 6pm to 8pm at the Adult Education Centre, 2 Wellington Street, Leicester, LE1 6HL.

## How were the two options reached?

To develop the options we reviewed local needs in the 'oral needs health assessment'. An oral health needs assessment is a document providing an overview of the local NHS dental needs. For example, it contains details of the local population profile, what services are currently available, identifies any service gaps and makes recommendations to the commissioning organisation on areas that could improve the oral health of the local population, to inform the development of a commissioning strategy.

We also engaged with residents across LLR through the use of targeted outreach, and promoted an online survey which asked people's opinions about their current experiences of accessing urgent dental care. The survey was promoted in the local media, through key health stakeholders, such as the three Healthwatch teams, through the voluntary and community sectors and by attending face-to-face meetings. We also provided hard copies of the survey to all the NHS dentist practices in Leicester, Leicestershire and Rutland and all of the libraries (3,000 surveys were disseminated in total).

We believe that the following proposals reflect local people's views and needs, that is, to have good quality care, within a reasonable distance and which offers good value for money.

The public consultation is from the **3 August 2015 to midnight on 1 November 2015**.

## How to get involved

The questions we would like you to answer are at the end of this document (page 14), along with details on how you can provide feedback.

We can assure you that **no decisions have been made** and **we will use the public consultation feedback when considering and agreeing future service arrangements**.

If you wish to complete the survey online then please go to <https://consult-engage.gemcsu.nhs.uk/gemcsu/how-should-urgent-dental-care-be-accessed>

The following information will provide you with an overview of how the current services operate, what urgent dental care services actually involve and the current picture of Leicester, Leicestershire and Rutland oral health needs. This will help you to make an informed decision on which option you think will better suit the needs of our population.

## Health Needs of the Population of Leicester, Leicestershire and Rutland

### Oral Health

Oral health problems include tooth decay, gum disease, tooth loss and oral cancers. Many of the risk factors such as diet, tobacco, alcohol and stress are the same as for many chronic conditions, such as cancer, diabetes and heart disease. As a result, interventions that aim to tackle these risk factors (taking a 'common risk approach') will improve general health as well as oral health.

It is of concern that significant inequalities in oral health exist on a national, regional and local level. People living in deprived communities consistently have poorer oral health than people living in more affluent communities.

### Children's Oral Health

- Children in Leicester have some of the worst levels of dental decay in England.
- Children's access to NHS dental services in Leicester City and Rutland is higher than the local and national averages\*.
- Children's access to NHS dental services in Leicestershire County is lower than the local and national averages\*.
- Despite being largely preventable, tooth decay is the most common oral disease affecting children and young people in England. While children's oral health has improved over the past 20 years, almost a third (27.9%) of five-year-olds still had tooth decay in 2012.

### Adult Oral Health

- Adult access to NHS dental services in Leicester City is higher than the local and national averages\*.
- Adult access to NHS dental services in Leicestershire County and Rutland is lower than the local and national averages\*.

\* Based on March 2014 data for routine and urgent dental care.

## Existing Urgent Dental Care Services

### What do we mean by NHS urgent dental care services?

NHS dentists are required to see patients with urgent dental care within 24 hours, e.g., same day or next day, subject to capacity and severity of the problem. Urgent dental care services may provide:

- Advice on managing pain until the patient can be seen by a dentist.
- Antibiotics for infections.
- The offer of an appointment for dental treatment to relieve dental pain, e.g. which may involve tooth extraction, temporary fillings or dressings.
- Sign-posting to access dental services for follow-up routine dental treatment, if required.

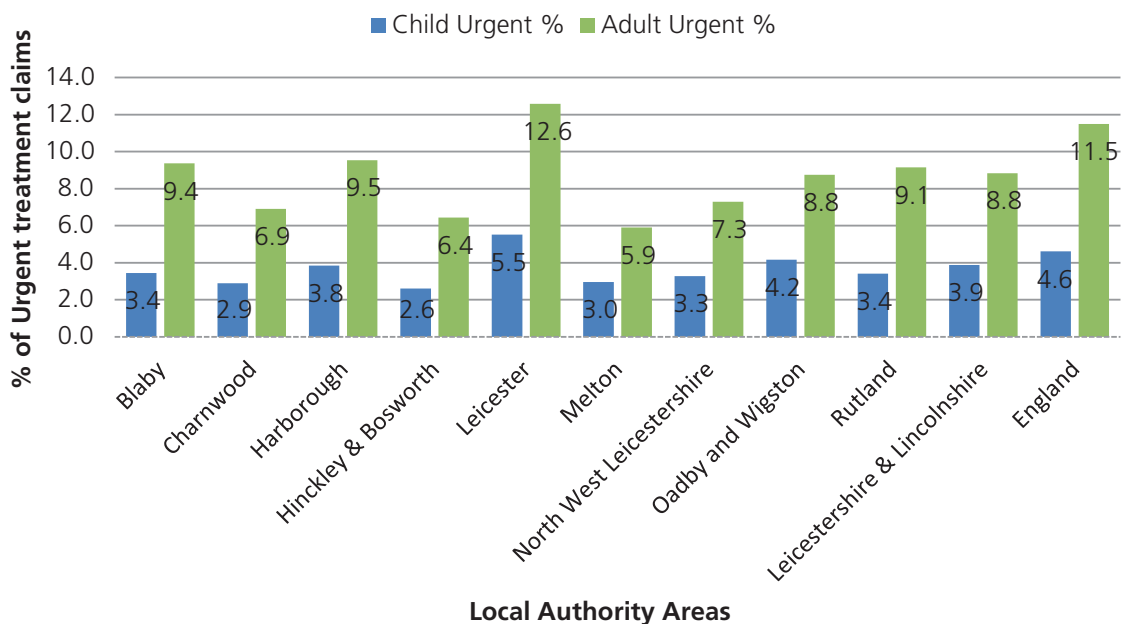
### Who is accessing urgent dental treatment in Leicester City, Leicestershire and Rutland?

