

# Engagement Report for the Procurement of Orthodontic Services in NHS England Central Midlands, North Midlands and West Midlands

February 2019

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## 1. Introduction

Across NHS England – Midlands & East (Central Midlands, North Midlands and West Midlands) 108 existing time-limited Personal Dental Services (PDS) Orthodontic contracts will end between April and August 2020. NHS England – Midlands & East will be procuring new providers to deliver orthodontic services and in order to consider the needs of local people, NHS England – Midlands & East has undertaken engagement activity with dentists, stakeholders, patients (current and future) and their families to understand their experience of current orthodontic services and future needs. The results from these surveys will be used to design the new orthodontic services across NHS England – Midlands & East in terms of the development of the Orthodontic Service Specification and Lotting Strategies.

The procurement only applies to PDS contracts that have a fixed end dates between April and August 2020. Orthodontic services provided under General Dental Services (GDS) contracts do not have an end date and will continue in perpetuity.

The following groups were asked to complete surveys to inform the engagement process:

- Patients in treatment
- Patients and the general public
- Healthwatch and Local Authorities
- General Dental Practitioners
- Orthodontists

The number of responses per survey vary and are shown in the table below:

Engagement Group	Number of respondents
Patients in treatment	878
Healthwatch & Local Authorities	491
General Dental Practitioners	222
Orthodontists	54

### The process:

All responses from the three separate online surveys (Healthwatch & Local Authorities, General Dental Practitioners and Orthodontists) have been individually analysed to identify key themes, similarities and differences. Respondents fed back on the current orthodontic service. Feedback includes aspects of the service they feel are acceptable and those to be improved.

In addition to the three online surveys, a separate patients survey was undertaken by the NHS Business Services Authority – Dental Services Division to gather information

regarding the existing orthodontic services from 20% of randomly selected patients per local area in active orthodontic treatment. Due to the timing of the survey some of the patients that responded may have recently completed their course of orthodontic treatment.

### **Key themes, similarities and distinct differences across all groups:**

It was found that many emerging themes were interlinked across the various groups and were pertinent to patients, carers and staff. The research also highlighted the similarities and differences which contribute to delivering effective orthodontic care to patients. Many themes were linked to:

- Waiting times for first appointments
- Treatment times
- Choice of orthodontist
- Travel and distance
- Transport links
- Travel to appointments
- Important factors to patients

Further similarities across all local areas include:

- Long waiting lists
- More children on the waiting list than adults
- Unable to treat patients that still have baby teeth
- Funding issues around treatment
- Limited availability of orthodontist
- Cost of car parking and public transport
- To have more opportunity to ask questions and choice of orthodontist
- More appointments outside of school hours

The feedback received from all surveys has been minimally edited, proofed or annotated for the purpose of clarity of response.

## 2. Key findings by local area:

Area	Bedford
Responses	25

Are you the patient or are you answering this on behalf of your child?

NO RESPONSE	PATIENT	PARENT/CARER
0	8	17

At what stage of orthodontic treatment are you/the person you are representing?

NO RESPONSE	AWAITING APPOINTMENT TO START TREATMENT	IN TREATMENT	TREATMENT COMPLETED AND NOW WEARING RETAINER
0	0	16	9

Where do you/the person you are representing currently receive orthodontic treatment?

BEDFORD	OTHER
25	1

### Waiting times for first orthodontist appointment:

How long after you/the person you are representing was referred for orthodontic treatment did you/they have to wait for the first appointment with an orthodontist?

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
0	18	5	2	0	0

(24) respondents felt this was an acceptable time to wait, (1) did not.

(2) respondents said they were given an explanation for the length of waiting time (18) did not respond.

When asked what length of time would be acceptable to wait the majority of respondents (203) left no comments followed by:

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
16	6	3	0	0	0

### Treatment times:

How long after the assessment with the orthodontist did you/the person you are representing have to wait for orthodontic treatment to start?

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS	N/A ASSESSED AND TREATMENT NOT REQUIRED
1	19	3	2	0	0	0

All respondents felt this was an acceptable time to wait.  
None record if they were given an explanation on the length of waiting time for treatment.

When asked what length of time would be acceptable to wait for treatment the majority did not respond:

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
21	2	2	0	0	0

### Choice of orthodontist:

(11) respondents were given a choice of orthodontist, while (10) were not. A further (4) were not sure.

For those where treatment has ended (8) confirmed that they were seen by the same orthodontist compared to (2) seen by different orthodontists.

### Travel and distance:

How far do/did you/the person you are representing have to travel for your appointments?

NO RESPONSE	0 - 5 MILES	6 - 10 MILES	10 - 15 MILES	15 - 20 MILES	OVER 20 MILES
1	23	1	0	0	0

Of those responding (24) agreed that the distance travelled is acceptable. Generally the majority of respondents (13) would not be prepared to wait longer in order to get an appointment closer to home compared to (5) that would.

The furthest distance respondents would travel ranged from 2 miles up to 20 miles, but most would travel up to 5 miles.

LESS THAN 5 MILES	UP TO 5 MILES	6-10 MILES	OVER 20 MILES
4	9	5	1

### Transport links:

Within Bedford the majority of patients would travel to their appointment by car followed by:

NO RESPONSE	CAR	PUBLIC TRANSPORT	WALK	CYCLE
0	18	2	5	0

### Appointment times:

The majority of respondents (24) were happy with the appointment day/time offered.

A number of preferred days and times for appointments were specified to include the following:

AROUND SCHOOL TIMES	EARLY/MORNING APPOINTMENTS	WEEKENDS	SPECIFIC DAY
6	5	2	4

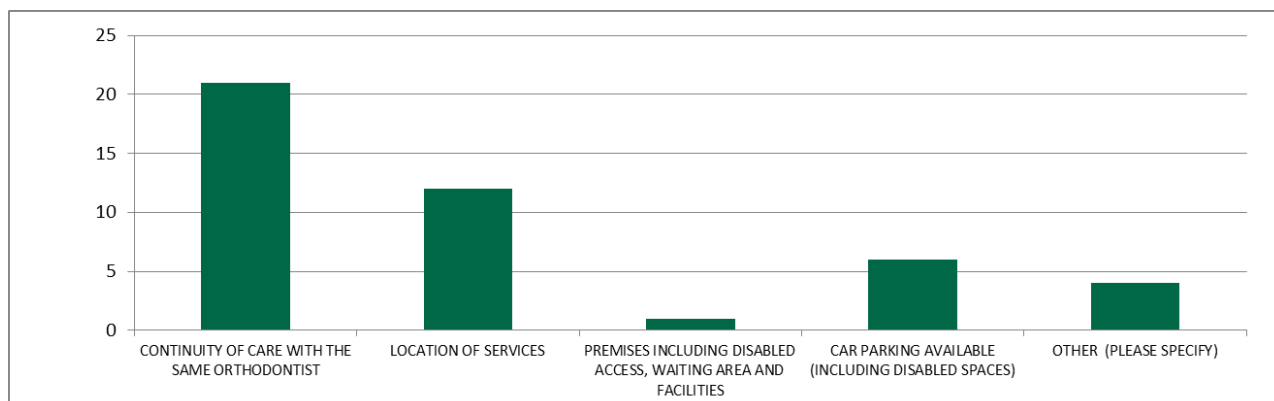
When asked if patients/parents would like to have appointments outside school hours most respondents indicated after school (4pm) or before school (8am).

### Important factors to patients:

Respondent indicated that continuity of care with the same orthodontist was important when choosing an orthodontist.

CONTINUITY OF CARE WITH THE SAME ORTHODONTIST	LOCATION OF SERVICES	PREMISES INCLUDING DISABLED ACCESS, WAITING AREA AND FACILITIES	CAR PARKING AVAILABLE (INCLUDING DISABLED SPACES)	OTHER (PLEASE SPECIFY)
21	12	1	6	4





Most comments related to quality of care:

- *CLOSE TO HOME*
- *QUALITY OF PATIENT CARE*
- *QUALITY OF SERVICE - QUALIFICATIONS & TRACK RECORD OF PROVIDER*
- *VERY ATTENTIVE DOCTOR.*

All respondents felt they were provided with enough information prior to receiving treatment.

Overall, respondents were very positive about the care they had received/receiving. Comments include:

- *THE TREATMENT WAS VERY GOOD AND HIGHLY EFFECTIVE. MY ORTHODONTIST WAS ALWAYS FRIENDLY AND CARING.*

To see the full comments see appendix Bedford.

### Summary of findings for Bedford: (25 responses)

- Respondents were mainly parents/carers (17). Most respondents live and receive care in Bedford. Most patients (16) were currently receiving treatment.
- Majority (18) waited up to 3 months to be seen for first appointment, (2) waited 7-12 months. Most (16) did not indicate if this was an acceptable waiting time.
- Only (2) report being given an explanation for the waiting time for their first appointment, (18) did not respond.
- Most (16) did not indicate an acceptable waiting time for their first appointment, (6) people indicated 0-13 months.
- Most patients (19) waited up to 3 months for treatment after the assessment and all felt this time was acceptable.
- None record being given an explanation for waiting time for treatment to start.
- Most did not indicate an acceptable waiting time for treatment to start.
- (10) were not offered a choice of orthodontist, while (8) of those whose treatment has finished have been seen by the same orthodontist throughout.
- Most patients/carers travel between 0-5 miles to appointments and feel this distance is acceptable.
- The majority would not be prepared to wait longer to get appointments closer to home.
- The furthest respondents were prepared to travel was 20 miles with most up to 5 miles.
- Most travel by car to appointments followed by walking.
- Many respondents would prefer appointments before or after school but most were happy with the appointment times offered.
- Most important issues reported include continuity of care (21), location of services (12) and car parking (6).
- Only (2) respondents had completed a friends and family test, and most did not know about it.
- All respondents were pleased with the information provided about treatment.
- Overall respondents were positive about the care they were receiving.
- Mostly respondents were White British (15), females (14) and (5) consider themselves disabled. (10) were aged up to 15 years.

Area	Central Bedfordshire
Responses	62

Are you the patient or are you answering this on behalf of your child?

NO RESPONSE	PATIENT	PARENT/CARER
0	23	39

At what stage of orthodontic treatment are you/the person you are representing?

NO RESPONSE	AWAITING APPOINTMENT TO START TREATMENT	IN TREATMENT	TREATMENT COMPLETED AND NOW WEARING RETAINER
0	1	31	30

Where do you/the person you are representing currently receive orthodontic treatment?

BALDOCK	BEDFORD	BIGGLESWADE	BISHOP'S STORTFORD	HARPENDEN
1	4	16	1	2
HITCHIN	HOUGHTON REGIS	LEIGHTON BUZZARD	LUTON	NEWPORT PAGNELL
1	9	14	6	2
TRING	OTHER			
1	2			

### Waiting times for first orthodontist appointment:

How long after you/the person you are representing was referred for orthodontic treatment did you/they have to wait for the first appointment with an orthodontist?

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
0	33	22	3	3	1

Of those that answered the above question (52) respondents felt this was an acceptable time to wait followed by (7) respondents who did not. A further (3) respondents did not comment.

An explanation for the length of waiting time was given to (6) respondents (46) did not respond. All comments related to waiting times.

When asked what length of time would be acceptable to wait, the majority of respondents (23) left no comments followed by:

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
46	13	3	0	0	0

### Treatment times:

How long after the assessment with the orthodontist did you/the person you are representing have to wait for orthodontic treatment to start?

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS	N/A ASSESSED AND TREATMENT NOT REQUIRED
1	42	10	3	2	4	0

The majority of respondents (52) felt this was an acceptable time to wait followed by (7) that did not agree.

An explanation as to the length of waiting time for treatment was given to (8) respondents (51) did not respond. Comments include:

- *BECAUSE SOME OF HER TEETH HADN'T COME THROUGH FULLY*
- *NEED OPERATION AND DENTIST TREATMENT*
- *BUSY AND POPULAR PRACTICE.*

When asked what length of time would be acceptable to wait for treatment, the majority of respondents (11) selected 0-3 months followed by:

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
46	11	3	2	0	0

### Choice of orthodontist:

The majority of respondents (34) were not offered a choice compared to (14) that were. For those where treatment has ended (16) confirmed that they were seen by the same orthodontist compared to (13) seen by different orthodontists.

### Travel and distance:

How far do/did you/the person you are representing have to travel for your appointments?

NO RESPONSE	0 - 5 MILES	6 - 10 MILES	10 - 15 MILES	15 - 20 MILES	OVER 20 MILES
0	38	14	7	1	2

Of those responding (57) agreed that the distance travelled is acceptable compared to (3) that disagree. Generally the majority of respondents (30) would not be prepared to wait longer in order to get an appointment closer to home compared to (13) that would.

The furthest distance respondents would travel ranged from 3 to 20 miles.

LESS THAN 5 MILES	5-9 MILES	10-15 MILES	OVER 15 MILES
4	22	22	2

### Transport links:

The majority of patients (53) would travel to their appointment by car followed by:

NO RESPONSE	CAR	PUBLIC TRANSPORT	WALK	CYCLE
0	53	0	9	0

Respondents also expressed the following concerns:

- Lack of car parking
- Children miss school.

### Appointment times:

The majority of respondents (44) were happy with the appointment day/time offered compared to (15) that were not.

A number of preferred days and times for appointments were specified to include the following:

AROUND SCHOOL TIMES	EARLY APPOINTMENTS	EVENING	MORNING	WEEKENDS
24	2	2	3	2

Respondents also expressed the following comments around appointment times:

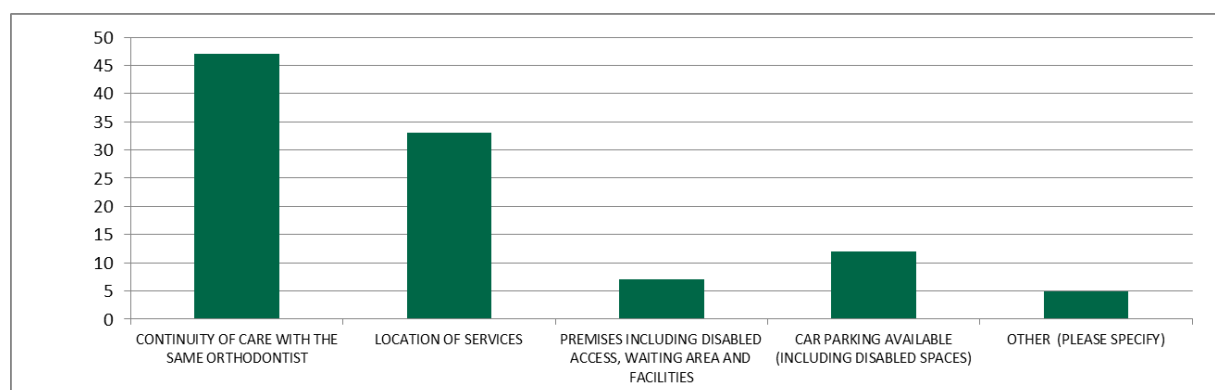
- More appointments around school times including before and after school to be made available.

When asked if patients/parents would like to have appointments outside of school hours, (56) respondents made suggestions, most indicate from 3.30pm onwards or before school.

### Important factors to patients:

Respondent indicated that continuity of care with the same orthodontist was important when choosing an orthodontist.

CONTINUITY OF CARE WITH THE SAME ORTHODONTIST	LOCATION OF SERVICES	PREMISES INCLUDING DISABLED ACCESS, WAITING AREA AND FACILITIES	CAR PARKING AVAILABLE (INCLUDING DISABLED SPACES)	OTHER (PLEASE SPECIFY)
47	33	7	12	5



Comments (4) relate to choice and quality of treatment.

The majority of respondents (59) felt they were provided with enough information prior to receiving treatment, compared to (3) that were not.

Comments were provided, some of which express concerns around:

- Lack of information about treatment
- Unnecessary return appointments.

Overall respondents were very positive about the care they had received/receiving and respondents appreciated the time and care given by all practice staff. Other comments include:

- *NEEDS TO BE CHEAPER SO THAT IT IS AVAILABLE TO ADULTS AS WELL AS CHILDREN*

- 
- *APPOINTMENTS FREQUENTLY CANCELLED ON DAY OF APPOINTMENT - NO EXPLANATION. SINCE HAVING RETAINER , HAVE RECEIVED NO COMMUNICATION FOR 6 MONTHS*
  - *NOT RECEIVED FOLLOW UP APPOINTMENTS AFTER 1YR OF HAVING RETAINERS*
  - *SURPRISED THE QUESTIONNAIRE DID NOT ASK QUESTIONS ABOUT QUALITY OF SERVICE, ABILITY OF ORTHODONTIST TO ADVISE AND EXPLAIN TREATMENT OR IF SERVICE WAS RESPONSIVE TO QUERIES. THESE ARE IMPORTANT*
  - *THE WAITING TIME FOR INITIAL APPOINTMENT AND ALSO TO TREATMENT HAS DEFINITELY IMPACTED ON MY GCSES*
  - *WE WERE TURNED AWAY FROM TWO ORTHODONTISTS AND IT WAS ONLY BECAUSE OF OUR DENTIST BEING PERSISTENT THAT WE WERE ACCEPTED BY A THIRD.*

To see the full comments see appendix Central Bedfordshire.

### **Summary of findings for Central Bedfordshire: (62 responses)**

- Respondents were mainly parents/carers (39). Most respondents live in Central Bedfordshire, largest number in Leighton Buzzard (13). Receiving treatment in 12 locations across the county, largest number in Biggleswade (16). Most patients (13) were currently receiving treatment.
- Majority (33) waited up to 3 months to be seen for their first appointment. However, many (22) waited 4-6 months, and (1) up to 18 months. (52) felt the waiting time was acceptable.
- Significant number of respondents (46) did not answer on whether an explanation was given for the waiting time for first appointment.
- Most did not indicate an acceptable waiting time for first appointment, of those that did most said 0-3 months.
- Most patients waited up to 3 months for treatment to start, while (4) waited over 18 months, most (52) felt this time was acceptable.
- (8) were given an explanation on the waiting time for treatment to start, (51) did not respond.
- Most did not indicate an acceptable waiting time for treatment to start, of those who did most said 0-3 months.
- Most (34) were not offered a choice of orthodontist. (16) of those whose treatment had finished had been seen by the same orthodontist throughout.
- Most patients/carers (38) travel between 0-5 miles however (2) respondents travel over 20 miles. Most feel this distance is acceptable.
- The majority of respondents would not be prepared to wait longer to get appointments closer to home.
- The furthest respondents were prepared to travel was 20 miles (22) each indicating 5-9miles and 10-15miles.
- Most travel by car to appointments followed by walking.
- Many respondents would prefer appointments around school hours. Majority (44) of respondents are happy with the appointments offered.
- Most important issues reported include continuity of care (47), location of services (33) and car parking (12).
- Only (4) respondents had previously completed a Friends and Family test with (36) indicating they did not know about it.
- The majority of respondents (59) were pleased with the information provided about treatment.
- Generally respondents were happy with their care.
- Most respondents were White British (59), females (32) and (4) consider themselves disabled. (39) were aged up to 15 years.



Area	Birmingham
Responses	75

Are you the patient or are you answering this on behalf of your child?

NO RESPONSE	PATIENT	PARENT/CARER
3	33	39

At what stage of orthodontic treatment are you/the person you are representing?

NO RESPONSE	AWAITING APPOINTMENT TO START TREATMENT	IN TREATMENT	TREATMENT COMPLETED AND NOW WEARING RETAINER
0	1	51	23

Where do you/the person you are representing currently receive orthodontic treatment?

BIRMINGHAM	SUTTON COLDFIELD	SOLIHULL	BURTON ON TRENT	KIDDERMINSTER
49	11	7	1	1
TAMWORTH	OTHER			
2	4			

### Waiting times for first orthodontist appointment:

How long after you/the person you are representing was referred for orthodontic treatment did you/they have to wait for the first appointment with an orthodontist?

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
1	26	16	10	12	10

Of those that answered the above question (57) respondents felt this was an acceptable time to wait followed by (15) respondents who did not. Three people did not respond.

An explanation for the length of waiting time was given to a total of (15) respondents of which some comments are listed below:

- LONG WAITING LIST
- TOO MANY PATIENTS, NOT ENOUGH ORTHODONTISTS
- NORMAL WAITING TIME.

When asked what length of time would be acceptable to wait the majority of respondents (50) gave no response.

0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
5	4	3	1	0

#### Treatment times:

How long after the assessment with the orthodontist did you/the person you are representing have to wait for orthodontic treatment to start?

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS	N/A ASSESSED AND TREATMENT NOT REQUIRED
3	30	24	7	3	8	0

The majority of respondents (60) felt this was an acceptable time to wait followed by (14) that did not agree. One respondent did not comment.

An explanation on the length of waiting time for treatment was given to a total of (15) respondents, while (11) were not given an explanation and 49 did not respond. Comments included:

- *LENGTH OF WAITING LIST*
- *AVAILABILITY OF FUNDING FROM NHS*
- *TO TRY REMOVABLE BRACES*
- *HAD TO WAIT FOR BACK TEETH TO PUSH THROUGH.*

When asked what length of time would be acceptable to wait for treatment, only (13) out of 75 people responded with (5) indicating 0-3 months, and (9) up to 6 months was acceptable.

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
1	5	4	3	1	0

#### Choice of orthodontist:

The majority of respondents (36) were not offered a choice compared to (14) that were. A further (10) were not sure.

For those where treatment has ended (29), the majority (20) confirmed that they were seen by the same orthodontist, while (5) had been seen by different orthodontists.

### Travel and distance:

How far do/did you/the person you are representing have to travel for your appointments?

NO RESPONSE	0 - 5 MILES	6 - 10 MILES	10 - 15 MILES	15 - 20 MILES	OVER 20 MILES
1	54	13	6	0	1

Of those responding (64) agreed that the distance travelled is acceptable compared to (6) that disagree. A further (5) were not sure. Generally the majority of respondents (50) would not be prepared to wait longer in order to get an appointment closer to home compared to (13) that would.

When asked the furthest distance they would be prepared travel, the distances ranged from 2 to 15 miles, with most between 0-5 miles and 6-11 miles.

0-2 MILES	0-5 MILES	6-10 MILES	11-15 MILES
4	25	29	8

### Transport links:

Within Birmingham the majority of patients (63) would travel to their appointment by car.

NO RESPONSE	CAR	PUBLIC TRANSPORT	WALK	CYCLE
1	63	5	5	1

Respondents also expressed the following concerns:

- Traffic concerns
- Cost of parking
- Respondents are willing to travel to meet appointments when offered
- Issues with delays on public transport.

### Appointment times:

The majority of respondents (55) were happy with the appointment day/time offered compared to (18) that were not. A further (2) were not sure.

A number of preferred days and times for appointments were specified:

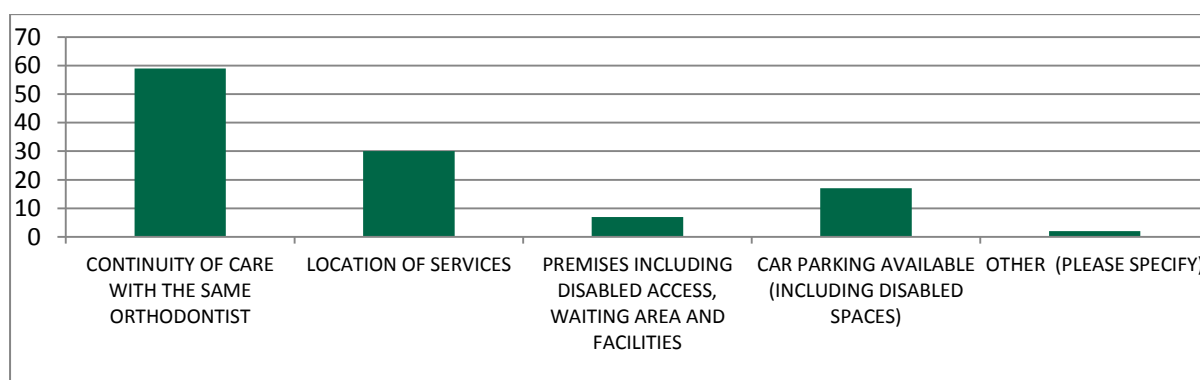
AROUND SCHOOL TIMES	EARLY APPOINTMENTS	WEEKENDS	SPECIFIC DAY	OTHER	NO PREFERENCE
24	8	5	10	4	11

When asked if patients/parents would like to have appointments outside of school hours respondents made suggestions including:

- After 5pm (7 comments)
- After school (is 3.30 or 4pm) (37 comments)
- At weekend (6 comments)
- Before school (3 comments).

