

Annex B – consumer and colleague feedback

Colleague feedback in response to the flexible commissioning access to dentistry.

“I have found the access to dentist via the flexible commissioning dentists scheme extremely good in regards to getting children in care without a dentist, seen and registered quickly. I have found the referral process simple and the dental staff I have dealt with to be very helpful. The concerned foster carers and Social Workers were very pleased with the promptness of dental appointments offered.”

“The dental packs are very well received and generate useful conversations about oral health/dentist/dummy use. I have referred several children into the flexible commissioning service, usually Aldwalk as is nearer for our families in Acomb – they have been very quick to contact the families and book them in.”

“I’ve referred a child today for dentists and this was quite straightforward using the form. I called the dentist to make sure I was emailing it to the right place. I’ve referred before and the dentist has called the parents straight away.”

Feedback for the Supervised toothbrushing scheme in schools:

“The training reignited staffs resolve to develop our existing provision”.

“We are so excited to take part in the supervised toothbrushing training and start the project. Thank you so much for today, the children loved it.”

“Thank you so much for your visit, the children really enjoyed it and can’t wait to get started.”

Feedback from Harrogate and District Foundation Trust who hold the contract for the oral Health Promotion Service in York and North Yorkshire.

- *Staff reported that some parents have found brushing at home easier with their children because they are used to doing it at school and it has become less of a challenge.*
- *Teachers have reported that some children wouldn’t brush at all at first but are growing in confidence and ability because the toothbrushing is incorporated as part of the daily routine.*

Comment regarding issues with dentistry in York, from a member of the Healthy Child Service.

“Dental provision in York is terrible. We ask at most contacts and the majority of families now don’t have access to an NHS dentist. I find this professionally uncomfortable as we are raising awareness of need, eg in pregnancy, but we can’t help facilitate access. Flexible commissioning works but very few are eligible – those with decay/pain or on safeguarding plans.

We need more access to dental care for everyone and especially children, dental decay is a good indicator of neglect and this is being missed. It also feels very unfair that only those who can pay see a dentist – feels like it’s widening the gap for children not narrowing it. Also recent economic pressures on families mean the number who can’t afford to pay for dentist is increasing, we have a two tier system.”