The graph below shows access to NHS urgent dental treatment across the different localities based on urgent treatment claim forms. This graph excludes access to private urgent dental treatment.

#### Key Points

- Leicester City children and adults accessing urgent dental care are above the national average.
- Leicestershire and Rutland children and adults accessing urgent dental treatment are below the national average.

**Population % of Urgent Treatment Claims for Leicester, Leicestershire and Rutland in 2013 - 2014**



It is acknowledged that not all patients seek to access regular dental care but access NHS dental services when they have an urgent dental need. Currently patients can access NHS urgent dental care via the following routes:

- NHS dental practices (for patients who receive regular dental care or the practice has capacity to see new patients for an urgent course of treatment)
- Dental Access Centre based in Nelson Street, off London Road, Leicester, LE1 7BA, for patients not receiving regular dental care or when their NHS practice is closed on a Saturday, Sunday and Bank Holiday mornings
- Dental out-of-hours service
- Accident and Emergency (A&E) for patients with dental facial trauma or dental facial swelling who have difficulty in breathing.

## Accessing Urgent Dental Treatment Through The Current Service

### Leicester's Dental Access Centre

The Dental Access Centre in Nelson Street, Leicester, provides urgent dental care services from 9am to 5pm Monday to Friday, and 9am to 12 noon on Saturday, Sunday and Bank Holidays. However, telephone services are available from 9am to 4.30pm Monday to Friday and 9am to 10.30am at weekends and Bank Holidays. Urgent appointments are available from 9am to 3.30pm (with the first two appointments pre-booked) Monday to Friday. Eighteen appointments are available on Saturday mornings and nine appointments available on Sunday and Bank Holiday mornings. The following points apply to the service:

- This service is for patients who do not receive regular dental care but have an urgent dental need, or for patients with an urgent need when their NHS dental practice is closed on a Saturday, Sunday and Bank Holiday mornings
- All patients who have telephoned or walked in are assessed by a dental nurse
- A dental nurse may provide self-help pain relief advice or signpost patients to their NHS dentist.
- The dental nurse will offer an urgent appointment on the day with a dentist based on their urgent clinical need (subject to appointment availability)
- The Dental Access Centre does not provide routine dental care
- Standard NHS dental charges apply.

### Dental Out-of-Hours Service

The dental out-of-hours service operates from 6.30pm to 8am Monday to Friday and 24 hours on Saturday, Sunday and Bank Holidays. The dental out-of-hours service provides urgent dental care via the NHS 111 telephone service:

- For patients within Leicester, Leicestershire and Rutland and temporary residents/visitors to the area
- All patients who contacted NHS 111 will be assessed by a call handler
- The call handler or nurse may provide self-care advice to manage pain and advise patients to contact their dentist the next day for an urgent appointment
- Forward the patient details to the on-call dentist
- On-call dentist will contact patients and may offer advice or book urgent appointments to see them either at the Dental Access Centre or at their practice
- May advise patients to attend A&E in exceptional circumstances.

Standard NHS charges apply for provision of urgent dental care at the Dental Access Centre and the dental out-of-hours' service.

## When to use Accident and Emergency (A&E) Services

### YOU SHOULD ONLY GO TO A&E FOR DENTAL PROBLEMS IF...

1. You have suffered facial trauma to the teeth and jaw.
2. You have swelling around the eye or swelling resulting in difficulty swallowing. This may indicate an acute infection which could make breathing difficult.
3. You have uncontrollable haemorrhaging (escape of blood from a ruptured blood vessel).
4. Avulsed permanent teeth (children/adult with knocked out teeth. These need to be re-fitted within one hour and stabilised and then followed up by a dentist).

Patients **SHOULD NOT** attend A&E for assistance with urgent dental care that does not meet the above criteria or attend Urgent Care Centres or GPs for antibiotics prescriptions for managing dental pain or infection.