### Important factors to patients:

CONTINUITY OF CARE WITH THE SAME ORTHODONTIST	LOCATION OF SERVICES	PREMISES INCLUDING DISABLED ACCESS, WAITING AREA AND FACILITIES	CAR PARKING AVAILABLE (INCLUDING DISABLED SPACES)	OTHER (PLEASE SPECIFY)
59	30	7	17	2



Other comments related to quality and friendliness of the service.

The majority of respondents (65) felt they were provided with enough information prior to receiving treatment, compared to (9) that were not. Comments were provided some of which express concerns around:

- Staff appearing too busy to communicate
- Lack of instructions around how to manage the device given
- Lack of information about duration, frequency of treatment and care of device.

Of the (17) respondents who commented about the service, (8) were very positive. Other commented on the rudeness of staff, and limited choice of treatment centre.

To see the full comments see appendix Birmingham.

### **Summary of findings for Birmingham: (75 responses)**

- Respondents were mainly parents/carers (39). Most respondents live in Birmingham and were receiving treatment in Birmingham or Sutton Coldfield. Most patients (51) were currently receiving treatment.
- Majority (26) waited up to 3 months to be seen for first appointment however (10) waited over 18 months. Most patients (57) felt the waiting time was acceptable.
- (15) respondents indicate they were given an explanation on the waiting time for their first appointment.
- Most did not indicate an acceptable waiting time for their first appointment.
- Most patients waited up to 3 months for treatment after the assessment and felt this time was acceptable.
- Most did not indicate if they were given an explanation on the waiting time for treatment to start.
- Most did not indicate an acceptable waiting time for treatment to start, of those that did the most popular was 0-3 months.
- (36) were not offered a choice of orthodontist. (20) of those whose treatment had finished had been seen by the same orthodontist throughout.
- Most patients/carers (54) travel between 0-5 miles, one travelled over 20 miles. Most felt this distance was acceptable.
- Majority (50) would not be prepared to wait longer to get appointments closer to home.
- The furthest respondents were prepared to travel was 15 miles with (29) indicating up to 10 miles.
- Most (63) travel by car to appointments followed by walking or public transport (5 each).
- Many respondents would prefer appointments around school hours, while some indicated specific days. The majority of respondents are happy with the appointments offered.
- Most important issues reported include continuity of care (59), location of services (30) and car parking (17).
- (6) respondents had completed a friends and family test, while (43) did not know about it.
- The majority of respondents were pleased with the information provided about treatment.
- Generally respondents were happy with their care, but there were comments around staff appearing rushed and lack of information.
- Most respondents (34) were White British, female (41) and (5) consider themselves disabled. (36) were aged up to 15 years.

Area	Buckinghamshire
Responses	1

Are you the patient or are you answering this on behalf of your child?

NO RESPONSE	PATIENT	PARENT/CARER
0	1	0

At what stage of orthodontic treatment are you/the person you are representing?

NO RESPONSE	AWAITING APPOINTMENT TO START TREATMENT	IN TREATMENT	TREATMENT COMPLETED AND NOW WEARING RETAINER
0	0	0	1

Where do you/the person you are representing currently receive orthodontic treatment? -  
Aylesbury

#### Waiting times for first orthodontist appointment:

How long after you/the person you are representing was referred for orthodontic treatment did you/they have to wait for the first appointment with an orthodontist?

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
0	0	0	1	0	0

This was an acceptable time to wait.

Respondent did not indicate an acceptable to time to wait.

### Treatment times:

How long after the assessment with the orthodontist did you/the person you are representing have to wait for orthodontic treatment to start?

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS	N/A ASSESSED AND TREATMENT NOT REQUIRED
0	0	1	0	0	0	0

Respondent felt this was an acceptable time to wait.

### Choice of orthodontist:

Respondent was not given a choice of orthodontist.

Respondent had been seen by the same orthodontist during the entire treatment.

### Travel and distance:

Respondent travels 6-10 miles for appointments. This is an acceptable distance to travel.  
 Would not be prepared to wait longer in order to get an appointment closer to home.  
 Furthest distance prepared to travel is 10-15 miles.

### Transport links:

Respondent travels by car.

### Appointment times:

Respondent is happy with appointment time.  
 Preferred time is Tuesday mornings.

No preference for appointment times.

### Important factors to patients:

Respondent indicated that continuity of care with the same orthodontist was important when choosing an orthodontist.

CONTINUITY OF CARE WITH THE SAME ORTHODONTIST	LOCATION OF SERVICES	PREMISES INCLUDING DISABLED ACCESS, WAITING AREA AND FACILITIES	CAR PARKING AVAILABLE (INCLUDING DISABLED SPACES)	OTHER (PLEASE SPECIFY)
1	1	0	1	0

Respondent was provided with enough information about treatment.

The respondent was very happy with treatment:

- *NO, MY SERVICE WAS BRILLIANT AND MY TEETH LOOK MUCH BETTER.*

To see the full comments see appendix Buckinghamshire.



### **Summary of findings for Buckinghamshire: (1 response)**

- One patient whose treatment was completed living in nearby village and receiving treatment in Aylesbury.
- Waited 7-12 months to be seen for first appointment which was acceptable.
- Did not answer the question about being given an explanation for the waiting time for first appointment.
- Did not indicate an acceptable waiting time for first appointment.
- Waited 4-6 months for treatment after the assessment and felt this time was acceptable.
- Did not answer as to whether an explanation for waiting time for treatment was given.
- Did not indicate an acceptable waiting time for treatment.
- Not offered a choice of orthodontist, but had been seen by the same orthodontist throughout treatment.
- Travels 6-10 miles for treatment, this distance is acceptable.
- Would not be prepared to wait longer to get appointments closer to home.
- The furthest distance prepared to travel was 10-15 miles.
- Travels by car to appointments.
- Preferred appointment time is Tuesday morning, happy with the appointments offered.
- Most important factors reported were continuity of care with the same orthodontist, location and car parking.
- Did not know about friends and family test.
- Respondent was provided enough information about treatment.
- Generally respondent was happy with their care.
- Respondent was White British, female aged 14 years.

Area	Coventry
Responses	30

Are you the patient or are you answering this on behalf of your child?

NO RESPONSE	PATIENT	PARENT/CARER
1	13	16

At what stage of orthodontic treatment are you/the person you are representing?

NO RESPONSE	AWAITING APPOINTMENT TO START TREATMENT	IN TREATMENT	TREATMENT COMPLETED AND NOW WEARING RETAINER
0	0	18	12

Where do you/the person you are representing currently receive orthodontic treatment?

COVENTRY	LEAMINGTON SPA	WARWICK	NUNEATON
22	6	1	1

### Waiting times for first orthodontist appointment:

How long after you/the person you are representing was referred for orthodontic treatment did you/they have to wait for the first appointment with an orthodontist?

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
0	4	6	9	6	5

Of those that responded to the above question (15) respondents felt this was an acceptable time to wait while (15) respondents did not.

An explanation for the length of waiting time was given to a total of (11) respondents of which some comments are listed below:

- BOOKS WERE FULL & WE WOULD NEED TO WAIT FOR PATIENTS TO FINISH TREATMENT
- LONG WAITING LIST
- ORIGINALLY WENT TO ONE IN COVENTRY BUT WAS TOLD A 2 YEAR WAITING SO WE REFER TO LEAMINGTON.

When asked what length of time would be acceptable to wait, (10) said 4-6 months followed by:

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
10	7	10	2	1	0

### Treatment times:

How long after the assessment with the orthodontist did you/the person you are representing have to wait for orthodontic treatment to start?

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS	N/A ASSESSED AND TREATMENT NOT REQUIRED
1	14	5	4	3	3	0

The majority of respondents (18) felt this was an acceptable time to wait. An explanation on the length of waiting time for treatment was given to (3) respondents. Comments largely related to long waiting lists.

When asked what length of time would be acceptable to wait for treatment respondents chose between 0-3 months and 4-6 months.

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
0	5	4	0	0	0

### Choice of orthodontist:

The majority of respondents (13) were not offered a choice compared to (2) that were, a further (3) were not sure.

For those where treatment has ended (9) confirmed that they were seen by the same orthodontist compared to (2) seen by different orthodontists.

### Travel and distance:

How far do/did you/the person you are representing have to travel for your appointments?

NO RESPONSE	0 - 5 MILES	6 - 10 MILES	10 - 15 MILES	15 - 20 MILES	OVER 20 MILES
1	21	6	2	0	0

Almost all of respondents (28) agreed that the distance travelled is acceptable. The majority of respondents (22) would not be prepared to wait longer in order to get an appointment closer to home.

When asked the furthest distance they would travel (9) respondents would travel up to 5 miles, and (10) would travel up to 10 miles. However, the acceptable range was from 2 miles (1) to over 20 miles (1).

0-5 MILES	6-10 MILES	11-15 MILES	OVER 15 MILES
9	10	1	2

### Transport links:

The majority of patients (29) travel by car with only one person saying public transport.

NO RESPONSE	CAR	PUBLIC TRANSPORT	WALK	CYCLE
0	29	1	0	0

Respondents also expressed the following concerns:

- Appointments are in school time
- Little parking is available
- Have to rely on family/friends to get to appointments.

### Appointment times:

The majority of respondents (27) were happy with the appointment day/time offered compared to (3) that were not.

A number of preferred days and times for appointments were specified to relate to:

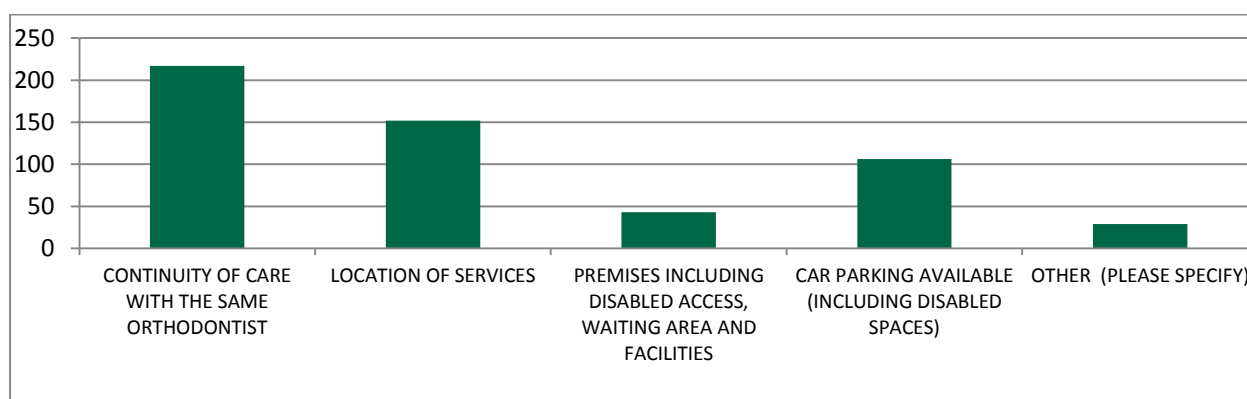
AROUND SCHOOL TIMES	EARLY/MORNING APPOINTMENTS	WORKING HOURS	WEEKENDS	SPECIFIC DAY
11	4	1	2	3

When asked, patients/parents commented that they would like to have appointments outside of school hours.

### Important factors to patients:

When asked what was important to them when choosing an NHS orthodontist, most respondents indicated continuity of care with the same orthodontics. Other findings were:

CONTINUITY OF CARE WITH THE SAME ORTHODONTIST	LOCATION OF SERVICES	PREMISES INCLUDING DISABLED ACCESS, WAITING AREA AND FACILITIES	CAR PARKING AVAILABLE (INCLUDING DISABLED SPACES)	OTHER (PLEASE SPECIFY)
26	12	5	8	3



All comments related to the importance of a high quality service.

Most respondents (29) felt they were provided with enough information prior to receiving treatment.

Overall respondents were very positive about the care they had received/receiving.

- *GREAT STAFF AND GREAT DENTIST*
- *THEY PROVIDE GOOD CARING SERVICES.*

To see the full comments see appendix Coventry.

### Summary of findings for Coventry: (30 responses)

- Respondents were mainly parents/carers (16). Most respondents live in Coventry and were receiving treatment in Coventry or Leamington Spa. Most patients (18) were currently receiving treatment.
- Time waited for first appointment varied widely, from (4) waited 0-3 months, (9) waited 7-12 months and (5) over 18 months. (15) felt the waiting time was acceptable, (15) did not.
- Only (11) indicated if an explanation was given for the waiting time for their first appointment.
- Where indicated most said 4-6 months was an acceptable waiting time for their first appointment.
- Most patients waited up to 3 months for treatment after the assessment and felt this time was acceptable.
- Most did not answer as to whether an explanation for waiting time to treatment was given.
- Most popular acceptable waiting times for treatment was 0-3 months, (13) were not offered a choice of orthodontist. (9) of those whose treatment had finished had been seen by the same orthodontist throughout.
- Most patients/carers (21) travel between 0-5 miles and most feel this distance is acceptable.
- Majority (22) would not be prepared to wait longer to get appointments closer to home.
- The furthest respondents were prepared to travel was 20 miles with most up to 10 miles.
- Most travel by car (29) to appointments.
- Many respondents would prefer appointments around school hours. Most respondents are happy with the appointments offered.
- Most important issues reported include continuity of care (26), location of services (12) and car parking (8) and premises (5).
- Only (1) respondent had completed a friends and family test, and most did not know about it.
- Majority of respondents (29) were pleased with the information provided about treatment.
- Generally respondents were happy with their care.
- Most respondents (21) were White British, female (15) and (4) consider themselves disabled. (10) were aged up to 15years.

Area	Derby City
Responses	22

Are you the patient or are you answering this on behalf of your child?

NO RESPONSE	PATIENT	PARENT/CARER
1	8	13

At what stage of orthodontic treatment are you/the person you are representing?

NO RESPONSE	AWAITING APPOINTMENT TO START TREATMENT	IN TREATMENT	TREATMENT COMPLETED AND NOW WEARING RETAINER
1	1	11	9

Where do you/the person you are representing currently receive orthodontic treatment?

Most patients (17) were receiving treatment in Derby but (1) in Nottingham:

CHESTERFIELD	DERBY	NOTTINGHAM
2	17	1

### Waiting times for first orthodontist appointment:

How long after you/the person you are representing was referred for orthodontic treatment did you/they have to wait for the first appointment with an orthodontist?

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
1	7	3	5	5	1

Most respondents (18) felt this was an acceptable time to wait while (3) respondents did not. An explanation as to the length of waiting time was given to a total of (18) respondents.

When asked what length of time would be acceptable to wait, (18) did not respond. Others said:

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
18	1	3	0	0	0

### Treatment times:

How long after the assessment with the orthodontist did you/the person you are representing have to wait for orthodontic treatment to start?

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS	N/A ASSESSED AND TREATMENT NOT REQUIRED
1	9	4	5	3	0	0

Most respondents (18) felt this was an acceptable time to wait. Only (1) respondent said they were given an explanation for the waiting time, but (20) did not respond. Comments related to waiting times, and waiting for teeth to grow.

When asked what length of time would be acceptable to wait for treatment only (4) responded:

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
18	1	2	1	0	0

### Choice of orthodontist:

(9) respondents were not offered a choice compared to (5) that were, a further (4) were not sure. For those where treatment has ended (7) confirmed that they were seen by the same orthodontist compared to (2) seen by different orthodontists.

### Travel and distance:

How far do/did you/the person you are representing have to travel for your appointments?

NO RESPONSE	0 - 5 MILES	6 - 10 MILES	10 - 15 MILES	15 - 20 MILES	OVER 20 MILES
1	13	5	0	1	2



Most respondents (18) agreed that the distance travelled is acceptable.  
(8) respondents would not be prepared to wait longer in order to get an appointment closer to home, while (5) would and (7) do not know.

When asked the furthest distance they would travel, the acceptable range was from 0-5 miles to 30 miles.

0-5 MILES	6-10 MILES	11-15 MILES	15 MILES OR MORE
7	8	1	2

### Transport links:

The majority of patients (19) travel by car, with (2) using public transport.

NO RESPONSE	CAR	PUBLIC TRANSPORT	WALK	CYCLE
1	19	2	0	0

Respondents expressed concerns about closer proximity of other practices and parking including:

- *NOT ENOUGH PARKING AND HAD TO TRAVEL TO OPPOSITE OF CITY WHEN A CLOSER PRACTICE IS IN SAME TOWN AND 5 MINUTE WALK.*

### Appointment times:

The majority of respondents (19) were happy with the appointment day/time offered.

A number of preferred days and times for appointments were specified including:

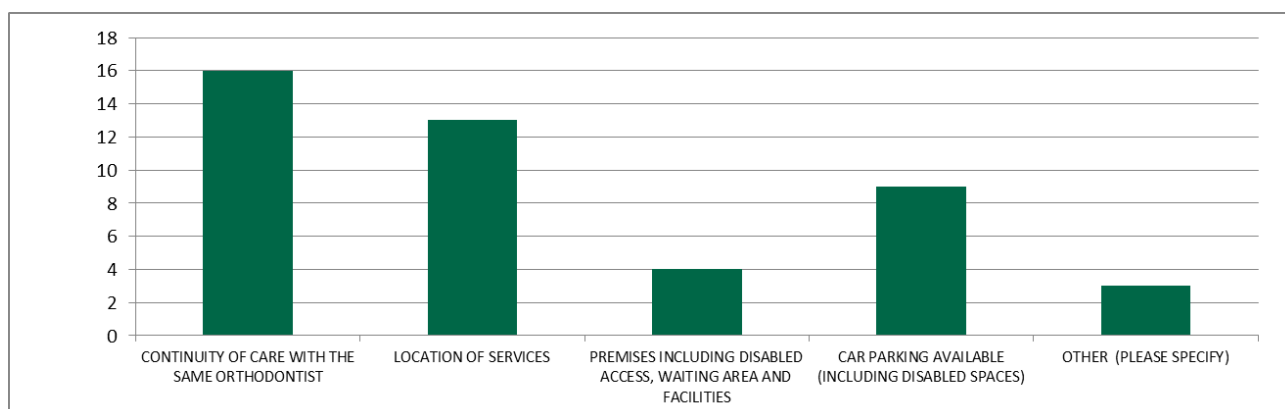
AROUND SCHOOL TIMES (AFTER 4, IN HOLS)	WEEKEND	EVENING	MORNING
7	1	1	2

When asked, most patients/parents who responded would like to have appointments outside of school hours (before school or after 3pm/4pm/5pm). Another mentioned weekends.

### Important factors to patients:

When asked what was important to them when choosing an NHS orthodontist, most respondents indicated continuity of care with the same orthodontics. Other findings were:

CONTINUITY OF CARE WITH THE SAME ORTHODONTIST	LOCATION OF SERVICES	PREMISES INCLUDING DISABLED ACCESS, WAITING AREA AND FACILITIES	CAR PARKING AVAILABLE (INCLUDING DISABLED SPACES)	OTHER (PLEASE SPECIFY)
16	13	4	9	3



#### Comments:

- OFFERED AN ORTHODONTIST WITHIN A REASONABLE DISTANCE FROM HOME ADDRESS
- APPOINTMENTS OUTSIDE SCHOOL HOURS.

All respondents (21) felt they were provided with enough information prior to receiving treatment. Comments include:

- APPOINTMENTS ALWAYS VERY RUSHED, ORTHODONTIST NOT VERY APPROACHABLE AND TOO TECHNICAL EXPLANATION OF TREATMENT

While some respondents were happy with the service other comments related to lack of choice and waiting time.

- EXTREMELY PLEASED WITH THE WHOLE SERVICE/TREATMENT RECEIVED - EXCELLENT CARE
- WE RECEIVED AN EXCELLENT SERVICE THROUGHOUT THE TREATMENT PERIOD.

To see the full comments see appendix Derby City.

### Summary of findings for Derby City: (22 respondents)

- Respondents were (13) parent/carers and (8) patients. Respondents live in Derby and most were receiving treatment in Derby (17) but (1) in Nottingham. (11) were in treatment while (9) had completed treatment and one waiting initial appointment.
- The time waited for first orthodontics appointment spanned 0 to over 18 months with (7) waiting 0-3 months, (1) waiting over 18 months. Most patients (18) felt the waiting time was acceptable.
- (18) respondents indicate they were given an explanation for the waiting time for first appointment.
- Most (18) did not indicate an acceptable waiting time for first appointment.
- Waiting time for treatment to start ranged from 0 to 18 months with (9) patients waiting up to 3 months and (3) waiting 12-18 months. Most felt this time was acceptable.
- Most did not indicate if they were given an explanation as to the waiting time for treatment to start.
- Most did not indicate an acceptable waiting time for treatment to start.
- (9) were not offered a choice of orthodontist. (7) of those whose treatment had finished had been seen by the same orthodontist throughout.
- Most respondents (13) indicate they travel between 0-5miles,(2) travelled over 20 miles. (10) did not respond. (18) felt this distance was acceptable.
- (8) would not be prepared to wait longer to get appointments closer to home, while (5) would.
- (2) respondents were prepared to travel over 15 miles to treatment, while (8) indicated 6-10 miles.
- Most (19) travel by car to appointments followed by public transport (2). Issues related to lack of parking and proximity of a closer practice.
- Most respondents would prefer appointments around school hours, while other preferences included weekends or specific days. Most respondents are happy with the appointments offered.
- Most important issues reported include continuity of care (16), location of services (13) and car parking (9).
- (16) respondents had not completed a friends and family test, while (14) did not know about it.
- Respondents were pleased with the information provided about treatment.
- Some respondents are happy with the service however they also mention lack of choice and waiting time.
- Most respondents (17) were White British, (12) female, (3) consider themselves disabled. (7) were aged up to 15 years.

Area	Derbyshire
Responses	86

Are you the patient or are you answering this on behalf of your child?

NO RESPONSE	PATIENT	PARENT/CARER
0	30	56

At what stage of orthodontic treatment are you/the person you are representing?

NO RESPONSE	AWAITING APPOINTMENT TO START TREATMENT	IN TREATMENT	TREATMENT COMPLETED AND NOW WEARING RETAINER
0	0	51	35

Where do you/the person you are representing currently receive orthodontic treatment? Most people receive treatment in Derbyshire (61), but others in Staffordshire (7), Nottinghamshire (8), Yorkshire (3), and one each in Leicestershire, Cheshire and Greater Manchester.

ALFRETON	ASHBOURNE	BELPER	BURTON ON TRENT	BUXTON
20	4	1	5	4
CHESTERFIELD	DERBY	HANLEY	HINKLEY	MACCLES-FIELD
33	3	1	1	1
NOTTINGHAM	SHEFFIELD	STOCKPORT		
8	3	1		

### Waiting times for first orthodontist appointment:

How long after you/the person you are representing was referred for orthodontic treatment did you/they have to wait for the first appointment with an orthodontist?

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
1	45	20	9	9	2

Of those that responded to the above question (73) respondents felt this was an acceptable time to wait while (11) respondents did not.

An explanation as to the length of waiting time was given to a total of (15) respondents. (59) did not respond. Most comments related to long waiting lists, or the teeth were not ready for treatment.

When asked what length of time would be acceptable to wait, (56) did not respond. Others said:

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
56	16	8	5	1	0

### Treatment times:

How long after the assessment with the orthodontist did you/the person you are representing have to wait for orthodontic treatment to start?

