

Coquetdale Dental Practice

Briefing for Northumberland Scrutiny Committee – 15 May 2018

Update on patient engagement:

Drop-in sessions

Working with Healthwatch Northumberland, two drop-in sessions were held during April:

- 5 April 2018 - Hadston at Youth & Community Centre, Bondicar Road
- 9 April 2018 – Rothbury at Jubilee Hall, Bridge Street

These sessions were publicised via Healthwatch, local Councillors, Northumberland CCG and (for Rothbury) via patient letters.

The following is a summary of the sessions:

Hadston:

- We spoke with 21 members of the public
- 21 questionnaires were completed
- Posters for the online survey were distributed to the public and local shops
- 3 emails were received via the local Councillor
- A further 8 questionnaires were returned via Healthwatch

Rothbury:

- We spoke with 34 members of the public
- 10 questionnaires were completed (most had already either completed the paper or online survey)
- 1 letter and 1 email were received

Patient letter and survey

The patient letter and survey were sent out to all patients who had previously attended Coquetdale Dental Practice within the two years prior to closure (1,748 patients). These were sent out on 4 April 2018 with a closing date of 27 April 2018 for the survey to be returned.

The NHS Business Services Authority is now capturing all the data from these responses and will provide NHS England with a report for consideration.

Online survey

We used Citizen Space, which is the NHS England online survey platform, to make available a survey to be completed online between 2 April and 1 May 2018. This online survey was similar to the postal survey but allowed the wider public to complete and provide their feedback.

The online survey was publicised through Healthwatch, local Councillors, Northumberland CCG and through leaflet drops during the drop-in sessions.

The NHS Web Team will collate the data from this survey and will provide NHS England with a report for consideration.

Next steps:

- Complete the analysis of the patient engagement by the end of May 2018
- NHS England to review all feedback received from patient and market engagement to inform next steps in the NHS England procurement process so that we can be confident we will be able to commission a viable and sustainable contract
- Attend the OSC meeting on 5 June 2018 to provide a full analysis of the patient engagement and to discuss next steps