

Rothbury & Hadston Dental Services

Patient Engagement Analysis & Next Steps

Background

The previous NHS dental contract in Rothbury and Hadston ended on 13 October 2017.

An engagement plan was developed by NHSE to ensure patient feedback supports further development of a viable and sustainable service model for dental services in Rothbury and Hadston.

Patient Engagement Process

- Drop-in sessions
 - 5 April 2018 - Hadston at Youth & Community Centre, Bondicar Road
 - 9 April 2018 – Rothbury at Jubilee Hall, Bridge Street
- Patient letter and survey
 - Sent to 1,748 patients who previously attended Coquetdale Dental Practice in two years prior to closure
- Online survey
 - Available to wider public

Drop-in session: Hadston

- The cost of public transport is a barrier
- Public transport is not frequent
- Amble / Ashington were the closest alternative practices
- Amble are not currently taking on patients
- There is a lot of new housing being built / proposed in the area
- Space still available at Broomhill Health Centre
- Would only need a dentist a couple of days a week as before

Drop-in session: Rothbury

- 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 etc used the service previously
- High proportion of elderly who cannot travel to Alnwick / Morpeth

Surveys: summary (1)

- Received a total of **783** completed questionnaires
 - (38 via drop-in sessions, 699 via post & 46 via online survey)
- The majority of patients who responded lived within a NE61 and NE65 post code
- 580 people (74%) stated they travelled to the dentists by car
- 121 people (15%) stated they travelled to the dentist by bus

Surveys: summary (2)

- 575 people (73%) have found an alternative dentist (196 had not and 12 did not respond)
- 436 people (76%) stated they were happy to remain with the alternative dentist found
- 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

Considerations

- Results of patient engagement
- Population
- Patient need
- Public Transport
- Housing
- Results of market engagement

Next steps

- Produce Business Case (options / timescales)
- NHS England sign off