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS	N/A ASSESSED AND TREATMENT NOT REQUIRED
3	62	10	6	2	3	0

Most respondents (77) felt this was an acceptable time to wait. (8) respondents say they were given an explanation for the waiting time, but (71) did not respond. Comments include:

- *DIDN'T NEED ONE WAS FINE WITH TIME*
- *LENGTH OF WAITING LIST*
- *LONG WAIT LIST*
- *MOVEMENT/ GROWTH + EXTRACTIONS*
- *NEEDED TO WAIT FOR TEETH TO SETTLE AND EXTRACTION BY DENTIST*
- *WAITING FOR TEETH TO FALL OUT.*

When asked what length of time would be acceptable to wait for treatment most respondents said 0-3 months, however (72) did not respond.

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
72	10	2	2	0	0

### Choice of orthodontist:

(46) respondents were not offered a choice compared to (21) that were, a further (10) did not know.

For those where treatment has ended (26) confirmed that they were seen by the same orthodontist compared to (12) seen by different orthodontists.

### Travel and distance:

How far do/did you/the person you are representing have to travel for your appointments?

NO RESPONSE	0 - 5 MILES	6 - 10 MILES	10 - 15 MILES	15 - 20 MILES	OVER 20 MILES
1	47	27	6	3	2

Almost all of respondents (77) agreed that the distance travelled is acceptable.

(45) respondents would not be prepared to wait longer in order to get an appointment closer to home compared to (21) who would.

When asked the furthest distance they would travel (34) would travel up to 10 miles. However the acceptable range was from 2-3 miles (1) to 25 miles (3).

0-5 MILES	6-10 MILES	11-15 MILES	16-20 MILES	21-25 MILES
17	34	12	9	3

### Transport links:

Most patients (75) travel by car, with (5) using public transport and (5) walking.

NO RESPONSE	CAR	PUBLIC TRANSPORT	WALK	CYCLE
1	75	5	5	0

Respondents expressed concerns about lack of parking, missing school and concerns about traffic. Other comments included:

- AFTER BEING OFFERED ALFRETON FOR OUR APPOINTMENT (HALF HOUR PLUS TRAVEL TIME) I RANG TO SEE WHY WE WOULD NOT BE ABLE TO VISIT CHESTERFIELD WHICH THEY THEN DID
- CHESTERFIELD IS 2 MILES AWAY? WHY OFFER INITIALLY A PRACTICE FURTHER AWAY?
- ORTHODONTIST HOLDS SURGERY IN ASHBOURNE 1 DAY A WEEK. IS BASED IN BURTON ON TRENT SO FOR PROBLEMS HAD TO GO TO BURTON (X3)

- *SHOULD BE ASKING ABOUT TRAVEL TIME AND CONVENIENCE*
- *WOULD'VE BEEN DIFFICULT IF I HAD HAD TO TAKE PUBLIC TRANSPORT*
- *WE ARE LUCKY BOTH PARENTS DRIVE + HAVE FLEXIBLE EMPLOYERS.*

### Appointment times:

The majority of respondents (77) were happy with the appointment day/time offered compared to (8) that were not.

A number of preferred days and times for appointments were specified including:

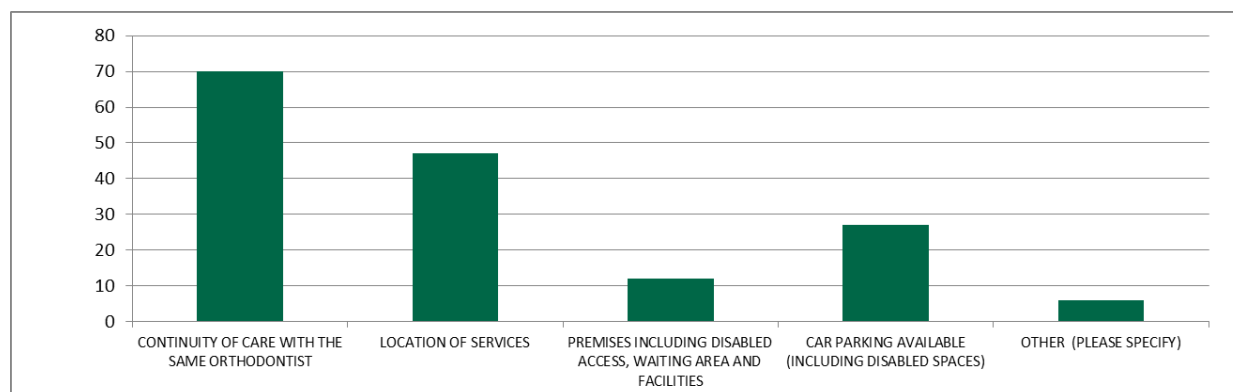
AROUND SCHOOL TIMES (AFTER 4PM/IN HOLIDAYS)	LUNCHTIME/MORNINGS	EARLY MORNING APPOINTMENTS	AROUND WORKING HOURS	SPECIFIC DAY
42	5	5	1	10

When asked, most patients/parents commented that would like to have appointments before or after school hours.

### Important factors to patients:

When asked what was important to them when choosing an NHS orthodontist, most respondents indicated continuity of care with the same orthodontics. Other findings were:

CONTINUITY OF CARE WITH THE SAME ORTHODONTIST	LOCATION OF SERVICES	PREMISES INCLUDING DISABLED ACCESS, WAITING AREA AND FACILITIES	CAR PARKING AVAILABLE (INCLUDING DISABLED SPACES)	OTHER (PLEASE SPECIFY)
70	47	12	27	6



Comments related to waiting time, quality of care, parking and public transport.

Most respondents (83) felt they were provided with enough information prior to receiving treatment. Comments included:

- *THE PRACTICE WAS FABULOUS. GREAT ATTENTION TO DETAIL, CLEANLINESS, FRIENDLINESS*
- *TREATMENT HAS BEEN VERY WELL EXPLAINED*
- *WASN'T TOLD WHAT CAME NEXT OR THE OVERALL PLAN - NOT EVEN WHAT THEY WERE DOING AT EACH APPOINTMENT MOST OF THE TIME*
- *LEAFLETS!*

Most respondents were happy with the service:

- *A FRIENDLY PRACTICE THAT HELPED WITH ANY QUERIES. ALWAYS ABLE TO ACCOMMODATE OUR AWKWARD APPOINTMENT TIMES. CLEAN ROOM, POLITE STAFF*
- *EAST MIDLANDS ORTHODONTICS WERE AMAZING, QUICK PROCESS, PRECISSION AND HOSPITALITY*
- *GOOD PROACTIVE SERVICE- THANK YOU*
- *JUST EXCELLENT SERVICE, VERY ACCOMODATING AND WELCOMING*
- *EVERY PART OF THE TREATMENT IS THROUGHLY EXPLAINED*
- *VERY PLEASED, GENERALLY SEE ONLY ONE OR TWO ORTHODONTISTS, CAN PARK EASILY + EASY TO GET TO, GENERALLY THEY CAN SUPPLY APPOINTMENTS EITHER EARLY OR LATE.*

Other comments included:

- *INFORMATION LEAFLETS ABOUT THE DIFFERENT TREATMENTS. START A YOUTUBE CHANNEL WITH INFORMATION*
- *THE MAN MY SON SEES IS VERY STERN AND VERY ROUGH WITH HIM NEVER REALLY ASKING IF HE'S OK. THE WOMAN HE SEES IS LOVELY AND KIND. WOULD BE NICE IF WE DIDN'T HAVE TO SEE THE MAN*
- *AFTER REMOVING TWIN BLOCKS, BACK TO NORMAL DENTIST FOR 4 TEETH REMOVED. THESE ARE TO BE AT HOSPITAL BUT THERES A 9 MONTH WAIT. ANOTHER LONG WAIT BEFORE FIXED BRACES*



- 
- *THEY TOOK MY BRACES OFF TOO SOON AND WHEN THE BAD QUALITY RETAINER BROKE, I HAD TO WAIT 2 WEEKS TO GET NEW MOLDS AND THEN ANOTHER 2 WEEKS TO BE ABLE TO PICK IT UP SO MY BOTTOM SET OF TEETH AREN'T IN THE BEST POSITION.*

To see the full comments see appendix Derbyshire.

### Summary of findings for Derbyshire: (86 respondents)

- Respondents were split between parent/carers (56) and patients (30). All but one respondent live in towns or villages across Derbyshire. Most people receive treatment in Derbyshire (61), but others in Staffordshire (6), Nottinghamshire (8), Yorkshire (3), and one each in Staffordshire, Leicestershire, Cheshire and Greater Manchester. (51) were in treatment while (35) had completed treatment.
- The time waited for first orthodontics appointment spanned 0 to over 18 months with (45) waiting 0-3 months and (2) waiting over 18 months. Most patients (73) felt the waiting time was acceptable.
- (15) respondents indicate they were given an explanation for the waiting time for first appointment.
- (56) respondents did not indicate an acceptable waiting time for first appointment, of those that did 0-3 months was the most popular (16).
- Waiting time for treatment to start ranged from 0 to over 18 months with (62) patients waiting up to 3 months and (3) waiting over 18 months. Most (77) felt this time was acceptable.
- Most did not indicate if they were given an explanation as to the waiting time for treatment to start.
- Most did not indicate an acceptable waiting time for treatment to start.
- (46) were not offered a choice of orthodontist. (26) of those whose treatment had finished had been seen by the same orthodontist throughout.
- Most patients/carers (47) travel between 0-5miles, (2) travelled over 20 miles. Most felt this distance was acceptable.
- (45) would not be prepared to wait longer to get appointments closer to home while (21) would.
- The furthest respondents were prepared to travel was up to 25 miles with (34) indicating up to 10 miles.
- Most (75) travel by car to appointments followed by public transport (5) and walking (5). Comments related to parking, missing school and traffic.
- Most respondents would prefer appointments around school hours, while some indicated specific days. Most respondents are happy with the appointments offered.
- Most important issues reported include continuity of care (70), location of services (47) and car parking (27). Other comments related to waiting time, quality of care, parking and public transport.
- (60) respondents had not completed a friends and family test, while (53) did not know about it.
- Most respondents were pleased with the information provided about treatment.
- Respondents were generally happy with the service received.
- (77) respondents were White British, (55) female, (2) consider themselves disabled. (46) were aged up to 15 years.

Area	Dudley
Responses	26

Are you the patient or are you answering this on behalf of your child?

NO RESPONSE	PATIENT	PARENT/CARER
0	8	18

At what stage of orthodontic treatment are you/the person you are representing?

NO RESPONSE	AWAITING APPOINTMENT TO START TREATMENT	IN TREATMENT	TREATMENT COMPLETED AND NOW WEARING RETAINER
0	0	18	8

Where do you/the person you are representing currently receive orthodontic treatment?

BIRMINGHAM	KIDDERMINSTER	STOURBRIDGE	TELFORD
1	9	10	2
WEST MIDLANDS	WOLVERHAMPTON		
1	3		

### Waiting times for first orthodontist appointment:

How long after you/the person you are representing was referred for orthodontic treatment did you/they have to wait for the first appointment with an orthodontist?

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
0	7	10	2	4	3

Of those that answered the above question (20) respondents felt this was an acceptable time to wait while (5) did not.

Only (3) respondents indicate that they had an explanation as to the length of waiting time. (19) did not respond. Two comments both relate to long waiting times.

When asked what length of time would be acceptable to wait, (18) respondents left no comments followed by:

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
18	1	5	2	0	0

### Treatment times:

How long after the assessment with the orthodontist did you/the person you are representing have to wait for orthodontic treatment to start?  
Most waited 0-3 months followed by:

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS	N/A ASSESSED AND TREATMENT NOT REQUIRED
2	18	4	2	0	0	0

The majority of respondents (25) felt this was an acceptable time to wait, no one said their wait was not acceptable.

(3) respondents were given an explanation as to the length of waiting time for treatment.

No respondents indicated what length of time would be acceptable to wait for treatment.

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
0	0	0	0	0	0

### Choice of orthodontist:

The majority of respondents (18) were not offered a choice compared to (7) that were. For those where treatment has ended (6) confirmed that they were seen by the same orthodontist compared to (2) seen by different orthodontists.

### Travel and distance:

How far do/did you/the person you are representing have to travel for your appointments?

NO RESPONSE	0 - 5 MILES	6 - 10 MILES	10 - 15 MILES	15 - 20 MILES	OVER 20 MILES
0	10	11	4	0	1

Most (23) agreed that the distance travelled is acceptable compared to (3) that disagree. Generally the majority of respondents (14) would not be prepared to wait longer in order to get an appointment closer to home compared to (4) that would.

Most respondents are prepared to travel 6-10 miles:

0-5 MILES	6-10 MILES	11-15 MILES	16-20 MILES
7	12	3	3

### Transport links:

All but one respondent indicated they would travel by car.

NO RESPONSE	CAR	PUBLIC TRANSPORT	WALK	CYCLE
0	25	1	0	0

Comments indicate that respondents are happy to travel further to access a good service and that travel would be difficult without a car.

### Appointment times:

All respondents indicate that they were happy with the appointment day/time offered.

A number of preferred days and times for appointments were specified to include the following:

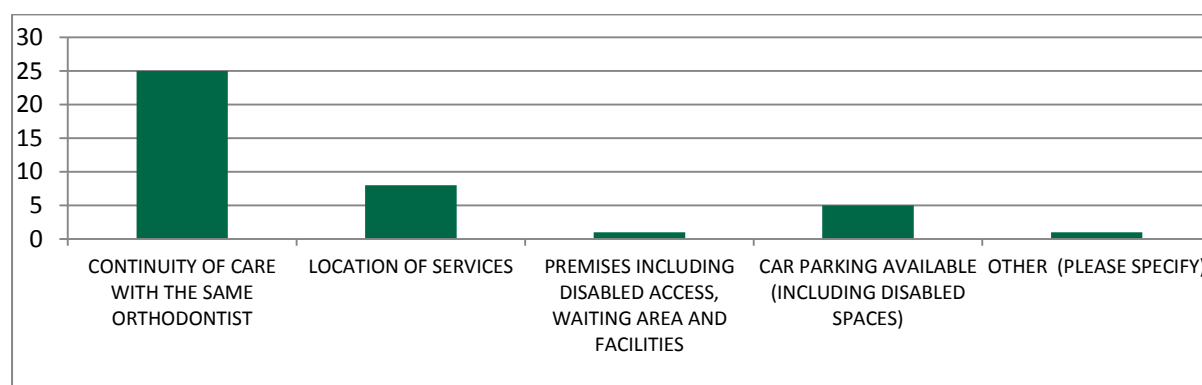
AROUND SCHOOL TIMES	EARLY APPOINTMENTS	SPECIFIC DAY	WEEKENDS
8	2	3	1

When asked if patients/parents would like to have appointments outside of school hours most suggestions indicated preference for after school (4pm), with early appointments (before 9am) also suggested.

### Important factors to patients:

Respondent indicated that continuity of care with the same orthodontist was important when choosing an orthodontist.

CONTINUITY OF CARE WITH THE SAME ORTHODONTIST	LOCATION OF SERVICES	PREMISES INCLUDING DISABLED ACCESS, WAITING AREA AND FACILITIES	CAR PARKING AVAILABLE (INCLUDING DISABLED SPACES)	OTHER (PLEASE SPECIFY)
25	8	1	5	1



Only one additional comment was added:

- *THE PATIENT CARE + EXPERIENCE*

All respondents felt they were provided with enough information prior to receiving treatment.

(8) respondents indicated that they were very happy with the service they had received. No negative comments were recorded.

- *EXCELLENT SERVICE & TREATMENT. GOOD PATIENT CARE*

To see the full comments see appendix Dudley.

### Summary of findings for Dudley: (26 responses)

- Respondents were mainly parents/carers (18). Most respondents live in West Midlands. Places they were receiving treatment included Stourbridge (10) and Kidderminster (9). Most patients (18) were currently receiving treatment.
- Waiting time for first appointment varied with (10) waiting up to 4-6 months however many (3) patients waited over 18 months. Majority of patients (20) felt the waiting time was acceptable.
- (19) respondents did not answer as to whether an explanation was given for the waiting time for first appointment with an orthodontist.
- Most (18) did not indicate an acceptable waiting time for first appointment, of those that did most (5) said 4-6 months.
- Most patients (18) waited up to 3 months for treatment after the assessment and most felt their waiting time was acceptable.
- Only (3) indicate they were given an explanation as to the waiting time for treatment to start.
- No respondents indicate an acceptable waiting time for treatment. (18) were not offered a choice of orthodontist. (6) of those whose treatment had finished had been seen by the same orthodontist throughout.
- Most patients/carers (11) travel between 6-10 miles to the orthodontist but (1) travels over 20 miles. Most (23) and feel this distance is acceptable.
- Majority (23) would not be prepared to wait longer to get appointments closer to home.
- The furthest respondents were prepared to travel was (20) miles with most indicating up to 10 miles.
- All but one travel by car to appointments.
- Many respondents would prefer appointments around school hours. All respondents are happy with the appointments offered.
- Most important issues reported include continuity of care (25), location of services (8) and car parking (5).
- Only(2) respondents had completed a friends and family test, and (15) did not know about it.
- All respondents were pleased with the information provided about treatment.
- Generally respondents were happy with their care.
- Most respondents were White British (26), females (19) and (4) consider themselves disabled.(14) were aged up to 15 years.

Area	Herefordshire County
Responses	17

Are you the patient or are you answering this on behalf of your child?

NO RESPONSE	PATIENT	PARENT/CARER
0	9	8

At what stage of orthodontic treatment are you/the person you are representing?

NO RESPONSE	AWAITING APPOINTMENT TO START TREATMENT	IN TREATMENT	TREATMENT COMPLETED AND NOW WEARING RETAINER
0	0	6	11

Where do you/the person you are representing currently receive orthodontic treatment?

HEREFORD	NEWPORT
16	1

### Waiting times for first orthodontist appointment:

How long after you/the person you are representing was referred for orthodontic treatment did you/they have to wait for the first appointment with an orthodontist?

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
0	7	4	5	1	0

(14) respondents felt this was an acceptable time.

(2) respondents were given an explanation as to the length of waiting time, (1) was not, but (14) people did not respond. Reasons given were:

- *WAITING LIST*
- *CONSULTANT WORKING OVERSEAS.*

When asked what length of time would be acceptable to wait, (13) did not respond, followed by:

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
13	2	1	1	0	0



### Treatment times:

How long after the assessment with the orthodontist did you/the person you are representing have to wait for orthodontic treatment to start?

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS	N/A ASSESSED AND TREATMENT NOT REQUIRED
1	11	4	0	1	0	0

The majority of respondents (14) felt they waited an acceptable time.  
Only (1) respondent was given an explanation of the length of time they waited.  
Comments were:

- *BUSY*
- *NEXT APPT*
- *REFERRED TO OWN DENTIST TO DISCUSS BEST TREATMENT.*

When asked what length of time would be acceptable to wait for treatment, only one person responded, indicating 4-6 months.

### Choice of orthodontist:

The majority of respondents (11) were not offered a choice compared to (2) that were.  
For those where treatment has ended (12), (7) respondents confirmed that they were seen by the same orthodontist compared to (3) seen by different orthodontists.

### Travel and distance:

How far do/did you/the person you are representing have to travel for your appointments?

NO RESPONSE	0 - 5 MILES	6 - 10 MILES	10 - 15 MILES	15 - 20 MILES	OVER 20 MILES
0	6	1	6	3	1

All respondents agreed that the distance travelled is acceptable.  
Respondents were split in their opinion around willingness to wait longer to get an appointment closer to home.

NO RESPONSE	YES	NO	DON'T KNOW
1	5	6	4

When asked how far they would be prepared to travel:

5 miles	10-15 miles	15 -25 miles	50 miles
2	7	7	1

### Transport links:

All respondents would travel to their appointment by car. Comments relate to parking issues.

### Appointment times:

The majority of respondents (15) were happy with the appointment day/time offered.

A number of preferred days and times for appointments were specified to include the following:

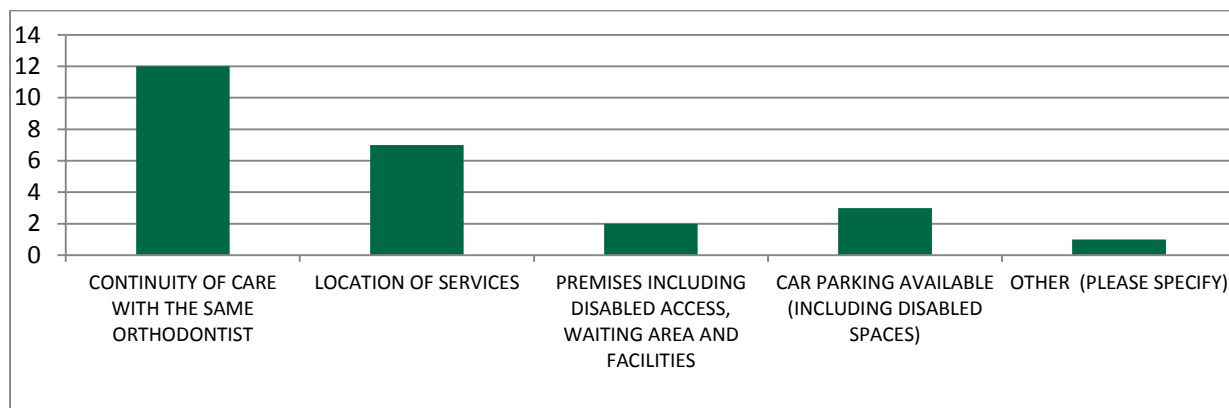
AROUND SCHOOL TIMES/LATE AFTERNOON	EARLY APPOINTMENTS	WEEKENDS	SPECIFIC DAY	NO PREFERENCE
	2	2	3	3

When asked if patients/parents would like to have appointments outside of school hours the majority indicated preference for after school hours (3.30-6pm), while others (4) have no preference.

### Important factors to patients:

When asked about what was important to them when choosing an NHS orthodontist the majority indicate importance of continuity of care with the same orthodontist.

CONTINUITY OF CARE WITH THE SAME ORTHODONTIST	LOCATION OF SERVICES	PREMISES INCLUDING DISABLED ACCESS, WAITING AREA AND FACILITIES	CAR PARKING AVAILABLE (INCLUDING DISABLED SPACES)	OTHER (PLEASE SPECIFY)
12	7	2	3	1



Two people left comments relating to friendliness of staff and standard of treatment.

The majority of respondents (15) felt they were provided with enough information prior to receiving treatment.

(5) people left comments about the orthodontic services. (2) were happy, others indicated that appointments were hurried.

To see the full comments see appendix Herefordshire County.

### Summary of findings for Herefordshire County: (17 responses)

- Respondents were mainly patients (9).  
(7) respondents live in Hereford, with (16) receiving treatment in Hereford. Most patients (11) had completed treatment and were wearing retainers.
- Time waited to be seen for first appointment varied between 0-12 months, with (7) waiting 0-3 months and (1) waiting 12-18 months. (14) felt the waiting time was acceptable.
- Most (14) did not answer as to whether an explanation was given for the waiting time for first appointment.
- Most (13) did not indicate an acceptable waiting time for first appointment.
- Most patients waited up to 3 months for treatment after the assessment and felt this time was acceptable.
- Only (1) respondent indicates that they were given an explanation as to the waiting time for treatment to start.
- Only (1) indicated an acceptable waiting time for treatment.  
(11) were not offered a choice of orthodontist. (7) of those whose treatment had finished had been seen by the same orthodontist throughout.
- Travel distance to appointments was split between 0-5 miles (6) and 10-15 miles (6). (1) travelled over 20 miles. All feel this distance is acceptable.
- Respondents were split over whether they would be prepared to wait longer to get appointments closer to home.
- Distance respondents were prepared to travel ranged from 5 miles to 50 miles.
- All travel by car to appointments.
- Many respondents would prefer appointments around school hours, some indicating weekends. Majority of respondents are happy with the appointments offered.
- Most important issues reported include continuity of care (12), location of services (7) and car parking (3).
- Only (2) respondents had completed a friends and family test, and (5) did not know about it.
- Majority of respondents (15) were pleased with the information provided about treatment.
- Generally respondents were happy with their care, but some indicated that appointments were hurried.
- All respondents were White British (17), females (9) and (3) consider themselves disabled, (10) were aged up to 15 years.