## The Urgent Dental Care Services Opening Times

### Monday to Friday

	9am to 5pm	5pm to 6.30pm	6.30pm to 10pm	10pm to 8am
<b>Dental Access Centre (DAC)</b> Urgent dental care for patients not receiving regular dental care	All telephone and walk-in patients are assessed. Patients are: <ul style="list-style-type: none"> <li>• given self-help advice</li> <li>• sign-posted to their dentist</li> <li>• booked an urgent appointment.</li> </ul>	<b>NO SERVICE AVAILABLE</b>	<b>SERVICE IS CLOSED</b>	<b>SERVICE IS CLOSED</b>
<b>NHS 111 Dental Out-of-Hours Service</b>	Patients telephone NHS 111 for urgent dental care. Assessed patients are: <ul style="list-style-type: none"> <li>• given self-help advice to manage pain and advised to contact their dentist or the DAC (if not receiving regular dental care).</li> </ul>		Patients telephone NHS 111 for urgent dental care. Assessed patients are: <ul style="list-style-type: none"> <li>• gives self-help advice to manage pain over-night and advised to contact their dentist or the DAC (if not receiving regular dental care) the next day.</li> <li>• forward contact details to on-call dentist.</li> </ul>	
<b>Out-of-Hours on-call Dentist</b>	<b>SERVICE IS NOT AVAILABLE</b>	<b>NO SERVICE AVAILABLE</b>	On call dentist will contact patient: <ul style="list-style-type: none"> <li>• provide pain relief advice</li> <li>• arrange to see patient at DAC or at own practice</li> </ul>	<b>SERVICE IS CLOSED</b>

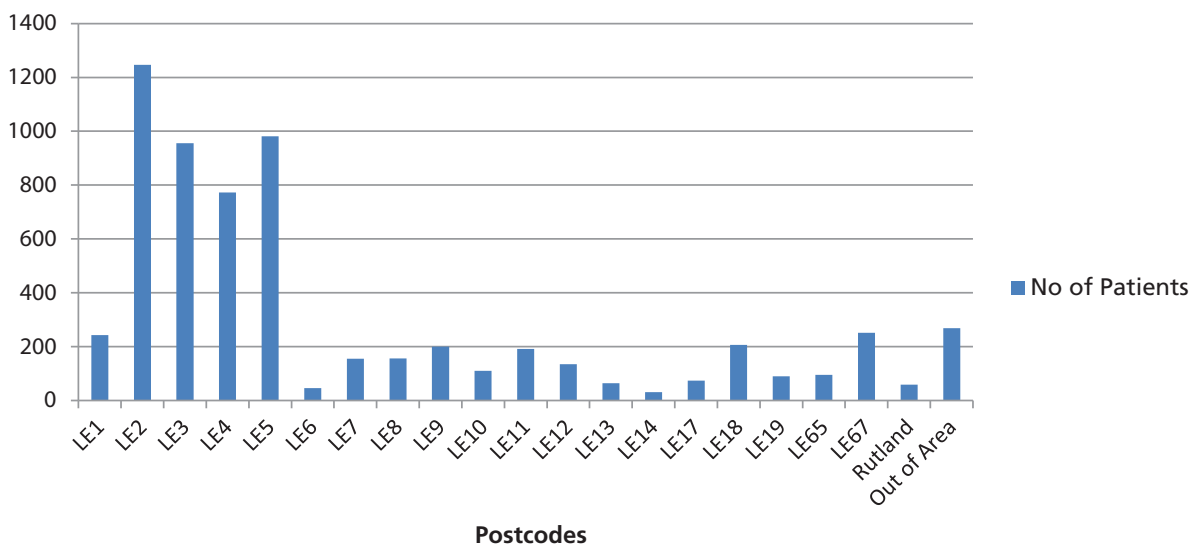
## Saturdays, Sundays and Bank Holidays

	9am – 12 noon	12 noon – 1pm	1pm – 6pm	6pm – 9am
<b>Dental Access Centre (DAC)</b> Urgent dental care for patients not receiving regular dental care	All telephone and walk-in patients are assessed. Patients are: <ul style="list-style-type: none"> <li>given self-help advice</li> <li>sign-posted to a dentist</li> <li>booked an urgent appointment.</li> </ul>	<b>SERVICE IS CLOSED</b>	<b>SERVICE IS CLOSED</b>	<b>SERVICE IS CLOSED</b>
<b>NHS 111</b> <b>Dental Out-of-Hours Service</b>	Patients telephone NHS 111 for urgent dental care. Assessed patients are: <ul style="list-style-type: none"> <li>given self-help advice to manage pain over-night and advised to contact their dentist or the DAC (if not receiving regular dental care) the next day</li> <li>forwarded contact details to on-call dentist.</li> </ul>			
<b>Out-of-Hours on-call Dentist</b>	<b>SERVICE IS NOT AVAILABLE</b>	<b>SERVICE IS NOT AVAILABLE</b>	On call dentist will contact patient: <ul style="list-style-type: none"> <li>provide pain relief advice</li> <li>arrange to see patient at DAC or at own practice</li> </ul>	<b>SERVICE IS NOT AVAILABLE</b>

