



Cumbria and the North East

PATIENT ENGAGEMENT ANALYSIS REPORT

ROTHBURY & HADSTON, NORTHUMBERLAND DENTAL SERVICES

1.0 Purpose

The purpose of this report is to provide feedback on the recent patient engagement regarding NHS dental services in Rothbury and Hadston.

2.0 Background

There was previously an NHS contract covering Rothbury and Hadston that provided dental services to approximately 1700 patients. Due to personal circumstances the contract holder was no longer able to provide NHS dental services and the contract ended on 13 October 2017.

There are no other NHS dental practices in Rothbury and Hadston.

There are 25 NHS dental practices within a 30 mile radius of Rothbury and Hadston. In the short term patients have been directed to NHS dental practices accepting NHS patients in Alnwick and Morpeth.

An engagement plan was developed by NHS England Cumbria and the North East to ensure patient feedback supports further development of a viable and sustainable service model for dental services in Rothbury and Hadston.

3.0 Patient Engagement Process

The following patient engagement has taken place:

Drop-in sessions

Working with Healthwatch Northumberland, two drop-in sessions were held during April 2018:

- 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.

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.

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, GP practices and through leaflet drops to local businesses during the drop-in sessions.

4.0 Summary of Patient Engagement Feedback

Surveys

We received a total of 783 completed questionnaires (38 via drop-in sessions, 699 via post and 46 via the online survey), see details at Appendix 1.

A summary of findings can be found below;

- The majority of patients who responded lived within a NE61 or NE65 post code
- 580 people (74%) stated they travelled to the dentists by car (including 32 who stated both bus and car)
- 121 people (15%) stated they travelled to the dentist by bus (as above 32 stated both bus and car)
- 575 people (73%) have found an alternative dentist (196 had not and 12 did not respond)
- 436 (of the 575) people (76%) stated they were happy to remain with the alternative dentist found (12 did not respond)
- 139 people (24%) stated they were not happy to remain with the alternative dentist (mainly due to the distance they have to travel)
- 399 people (51%) stated they wanted to travel less than 10 miles to attend the dentist
- 324 people (41%) stated they were prepared to travel 10-20 miles to attend the dentist

Drop-in Sessions

NHS England spoke with approx. 57 people during the drop-in sessions at Rothbury and Hadston.

A summary of themes from Hadston can be found below;

- The cost of public transport is a barrier, especially the price of a family ticket
- Public transport is not frequent
- Amble / Ashington were the closest, most accessible practices
- A number of patients had tried to register at Amble but they were not taking on patients
- There is a lot of new housing being built / proposed in the area (Amble, Broomhill, Widdrington)
- When the practice was at Broomhill Health Centre it was convenient to walk to, space is still empty/available
- Would only need a dentist a couple of days a week as before (not full time) but would be good to have a late night for those who work

A summary of themes from Rothbury can be found below;

- Although alternative dentist has been found and no problems, would prefer a local dentist as not happy with the distance needed to travel
- Difficulties in travelling by bus due to cost, frequency and the need to walk either side of the bus journey
- No other practices close by, patients from Thropton & Harbottle used the service previously
- High proportion of elderly who cannot travel to Alnwick / Morpeth

APPENDIX 1: Survey results

		Postal	Online	Focus Group	Total	%	
Q1	What is your age range?	0-17 years old		0	0	0	
		18-24 years old		1	3	4	
		25-34 years old		13	3	16	
		35-44 years old		9	2	11	
		45-54 years old		5	1	6	
		55-64 years old		9	5	14	
		65-74 years old		7	12	19	
		75 years old and above		2	12	14	
Q2	What is your postcode?	(majority)	NE61 / NE65	NE61 / NE65	NE61 / NE65		
Q3	How many people live in your household?			132	79	211	
Q4	How often do you attend the dentist?	6 months	458	23	16	497	63%
		6-12 months	168	16	12	196	25%
		12-24 months	35	2	6	43	5%
		Only when in pain	21	4	1	26	3%
		No response / Never	17	1	3	21	3%
			699	46	38	783	

Q5	If you attend the dentist, how do you travel to your dental practice?	Car	539	23	18	580	74%
		Bus	104	8	9	121	15%
		Walk	56	13	8	77	10%
		No response	24	1	2	27	3%
		Other (taxi / friend):	8	1	1	10	1%
			731	46	38	815	
Q6	Have you previously attended the NHS dental practice at either Rothbury or Hadston? If yes, go to Q7, If no go to Q8	Yes - Rothbury		11	14		
		Yes - Hadston		31	22		
		No		4	2		
Q7	Have you found an alternative dentist since the practices closed? If yes, go to Q8, If no go to Q9	Yes	544	11	20	575	73%
		No	149	31	16	196	25%
		No response	6	4	2	12	2%
			699	46	38	783	
Q8	Are you happy to stay with your current / alternative dentist? Go to Q10	Yes	429	4	3	436	76%
		No	115	7	17	139	24%
		No response / N/A	155	35	18	208	
			699	46	38	783	
Q9	What is the reason for not finding an alternative dentist?			Distance			

Q10	What is the maximum distance you would be prepared to travel for a routine dental appointment	Less than 10 miles	326	40	33	399	51%
		10-20 miles	316	5	3	324	41%
		More than 20 miles (range 3-40)	30	1	2	33	4%
		No response	27	0	0	27	3%
			699	46	38	783	