Area	Hertfordshire
Responses	289

Are you the patient or are you answering this on behalf of your child?

NO RESPONSE	PATIENT	PARENT/CARER
3	79	207

At what stage of orthodontic treatment are you/the person you are representing?

NO RESPONSE	AWAITING APPOINTMENT TO START TREATMENT	IN TREATMENT	TREATMENT COMPLETED AND NOW WEARING RETAINER
2	6	152	129

Where do you/the person you are representing currently receive orthodontic treatment?

BALDOCK	BISHOP STATFORD	BOREHAMWOOD	CHORLEYWOOD
3	25	4	1
EDGWARE	ENFIELD	EPPING	HARPENDEN
8	12	4	36
HARROW	HEMEL HAMPSTEAD	HITCHIN	HODDESDON
2	26	22	1
LONDON	LUTON	MUCH HADHAM	RICKMANSWORTH
1	2	1	11
ROYSTON	ST ALBANS	STEVENAGE	TRING
3	24	38	11
WALTHAM CROSS	WARE	WATFORD	
1	26	23	

### Waiting times for first orthodontist appointment:

How long after you/the person you are representing was referred for orthodontic treatment did you/they have to wait for the first appointment with an orthodontist?

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
4	165	76	28	15	1

Of those that answered the above question (266) respondents felt this was an acceptable time to wait followed by (18) respondents that did not. A further (5) respondents did not comment.

An explanation as to the length of waiting time was given by a total of (33) respondents of which some comments are listed below:

- LONG WAITING LIST
- MANY KIDS ON THE LIST
- HAD TO WAIT A SMALL AMOUNT OF TIME FOR CHILD TO REACH A CERTAIN AGE
- NEW PATIENTS WERE ONLY SEEN IN THE MORNINGS
- ORTHODONTIST ONLY WORKS MONDAY AND TUESDAYS
- GETTING APPOINTMENT TO SUIT
- ONLY LIMITED PLACES AVAILABLE PER YEAR
- TEETH STILL COMING THROUGH
- ORIGINAL REFERRAL WENT MISSING
- ORTHODONTIST TOO BUSY.

When asked what length of time would be acceptable to wait, the majority of respondents (203) left no comments followed by:

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
203	51	28	5	0	2

### Treatment times:

How long after the assessment with the orthodontist did you/the person you are representing have to wait for orthodontic treatment to start?

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS	N/A ASSESSED AND TREATMENT NOT REQUIRED
8	186	38	22	20	15	0

The majority of respondents (261) felt this was an acceptable time to wait followed by (16) that did not agree. A further (12) respondents did not comment.

An explanation as to the length of waiting time for treatment was given to a total of (10) respondents of which some comments are listed below:

- MY TEETH NEEDED TO BE EXTRACTED
- MY DAUGHTER HAS BABY TEETH THAT NEEDED TO DROP OUT
- WAITING LIST
- FIRST REFERRAL WAS MADE TO ENT IN A DIFFERENT HOSPITAL WHERE APPOINTMENTS WERE FAR APART

- *REQUIRED CT SCAN.*

When asked what length of time would be acceptable to wait for treatment, the majority of respondents (38) selected 0-3 months followed by:

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
299	38	13	3	4	2

### Choice of orthodontist:

The majority of respondents (142) were not offered a choice compared to (94) that were. A further (23) didn't know.

For those where treatment has ended (105) confirmed that they were seen by the same orthodontist compared to (39) seen by different orthodontists.

### Travel and distance:

How far do/did you/the person you are representing have to travel for your appointments?

NO RESPONSE	1 - 3 MILES	4 - 5 MILES	6 - 10 MILES	10 - 15 MILES	OVER 20 MILES
4	179	70	30	5	1

Of those responding (263) agreed that the distance travelled is acceptable compared to (13) that disagree. A further (10) were not sure. Generally the majority of respondents (155) would not be prepared to wait longer in order to get an appointment closer to home compared to (57) that would.

Respondents also confirmed the furthest distance they would be prepared to travel varies from 2 miles to 30 miles, most indicate 5 miles to 15 miles.

LESS THAN 5 MILES	5-9 MILES	10-15 MILES	16-20	OVER 20 MILES
22	93	109	16	7

### Transport links:

Within Hertfordshire the majority of patients (251) would travel to their appointment by car followed by:

NO RESPONSE	CAR	PUBLIC TRANSPORT	WALK	CYCLE
2	251	5	30	1

Respondents also expressed the following concerns:

- Lack of car parking spaces at practices and expensive to park off site
- Expensive for young people to travel by public transport
- Location of some practices can be difficult to get to i.e. country lanes.

### **Appointment times:**

The majority of respondents (250) were happy with the appointment day/time offered compared to (32) that were not. A further (6) were not sure.

A number of preferred days and times for appointments were specified to include the following:

AROUND SCHOOL TIMES	EARLY APPOINTMENTS	WORKING HOURS	WEEKENDS	OTHER
113	14	21	10	23

Respondents also expressed the following comments around appointment times:

- Appointments around school times including before school, at lunch times and after school to be made available
- Appointments at weekends and school holidays
- Some request specific days.

When asked if patients/parents would like to have appointments outside of school hours (165) respondents made suggestions including:

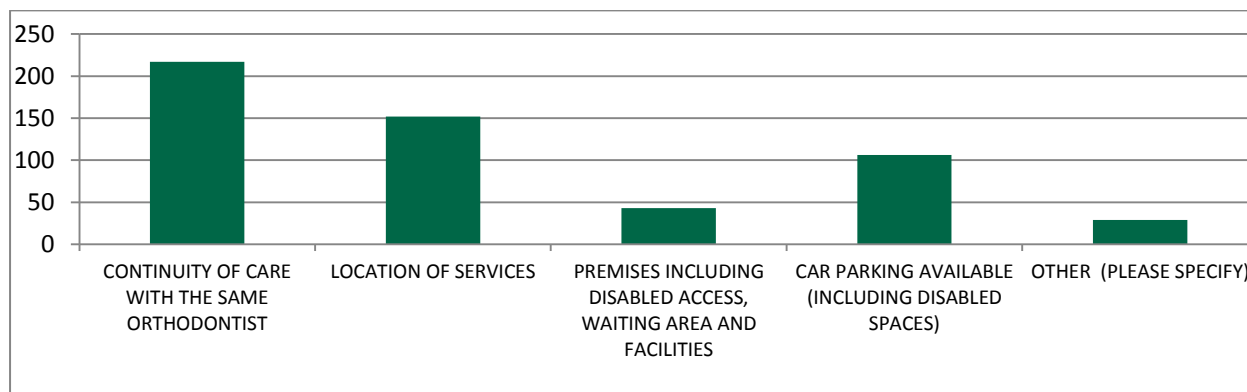
- From 3:30pm onwards (37)
- Between 7am-9am (23)
- Between 5pm-7pm (20)
- Weekends (9).

### **Important factors to patients:**

A total of (547) respondents left feedback on what was important to them when choosing an NHS orthodontist, this includes:

CONTINUITY OF CARE WITH THE SAME ORTHODONTIST	LOCATION OF SERVICES	PREMISES INCLUDING DISABLED ACCESS, WAITING AREA AND FACILITIES	CAR PARKING AVAILABLE (INCLUDING DISABLED SPACES)	OTHER (PLEASE SPECIFY)
217	152	43	106	29





The key words used to describe what was important to patients are shown below.



The majority of respondents (271) felt they were provided with enough information prior to receiving treatment, compared to (6) that were not. However many comments were provided some of which express concerns around:

- Information is provided for the first appointment only
- Patients are expected to ask if they need information
- Timings/length of treatment not explained in advance
- To have more time with the orthodontist to allow patients to ask questions.

Overall respondents were very positive about the care they had received/receiving and appreciated the time and care given by all practice staff. It was commented that although some inconsistency occurred regarding seeing a different orthodontist at each appointment the level of care was not compromised.

Comments included:

- *TREATMENT AT HERTS ORTHODONTICS HAS BEEN EXCELLENT. TOOK A LITTLE LONGER THAN ESTIMATED, BUT ONLY TO ACHIEVE THE BEST OUTCOME POSSIBLE. VERY HAPPY*
- *VERY IMPRESSED. VERY PROFESSIONAL, VERY EFFICIENT AND FRIENDLY.*

To see the full comments see appendix Hertfordshire.

### Summary of findings for Hertfordshire: (289 respondents)

- Mostly parents/carers (207) living in the surrounding villages in Hertfordshire and are currently receiving treatment (152) followed by those patients that have completed treatment and are wearing retainers (129).
- Majority (165) waited up to 3 months to be seen for first appointment however many (76) waited 4-6 months, (28) 7-12 months and (15) up to 18 months. One patient also waited over 18 months.
- Majority of patients (266) felt the waiting time was acceptable.
- Significant number of respondents (205) did not answer as to whether an explanation was given for the waiting time for first appointment with an orthodontist compared to (44) that were and a further (40) that were not.
- Most patients waited up to 3 months for treatment after the assessment and felt this was acceptable.
- Majority of patients were not offered a choice of orthodontist and are still receiving treatment.
- Most patients/carers (110) travel between 6-10 miles however significant numbers (53) also travel between 11-20 miles and feel this is acceptable.
- Majority would not be prepared to wait longer to get appointments closer to home.
- Most travel by car to appointments followed by walking and were happy with the appointment times offered.
- Many respondents would prefer appointments around school hours however traveling during peak times can also be an issue. Majority of respondents are happy with the appointments offered.
- Most important issues reported include continuity of care (217), location of services (152) and car parking (106).
- Most respondents (181) have not completed a friends and family test.
- Majority of respondents (271) were pleased with the information provided before receiving treatment and the care they received/receiving.
- Mostly White British (223) females (198) completed this survey of which (20) consider themselves disabled.

Area	Leicester City
Responses	50

Are you the patient or are you answering this on behalf of your child?

NO RESPONSE	PATIENT	PARENT/CARER
1	19	30

At what stage of orthodontic treatment are you/the person you are representing?

NO RESPONSE	AWAITING APPOINTMENT TO START TREATMENT	IN TREATMENT	TREATMENT COMPLETED AND NOW WEARING RETAINER
1	1	30	18

Where do you/the person you are representing currently receive orthodontic treatment?

HINKLEY	LEICESTER	THURMASTOM	WIGSTON
7	40	1	2

### Waiting times for first orthodontist appointment:

How long after you/the person you are representing was referred for orthodontic treatment did you/they have to wait for the first appointment with an orthodontist?

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
0	6	12	13	10	9

Of those that answered the above question (28) respondents did not feel that this was an acceptable time to wait followed by (22) respondents that did.

An explanation as to the length of waiting time was given to (18) respondents. (20) did not respond. Comments related to long waiting lists including:

- LONG WAITING LIST
- WERE JUST ADVISED THAT IS STANDARD WAITING TIME CURRENTLY HAVE BEEN WAITING SAME FOR SECOND DAUGHTER.

When asked what length of time would be acceptable to wait, 0-3 and 4-6 months were the most popular:

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
19	13	14	4	0	0

### Treatment times:

How long after the assessment with the orthodontist did you/the person you are representing have to wait for orthodontic treatment to start?

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS	N/A ASSESSED AND TREATMENT NOT REQUIRED
0	31	8	7	2	2	0

The majority of respondents (41) felt this was an acceptable time to wait, while (8) that did not agree.

An explanation as to the length of waiting time for treatment was given to a total of (8) respondents. (37) did not respond. Comments were:

- *CLEANINESS OF TEETH*
- *LONG WAITING LIST*
- *THE LETTER HAD NOT REACHED THE ORTHODONTIST FROM MY NORMAL DENTAL PRACTICE*
- *TOO MANY PEOPLE TO TREAT*
- *WAITING LISTS.*

When asked what length of time would be acceptable to wait for treatment, (10) respondents selected 0-3 months followed by:

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
36	10	4	0	0	0

### Choice of orthodontist:

Most respondents (22) were not offered a choice compared to (16) that were. A further (3) were not sure.

For those where treatment has ended (15) confirmed that they were seen by the same orthodontist compared to (7) seen by different orthodontists.

### Travel and distance:

How far do/did you/the person you are representing have to travel for your appointments?

NO RESPONSE	0 - 5 MILES	6 - 10 MILES	10 - 15 MILES	15 - 20 MILES	OVER 20 MILES
0	35	9	4	1	1

Of those responding (42) agreed that the distance travelled is acceptable compared to (6) that disagree. While (25) would not be prepared to wait longer in order to get an appointment closer to home, (11) would wait and (14) did not know.

The furthest distance respondents would travel ranged from 1 mile to 25 miles, with most indicating 5-10 miles.

Less than 5 miles	5-10 miles	10-15 miles	15-20 miles	Over 20 miles
11	25	5	0	1

### Transport links:

Within Leicester City the majority of patients (45) would travel to their appointment by car followed by:

NO RESPONSE	CAR	PUBLIC TRANSPORT	WALK	CYCLE
0	45	3	2	0

Respondents also expressed the following concerns:

- Lack of car parking spaces at practices
- Traffic.

### Appointment times:

The majority of respondents (41) were happy with the appointment day/time offered compared to (8) that were not.

A number of preferred days and times for appointments were specified, much of which worked around school times, including:

AROUND SCHOOL TIMES	EARLY/ MORNING	LUNCHTIME	WEEKENDS	AFTERNOON/EVENING	SPECIFIC DAY
11	5	2	5	9	3

When asked if patients/parents would like to have appointments outside of school hours (39) respondents made suggestions. Most wanted appointments after school (3.30pm – 6pm).

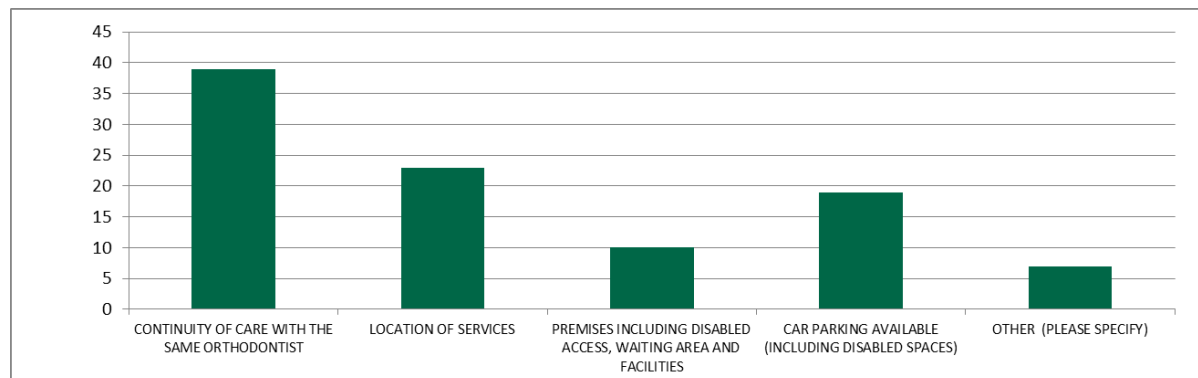
Other comments included:

- 3.30 WOULD BE GREAT AS THIS WOULD ALLOW ME TO COLLECT MY SON AND DAUGHTER. MY SON IS CURRENTLY DOING EXAMS SO TAKING TIME OUT IS NOT AN OPTION
- YES : 4-6PM (WEEKDAYS) AND WEEKENDS
- WEEKENDS OR HOLIDAY TIMES.

### Important factors to patients:

Respondents indicated that continuity of care with the same orthodontist was important when choosing an orthodontist.

CONTINUITY OF CARE WITH THE SAME ORTHODONTIST	LOCATION OF SERVICES	PREMISES INCLUDING DISABLED ACCESS, WAITING AREA AND FACILITIES	CAR PARKING AVAILABLE (INCLUDING DISABLED SPACES)	OTHER (PLEASE SPECIFY)
39	23	10	19	7



Comments related communication, choice, and quality of service.

The key words used to describe what was important to patients are shown below.



The majority of respondents (42) felt they were provided with enough information prior to receiving treatment, compared to (6) that were not. Comments indicate consultations are rushed, and that conflicting information is given.

Overall respondents were very positive about the care they had received/receiving. However respondents' comments included appointments were rushed, impacted on school work, short and spaced out appointments and issues with communicating with children, and some orthodontists give preference to private patients.

To see the full comments see appendix Leicester City.



### Summary of findings for Leicester City: (50 responses)

- Respondents were mainly parents/carers (30). Most respondents live in Leicester and were receiving treatment in Leicester or Hinckley. Most patients (30) were currently receiving treatment.
- Waiting time for first appointment ranged widely from 4-6 months (12), 7-12 months (13), 12-18 months (10) while (9) waited over 18 months. Many respondents (28) did not feel the waiting time was acceptable.
- (18) respondents indicated that they were given an explanation for the waiting time for first appointment with an orthodontist. (20) did not respond.
- (31) indicated an acceptable waiting time for first appointment, with most saying 4-6 months.
- Most (31) patients waited up to 3 months for treatment after the assessment and most felt this time was acceptable.
- Most did not indicate if they were given an explanation as to the waiting time for treatment to start.
- Most did not indicate an acceptable waiting time for treatment, of those that did most said 0-3 months.  
(22) were not offered a choice of orthodontist. (15) of those whose treatment had finished had been seen by the same orthodontist throughout.
- Most patients/carers (35) travel between 0-5 miles however one travels over 20 miles. Most feel this distance is acceptable.
- (25) would not be prepared to wait longer to get appointments closer to home (14) did not know.
- The furthest respondents were prepared to travel was 25 miles with most confirming 5-10 miles.
- Most travel by car to appointments followed by public transport (3).
- Many respondents would prefer appointments around school hours including early and lunchtime. Some indicated weekends. Majority of respondents are happy with the appointments offered.
- Most important issues reported include continuity of care (39), location of services (23), car parking (19) and premises (10).
- Only (1) respondent had completed a friends and family test, and (33) did not know about it.
- Majority of respondents (42) were pleased with the information provided about treatment.
- Generally respondents were happy with their care, but comments about rushed consultations, conflicting information, communication an impact on school.
- Ethnicity was largely Indian (23) followed by White British (16), females (30) and (2) respondents consider themselves disabled. (14) were aged up to 15 years.

Area	Leicestershire
Responses	124

Are you the patient or are you answering this on behalf of your child?

NO RESPONSE	PATIENT	PARENT/CARER
0	39	85

At what stage of orthodontic treatment are you/the person you are representing?

NO RESPONSE	AWAITING APPOINTMENT TO START TREATMENT	IN TREATMENT	TREATMENT COMPLETED AND NOW WEARING RETAINER
0	5	66	53

Where do you/the person you are representing currently receive orthodontic treatment?

COALVILLE	HINKLEY	HUMBERSTONE	KETTERING
5	57	1	6
LEICESTER	LOUGHBOROUGH	MELTON MOWBRAY	NUNEATON
9	21	11	2
OAKHAM	WIGSTON	LEAMINGTON SPA	OTHERS
1	4	1	2

### Waiting times for first orthodontist appointment:

How long after you/the person you are representing was referred for orthodontic treatment did you/they have to wait for the first appointment with an orthodontist?

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
1	37	37	29	12	8

Of those that answered the above question (92) respondents felt this was an acceptable time to wait followed by (2) respondents that did not. A further (3) respondents did not comment.

An explanation as to the length of waiting time was given to (38) respondents (66) did not respond. Comments related to waiting lists, the need to wait for teeth to grow, and surgeries unable to provide the service.

Comments included:

- *FUNDING FOR THE YEAR HAD ALREADY BEEN SPENT*
- *MANY REFERALLS & THAT THIS WAIT TIME WAS USUAL*
- *ORIGINAL ORTHODONTIC WAS UNABLE TO PROVIDE THE SERVICE.*

When asked what length of time would be acceptable to wait, the majority of respondents (63) left no comments followed by:

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
63	31	25	4	1	0

### Treatment times:

How long after the assessment with the orthodontist did you/the person you are representing have to wait for orthodontic treatment to start?

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS	N/A ASSESSED AND TREATMENT NOT REQUIRED
4	68	29	12	7	4	0

The majority of respondents (113) felt this was an acceptable time to wait while (7) did not agree. (21) respondents indicate they were given an explanation as to why they had to wait. (91) did not respond. Comments related to waiting lists and the need to wait for other dental work or developments before treatment could start.

Comments included:

- *FUNDING AND TEETH NEEDED TO FALL OUT AND REGROW*
- *HAD TO WAIT TO HAVE TEETH REMOVED*
- *WAITING LIST TIMES.*

When asked what length of time would be acceptable to wait for treatment, the majority of respondents (19) selected 0-3 months, but (92) did not respond.

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
92	19	10	3	0	0

### Choice of orthodontist:

The majority of respondents (66) were not offered a choice compared to (37) that were. A further (9) were not sure.

For those where treatment has ended (46) confirmed that they were seen by the same orthodontist compared to (12) seen by different orthodontists.

### Travel and distance:

How far do/did you/the person you are representing have to travel for your appointments?

NO RESPONSE	0 - 5 MILES	6 - 10 MILES	10 - 15 MILES	15 - 20 MILES	OVER 20 MILES
1	54	30	22	10	7

Of those responding (105) agreed that the distance travelled is acceptable compared to (11) that disagree. A further (8) were not sure. Generally the majority of respondents (69) would not be prepared to wait longer in order to get an appointment closer to home compared to (24) that would. (26) don't know.

The furthest distance respondents would travel ranged from 1 mile to 20 miles, with most indicating 5-10 miles.

Less than 5 miles	5 MILES	5 - 10 MILES	10 - 15 MILES	16 - 20 MILES	OVER 20 MILES
2	16	45	26	18	3

### Transport links:

Within Leicestershire the majority of patients (113) would travel to their appointment by car followed by:

NO RESPONSE	CAR	PUBLIC TRANSPORT	WALK	CYCLE
0	113	3	8	0

Respondents also expressed the following concerns:

- Lack of car parking spaces at practices
- Long distances to travel for short appointments
- Travel impacts on schooling
- Preferred more local orthodontist.

### Appointment times:

The majority of respondents (105) were happy with the appointment day/time offered compared to (18) that were not.

A number of preferred days and times for appointments were specified to include the following:

AROUND SCHOOL TIMES/ 3-5PM/ LUNCHTIME/HOLIDAYS	EARLY/ MORNING APPOINTMENTS	SPECIFIC DAY	WEEKENDS
58	11	12	6

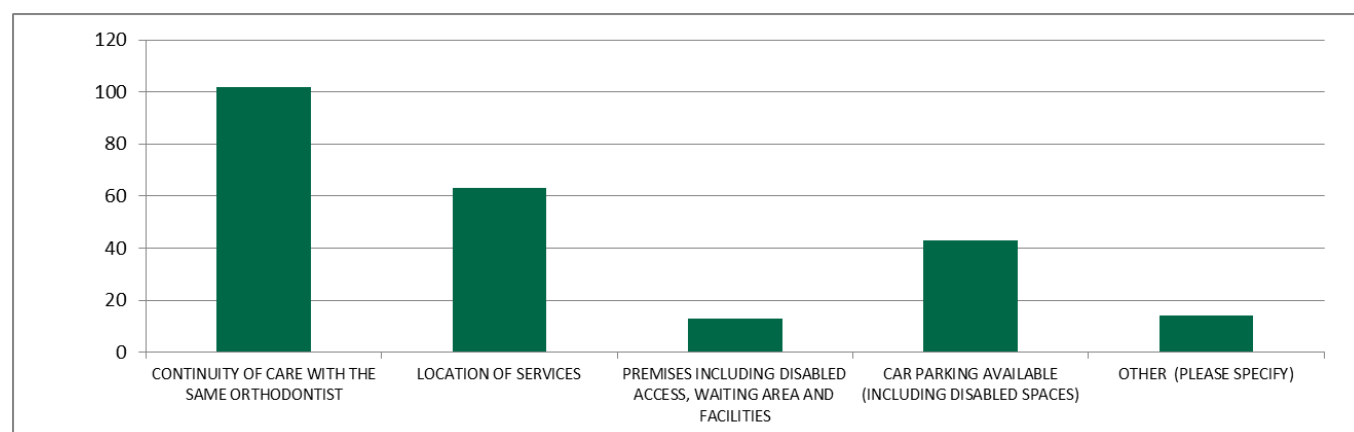
When asked if patients/parents would like to have appointments outside of school hours most respondents suggested after 3/4/5pm on schooldays. Other suggestions

- Between 7am-9am Monday to Friday
- At weekends.