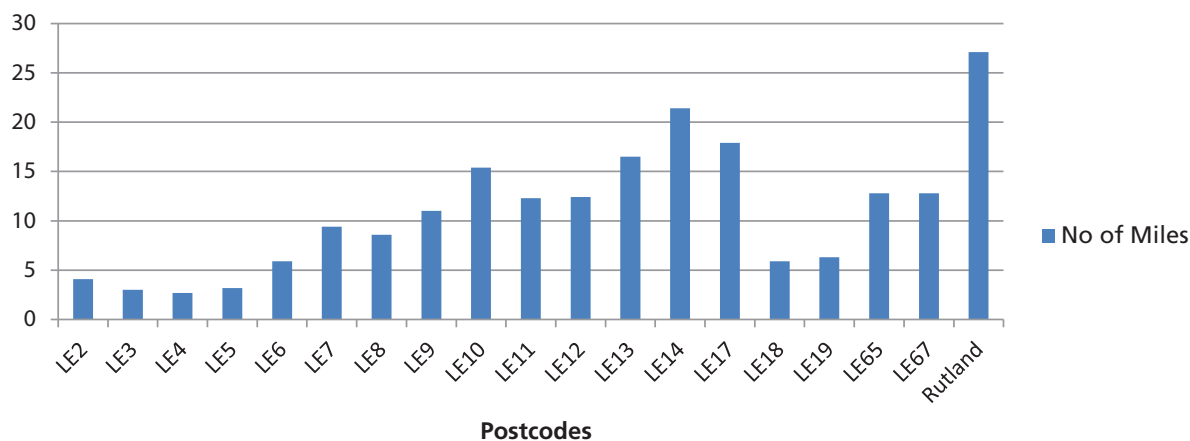
## Patients Accessing Urgent Dental Care in Leicester, Leicestershire and Rutland

The graphs below detail patients' postcodes and distance travelled to access current urgent dental care services at the Dental Access Centre and the dental out-of-hours' service. The graphs show that the patients across Leicester, Leicestershire and Rutland are using NHS urgent dental care services and are willing to travel to access care.

**Urgent Dental Care Patient Postcodes 2013/2014**



## Distances to Leicester to Access Urgent Dental Care Services 2013 - 2014



### Why is change needed?

NHS England has undertaken a review of the urgent care dental services for Leicester, Leicestershire and Rutland to plan new dental services. To assist with planning for the future we have refreshed our oral health needs assessment for our local population to inform future service decisions.

### The service review has identified the following:

1. There are gaps in service, i.e. 5pm to 6.30pm Monday to Friday, between the closure of NHS dental practices/Dental Access Centre and dental out-of-hours services and 12 noon to 1pm on Saturday, Sundays and Bank Holidays between the closure of the Dental Access Centre and dental out-of-hours' service, as shown in the urgent dental care opening hours details on pages 6 and 7.
2. Dental Access Centres were originally established to improve access to urgent dental care as a short-term solution only.
3. Evidence supports the need to improve access and capacity to urgent dental care to meet our population needs.
4. Our pre-engagement feedback indicates that patients would like access to extended opening hours, e.g. early morning, evening and weekend appointments.
5. Evidence that patients are having difficulties in accessing urgent dental care from local NHS dental practices.
6. Routine dental care is not provided by the Dental Access Centre and patients who require routine treatment after receiving urgent treatment, e.g. to replace a temporary filling have to be signposted to routine care from an alternative NHS dental service.
7. The Dental Access Centre surgeries are not fully utilised, e.g. out of four dental surgeries: up to two are used for urgent care, one is dedicated for the out-of-hours service only, and one is not utilised.
8. There is a requirement to meet procurement law and competition guidance for securing future NHS service providers when current arrangements and contract terms cease.
9. There is a requirement to demonstrate value for money.



## Proposed Changes and Options

The following options look at how we can deliver NHS Dental Services to make more effective use of the resources available to us.

**There are two options to improve access to urgent care dental services.**

Please Note: **This public consultation is not about making cuts and/or saving money.**

It is about providing access to the right care, in the right place, when patients need it, while ensuring the money available does all of those things as effectively as possible.

### OPTION ONE: Urgent Care Dental Service

Merge the existing Dental Access Centre and dental out-of-hours services with revised opening times. The service would be delivered from the Dental Access Centre in Nelson Street, (off London Road, Leicester, LE1 7BA).

The service would provide:

- Urgent dental care to patients who are not receiving regular dental care or for patients who could not be seen at an NHS dental practice
- Opening hours to be determined from the consultation feedback
- Patients requiring urgent dental care would be assessed by dental nurses
- Patients would be given advice on managing pain, signposted to contact their dentist (if they have one) or advised on how to access regular NHS dental care
- Offered an urgent dental appointment on the same day or next day (subject to capacity)
- Standard NHS patient charges would apply, e.g. £18.80 for an urgent course of treatment
- The NHS 111 service would continue to provide self-help pain relief advice out of hours when the service is closed.