### Important factors to patients:

Respondent indicated that continuity of care with the same orthodontist was important when choosing an orthodontist.

CONTINUITY OF CARE WITH THE SAME ORTHODONTIST	LOCATION OF SERVICES	PREMISES INCLUDING DISABLED ACCESS, WAITING AREA AND FACILITIES	CAR PARKING AVAILABLE (INCLUDING DISABLED SPACES)	OTHER (PLEASE SPECIFY)
102	63	13	43	14



Most comments related to quality of service. The key words used to describe what was important to patients are shown below.



The majority of respondents (116) felt they were provided with enough information prior to receiving treatment, compared to (4) that were not. Comments (8) indicate that respondents are well informed, and some communication issues with orthodontists.

- *ORTHODONTIST DOES NOT EXPLAIN WHEN WE ASK*
- *ORTHODONTISTS SPEAK VERY QUICKLY - MORE WRITTEN MATERIAL WOULD HAVE BEEN GOOD*
- *VERY THOROUGH INFORMATION AT ALL STAGES.*

Overall respondents were very positive about the care they had received/receiving (34/48 comments). Other comments related to lack of appointments and waiting time, distance from home/school:

- *EXCELLENT SERVICE*
- *MY DAUGHTER WAS TREATED EXCEPTIONALLY BY HER ORTHODONTIST, AND THE OUTCOME IS UNBELIEVABLE*
- *THERE SHOULD BE MORE PRACTICES AVAILABLE, I HAD A LONG WAIT, HAD TO TRAVEL OVER 20 MILES FOR A 30 SECOND APPOINTMENT EACH TIME, I COULD ONLY BE SEEN ON EITHER A TUESDAY OR THURSDAY DURING SCHOOL HOURS AND THIS COMBINED WITH THE LONG TRAVEL TIME ...*

- 
- *HAVING APPOINTMENTS ONLY AVAILABLE FOR A COUPLE OF HOURS ON A MONDAY IS VERY INCONVENIENT AS SCHOOL IS 20 MILES AWAY SO MEANS THAT A LOT OF TIME IS MISSED FROM SCHOOL*
  - *THE BRACES WERE SUPPOSED TO BE TIGHTENED EVERY 8 WEEKS, ALWAYS HAVE TO WAIT ABOUT 12 WEEKS FOR AN APPOINTMENT.*

To see the full comments see appendix Leicestershire.

### Summary of findings for Leicestershire: (124 responses)

- Respondents were mainly parents/carers (85). Respondents live in a number of locations, including Loughborough (14), Melton Mowbray (10), Coalville (7) and Hinckley (7). Most respondents were receiving treatment in Hinckley (35), Loughborough (20) or Melton Mowbray (10).
- Time waited to be seen for first appointment varied from 0-3 months (27), 4-6 months (37), 7-12 months (29), 12-18 months (12) and (8) waited over 18 months. Majority of patients (92) felt the waiting time was acceptable.
- Significant number of respondents (66) did not answer as to whether an explanation was given for the waiting time for first appointment with an orthodontist compared to (38) that were.
- Many (63) did not indicate an acceptable waiting time for first appointment, of those that did 0-3 months and 4-6 months were the most popular.
- Most patients (68) waited up to 3 months for treatment after the assessment, but (4) waited over 18 months. Most (113) felt this time was acceptable.
- Many do not indicate if they were given an explanation as to the waiting time for treatment to start.  
Many (92) did not indicate an acceptable waiting time for treatment, of those that did 0-3 months was the most popular.
- (66) were not offered a choice of orthodontist. (46) of those whose treatment had finished had been seen by the same orthodontist throughout.
- Most patients/carers (54) travel between 0-5 miles to appointments however significant numbers (17) travel over 15 miles. (105) and feel this distance is acceptable.
- Most who indicated would not be prepared to wait longer to get appointments closer to home.
- The furthest respondents were prepared to travel was 20 miles with most up to 15 miles.
- Most travel by car to appointments followed by walking.
- Most respondents would prefer appointments around school times, but also mention weekends. Majority of respondents are happy with the appointments offered.
- Most important issues reported include continuity of care (102), location of services (63), car parking (43) and premises (13). Comments relate to quality of service.
- (11) respondents had completed a friends and family test, and (65) did not know about it.
- Majority of respondents (116) were pleased with the information provided about treatment.
- Generally respondents were happy with their care, comments relate to lack of appointments, waiting times and travel distance.
- Most respondents were White British (107), females (84) and (6) consider themselves disabled. (51) were aged up to 15 years.



Area	<b>Lincolnshire</b>
Responses	<b>51</b>

Are you the patient or are you answering this on behalf of your child?

NO RESPONSE	PATIENT	PARENT/CARER
0	30	21

At what stage of orthodontic treatment are you/the person you are representing?

NO RESPONSE	AWAITING APPOINTMENT TO START TREATMENT	IN TREATMENT	TREATMENT COMPLETED AND NOW WEARING RETAINER
0	0	21	30

Where do you/the person you are representing currently receive orthodontic treatment?

BOSTON	BOURNE	CAMBRIDGE	LINCOLN
7	1	2	10
MELTON MOWBRAY	NOTTINGHAM	PETERBOROUGH	SPALDING
2	1	10	16

### Waiting times for first orthodontist appointment:

How long after you/the person you are representing was referred for orthodontic treatment did you/they have to wait for the first appointment with an orthodontist?

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
2	16	15	5	9	4

Of those that answered the above question (39) respondents felt this was an acceptable time to wait followed by (11) respondents that did not.

An explanation as to the length of waiting time was given to a (12) respondents (26) did not respond. Comments related to waiting list and the need for prior treatment or development before treatment, including:

- *LONG WAITING LIST*
- *STILL HAD SOME BABY TEETH*
- *BECAUSE I HAD TO HAVE SOME TEETH TAKEN OUT.*

When asked what length of time would be acceptable to wait, the majority of respondents (29) left no comments followed by:

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
29	8	12	2	0	0

### Treatment times:

How long after the assessment with the orthodontist did you/the person you are representing have to wait for orthodontic treatment to start?

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS	N/A ASSESSED AND TREATMENT NOT REQUIRED
1	24	15	6	2	2	1

The majority of respondents (42) felt this was an acceptable time to wait, (7) did not agree. A further (2) respondents did not comment.

An explanation as to the length of waiting time for treatment was given to (9) respondents (38) did not respond. Comments relate to waiting lists and lack of orthodontists and wait for tooth removal.

When asked what length of time would be acceptable to wait for treatment, the majority of respondents selected 0-3 months or 4-7 months. (37) did not respond.

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
37	7	5	2	0	0

### Choice of orthodontist:

The majority of respondents (25) were not offered a choice compared to (14) that were. A further (3) were not sure.

For those where treatment has ended (18) confirmed that they were seen by the same orthodontist compared to (13) seen by different orthodontists.

### Travel and distance:

How far do/did you/the person you are representing have to travel for your appointments?

NO RESPONSE	0 - 5 MILES	6 - 10 MILES	10 - 15 MILES	15 - 20 MILES	OVER 20 MILES
0	20	7	6	7	11

Of those responding (39) agreed that the distance travelled is acceptable compared to (7) that disagree. A further (5) were not sure. Generally the majority of respondents (28) would not be prepared to wait longer in order to get an appointment closer to home compared to (13) that would.

The furthest distance respondents would travel ranged from 2 miles to 45 miles, with most indicating 5-10 miles.

5 MILES OR LESS	5-10 MILES	10-15 MILES	15-25 MILES	OVER 25 MILES
4	12	6	22	4

### Transport links:

The majority of patients (45) would travel to their appointment by car:

NO RESPONSE	CAR	PUBLIC TRANSPORT	WALK	CYCLE
3	45	1	2	0

Respondents expressed the following concerns:

- Lack of car parking
- Long distance entailing expensive taxi or lifts and time off work.

### Appointment times:

The majority of respondents (40) were happy with the appointment day/time offered compared to (7) that were not. A further (4) did not know.

A number of preferred days and times for appointments were specified:

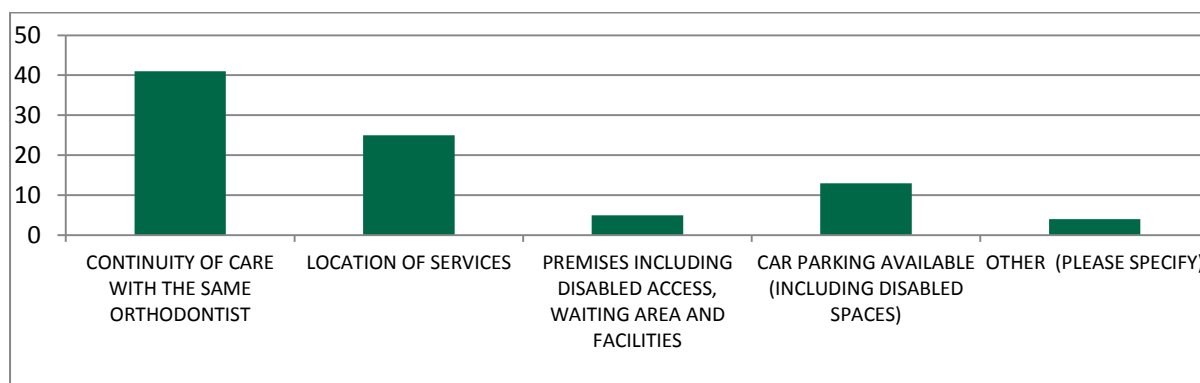
AROUND SCHOOL TIMES/AFTER 4PM	EARLY APPOINTMENTS	AFTERNOON	WEEKENDS	LUNCHTIME	SPECIFIC DAY
18	4	3	2	2	6

When asked if patients/parents would like to have appointments outside of school hours most suggested after school, before school or weekends.

### Important factors to patients:

Respondent indicated that continuity of care with the same orthodontist was important when choosing an orthodontist.

CONTINUITY OF CARE WITH THE SAME ORTHODONTIST	LOCATION OF SERVICES	PREMISES INCLUDING DISABLED ACCESS, WAITING AREA AND FACILITIES	CAR PARKING AVAILABLE (INCLUDING DISABLED SPACES)	OTHER (PLEASE SPECIFY)
41	25	5	13	4



### Comments were:

- *CONFIDENCE IN ORTHODONTIST, KNOWLEDGE AND EXPLAINING TREATMENT*
- *DIDN' THAVE A CHOICE, B UT THE ORTHODONTIST WAS VERY GOOD*
- *DISTANCE FROM SCHOOL*
- *HAD NO CHOICE*
- *NOT TRAVELLING FAR.*

The majority of respondents (49) felt they were provided with enough information prior to receiving treatment, compared to (2) that were not. Comments included

- *EVERYTHING WAS EXPLAINED FULLY AND WE FELT WE WERE INCLUDED AT EVERY STEP*
- *NOT ENOUGH TIME IN APPOINTMENT FOR EXPLANATIONS.*

Overall respondents were very positive about the care they had received/receiving and appreciated the time and care given by all practice staff. Some comments indicated difficulty getting appointments:

- *IN OUR EXPERIENCE, THEY'RE VERY GOOD, BUT THERE'S A SHORTAGE OF FUNDING. APPOINTMENTS ARE HARD TO GET AS ONLY 1 DAY A WEEK, SO IF*

---

*TOLD TO COME BACK IN 12 WEEKS, WE SOMETIMES CAN'T DUE TO FULLY  
BOOKED SO GET SEEN 16-18 WEEKS INSTEAD, EXTENDS TIME BRACE ON*

To see the full comments see appendix Lincolnshire.

### Summary of findings for Lincolnshire: (51 responses)

- Respondents were mainly patients (30). Respondents live across the county including Spalding (11), Lincoln (5) and Stamford (4). They were receiving treatment in 8 locations including Spalding (8), Peterborough (8), Lincoln (8) and Boston (6). (30) patients had completed treatment and wearing retainers.
- Most waited up to 3 months (16) or 4-6 months (15) to be seen for first appointment. (4) patients waited over 18 months. (39) felt the waiting time was acceptable.
- Significant number of respondents (26) did not answer as to whether an explanation was given for the waiting time for first appointment with an orthodontist compared to (12) that did.
- Many did not indicate an acceptable waiting time for first appointment, of those that did 4-6 months was the most popular.
- Most patients (24) waited up to 3 months for treatment after the assessment and most felt this time was acceptable.
- Most do not indicate if they were given an explanation as to the waiting time for treatment to start.
- Many (37) did not indicate an acceptable waiting time for treatment, of those that did 0-3 months was the most popular.  
(25) were not offered a choice of orthodontist. (18) of those whose treatment had finished had been seen by the same orthodontist throughout.
- Most patients/carers (20) travel between 0-5 miles however significant numbers travel further including (11) who travel over 20 miles. (39) feel this distance is acceptable.
- Most would not be prepared to wait longer to get appointments closer to home.
- The furthest respondents were prepared to travel was 45 miles with most up to 15-25 miles.
- Most (45) travel by car to appointments.
- Many respondents would prefer appointments around school hours. Majority (40) of respondents are happy with the appointments offered.
- Most important issues reported include continuity of care (41), location of services (25) and car parking (13).
- Only (4) respondents had completed a friends and family test, and (20) did not know about it.
- Most respondents (49) were pleased with the information provided about treatment.
- Generally respondents were happy with their care.
- Most respondents were White British (45), females (34) and (7) consider themselves disabled. (18) were aged up to 15 years.

Area	Luton
Responses	31

Are you the patient or are you answering this on behalf of your child?

NO RESPONSE	PATIENT	PARENT/CARER
0	11	20

At what stage of orthodontic treatment are you/the person you are representing?

NO RESPONSE	AWAITING APPOINTMENT TO START TREATMENT	IN TREATMENT	TREATMENT COMPLETED AND NOW WEARING RETAINER
0	1	18	12

Where do you/the person you are representing currently receive orthodontic treatment?

HITCHIN	HOUGHTON REGIS	LUTON
3	2	26

### Waiting times for first orthodontist appointment:

How long after you/the person you are representing was referred for orthodontic treatment did you/they have to wait for the first appointment with an orthodontist?

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
0	17	9	3	2	0

Of those that answered the above question (24) respondents felt this was an acceptable time to wait followed by (5) respondents that did not.

An explanation as to the length of waiting time was given to a (3) respondents (21) did not respond. Comments are listed below:

- *ORTHODONTIST IS AT DENTAL PRACTICE AND HAD TO WAIT FOR TEETH TO BE READY- NOT WAIT FOR THE ORTHODONTIST*
- *WAITING LIST.*

When asked what length of time would be acceptable to wait, the majority of respondents (20) left no comments followed by:

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
20	6	5	0	0	0

#### Treatment times:

How long after the assessment with the orthodontist did you/the person you are representing have to wait for orthodontic treatment to start?

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS	N/A ASSESSED AND TREATMENT NOT REQUIRED
2	16	7	4	1	1	0

The majority of respondents (28) felt this was an acceptable time to wait followed by (2) that did not agree.

An explanation as to the length of waiting time for treatment was given to (4) respondents (21) did not respond. Comments are listed below:

- HE HAD TO WAIT UNTIL I WAS 11 YEARS OLD
- TEETH EXTRACTION REQUIRED BY DENTIST
- THAT'S THE ONLY APPOINTMENT THEY HAD FULLY BOOKED.

When asked what length of time would be acceptable to wait for treatment, the majority of respondents (6) selected 0-3 months followed by:

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
22	6	4	0	0	0

#### Choice of orthodontist:

The majority of respondents (16) were not offered a choice compared to (7) that were. A further (5) were not sure.

For those where treatment has ended (7) confirmed that they were seen by the same orthodontist compared to (6) seen by different orthodontists.



### Travel and distance:

How far do/did you/the person you are representing have to travel for your appointments?

NO RESPONSE	0 - 5 MILES	6 - 10 MILES	10 - 15 MILES	15 - 20 MILES	OVER 20 MILES
0	23	7	1	0	0

Of those responding all (31) agreed that the distance travelled is acceptable. Generally the majority of respondents (18) would not be prepared to wait longer in order to get an appointment closer to home compared to (4) that would.

The furthest distance respondents would travel ranged from 1 mile to 25 miles, with most indicating 5-10 miles.

LESS THAN 5 MILES	5 MILES	10 MILES	15 MILES OR MORE
4	8	9	3

### Transport links:

The majority of patients (24) would travel to their appointment by car followed by:

NO RESPONSE	CAR	PUBLIC TRANSPORT	WALK	CYCLE
0	24	3	4	0

Respondents expressed concerns about lack of parking.

### Appointment times:

The majority of respondents (22) were happy with the appointment day/time offered compared to (9) that were not.

A number of preferred days and times for appointments were specified to include the following:

AROUND SCHOOL TIMES/AFTER 4PM	EARLY/MORNING APPOINTMENTS	AROUND WORKING HOURS	WEEKENDS	OTHER
9	2	2	4	

Respondents expressed the following comments around appointment times:

- PRACTICE WILL NO LONGER SEE PATIENTS AFTER 3PM AS THESE ARE APPARENTLY RESERVED FOR 'PRIVATE' PATIENTS. THIS IS EXTREMELY DISRUPTIVE TO MY CHILD'S SECONDARY SCHOOL EDUCATION*

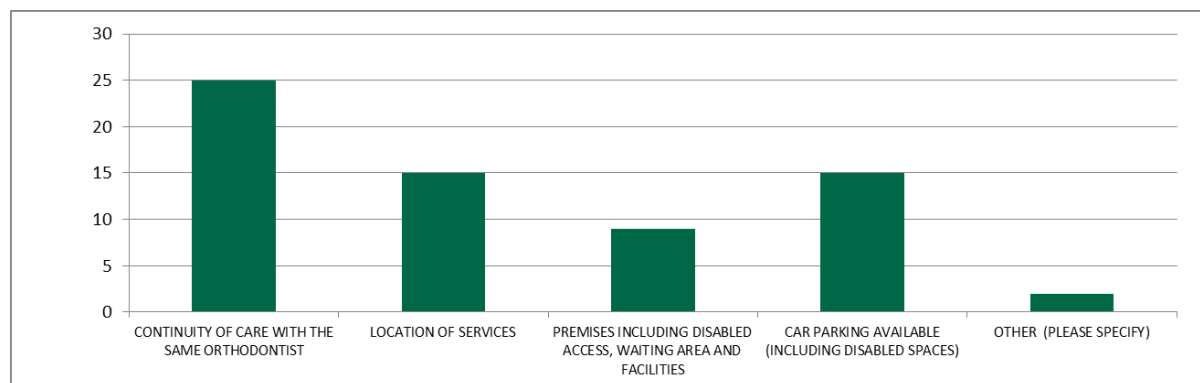
- *EARLY IN THE MORNING DURING SCHOOL HALF TERM AND HOLIDAYS AFTER SCHOOL (MOST APPOINTMENTS ARE DURING SCHOOL THEREFORE CHILDREN CAN'T ATTEND SCHOOL)*
- *AFTER 4PM AS I WORK.*

When asked if patients/parents would like to have appointments outside of school hours (24) responded, most requesting from 3:30/4pm pm onwards on school days.

### Important factors to patients:

Respondents indicated that continuity of care with the same orthodontist was important when choosing an orthodontist.

CONTINUITY OF CARE WITH THE SAME ORTHODONTIST	LOCATION OF SERVICES	PREMISES INCLUDING DISABLED ACCESS, WAITING AREA AND FACILITIES	CAR PARKING AVAILABLE (INCLUDING DISABLED SPACES)	OTHER (PLEASE SPECIFY)
25	15	9	15	2



Comment include:

- *CUSTOMER CARE/SERVICE STAFF ARE VERY UNPROFESSIONAL AND MANAGEMENT ATROCIOUS*
- *LATER APPOINTMENTS*
- *TOILET FACILITIES.*

The majority of respondents (26) felt they were provided with enough information prior to receiving treatment, compared to (3) that were not. Two comments indicate that respondents were not happy with the explanations.

Some respondents (3) were happy with the service they had received, but others commented on poor facilities, lack of parking, poor quality of service, short appointments and lack of choice. Comments include:

- *TO DATE THEY HAVE BEEN EXCEPTIONAL*
- *LACK OF SERVICES IN LUTON. YOU HAVE TO WAIT A LONG TIME IF YOU NEED TO REARRANGE AN APPOINTMENT AND IS EXTREMELY BUSY*
- *LACK OF SERVICES IN LUTON. YOU HAVE TO WAIT A LONG TIME IF YOU NEED TO REARRANGE AN APPOINTMENT AND IS EXTREMELY BUSY*
- *APPTS WERE SOMETIMES ONLY A FEW MINUTES LONG WHICH TO MOST MAY BE SUITABLE- THESE CHECKS ARE NECESSARY HOWEVER AN ALTERNATIVE APPT SYSTEM NEEDS TO BE CONSIDERED.*

To see the full comments see appendix Luton.

### Summary of findings for Luton: (31 responses)

- Respondents were mainly parents/carers (20). All respondents live in Luton. Most were receiving treatment in Luton, but also in Hitchin and Houghton Regis. Most patients (18) were currently receiving treatment.
- Majority (17) waited up to 3 months to be seen for first appointment. (2) patients waited 12-18 months. Most of patients (24) felt the waiting time was acceptable.
- Significant number of respondents (21) did not answer as to whether an explanation was given for the waiting time for first appointment with an orthodontist compared to (3) that were.
- Most did not indicate an acceptable waiting time for first appointment, of those that did all said up to 6 months.
- (16) patients waited up to 3 months for treatment after the assessment, with one waiting over 18 months. Most (28) felt waiting time was acceptable.
- Most do not indicate if they were given an explanation as to the waiting time for treatment to start.
- Most did not indicate an acceptable waiting time for treatment, of those that do 0-3 months is the most popular.  
(16) were not offered a choice of orthodontist. (7) of those whose treatment had finished had been seen by the same orthodontist throughout.
- Most patients/carers (23) travel between 0-5 miles with one travelling up to 15 miles. All feel this distance is acceptable.
- Most (18) would not be prepared to wait longer to get appointments closer to home.
- The furthest respondents were prepared to travel was 25 miles with most up to 10 miles.
- Most travel by car to appointments but also walking and public transport.
- Many respondents would prefer appointments around school hours. Most respondents are happy with the appointments offered.
- Most important issues reported include continuity of care (25), location of services (15), car parking (15) and premises (9).
- Only (3) respondents had completed a friends and family test, and (16) did not know about it.
- Majority of respondents (26) were pleased with the information provided about treatment.
- Comments on the service were mixed, some happy but also poor facilities, lack of parking, poor quality and short appointments.
- Ethnicity was mixed - White British (17), Pakistani (5), Bangladeshi (4). (14) females. (5) respondents consider themselves disabled. (17) respondents were aged up to 15 years.

Area	Milton Keynes
Responses	49

Are you the patient or are you answering this on behalf of your child?

NO RESPONSE	PATIENT	PARENT/CARER
0	23	26

At what stage of orthodontic treatment are you/the person you are representing?

NO RESPONSE	AWAITING APPOINTMENT TO START TREATMENT	IN TREATMENT	TREATMENT COMPLETED AND NOW WEARING RETAINER
0	2	36	11

Where do you/the person you are representing currently receive orthodontic treatment?

BEDFORD	BLETCHLEY	LEIGHTON BUZZARD	MILTON KEYNES	NEWPORT PAGNELL	NORTHANTS
4	16	3	22	9	1

### Waiting times for first orthodontist appointment:

How long after you/the person you are representing was referred for orthodontic treatment did you/they have to wait for the first appointment with an orthodontist?

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
0	14	8	12	9	6

(32) respondents felt this was an acceptable time to wait while (17) did not.

An explanation as to the length of waiting time was given by a total of (20) respondents of which some comments are listed below:

- *HIGH DEMAND*
- *THE SERVICE IS OVERSUBSCRIBED SO THERE'S A WAITING LIST*
- *UP TO 12 MONTHS BY THE DENTIST.*

When asked what length of time would be acceptable to wait, the majority of respondents (18) left no comments followed by:

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
18	10	14	7	0	0

### Treatment times:

How long after the assessment with the orthodontist did you/the person you are representing have to wait for orthodontic treatment to start?

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS	N/A ASSESSED AND TREATMENT NOT REQUIRED
0	24	10	6	3	6	0

The majority of respondents (36) felt this was an acceptable time to wait followed by (10) that did not agree. A further (3) respondents did not comment.  
An explanation as to the length of waiting time for treatment was given to a total of (8) respondents of which some comments are listed below:

- *THE SERVICE IS OVERSUBSCRIBED SO THERE'S A WAITING LIST*
- *FIRST AVAILABLE APPOINTMENT.*

When asked what length of time would be acceptable to wait for treatment, the majority of respondents did not respond followed by:

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
34	6	6	2	0	1

### Choice of orthodontist:

The majority of respondents (22) were not offered a choice compared to (10) that were. A further (4) were not sure.

For those where treatment has ended (9) confirmed that they were seen by the same orthodontist compared to (5) seen by different orthodontists.

### Travel and distance:

How far do/did you/the person you are representing have to travel for your appointments?

NO RESPONSE	0 - 5 MILES	6 - 10 MILES	10 - 15 MILES	15 - 20 MILES	OVER 20 MILES
1	33	8	4	2	1

Of those responding (46) agreed that the distance travelled is acceptable compared to (1) that disagreed and (1) that was not sure. Generally the majority of respondents (36) would not be prepared to wait longer in order to get an appointment closer to home compared to (4) that would.

Respondents also confirmed the furthest distance they would travel varies between 2 miles and 30 miles.

Up to 5 miles	5 miles	6-10 miles	11-15 miles	More than 15 miles
1	12	22	3	4

### Transport links:

The majority of patients (46) would travel to their appointment by car followed by:

NO RESPONSE	CAR	PUBLIC TRANSPORT	WALK	CYCLE
0	46	1	2	0

Other comments include:

- *TRAVELLING TO AN APPOINTMENT BY CAR IS FINE BUT FOR THOSE WHO CAN'T IT WOULD BE DIFFICULT*
- *BECAUSE APPOINTMENTS MUST BE IN TERM TIME, MORE OF THE SCHOOL DAY IS MISSED DUE TO TRAVELLING DISTANCE.*

### Appointment times:

(34) respondents were happy with the appointment day/time offered compared to (13) that were not.

A number of preferred days and times for appointments were specified to include the following:

AROUND SCHOOL TIMES/AFTER 3:30PM	NO PREFERENCE	SPECIFIC DAY	WEEKENDS
24	13	2	4

Respondents expressed concern around lack of appointments out of school hours and issues taking time off work/school.

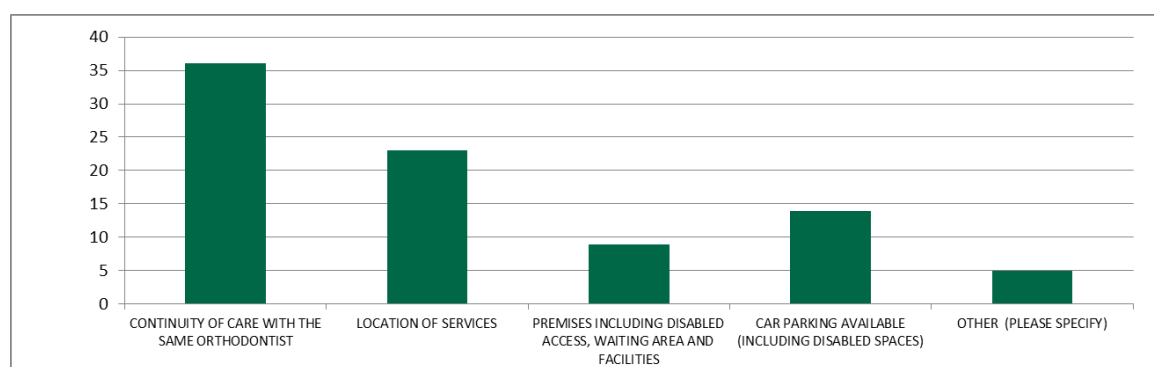
When asked if patients/parents would like to have appointments outside of school hours (40) respondents made suggestions including:

- After 3pm/3.30pm/4pm/4.30pm (20)
- Evenings /after 5pm (7)
- Weekends (3).

### Important factors to patients:

Respondent indicated that continuity of care with the same orthodontist was important when choosing an orthodontist.

CONTINUITY OF CARE WITH THE SAME ORTHODONTIST	LOCATION OF SERVICES	PREMISES INCLUDING DISABLED ACCESS, WAITING AREA AND FACILITIES	CAR PARKING AVAILABLE (INCLUDING DISABLED SPACES)	OTHER (PLEASE SPECIFY)
36	23	9	14	5





Comments (6) largely related to quality of treatment.

The majority of respondents (47) felt they were provided with enough information prior to receiving treatment.

Overall respondents were very positive about the care they had received/receiving:

- *ALL STAFF ARE FRIENDLY AND HELPFUL AT OUR PRACTICE. MY DAUGHTER DOESN'T WORRY ABOUT GOING AT ALL*
- *VERY PLEASED WITH. VERY EFFICIENT + PROFESSIONAL.*

Other comments relate to waiting time, and lack of local service.

To see the full comments see appendix Milton Keynes.

### Summary of findings for Milton Keynes: (49 responses)

- Respondents were split between parents/carers (16). Most respondents live in Milton Keynes or surrounding villages. Most were receiving treatment in or near Milton Keynes, but also Leighton Buzzard, and Northamptonshire. Most patients (36) were currently receiving treatment.
- Waiting time to be seen for first appointment varied widely from 0-3 months (14) to over 18 months. (17) patients did not feel the waiting time was acceptable.
- (20) were given an explanation for the waiting time for first appointment with an orthodontist.
- Most did not indicate an acceptable waiting time for first appointment, those that did said mostly 4-6 months.
- Most patients (24) waited up to 3 months for treatment after the assessment and most felt this time was acceptable.
- Most did not answer as to whether an explanation for waiting time to treatment was given.
- Most did not indicate an acceptable waiting time for treatment, of those that did most said 0-3 months or 4-6 months.
- (22) were not offered a choice of orthodontist. (9) of those whose treatment had finished had been seen by the same orthodontist throughout.
- Most patients/carers (33) travel between 0-5 miles however (1) travels over 20 miles. Most (49) and feel this distance is acceptable.
- Majority would not be prepared to wait longer to get appointments closer to home.
- The furthest respondents were prepared to travel was 20 miles with most up to 10 miles.
- Most travel by car to appointments.
- Many respondents would prefer appointments around school hours. Weekends are also mentioned. Most (34) respondents are happy with the appointments offered.
- Most important issues reported include continuity of care (36), location of services (23) and car parking (14).
- No respondents had completed a friends and family test, and (30) did not know about it.
- Majority of respondents (47) were pleased with the information provided about treatment.
- Generally respondents were happy with their care. Comments relate to waiting time, lack of local services.
- Most respondents were White British (37), females (28) and (3) consider themselves disabled. (19) were aged up to 15 years.

Area	Northamptonshire
Responses	124

Are you the patient or are you answering this on behalf of your child?

NO RESPONSE	PATIENT	PARENT/CARER
0	37	87

At what stage of orthodontic treatment are you/the person you are representing?

NO RESPONSE	AWAITING APPOINTMENT TO START TREATMENT	IN TREATMENT	TREATMENT COMPLETED AND NOW WEARING RETAINER
0	3	70	51

Where do you/the person you are representing currently receive orthodontic treatment?

BANBURY	BEDFORD	DAVENTRY	KETTERING
6	2	10	39
KIDLINGTON	KINGSTHORPE	MARKET HARBOROUGH	MILTON KEYNES
1	10	1	2
NORTHAMPTON	NUNEATON	PETERBOROUGH	
50	1	2	

### Waiting times for first orthodontist appointment:

How long after you/the person you are representing was referred for orthodontic treatment did you/they have to wait for the first appointment with an orthodontist?

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
2	35	42	21	13	11

Of those that answered the above question (101) respondents felt this was an acceptable time to wait followed by (20) respondents that did not. A further (3) respondents did not comment.

An explanation as to the length of waiting time was given to a total of (35) respondents (76 did not respond). Many comments related to long waiting lists, but also a lack of local services and the need to wait until patients' dental status is appropriate.

Further comments include:

- *LONG WAITING LIST*
- *THERE IS ONLY ONE AVAIL SURGERY, SO ALTHOUGH WE HAD A LONG WAIT, WE DO UNDERSTAND THE REASON - OVERBOOKED AND ONLY SO MUCH AVAILABILITY - NEED 9 PLACE IN CORBY FOR CORBY PEOPLE*
- *NEEDED TO LOSE ALL BABY TEETH FIRST.*

When asked what length of time would be acceptable to wait, the majority of respondents (203) left no comments followed by:

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
77	13	22	11	1	0

#### Treatment times:

How long after the assessment with the orthodontist did you/the person you are representing have to wait for orthodontic treatment to start?

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS	N/A ASSESSED AND TREATMENT NOT REQUIRED
4	70	23	13	9	5	0

The majority of respondents (109) felt this was an acceptable time to wait followed by (12) that did not agree.

An explanation as to the length of waiting time for treatment was given to a total of (17) respondents (93) did not respond. A number responded indicated long waiting lists, others that the patient's dentition was not ready to start treatment. Comments included:

- *AVAILABILITY OF APPOINTMENTS*
- *WAITING FOR ALL THE MILK TEETH TO FALL OUT*
- *LONG WAITING LIST.*

When asked what length of time would be acceptable to wait for treatment, 94 did not respond followed by:

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
94	16	8	3	1	2

### Choice of orthodontist:

The majority of respondents (76) were not offered a choice compared to (40) that were. A further (7) were not sure.

For those where treatment has ended (39) confirmed that they were seen by the same orthodontist compared to (16) seen by different orthodontists.

### Travel and distance:

How far do/did you/the person you are representing have to travel for your appointments?

NO RESPONSE	0 - 5 MILES	6 - 10 MILES	10 - 15 MILES	15 - 20 MILES	OVER 20 MILES
0	54	34	24	9	3

Of those responding (111) agreed that the distance travelled is acceptable compared (10) that disagree. Generally the majority of respondents (76) would not be prepared to wait longer in order to get an appointment closer to home compared to (22) that would, and (25) that don't know.

The furthest distance respondents would travel ranged from 2 miles to 25 miles, with most indicating 6-10 miles.

LESS THAN 5 MILES	5 MILES	6-10 MILES	11-15 MILES	15-20 MILES	OVER 20 MILES
6	20	44	19	22	1

### Transport links:

Within Northamptonshire the majority of patients (114) would travel to their appointment by car followed by:

NO RESPONSE	CAR	PUBLIC TRANSPORT	WALK	CYCLE
1	114	2	7	0

Respondents' comments related to:

- Lack of Parking
- Distance to orthodontist practice
- Lack of public transport
- Missing school.

Comments include

- *HAD TO TRAVEL TO FURTHER CLINIC DUE TO LONG WAITING LISTS*
- *THERE'S NO PARKING*
- *HAD TO MISS SCHOOL TO ATTEND ON SEVERAL OCCASIONS*
- *WE ARE HAPPY GOING TO BANBURY AS CLOSEST TO US*
- *GOOD THAT THERE WAS A CAR PARK. BAD THAT THEY STARTED CHARGING TO USE IT*
- *IT WOULD NOT HAVE BEEN POSSIBLE OTHER THAN BY CAR. PUBLIC TRANSPORT WOULD TAKE 2 HRS EACH WAY!*

### Appointment times:

The majority of respondents (99) were happy with the appointment day/time offered compared to (22) that were not. A further (3) were not sure.

A number of preferred days and times for appointments were specified to include the following:

AROUND SCHOOL TIMES/EARLY EVENING/HOLIDAYS	EARLY APPOINTMENTS	AROUND WORKING HOURS	WEEKENDS	SPECIFIC DAY
72	4	1	6	6

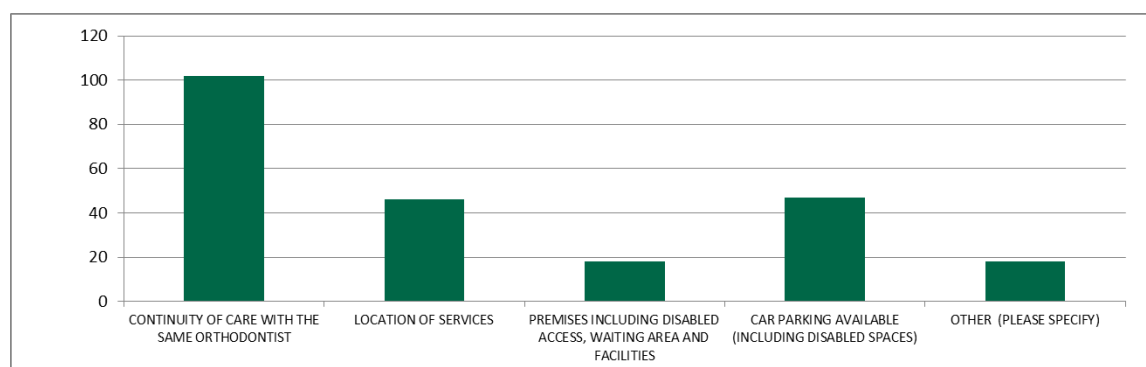
When asked if patients/parents would like to have appointments outside of school hours (87) respondents made suggestions including:

- After school - 3:30pm/4:00pm
- Before school
- Evenings on school days (after 5pm)
- Weekends.

### Important factors to patients:

Respondent indicated that continuity of care with the same orthodontist was important when choosing an orthodontist.

CONTINUITY OF CARE WITH THE SAME ORTHODONTIST	LOCATION OF SERVICES	PREMISES INCLUDING DISABLED ACCESS, WAITING AREA AND FACILITIES	CAR PARKING AVAILABLE (INCLUDING DISABLED SPACES)	OTHER (PLEASE SPECIFY)
102	46	18	47	18



The key words used to describe what was important to patients are shown below



The majority of respondents (107) felt they were provided with enough information prior to receiving treatment, compared to (12) that were not.

Comments were provided which express concerns around:

- Mixed messages from different orthodontists
- Not enough information
- Orthodontists are rushed.

Overall respondents were very positive about the care they had received/receiving. Other comments related to seeing a different orthodontist at each appointment, poor manner from orthodontist including feeling rushed, and lack of local services.

Comments include:

- *GOOD, LOCAL SERVICE. TREATMENT IS GOOD*
- *MY DAUGHTER WENT TO THIS PRACTICE, VERY PATIENT WITH MY SON. THEY EXPLAIN EVERYTHING. VERY HAPPY WITH LOCATION AND SERVICE*
- *I HAVE CHANGED ORTHODONTIST 3 TIMES!!!!*
- *LACK OF INFORMATION ABOUT WHAT THE TREATMENT IS GOING TO INVOLVE. ALWAYS VERY RUSHED*
- *LONGER TIME OF OPENING TILL 6PM AND SHORTER TIME OF WAITING FOR APPOINTMENT (FIRST ONE).*

To see the full comments see appendix Northamptonshire.



### Summary of findings for Northamptonshire: (124 responses)

- Respondents were mainly parents/carers (87). Respondents live across the county, including Northampton (30), Daventry (12) and Kettering (9). Some patients are receiving care outside Northamptonshire including Bedford (2), Milton Keynes (2) and Peterborough (2). Most patients (70) were currently receiving treatment.
- Waiting time for first appointment varied widely from 0- 3 months (35), 4-6 months (42), but up to over 18 months (11). Majority of patients (101) felt the waiting time was acceptable.
- Significant number of respondents (75) did not answer as to whether an explanation was given for the waiting time for first appointment with an orthodontist compared to (35) that were.
- Many (77) did not indicate an acceptable waiting time for first appointment, of those that did 4-6 months was the most popular.
- Most patients (70) waited up to 3 months for treatment after the assessment and most felt this time was acceptable.
- (17) were given an explanation as to the waiting time for treatment to start. (93) did not respond.
- Most (94) did not indicate an acceptable waiting time for treatment, of those that did 0-3 months was the most popular. (65) were not offered a choice of orthodontist. (39) of those whose treatment had finished had been seen by the same orthodontist throughout.
- Most patients/carers (54) travel 0-5 miles however significant numbers also travel between 10-15 miles (24) and (3) travel over 20 miles. Most feel this distance is acceptable.
- Many (76) would not be prepared to wait longer to get appointments closer to home.
- The furthest respondents were prepared to travel was 20 miles with most 5-9 miles.
- Most travel by car to appointments followed by walking.
- Many respondents would prefer appointments around school hours, weekends are also mentioned. Majority of respondents are happy with the appointments offered.
- Most important issues reported include continuity of care (102), location of services (42), car parking (47) and premises (18). Other comments relate to choice, and quality of service.
- (9) respondents had completed a friends and family test, and (67) did not know about it.
- Majority of respondents (107) were pleased with the information provided about treatment.
- Generally respondents were happy with their care.
- Most respondents were White British (104), females (78) and (9) consider themselves disabled. (71) were aged up to 15 years.

Area	Nottingham City
Responses	27

Are you the patient or are you answering this on behalf of your child?

NO RESPONSE	PATIENT	PARENT/CARER
1	12	14

At what stage of orthodontic treatment are you/the person you are representing?

NO RESPONSE	AWAITING APPOINTMENT TO START TREATMENT	IN TREATMENT	TREATMENT COMPLETED AND NOW WEARING RETAINER
1	0	16	10

Where do you/the person you are representing currently receive orthodontic treatment?

All respondents were receiving treatment in Nottingham.

### Waiting times for first orthodontist appointment:

How long after you/the person you are representing was referred for orthodontic treatment did you/they have to wait for the first appointment with an orthodontist?

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
0	6	6	8	3	4

Of those that responded to the above question (18) respondents felt this was an acceptable time to wait while (8) respondents did not.

An explanation as to the length of waiting time was given to a total of (7) respondents. Most comments related to waiting times. Other comments:

- AGE
- BECAUSE THE LETTER TOOK A LONG TIME TO SEND FROM MY DENTIST
- SYSTEM ISSUE (I THINK).

When asked what length of time would be acceptable to wait, (18) did not respond. Others said:

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
18	2	5	2	0	0

#### Treatment times:

How long after the assessment with the orthodontist did you/the person you are representing have to wait for orthodontic treatment to start?

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS	N/A ASSESSED AND TREATMENT NOT REQUIRED
1	14	5	4	3	3	0

Most respondents (26) felt this was an acceptable time to wait. (3) respondents say they were given an explanation for the waiting time, but (21) did not respond.

Comments were:

- MY CHILD'S TEETH NEEDED TO GROW
- HAD TO BE REFERRED TO HOSPITAL TO HAVE TEETH REMOVED AND CHAINS INSERTED
- SMALL MOUTH AND AMOUNT OF PEOPLE HAVING TREATMENT.

When asked what length of time would be acceptable to wait for treatment respondents were evenly split between 0-3 months and 4-6 months, however (19) did not respond.

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
19	4	3	1	0	0

#### Choice of orthodontist:

The majority of respondents (13) were not offered a choice compared to (6) that were, a further (7) were not sure.

For those where treatment has ended (8) confirmed that they were seen by the same orthodontist compared to (4) seen by different orthodontists.

### Travel and distance:

How far do/did you/the person you are representing have to travel for your appointments?

NO RESPONSE	0 - 5 MILES	6 - 10 MILES	10 - 15 MILES	15 - 20 MILES	OVER 20 MILES
0	23	4	0	0	0

Almost all of respondents (26) agreed that the distance travelled is acceptable. Most respondents (19) would not be prepared to wait longer in order to get an appointment closer to home.

When asked the furthest distance they would travel (14) respondents would travel up to 5 miles, and (8) would travel up to 10 miles. However the acceptable range was from 1 mile (1) to 20 miles (1).

NO RESPONSE	0-5 MILES	6-10 MILES	11-15 MILES	20 MILES
4	14	8	0	1

### Transport links:

The majority of patients (18) travel by car, with (8) using public transport.

NO RESPONSE	CAR	PUBLIC TRANSPORT	WALK	CYCLE
0	18	8	1	0

Respondents expressed concerns about lack of parking and difficulty accessing without a car.

To see the full comments see appendix Nottingham City.

### Appointment times:

The majority of respondents (21) were happy with the appointment day/time offered compared to (4) that were not.

A number of preferred days and times for appointments were specified including:

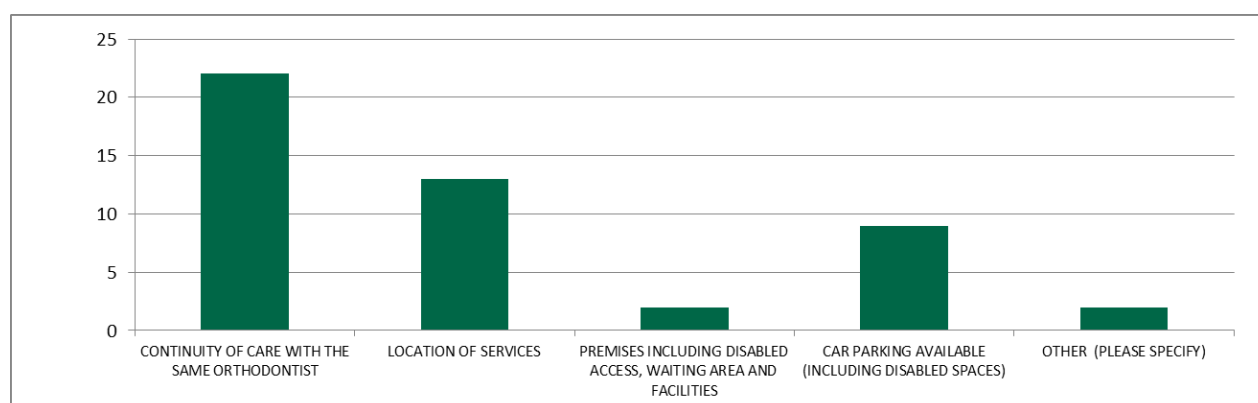
AROUND SCHOOL TIMES (AFTER 4PM/IN HOLIDAYS)	LUNCHTIMES	EARLY MORNINGS APPOINTMENTS	AROUND WORKING HOURS	SPECIFIC DAY
5	3	2	2	3

When asked, most patients/parents commented that they would like to have appointments outside of school hours. One commented that there was too much traffic after school which impede the buses.