Positive	Negatives
<ul style="list-style-type: none"> <li>• Maintaining access to urgent care for patients who are not receiving regular dental care, patients with an urgent need when their NHS practice is closed and out of hours' services</li> <li>• Central location in Leicester with good public transport links</li> <li>• Improve cover arrangements as existing arrangements revised into one service</li> <li>• Short travelling distances for the majority of patients accessing the existing services.</li> </ul>	<ul style="list-style-type: none"> <li>• Not all assessed patients requiring an urgent appointment would be seen (dependent on capacity)</li> <li>• Service will not provide routine NHS dental treatments</li> <li>• Patients would need to seek alternative NHS dental treatment for follow-up routine care after urgent treatment</li> <li>• Long travelling distances for patients who live in Leicestershire county and Rutland</li> <li>• Premises not fully utilised</li> <li>• High premises costs</li> <li>• Service to be provided within existing funding arrangements.</li> </ul>

## Frequency Asked Questions: Option One

### 1. Will I have to pay for urgent NHS dental care services?

It will depend on whether you meet the NHS dental services patient charges exemption criteria. If you meet the exemption criteria then your NHS treatment will be free. If you do not meet the exemption criteria, then you will be required to pay £18.80. Please note each NHS urgent appointment is classed as one complete course of treatment to manage your urgent dental need. Details of NHS dental charges and exemptions are available on the NHS Choices website at

<http://www.nhs.uk/NHSEngland/AboutNHSservices/dentists/Pages/nhs-dental-charges.aspx>

### 2. How can I access urgent dental care?

You can contact the Dental Access Centre during their opening hours. Please note that all patients who telephone or walk in will be assessed. When the Dental Access Centre is closed, you will need to contact the NHS 111 service. The NHS 111 service will either provide advice on managing dental pain overnight, signpost you to your dentist the next day (if you have one), or advise you to contact the Dental Access Centre the next day or in exceptional circumstances you may be advised to attend A&E.

### 3. Will I be assessed before being offered an urgent dental appointment?

Yes, all patients will be assessed by a dental nurse and will offer an urgent appointment on the same or next day, based on your clinical need. This will also be subject to the availability of urgent appointments.

### 4. Will this option provide longer opening hours to access NHS urgent dental care?

Yes, the pre-engagement survey has indicated patients would like longer opening hours to NHS urgent dental care services. The extended opening hours are to be determined based on the consultation outcome. Please refer to consultation survey questions on page 14 to see available options of when these times could potentially be, based on your choice.

### 5. Can I access follow-up NHS routine care?

No, this option will only provide access to NHS urgent dental care services for patients. If you require further routine dental care, then you would need to seek an alternative NHS dental practice. NHS Choices has details of which NHS dental practices are taking on new NHS patients at [www.nhs.uk](http://www.nhs.uk). Alternatively you can contact Healthwatch on 0116 251 8313 for Leicester, 0116 257 4999 for Leicestershire and 01572 720381 for Rutland.

### 6. Will I be able to become a NHS patient?

No, this is not available under this proposed service option. Please see number 5 above on how to find a NHS dentist.

## OPTION TWO: Creating a New NHS Urgent and Routine Dental Care Service (8am to 8pm, 7 days a week, 365 days of the year)

To establish two new dental practices providing urgent and routine dental care to patients from 8am to 8pm, seven days a week, 365 days a year, including all Bank Holidays. When local practices are closed, the sites will provide urgent care services. The creation of the new practices is based on the oral health needs assessment and the review of existing contracting arrangements.

This service would provide:

- Access to urgent dental care
- Access to urgent dental care for patients outside their normal dental practice opening hours
- Routine dental care to urgent care patients (subject to practice capacity to take on new patients)
- Service available between 8am to 8pm, seven days a week, 365 days a year
- Urgent care patients to be assessed
- An urgent dental appointment on the same day or next day (subject to capacity)
- Normal NHS patient charges would apply, e.g. £18.80 for an urgent course of treatment
- The NHS 111 service would continue to provide self-help pain relief advice out of hours when the service is closed, sign-posting to NHS dental practices that have capacity and may advise patients to attend A&E in exceptional circumstances.

### New Service Locations

Possible locations of these practices could be based centrally within Leicester City and one in a market town within Leicestershire County/Rutland. A question in the survey on this option (page 15) allows you to provide possible locations of where the practices could be. The consultation feedback will be considered with the oral health need assessment to determine the locations.

Positive	Negatives
<ul style="list-style-type: none"> <li>• Improves NHS dental access</li> <li>• Longer opening times, which are more convenient for patients</li> <li>• Provide more capacity/appointments to meet patient needs</li> <li>• Provides urgent and routine dental care</li> <li>• The service to be delivered across two locations</li> <li>• Reduce travelling distances for patients (depending on location)</li> <li>• Service contactor provides premises</li> <li>• Improved links with NHS 111 service and other urgent care providers</li> <li>• Engagement shows patients would appreciate the flexibility of more than one location for urgent care</li> <li>• Demonstrates value for money.</li> </ul>	<ul style="list-style-type: none"> <li>• The existing Dental Access Centre and Dental Out-of-Hours services would cease</li> <li>• Additional investment required to help establish the 8am to 8pm practices</li> <li>• Potential close down of the Dental Access Centre if unable to lease the premises.</li> </ul>