### Important factors to patients:

When asked what was important to them when choosing an NHS orthodontist, most respondents indicated continuity of care with the same orthodontics. Other findings were:

CONTINUITY OF CARE WITH THE SAME ORTHODONTIST	LOCATION OF SERVICES	PREMISES INCLUDING DISABLED ACCESS, WAITING AREA AND FACILITIES	CAR PARKING AVAILABLE (INCLUDING DISABLED SPACES)	OTHER (PLEASE SPECIFY)
22	13	2	9	2



### Comments:

- *QUALITY OF CARE*
- *FRIENDLY NICE.*

Most respondents (26) felt they were provided with enough information prior to receiving treatment. One commented:

- *YES BUT A PICTURE OF THE LONG TERM PLAN WOULD HELP!*

While some respondents were happy with the service:

- *WE HAVE BEEN VERY SATISFIED WITH THE SERVICE PROVIDED*

---

Others commented on the lack of time to check work, and orthodontists' lacking of empathy with patients.

To see the full comments see appendix Nottingham City.

### Summary of findings for Nottingham City: (27 respondents)

- Respondents were equally split between parent/carers and patients. Most respondents (25) live in Nottingham City with (2) living nearby villages and all were receiving treatment in Nottingham. (16) were in treatment while (10) had completed treatment.
- The time waited for first orthodontics appointment spanned 0 to over 18 months with (6) waiting 0-3 months and (4) waiting over 18 months. Most patients (18) felt the waiting time was acceptable.
- (7) respondents indicate they were given an explanation for the waiting time for first appointment.
- Most did not indicate an acceptable waiting time for first appointment.
- Waiting time for treatment to start ranged from 0 to over 18 months with (14) patients waiting up to 3 months and (3) waiting over 18 months. Most felt this time was acceptable.
- Most did not indicate if they were given an explanation as to the waiting time for treatment to start.
- Most did not indicate an acceptable waiting time for treatment to start.
- (13) were not offered a choice of orthodontist. (8) of those whose treatment had finished had been seen by the same orthodontist throughout.
- Most patients/carers (23) travel between 0-5miles, none travelled over 10 miles. Most felt this distance was acceptable.
- Most (19) would not be prepared to wait longer to get appointments closer to home.
- The furthest respondents were prepared to travel was 20 miles with (14) indicating up to 5 miles.
- Most (18) travel by car to appointments followed by public transport (8).
- Most respondents would prefer appointments around school hours, while some indicated specific days. Most respondents are happy with the appointments offered.
- Most important issues reported include continuity of care (22), location of services (13) and car parking (9).
- (17) respondents had not completed a friends and family test, while (14) did not know about it.
- Majority of respondents were pleased with the information provided about treatment.
- Few comments about the service.
- Most respondents (15) were White British, (16) female, (3) consider themselves disabled. (11) were aged up to 15 years.

Area	<b>Nottinghamshire</b>
Responses	<b>83</b>

Are you the patient or are you answering this on behalf of your child?

NO RESPONSE	PATIENT	PARENT/CARER
0	43	40

At what stage of orthodontic treatment are you/the person you are representing?

NO RESPONSE	AWAITING APPOINTMENT TO START TREATMENT	IN TREATMENT	TREATMENT COMPLETED AND NOW WEARING RETAINER
0	0	34	49

Where do you/the person you are representing currently receive orthodontic treatment?

Most patients (38) were receiving treatment in Nottingham but one as far as London:

ALFRETON	DONCASTER	LINCOLN	LONDON	OTHER
2	1	2	1	2
LOUGHBOROUGH	MANSFIELD	NOTTINGHAM	WEST BRIDGEFORD	
1	17	38	18	

### Waiting times for first orthodontist appointment:

How long after you/the person you are representing was referred for orthodontic treatment did you/they have to wait for the first appointment with an orthodontist?

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
0	21	22	22	12	6

Of those that responded to the above question (68) respondents felt this was an acceptable time to wait while (15) respondents did not.

An explanation as to the length of waiting time was given to a total of (16) respondents. Most comments related to waiting times:

- *EXCESS DEMAND VS RESOURCES*



- *NOT ENOUGH NHS ORTHODONTISTS*

Other comments related to lack of finance, incorrect information and lost notes:

- *NO FINANCE AVAILABLE TO FUND THE TREATMENT*
- *THEY'D LOST MY NOTES*
- *THE FORM HADN'T BEEN PROPERLY SENT OFF/REQUESTED.*

When asked what length of time would be acceptable to wait, (58) did not respond. Others said:

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
58	12	7	5	1	0

#### Treatment times:

How long after the assessment with the orthodontist did you/the person you are representing have to wait for orthodontic treatment to start?

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS	N/A ASSESSED AND TREATMENT NOT REQUIRED
1	45	19	8	7	3	0

Most respondents (67) felt this was an acceptable time to wait. (15) respondents say they were given an explanation for the waiting time, but (59) did not respond.

Comments related to waiting times, waiting for teeth to grow, complex case, lack of communication between hospital and orthodontist including:

- *COMPLICATION AND FIGURING OUT THE BEST WAY AROUND IT*
- *MEDICAL REASONS OF THE PATIENT*
- *SHE HAD TO WAIT UNTIL A BABY TOOTH HAD COME OUT. HOWEVER THIS COULD HAVE BEEN EXTRACTED*
- *LONG LIST OF PATIENTS.*

When asked what length of time would be acceptable to wait for treatment the maximum time was 12 months with most respondents evenly split between 0-3 months and 4-6 months, however (60) did not respond.

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
60	10	10	3	0	0

### Choice of orthodontist:

The majority of respondents (60) were not offered a choice compared to (17) that were, a further (6) were not sure.

For those where treatment has ended (31) confirmed that they were seen by the same orthodontist compared to (18) seen by different orthodontists.

### Travel and distance:

How far do/did you/the person you are representing have to travel for your appointments?

NO RESPONSE	0 - 5 MILES	6 - 10 MILES	10 - 15 MILES	15 - 20 MILES	OVER 20 MILES
0	45	28	8	1	1

Almost all of respondents (77) agreed that the distance travelled is acceptable. Most respondents (51) would not be prepared to wait longer in order to get an appointment closer to home.

When asked the furthest distance they would travel the acceptable ranged from 1-2 miles (1) to 40 miles (1) with (29) indicating 6-10 miles.

0-5 MILES	6-10 MILES	11-15 MILES	20 MILES OR MORE
23	29	13	10

### Transport links:

The majority of patients (18) travel by car, with (8) using public transport.

NO RESPONSE	CAR	PUBLIC TRANSPORT	WALK	CYCLE
1	72	8	2	0

Respondents expressed concerns about lack of parking or availability of public transport routes:

- *PARKING IS HIT AND MISS FOR A SPACE*
- *NO BUS ROUTE TO MY ORTHODONTIST*
- *IMPOSSIBLE BY PUBLIC TRANSPORT WITHOUT TAKING HOURS.*

Positive aspects of services include no disruption to schooling and appropriate bus services:

- *GRATEFUL FOR A LOCAL ORTHADENTIST AS LOTS OF PPOINTMENTS. LOCAL MAKES IT SO MUCH EASIER*
- *IT WAS CONVENIENTLY NEAR ENOUGH TO SCHOOL SO AS TO NOT DISRUPT EDUCATION*
- *BUSES FROM EASTWOOD TO NOTTINGHAM ARE EVERY 10 MINUTES- EXCELLENT SERVICE.*

### **Appointment times:**

The majority of respondents (74) were happy with the appointment day/time offered compared to (4) that were not.

A number of preferred days and times for appointments were specified including:

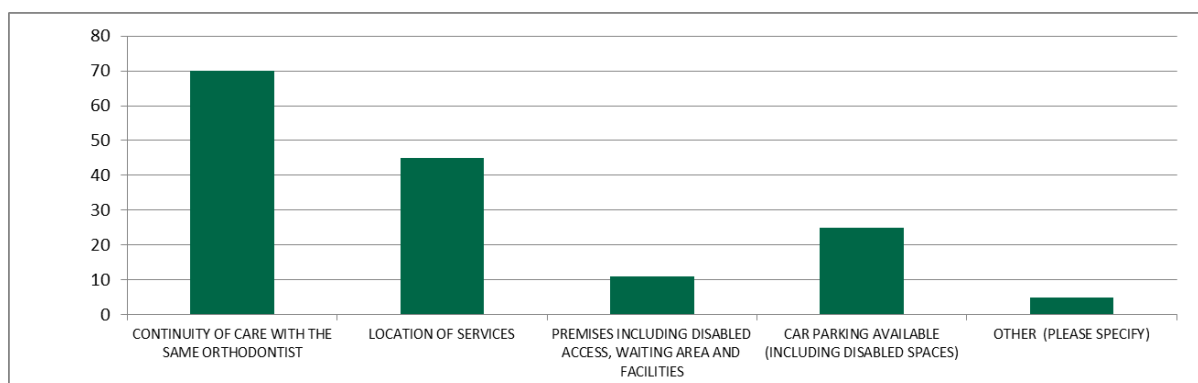
AROUND SCHOOL TIMES/AFTER 4PM/IN HOLIDAYS	WEEKENDS	EARLY/MORNING APPOINTMENTS	AROUND WORKING HOURS	SPECIFIC DAY
25	6	13	3	4

When asked, most patients/parents who responded most would like to have appointments outside of school hours (before school or after 3pm/4pm5pm). Others would like weekends.

### **Important factors to patients:**

When asked what was important to them when choosing an NHS orthodontist, most respondents indicated continuity of care with the same orthodontics. Other findings were:

CONTINUITY OF CARE WITH THE SAME ORTHODONTIST	LOCATION OF SERVICES	PREMISES INCLUDING DISABLED ACCESS, WAITING AREA AND FACILITIES	CAR PARKING AVAILABLE (INCLUDING DISABLED SPACES)	OTHER (PLEASE SPECIFY)
70	45	11	25	5



Comments related to quality of service:

- *BEST PRACTICE ORTHODONTIST*
- *QUALITY OF TREATMENT.*

Most respondents (76) felt they were provided with enough information prior to receiving treatment. Comments included:

- *ALL VERY FAST AND HURRIED ON THE VISITS- NOT EXPLAINED CLEARLY*
- *THEY DID SOMETHING DIFFERENT THAN MY REFERRAL*
- *ALWAYS UP TO DATE AND KEEP MUM UP TO DATE. INITIAL CONSULTATION WAS DONE WITH MUM IN THE ROOM*
- *I WOULD HAVE PREFERRED TO BE GIVEN A BIT MORE INFORMATION ABOUT HOW THE TREATMENT WAS GOING DURING THE PERIOD OF MY TREATMENT AT MY APPOINTMENTS.*

While some respondents were happy with the service:

- *EXCELLENT SERVICE, CARE AND FRIENDLY STAFF THROUGHOUT THE TWO YEARS PERIOD*
- *WE THOUGHT IT WAS GOOD*
- *SERVICES IS REALLY GOOD AND THE STAFF ARE FRIENDLY*

- *THE RECEPTIONISTS WERE ACCOMODATING AND FRIENDLY. THEY TRIED TO FIT APPOINTMENTS AROUND SCHOOL WHERE POSSIBLE*
- *WE HAD FANTASTIC SERVICE - ALWAYS ON TIME, LOVELY STAFF - FAULTLESS. WOULD RECOMMEND TO ANYONE.*

Issues included communication, cancelled or irregular appointments:

- *THE SERVICE WE GET FROM THE ORTHODONTIST VARIES - THERE IS/WAS A LACK OF COMMUNICATION BETWEEN THE ORTHODONTIST AND THE HOSPITAL WHICH CAUSED A DELAY. ONLY CHASING FOR AN UPDATE GOT THINGS GOING*
- *THE APPOINTMENT SERVICE FROM ORTHOWORLD HAS BEEN DIABOLICAL!! CONTINUED CANCELLED AND MOVED APPOINTMENTS AND NO REASONS GIVEN- POOR SERVICE WITH FIRST SET OF BRACES THAT HAD TO BE CHANGED*
- *OUR FIRST ORTHODONTIST WAS ABRUPT AND UNHELPFUL. THANKFULLY, HE LEFT AND HIS REPLACEMENT IS WONDERFUL*
- *ONCE THE INITIAL ASSESMENT IS CARRIED IT BECOMES A VERY EFFICIENT AND REGULAR PROCESS BUT IT DID TAKE A WHILE FOR THE PROCESS TO BEGIN*
- *I FEEL THE LENGTH OF TREATMENT WOIULD BE SHORTER IF WE COULD GET CLOSER APPOINTMENTS*
- *I WOULD HAVE PREFERRED TO BE GIVEN A BIT MORE INFORMATION ABOUT HOW THE TREATMENT WAS GOING DURING THE PERIOD OF MY TREATMENT AT MY APPOINTMENTS*
- *IN 2 YEAR PERIOD HAD 4 ORTHODONTISTS. POOR INFORMATION/SUPPORT FOR OUT OF HOURS. THE ORTHODONTIST EXPECTS US TO KNOW IF THE RETAINER NEEDS TO BE REPLACED. ORTHODONTIST (LATEST) IS NOT FRIENDLY TO PATIENTS.*

To see the full comments see appendix Nottinghamshire.

### Summary of findings for Nottinghamshire: (83 respondents)

- Respondents were split between parent/carers and patients. Respondents live in villages across Nottinghamshire (Mansfield 14, Nottingham 19, West Bridgeford 7). They were receiving treatment across the county including Mansfield (17), Nottingham (38), West Bridgeford (18). (34) were in treatment while (49) had completed treatment.
- The time waited for first orthodontics appointment spanned 0 to over 18 months with (21) waiting 0-3 months, (22) waiting 4-6 months and 7-12 months and (6) waiting over 18 months. Most patients (68) felt the waiting time was acceptable.
- (16) respondents indicate they were given an explanation for the waiting time for first appointment, mostly relating to long waiting lists.
- Most (58) did not indicate an acceptable waiting time for first appointment.
- Waiting time for treatment to start ranged from 0 to over 18 months with (45) patients waiting up to 3 months and (3) waiting over 18 months. Most felt this time was acceptable.
- Most did not indicate if they were given an explanation as to the waiting time for treatment to start.
- Most did not indicate an acceptable waiting time for treatment to start.
- (60) were not offered a choice of orthodontist. (31) of those whose treatment had finished had been seen by the same orthodontist throughout.
- Most patients/carers (45) travel between 0-5miles, (2) travelled over 15 miles. (77) felt this distance was acceptable.
- Most (51) would not be prepared to wait longer to get appointments closer to home.
- (10) respondents were prepared to travel over 20 miles to treatment, while (23) indicated 0-5 miles and (29) indicated 6-10 miles.
- Most (72) travel by car to appointments followed by public transport (8). Issues related to lack of parking and availability of public transport routes.
- Most respondents would prefer appointments around school hours, while other preferences included weekends or specific days. Most respondents are happy with the appointments offered.
- Most important issues reported include continuity of care (70), location of services (45) and car parking (25).
- (60) respondents had not completed a friends and family test, while (61) did not know about it.
- Most respondents were pleased with the information provided about treatment.
- Comments about the service were generally positive.
- Most respondents (76) were White British, (58) female, (5) consider themselves disabled. (42) were aged up to 15 years.

Area	Rutland
Responses	4

Are you the patient or are you answering this on behalf of your child?

NO RESPONSE	PATIENT	PARENT/CARER
0	2	2

At what stage of orthodontic treatment are you/the person you are representing?

NO RESPONSE	AWAITING APPOINTMENT TO START TREATMENT	IN TREATMENT	TREATMENT COMPLETED AND NOW WEARING RETAINER
0	0	1	3

Where do you/the person you are representing currently receive orthodontic treatment?

MELTON MOWBRAY	OAKHAM
3	1

### Waiting times for first orthodontist appointment:

How long after you/the person you are representing was referred for orthodontic treatment did you/they have to wait for the first appointment with an orthodontist?

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
0	2	0	0	2	0

(2) respondents felt this was an acceptable time, while (2) did not.

(2) respondents were given an explanation as to the length of waiting time. Funding was mentioned as the issue.

When asked what length of time would be acceptable to wait:

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
1	0	1	2	0	0

### Treatment times:

How long after the assessment with the orthodontist did you/the person you are representing have to wait for orthodontic treatment to start?

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS	N/A ASSESSED AND TREATMENT NOT REQUIRED
0	2	1	0	1	0	0

All respondents felt this was an acceptable time to wait.  
Respondents do not indicate if they were given an explanation.

When asked what length of time would be acceptable to wait for treatment one respondent indicates 4-6 months.

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
3	0	1	0	0	0

### Choice of orthodontist:

(2) respondents were offered a choice of orthodontist. For those where treatment has ended (2) confirmed that they were seen by the same orthodontist.

### Travel and distance:

How far do/did you/the person you are representing have to travel for your appointments?

NO RESPONSE	0 - 5 MILES	6 - 10 MILES	10 - 15 MILES	15 - 20 MILES	OVER 20 MILES
0	1	2	1	0	0

(3) respondents agreed that the distance travelled is acceptable. (3) would not be prepared to wait longer in order to get an appointment closer to home.

The furthest distance respondents would travel ranged from 6 miles to 20 miles.

### Transport links:

(3) respondents travel to their appointment by car followed by:



NO RESPONSE	CAR	PUBLIC TRANSPORT	WALK	CYCLE
0	3	0	1	0

One respondent noted limited public transport in Rutland.

### Appointment times:

All (4) respondents were happy with the appointment day/time offered.

Preferred days and times for appointments were

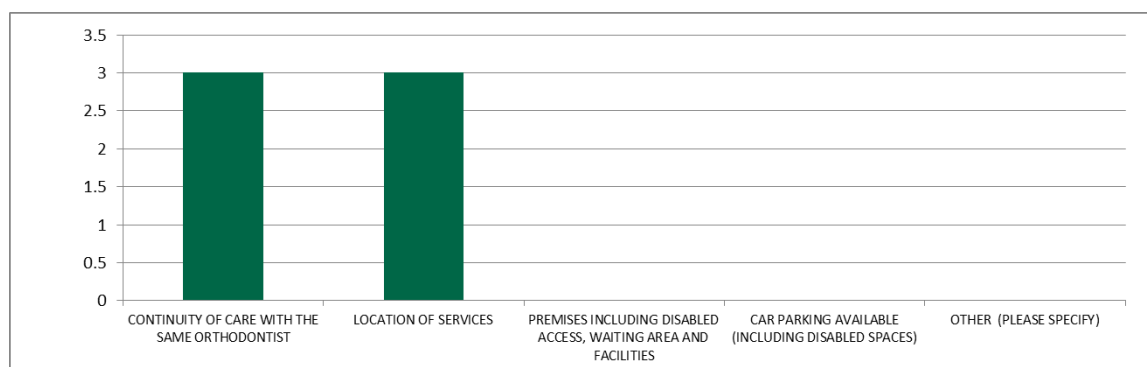
- *DURING SCHOOL*
- *EARLY MORNINGS.*

When asked if patients/parents would like to have appointments outside of school hours (1) respondent said 8-8.30am.

### Important factors to patients:

Respondent indicated that continuity of care with the same orthodontist was important when choosing an orthodontist.

CONTINUITY OF CARE WITH THE SAME ORTHODONTIST	LOCATION OF SERVICES	PREMISES INCLUDING DISABLED ACCESS, WAITING AREA AND FACILITIES	CAR PARKING AVAILABLE (INCLUDING DISABLED SPACES)	OTHER (PLEASE SPECIFY)
3	3	0	0	0



All respondents felt they were provided with enough information about their treatment.

Comments about orthodontic services:

- *RUTLAND NEEDS ORTH. SERVICE AS THERE ARE NO LONGER ANY IN THE COUNTY*

To see the full comments see appendix Rutland.

### Summary of findings for Rutland: (4 responses)

- Respondents were patients (2) or parent carer (2). All live in Oakham and were receiving treatment in Melton Mowbray or Oakham 3 patients had completed treatment.
- (2) waited up to 3 months to be seen for first appointment, (2) waited 12-18 months. (2) felt the waiting time was acceptable, (2) did not.
- (2) respondents were given an explanation for the waiting time for first appointment with an orthodontist.
- (2) indicated an acceptable waiting time for first appointment as 7-12 months.
- (2) waited up to 3 months for treatment after the assessment, (1) waited 12-18 months. All felt this time was acceptable.
- Respondents do not indicate if they were given an explanation as to the waiting time for treatment to start.
- Most did not indicate an acceptable waiting time for treatment, (2) were not offered a choice of orthodontist. (2) of those whose treatment had finished had been seen by the same orthodontist throughout.
- Most patients/carers (2) travel between 6-10 miles. Most feel this distance is acceptable.
- Most would not be prepared to wait longer to get appointments closer to home.
- The furthest respondents were prepared to travel ranged from 10 - 20 miles.
- (3) travel by car to appointments.
- Preferred appointments were around school hours or early mornings. All respondents are happy with the appointments offered.
- Most important issues reported include continuity of care (3) and location of services (3).
- Only (2) respondents had completed a friends and family test, and most did not know about it.
- All were pleased with the information provided about treatment.
- Comments were given about lack of services in Rutland.
- Most respondents were White British (52), females (3), none consider themselves disabled. (2) were aged up to 15 years.

Area	Sandwell
Responses	22

Are you the patient or are you answering this on behalf of your child?

NO RESPONSE	PATIENT	PARENT/CARER
0	11	11

At what stage of orthodontic treatment are you/the person you are representing?

NO RESPONSE	AWAITING APPOINTMENT TO START TREATMENT	IN TREATMENT	TREATMENT COMPLETED AND NOW WEARING RETAINER
0	0	16	6

Where do you/the person you are representing currently receive orthodontic treatment?

BEARWOOD	BIRMINGHAM	EDGBASTON	KIDDERMINSTER	WALSALL	OTHER
7	2	2	3	4	4

### Waiting times for first orthodontist appointment:

How long after you/the person you are representing was referred for orthodontic treatment did you/they have to wait for the first appointment with an orthodontist?

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
0	4	7	2	7	2

(16) respondents felt this was an acceptable time.

An explanation as to the length of waiting time was given to (5) respondents, but (13) did not respond. Explanations largely related to waiting times.

- A LONG WAITING LIST FOR ALL PATIENT

When asked what length of time would be acceptable to wait, those who responded indicated 7-12 months:

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
12	3	2	4	1	0

### Treatment times:

How long after the assessment with the orthodontist did you/the person you are representing have to wait for orthodontic treatment to start?

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS	N/A ASSESSED AND TREATMENT NOT REQUIRED
0	10	6	2	2	2	0

The majority of respondents (14) felt this was an acceptable time. (3) respondents did not comment. An explanation as to the length of waiting time for treatment was given to (6) respondents. Comments highlight waiting lists and prior treatment required.

When asked what length of time would be acceptable to wait for treatment only (5) responded.

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
15	2	1	2	1	0

### Choice of orthodontist:

(8) respondents were not offered a choice compared to (4) that were.  
 For those where treatment has ended (4) had been seen by the same orthodontist compared to (3) seen by different orthodontists.

### Travel and distance:

How far do/did you/the person you are representing have to travel for your appointments?

NO RESPONSE	0 - 5 MILES	6 - 10 MILES	10 - 15 MILES	15 - 20 MILES	OVER 20 MILES
0	12	8	1	0	1

This distance was acceptable to (14) respondents, but not to (7).  
 (12) respondents would not be prepared to wait longer in order to get an appointment closer to home.

When asked the furthest distance they would travel (3) respondents would travel less than 5 miles, (8) would travel up to 5 miles, (7) would travel 6-10 miles and (3) up to 15 miles.

LESS THAN 5 MILES	0-5 MILES	6-10 MILES	10-15 MILES	OVER 15 MILES
4	7	7	2	0

### Transport links:

The majority of patients would travel to their appointment by car, followed by public transport.

NO RESPONSE	CAR	PUBLIC TRANSPORT	WALK	CYCLE
1	17	4	0	0

Respondents also expressed the following concerns:

- Cost of taxi
- Need for parking
- Poor bus service.

### Appointment times:

The majority of respondents (18) were happy with the appointment day/time offered compared to (3) that were not.