## Frequently Asked Questions: Option Two

### 1. Will I have to pay for urgent NHS dental care services?

It will depend on whether you meet the NHS dental services patient charges exemption criteria. If you meet the exemption criteria then your NHS treatment will be free. If you do not meet the exemption criteria, then you will be required to pay £18.80. Please note each NHS urgent appointment is classed as one complete course of treatment to manage your urgent dental need. Details of NHS dental charges and exemption criteria are available on the NHS Choices website at

<http://www.nhs.uk/NHSEngland/AboutNHSservices/dentists/Pages/nhs-dental-charges.aspx>

### 2. How can I access urgent dental care?

You can contact NHS dental practices directly or call 111 for pain relief advice and be signposted to an NHS dental practice or look at NHS Choices to check which NHS dental practices have capacity to see new patients, or contact Healthwatch on 0116 251 8313 for Leicester, 0116 257 4999 for Leicestershire and 01572 720381 for Rutland.

The new dental practices will be open from 8am to 8pm, seven days a week, 365 days a year. They will assess patients to understand their clinical need and will either book an urgent appointment the same day or next day or provide pain relief advice until they can be seen by a dentist.

If you require urgent dental care when the 8am to 8pm practices are closed, you will need to call NHS 111. The NHS 111 service will provide advice on managing pain overnight and signpost to your dentist the next day (if you have one), or advise you to contact an NHS dental practice the next day, or in exceptional circumstances you may be advised to attend A&E.

### 3. Will I be assessed before being offered an urgent NHS dental appointment?

Yes, all patients will be assessed by a dental professional and will be offered an appointment on the same or next day based on urgent clinical need.

### 4. Will this option provide longer opening hours to access NHS urgent dental care?

Yes, this option will provide access to NHS urgent dental care from 8am to 8pm, seven days a week, 365 days a year.

### 5. Can I access follow-up NHS routine care?

Yes, patients will be given the choice to have NHS routine dental care at the same practice (this is subject to the practices capacity).

### 6. Will I have the opportunity to become a NHS patient?

Yes, you will be given the choice to become a NHS patient at the practice, however, this is subject to their capacity. NHS dental practices' capacity to see new patients will vary. Under this proposed option, the practices will be able to see and treat NHS patients. Please note that NHS patient charges are applicable where patients do not meet the NHS dental patient charges exemption criteria. NHS dental charges vary depending on the type of dental treatment required. The NHS dental charges are £18.80 for Band 1 treatment (examination, diagnosis, advice or urgent care), £51.30 for Band 2 treatment (fillings, extractions and root canal fillings) and £222.50 for Band 3 treatment (complex treatment, i.e. dentures, crowns, bridges). You will only ever be asked to pay one charge for each complete course of treatment, even if you need to visit your dentist more than once to finish it. Details of NHS dental charges, exemption criteria and treatment under each band are available on the NHS Choices website at <http://www.nhs.uk/NHSEngland/AboutNHSservices/dentists/Pages/nhs-dental-charges.aspx>

## Engagement Outcomes

The pre-public consultation survey in Leicester, Leicestershire and Rutland (LLR) was concerned with how to improve access to urgent and routine dental treatment. In total 254 responses were received. The survey was available online and over 3,000 surveys were disseminated into all LLR dental practices and libraries. Outreach was also conducted in many of the main supermarkets as well as at focused meetings with seldom heard groups.

- In general, there was uncertainty about how to access out-of-hours services and many people were not aware of the Dental Access Centre
- Of those who responded who used the Dental Access Centre, there was an equal split between people from Leicester and people from Leicestershire, with a smaller number from Rutland, indicating that people are willing to travel some distance for urgent dental care
- Overall, the data could indicate that there is a patient need for dental services to be available from 8am to 8pm, especially on weekdays
- Engagement work conducted in offices indicated a strong preference for evening appointments between 5pm and 8pm, and for early morning appointments before 9am. Preferred days were weekdays but also the availability of weekend appointments was desirable for this cohort of workers.

## About this Consultation

Cabinet Office Code of Practice on Consultation This consultation is being carried out in accordance with the guidelines published by the Cabinet Office on 17 July 2012, and available at: [www.gov.uk/government/publications/consultation-principles-guidance](http://www.gov.uk/government/publications/consultation-principles-guidance)  
If you would like to talk to someone about how this consultation has been put together and delivered, please contact NHS England Central Midlands Primary Care Dental Commissioning Team, telephone 0113 824 9522, email [england.leiclincsdenalconsultation@nhs.net](mailto:england.leiclincsdenalconsultation@nhs.net)

## THANK YOU

Thank you for taking the time to read this document. We hope it gives you a clearer understanding of why we are proposing changes to urgent dental care services in Leicester, Leicestershire and Rutland. By working together we can help these valuable services evolve, to meet the changing needs of local people and remain a vital part of your NHS. Please can you take a few minutes to complete the attached questionnaire?

If you wish to complete the survey online then please go to:  
<https://consult-engage.gemcsu.nhs.uk/gemcsu/how-should-urgent-dental-care-be-accessed>

## Access to NHS Dental Services for Leicester, Leicestershire and Rutland Questionnaire

Your views are important to us to help develop dental services for Leicester, Leicestershire and Rutland.

### Q1. Have you used urgent dental care services in the last 12 months?

Yes  No

### Q2. Where did you access urgent dental care services?

- NHS Dental Practice  Dental Access Centre  
 Dental Out-of-Hours Service  Private Dentist  
 Other, please give details:

.....  
.....

### Q3. The two options described in this document highlight how services can be provided in the future. Which of these options do you feel would most meet the future needs of patients in Leicester, Leicestershire and Rutland? (please tick one)

- Option One: Urgent Dental Care Service with revised opening times from the existing Dental Access Centre based in Leicester  
 Option Two: 8am to 8pm Service providing urgent and routine dental care in two locations, seven days a week, 365 days a year

### If choosing Option One please tick the time you would like the Urgent Dental Care services to be available:

- Existing opening times (9am – 5pm Monday to Friday, 9am - 12noon Saturday, Sunday and Bank Holidays with an on-call dentist 6.30pm-10pm Monday to Friday and 1pm-6pm at weekends and Bank Holidays)  
 9am-6.30 pm Monday to Friday, 9am-6pm Saturday, Sunday and Bank Holidays  
 9am-7pm Monday to Friday and 9am-6pm on Saturday, Sunday and Bank Holidays  
 Other, please state below:

.....  
.....

**If choosing Option Two Urgent and Routine Dental Care, please indicate where you would like the new potential service(s) to be located, e.g. if one is in Leicester City, in which market town in Leicestershire County/Rutland should the other be?**

Loughborough       Melton Mowbray       Hinckley       Oakham

If other, please state below

.....

.....

**Q4. Why did you choose this option?**

Location       Good public transport links       Better access

If other, please state below

**Q5. Overall how satisfied are you with how you have been consulted?**

Very Satisfied       Satisfied       Neither satisfied or dissatisfied

Dissatisfied       Very Dissatisfied

**Q6. Do you have any further comments about the consultation process?**

**Q7. If you would like to comment on ways to improve access to NHS dental services, please use the space below.**



## EQUALITIES MONITORING

NHS England recognises and actively promotes the benefits of diversity and is committed to treating everyone with dignity and respect regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex (gender) or sexual orientation. To ensure that our services are designed for the population we serve, we would like you to complete the short monitoring section below. The information provided will only be used for the purpose it has been collected for and will not be passed on to any third parties.

### 1. Are you responding?

On behalf of an organisation?

Yes       No

If yes, please state the name of the organisation

.....

If no, and you are responding as an individual, please complete the rest of the questionnaire to help our equalities monitoring

### 2. Which area do you live?

- Leicester City
  - Leicestershire County - Blaby District
  - Leicestershire County - Charnwood Borough
  - Leicestershire County - Harborough District
  - Leicestershire County - Hinckley and Bosworth Borough
  - Leicestershire County - Melton Borough
  - Leicestershire County - North West Leicestershire District
  - Leicestershire County - Oadby and Wigston Borough
  - Rutland County
  - Don't know
  - Other (please specify)
- .....

### 3. What is your full postcode? This will allow us to see how far people travel to use services

.....

### 4. What is your gender?

Male       Female       Transgender       Prefer not to say

**5. If female, are you currently pregnant or have you given birth within the last 12 months?**

- Yes                       No                       Prefer not to say

**6. What is your age?**

- Under 16    16-24    25-34    35-59    60-74    75+    Prefer not to say

**7. What is your ethnic group?**

- |   |   |
|---|---|
| <input type="checkbox"/> Asian or Asian British       | <input type="checkbox"/> Black or Black British       |
| <input type="checkbox"/> Chinese                      | <input type="checkbox"/> Mixed dual heritage          |
| <input type="checkbox"/> White or White British       | <input type="checkbox"/> Gypsy/Romany/Irish traveller |
| <input type="checkbox"/> Arab                         | <input type="checkbox"/> Prefer not to say            |
| <input type="checkbox"/> Other (please specify) ..... |   |

**8. Do you look after, or give any help or support to family members, friends, neighbours or others because of either:**

- Long-term physical or mental-ill-health/disability  
 Problems related to old age  
 No  
 I'd prefer not to say  
 Other, please describe: .....

**9. Are your day-to-day activities limited because of a health condition or illness which has lasted, or is expected to last, at least 12 months? (Please select all that apply)**

- Vision (such as due to blindness or partial sight)  
 Hearing (such as due to deafness or partial hearing)  
 Mobility (such as difficulty walking short distances, climbing stairs)  
 Dexterity (such as lifting and carrying objects, using a keyboard)  
 Ability to concentrate, learn or understand (Learning Disability/Difficulty)  
 Memory  
 Mental ill-health  
 Stamina or breathing difficulty or fatigue  
 Social or behavioural issues (for example, due to neuro diverse conditions such as autism, attention deficit disorder or Aspergers' syndrome)  
 No  
 Prefer not to say  
 Any other condition or illness, please describe: .....

**10. What is your sexual orientation?**

- Bisexual
- Heterosexual/straight
- Gay
- Lesbian
- Prefer not to say
- Other (please state).....

**11. Are you:**

- Single – never married
- Co-habiting – Living as a couple
- Married/civil partnership
- Separated (still married)
- Divorced
- Widowed
- Prefer not to say
- Other (please specify) .....

**12. What is your religion and belief?**

- No religion
- Baha'i
- Buddhist
- Christian (including Church of England, Catholic, Protestant and all other Christian denominations)
- Hindu
- Jain
- Jewish
- Muslim
- Sikh
- Prefer not to say
- Other (please specify) .....

Thank you for taking the time to complete this questionnaire. The results of this questionnaire will help support NHS England when they are looking at dental services provided to patients.

**Please send it to:**

Primary Care Commissioning Team  
NHS England  
Freepost Business reply  
RRUE-JRBR-RGGT  
Fosse House  
6 Smith Way  
Enderby  
Leicestershire  
LE19 1SX

**Questionnaires should be returned by midnight on 1 November 2015.**

## Other languages and formats

We can provide versions of this leaflet in other languages and formats such as Braille and large print on request. Please contact the Engagement and Involvement department, telephone 0116 295 4183

### **Somali**

Waxaan ku siin karnaa bug-yarahaan oo ku qoran luqado iyo habab kale sida farta indhoolaha Braille iyo daabacad far waa-wayn markii aad soo codsato. Fadlan la soo xiriir qaybta Ka-qaybgalka iyo Dhex-gelidda, lambarka telefoonka waa **0116 295 4183**

### **Polish**

Jeżeli chciełby Państwo otrzymać kopię niniejszej ulotki w tłumaczeniu na język obcy lub w innym formacie, np. w alfabecie Braille'a lub w powiększonym druku, prosimy skontaktować się telefonicznie z zespołem ds. zaangażowania (Engagement and Involvement) pod numerem telefonu **0116 295 4183**

### **Cantonese**

如有要求，我們可以將本宣傳手冊用其他語言或格式顯示，如盲文或大號字體。請致電我們的“參與部門” (Engagement and Involvement Department) **0116 295 4183**

### **Gujarati**

આ પત્રિકાનાં સંસ્કરણો અમે અન્ય ભાષાઓ અને સ્વરૂપોમાં જેમ કે બ્રેઇલ અને મોટી પ્રિન્ટમાં વિનંતી કરવાથી પૂરાં પાડી શકીશું. કૃપા કરી એન્ગેજમેન્ટ એન્ડ ઇન્વોલ્વમેન્ટ ડિપાર્ટમેન્ટનો, ટેલીફોન **0116 295 4183** પર સંપર્ક કરો.

### **Hindi**

अनुरोध किए जाने पर हम आपको इस सूचना-पत्र के संस्करण अन्य भाषाओं और स्वरूपों में प्रदान कर सकते हैं जैसे ब्रेल और बड़ा प्रिंट। कृपया टेलीफोन **0116 295 4183** पर एंगेजमेंट एंड इन्वॉल्वमेंट डिपार्टमेंट से संपर्क करें।

### **Arabic**

يمكننا تقديم نسخ أخرى من هذه النشرة بلغات أو تنسيقات أخرى مثل برايل أو الأحرف الكبيرة حسب الطلب. برجاء الاتصال بقسم المشاركة والانخراط على هاتف رقم **0116 295 4183**

### **Urdu**

طلب کرنے پر ہم اس کتابچے کا ترجمہ دیگر زبانوں اور صورتوں مثلاً بریل یا بڑے حروف میں بھی فراہم کر سکتے ہیں۔ براہ کرم انگیجمنٹ اینڈ انوالومنٹ ڈپارٹمنٹ سے اس نمبر پر رابطہ کریں **0116 295 4183**

### **Punjabi**

ਅਸੀਂ ਇਸ ਕਿਤਾਬਚੇ ਦੇ ਸੰਸਕਰਨ ਬੋਨਤੀ ਕਰਨ ਤੇ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਅਤੇ ਫਾਰਮੈਟਾਂ ਜਿਵੇਂ ਕਿ ਬ੍ਰੇਲ ਅਤੇ ਵੱਡੇ ਪ੍ਰਿੰਟ ਵਿੱਚ ਪ੍ਰਦਾਨ ਕਰ ਸਕਦੇ ਹਾਂ। ਕਿਰਪਾ ਕਰਕੇ ਐਂਗੇਜਮੈਂਟ ਅਤੇ ਇਨਵੋਲਵਮੈਂਟ ਵਿਭਾਗ (Engagement and Involvement Department) ਨੂੰ ਸੰਪਰਕ ਕਰੋ, ਟੈਲੀਫੋਨ **0116 295 4183**

### **Bengali**

আপনার অনুরোধে আমরা এই লিফলেট এর সংস্করণ অন্যান্য ভাষায় এবং ব্রইল ও বড় হরফে প্রদান করতে পারি. অনুগ্রহ করে সংশ্লিষ্টতা এবং সম্পৃক্ততা বিভাগ এর সাথে যোগাযোগ করুন, টেলিফোন **0116 295 4183**