There were no clear preferences regarding days and times for appointments. Comments included:

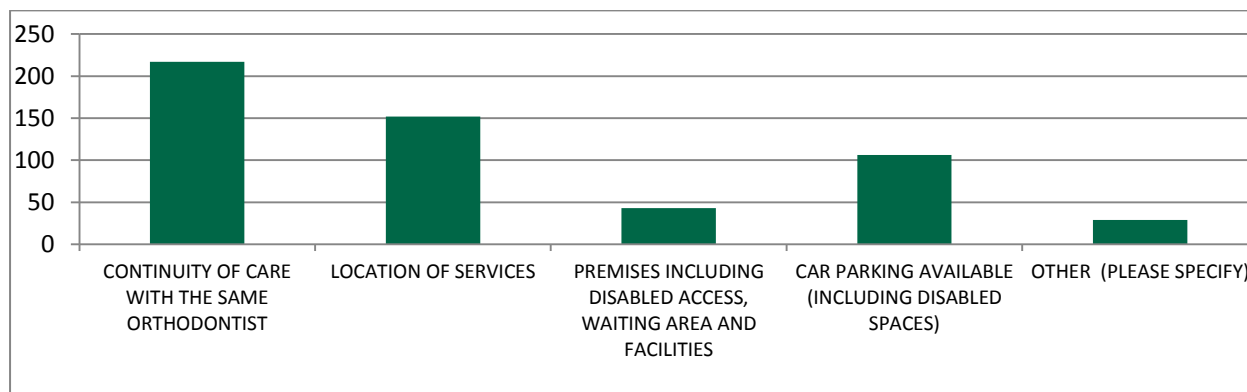
- 1ST APPOINTMENT OR LAST 5 DAYS A WEEK
- MON FRI 9.30 - 2.30 PM
- AFTER SCHOOL HOURS.

When asked about appointment times outside school hours, respondents all wanted after school appointments usually after 4pm.

### Important factors to patients:

Feedback on what was important to them when choosing an NHS orthodontist, clearly highlights that continuity of care with the same orthodontist is most important, followed by location.

CONTINUITY OF CARE WITH THE SAME ORTHODONTIST	LOCATION OF SERVICES	PREMISES INCLUDING DISABLED ACCESS, WAITING AREA AND FACILITIES	CAR PARKING AVAILABLE (INCLUDING DISABLED SPACES)	OTHER (PLEASE SPECIFY)
19	11	3	4	1



Only one respondent left a comment:

- *AVAILABILITY TO CONTACT. QUALITY OF CARE, SERVICE GIVEN*

The majority of respondents (20) felt they were provided with enough information prior to receiving treatment. Only one respondent left a comment:

- *WE ASKED A LOT OF QUESTIONS OURSELVES DUE TO THE VERY BASICS BEING OFFERED. WE WERE PARTICULARLY UNAWARE OF WHAT EACH APPOINTMENT ENTAILED AND WHY WE HAD LONG WAITS*

Only (3) people left general comments about the service which related to waiting times and inability to contact the service.

To see the full comments see appendix Sandwell.

### Summary of findings for Sandwell: (22 responses)

- Respondents were equally split between patient and parent/carers. Respondents live in a spread of locations including Oldbury (4), Birmingham (3). They were receiving treatment in a range of locations including Bearwood (7), Birmingham (2), and Kidderminster (3) Most patients (16) were currently receiving treatment.
- (7) waited up to 4-6 months or 12-18 months to be seen for first appointment, but (2) patients waited over 18 months. (16) patients felt the waiting time was acceptable.
- Significant number of respondents (13) did not answer as to whether an explanation was given for the waiting time for first appointment with an orthodontist compared to (5) that were.
- Most did not indicate an acceptable waiting time for first appointment, of those that did 7-12 months was the most popular.
- Most patients (10) waited up to 3 months for treatment after the assessment and felt this time was acceptable.
- (6) were given an explanation as to the waiting time for treatment to start.
- Most (15) did not indicate an acceptable waiting time for treatment, of those that did ranged from 0-18 months.  
(8) were not offered a choice of orthodontist. (4) of those whose treatment had finished had been seen by the same orthodontist throughout.
- Most patients/carers (12) travel between 0-5 miles but one travels over 20 miles. (14) feel this distance is acceptable.
- Many (12) would not be prepared to wait longer to get appointments closer to home.
- The furthest respondents were prepared to travel was 15 miles with (8) indicating up to 5 miles.
- Most travel by car to appointments followed by public transport (4).
- No clear preference about days and time of appointments were given, but some indicated outside school hours. Majority of respondents are happy with the appointments offered.
- Most important issues reported include continuity of care (19), location of services (11) and car parking (4), premises (3).
- Only (2) respondents had completed a friends and family test, and (15) did not know about it.
- Most respondents (20) were pleased with the information provided about treatment.
- Comments related to waiting times and inability to contact the service.
- Most respondents were White British (13), females (16) and (4) consider themselves disabled. (13) were aged up to 15 years.

Area	Shropshire
Responses	81

Are you the patient or are you answering this on behalf of your child?

NO RESPONSE	PATIENT	PARENT/CARER
0	26	55

At what stage of orthodontic treatment are you/the person you are representing?

NO RESPONSE	AWAITING APPOINTMENT TO START TREATMENT	IN TREATMENT	TREATMENT COMPLETED AND NOW WEARING RETAINER
0	0	41	40

Where do you/the person you are representing currently receive orthodontic treatment?

Most received orthodontic treatment in Shrewsbury, Telford or Bridgenorth. Individuals went to Hereford, Kidderminster, Northwich, Wellington, Wolverhampton or Wrexham.

SHREWSBURY	BRIDGENORTH	TELFORD	OTHERS
62	3	9	6

### Waiting times for first orthodontist appointment:

How long after you/the person you are representing was referred for orthodontic treatment did you/they have to wait for the first appointment with an orthodontist?

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
0	27	16	17	17	4

Of those that answered the above question (60) respondents felt this was an acceptable time to wait while (20) did not. Only (23) indicated that they had been given an explanation as to the length of waiting time. Of those who left comments (17) related to waiting lists. Others were:

- *FIRST REFERRAL WAS RETURNED AFTER BEING ON THE HOSPITAL WAITING LIST AS THEY HAD NO ORTHODONTIC SERVICES !! FOUR MONTHS WASTED*
- *HAD TO RING TO CHASE THEM*
- *MY TEETH 'WEREN'T BAD ENOUGH' TO BE SEEN AS PRIORITY.*



When asked what length of time would be acceptable to wait, half (40) left no comments followed by, of the others 4-6 months was the most popular.

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
40	15	19	6	1	0

### Treatment times:

How long after the assessment with the orthodontist did you/the person you are representing have to wait for orthodontic treatment to start?

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS	N/A ASSESSED AND TREATMENT NOT REQUIRED
2	65	9	2	2	1	0

The majority of respondents (76) felt this was an acceptable time to wait followed by (4) that did not agree.

An explanation as to the length of waiting time for treatment was given to (13) respondents. Comments included:

- *DISAGREEMENT BETWEEN CONSULTANT AND DENTAL PRACTICE OVER BEST WAY TO PROGRESS TREATMENT AND HOSPITAL APPOINTMENTS CONTINUALLY POSTPONED*
- *THAT'S WHEN HER TEETH WOULD BE READY*
- *WAITING LIST.*

When asked what length of time would be acceptable to wait for treatment, most (60) did not respond. Those who did the majority preferred 0-3 months.

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
60	15	6	0	0	0

### Choice of orthodontist:

Most respondents (50) were not offered a choice compared to (19) that were. For those where treatment has ended (40) confirmed that they were seen by the same orthodontist compared to (8) seen by different orthodontists.

### Travel and distance:

How far do/did you/the person you are representing have to travel for your appointments?

NO RESPONSE	0-5 MILES	6-10 MILES	10-15 MILES	15-20 MILES	OVER 20 MILES
0	30	13	17	13	8

Of those responding (71) agreed that the distance travelled is acceptable. Generally the respondents (46) would not be prepared to wait longer in order to get an appointment closer to home compared to (13) that would, and (18) who don't know.

When asked the furthest distance they would travel the distance ranged from 1 mile to 40 miles, with the most popular 5-10 miles.

LESS THAN 5 MILES	5-10 MILES	11-15 MILES	20-25 MILES	30 MILES OR OVER
4	29	15	20	6

### Transport links:

Within Shropshire most patients (69) would travel to their appointment by car followed by:

NO RESPONSE	CAR	PUBLIC TRANSPORT	WALK	CYCLE
1	69	4	5	2

Respondents also expressed the following concerns:

- Cost and availability of parking
- Lack of public transport
- Disturbance to school attendance.

### Appointment times:

The majority of respondents (72) were happy with the appointment day/time offered compared to (8) that were not.

A number of respondents indicated that appointments around school hours were most convenient, others preferred specific days (most commonly Fridays) or weekends.

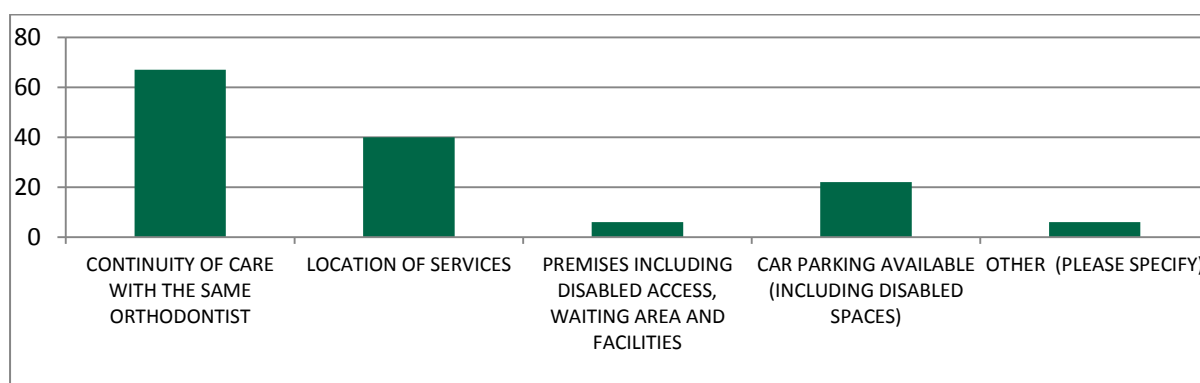
When asked if patients/parents would like to have appointments outside of school hours (61) respondents made suggestions. Most suggested after school time i.e. from 3.30pm to 6pm, other suggestions included:

- Early appointments (8-9)
- During school holidays
- Weekends.

### Important factors to patients:

Respondents left feedback on what was important to them when choosing an NHS orthodontist, this includes:

CONTINUITY OF CARE WITH THE SAME ORTHODONTIST	LOCATION OF SERVICES	PREMISES INCLUDING DISABLED ACCESS, WAITING AREA AND FACILITIES	CAR PARKING AVAILABLE (INCLUDING DISABLED SPACES)	OTHER (PLEASE SPECIFY)
67	40	6	22	6



(7) people left comments, mostly relating to reputation, quality of service and friendliness of staff. Including:

- *REPUTATION AND QUALITY OF WORK/CARE*
- *FREINDLINESS OF ORTHODONTIST. WE HAVE SEEN SEVERAL. SOME BRUSQUE AND UNCOMMUNICATIVE*



The majority of respondents (77) felt they were provided with enough information prior to receiving treatment. Comments around treatment were positive:

- *I FEEL HAPPY BECAUSE MY DAUGHTER GOT A STEP-BY-STEP GUIDE OF EACH APPOINTMENT*
- *PROVISION OF TREATMENT PLAN HAS BEEN EXCELLENT AND VERY CLEAR AND PROFESSIONAL*
- *WE WERE KEPT FULL INFORMED THROUGHOUT.*

The only negative comment related to language confusing for a 14 year old.

Comments of the services were overwhelmingly positive, including:

- *OUR ORTHODONTIST HAS TRIED TO ACCOMODATE OUR PREFERRED APPOINTMENT TIMES AND APPOINTMENTS HAVE ALL BEEN PROMPT*
- *ORTHODONTIC TREATMENT HAS CHANGED MY SON'S LIFE AND GIVEN HIM HIS SMILE BACK*
- *EXCELLENT SERVICE, LOCATION AND APPOINTMENTS.*

Other comments relate to lack of choice because of location. For example:

- *WEREN'T GIVEN A CHOICE OF ORTHODONTIST AS ONLY 1 IN THE AREA*

Overall respondents were very positive about the care they had received/receiving and appreciated the time and care given by all practice staff.

To see the full comments see appendix Shropshire.

### Summary of findings for Shropshire: (81 responses)

- Respondents were mainly parents/carers (55). Most respondents live in Shrewsbury or Oswestry, with 6 other locations. Most were receiving care in Shrewsbury or Telford. (41) patients were currently receiving treatment.
- Time waited to be seen for first appointment varied widely including (27) waiting 0-3 months, (17) waiting 7-12 months and (4) waiting over 18 months. (60) felt the waiting time was acceptable.
- Significant number of respondents (23) did not answer as to whether an explanation was given for the waiting time for first appointment with an orthodontist compared to (23) that were. Comments related to waiting times.
- Half did not indicate an acceptable waiting time for first appointment, of those that did the most popular time was 4-6 months.
- Most patients (65) waited up to 3 months for treatment after the assessment and most felt this time was acceptable.
- Most did not answer as to whether an explanation for waiting time to treatment was given.
- Most did not indicate an acceptable waiting time for treatment, those that did the most popular was 0-3 months. (50) were not offered a choice of orthodontist. (40) of those whose treatment had finished had been seen by the same orthodontist throughout.
- Most patients/carers (30) travel 0-5 miles however the distance varied widely, including (13) who travel 15-20 miles and (8) who travel over 20 miles. Most (71) feel this distance is acceptable.
- Many (46) would not be prepared to wait longer to get appointments closer to home.
- The furthest respondents were prepared to travel was 40 miles with (25) prepared to travel 10-15 miles.
- Most travel by car to appointments, others walking, public transport and cycle.
- Most respondents would prefer appointments around school hours. Majority of respondents are happy with the appointments offered.
- Most important issues reported include continuity of care (67), location of services (40) and car parking (22). Comments relate to quality of service and friendliness of staff.
- (11) respondents had completed a friends and family test, and (22) did not know about it.
- Majority of respondents (77) were pleased with the information provided about treatment.
- Respondents were happy with their care.
- Most respondents were White British (75), females (57), (2) consider themselves disabled. (37) were aged up to 15 years.

Area	Solihull
Responses	16

Are you the patient or are you answering this on behalf of your child?

NO RESPONSE	PATIENT	PARENT/CARER
0	7	9

At what stage of orthodontic treatment are you/the person you are representing?

NO RESPONSE	AWAITING APPOINTMENT TO START TREATMENT	IN TREATMENT	TREATMENT COMPLETED AND NOW WEARING RETAINER
0	0	8	8

Where do you/the person you are representing currently receive orthodontic treatment?

SOLIHULL	BIRMINGHAM
12	4

### Waiting times for first orthodontist appointment:

How long after you/the person you are representing was referred for orthodontic treatment did you/they have to wait for the first appointment with an orthodontist?

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
0	0	6	3	1	6

(9) respondents felt this was an acceptable time to wait followed, while (7) did not. An explanation as to the length of waiting time was given to (3) respondents. (9) did not respond to the question. Comments related to waiting times, or administrative error.

When asked what length of time would be acceptable to wait, the most popular time was 4-6 months.

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
7	2	5	1	1	0

### Treatment times:

How long after the assessment with the orthodontist did you/the person you are representing have to wait for orthodontic treatment to start?

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS	N/A ASSESSED AND TREATMENT NOT REQUIRED
0	12	1	0	1	2	0

The majority of respondents (14) felt this was an acceptable time to wait.  
(14) respondents were given an explanation as to the length of waiting time for treatment.

When asked what length of time would be acceptable to wait for treatment, only (4) respondents replied.

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
12	2	1	0	1	0

### Choice of orthodontist:

(8) respondents were not offered a choice of orthodontist.  
7 out of 8 patients whose treatment had ended confirmed that they were seen by the same orthodontist.

### Travel and distance:

How far do/did you/the person you are representing have to travel for your appointments?

NO RESPONSE	0 - 5 MILES	6 - 10 MILES	10 - 15 MILES	15 - 20 MILES	OVER 20 MILES
0	8	7	1	0	0

(15) respondents agreed that the distance travelled is acceptable.  
(9) would not be prepared to wait longer in order to get an appointment closer to home.

When asked the furthest distance they are prepared to travel, the distance ranged from 2 miles to 10 miles.

LESS THAN 5 MILES	0 - 5 MILES	5- 10 MILES	OVER 10 MILES
3	1	10	0

### Transport links:

The majority of respondents (12) would travel to their appointment by car followed by:

NO RESPONSE	CAR	PUBLIC TRANSPORT	WALK	CYCLE
0	12	4	0	0

### Appointment times:

The majority of respondents (12) were happy with the appointment day/time offered.

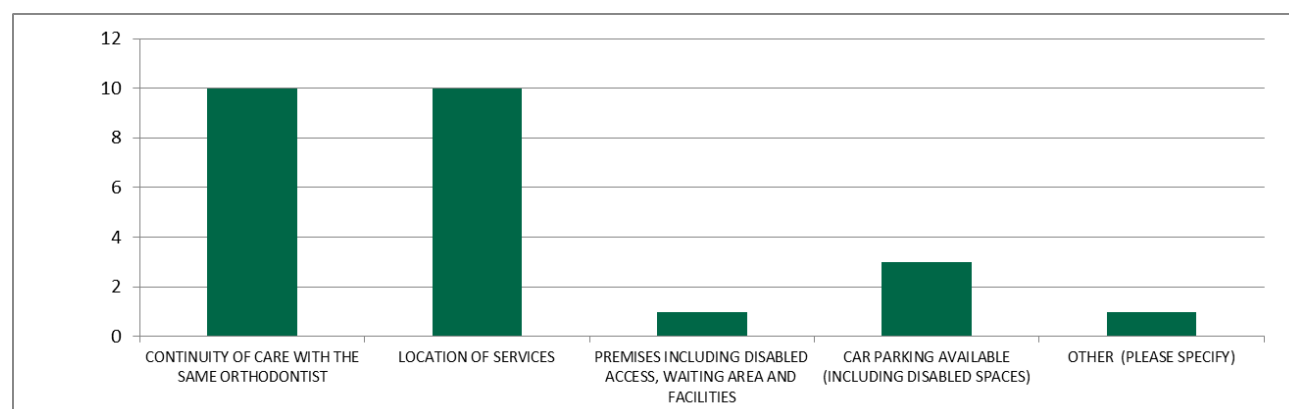
Of those who indicated preferences for appointment times most indicated they wanted outside school/college hours. Specific weekdays and weekend options were also mentioned.

When asked if patients/parents would like to have appointments outside of school hours some (3) indicated this was not important, while the majority (8) suggested after school (usually 4pm) or weekends.

### Important factors to patients:

Respondents left feedback on what was important to them when choosing an NHS orthodontist, including:

CONTINUITY OF CARE WITH THE SAME ORTHODONTIST	LOCATION OF SERVICES	PREMISES INCLUDING DISABLED ACCESS, WAITING AREA AND FACILITIES	CAR PARKING AVAILABLE (INCLUDING DISABLED SPACES)	OTHER (PLEASE SPECIFY)
10	10	1	3	1





One comment indicated the importance of quality of service.

All respondents felt they were provided with enough information prior to receiving treatment.

Most comments about the service (5) were positive, while the others highlighted limited appointment days, and waiting times:

- *THE STAFF WERE VERY HELPFUL, FRIENDLY WHEN WE ATTENDED APPOINTMENTS. ALWAYS TRIED TO GIVE US APPOINTMENTS AFTER SCHOOL TIME*

To see the full comments see appendix Solihull.

### Summary of findings for Solihull: (16 responses)

- Respondents were parents/carers (9) or patients (7). Most respondents live in Solihull and were receiving treatment in Solihull. (8) respondents had completed treatment and (8) were in treatment.
- Time to be seen for first appointment included 4-6 months (6) and over 18 months (6). (9) felt the waiting time was acceptable.
- (3) indicated they had been given an explanation for the waiting time for first appointment with an orthodontist.
- Most did not indicate an acceptable waiting time for first appointment, of those that did 4-6 months was most popular.
- Most patients waited up to 3 months for treatment after the assessment and felt this time was acceptable.
- (14) were given an explanation as to the waiting time for treatment to start.
- Most (12) did not indicate an acceptable waiting time for treatment to start.
- (8) were not offered a choice of orthodontist. (7) of those whose treatment had finished had been seen by the same orthodontist throughout.
- Most patients/carers (8) travel between 0-5 miles, none travel over 15 miles. Most (15) feel this distance is acceptable.
- Majority (9) would not be prepared to wait longer to get appointments closer to home.
- The furthest respondents were prepared to travel was 10 miles.
- Most travel by car to appointments followed by public transport (4).
- Many respondents would prefer appointments around school hours. Specific days and weekend options mentioned. Majority of respondents are happy with the appointments offered.
- Most important issues reported include continuity of care (10), location of services (10).
- Only (2) respondents had completed a friends and family test, and (8) did not know about it.
- All respondents were pleased with the information provided about treatment.
- Generally respondents were happy with their care, comments related to limited appointment days and waiting times.
- Most respondents were White British (13), females (10) and (3) consider themselves disabled. (3) were aged up to 15 years.

Area	Staffordshire
Responses	57

Are you the patient or are you answering this on behalf of your child?

NO RESPONSE	PATIENT	PARENT/CARER
1	27	29

At what stage of orthodontic treatment are you/the person you are representing?

NO RESPONSE	AWAITING APPOINTMENT TO START TREATMENT	IN TREATMENT	TREATMENT COMPLETED AND NOW WEARING RETAINER
0	0	35	22

Where do you/the person you are representing currently receive orthodontic treatment?

ASHBOURNE	BURTON	KINVER	MACCLESFIELD	WOLVERHAMPTON
2	5	2	3	5
SUTON COLDFIELD	TAMWORTH	TELFORD	WALSALL	OTHER
2	5	4	5	2
NEWCASTLE UNDER LME	NUNEATON	STOKE ON TRENT	WELLINGTON	
2	2	11	1	

### Waiting times for first orthodontist appointment:

How long after you/the person you are representing was referred for orthodontic treatment did you/they have to wait for the first appointment with an orthodontist?

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
1	18	15	5	8	10

(45) respondents felt this was an acceptable time to wait, while (12) did not. An explanation as to the length of waiting time was given to (12) respondents. (33) did not respond. Comments related to waiting lists:

- *BUSY WITH MANY OTHER PATIENTS*
- *THERE IS A LONG WAITING LIST IN WOLVERHAMPTON.*

When asked what length of time would be acceptable to wait, (32) left no comments followed by:

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
32	12	9	3	1	0

### Treatment times:

How long after the assessment with the orthodontist did you/the person you are representing have to wait for orthodontic treatment to start?

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS	N/A ASSESSED AND TREATMENT NOT REQUIRED
0	36	13	3	4	1	0

The majority of respondents (51) felt this was an acceptable time to wait. (6) people said they got an explanation for the wait (46) people did not respond. Most comments (5) related to waiting lists, the others were:

- *AS HAD TO WAIT FOR TEETH TO FALL OUT*
- *FUNDING.*

Most people (43) did not indicate what length of time would be acceptable to wait for treatment, followed by:

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
43	9	2	2	0	0

### Choice of orthodontist:

(36) respondents were not offered a choice compared to (18) that were. A further (3) were not sure.

For those where treatment has ended (14) confirmed that they were seen by the same orthodontist.

### Travel and distance:

How far do/did you/the person you are representing have to travel for your appointments?

NO RESPONSE	0 - 5 MILES	6 - 10 MILES	10 - 15 MILES	15 - 20 MILES	OVER 20 MILES
0	22	14	13	3	5

(48) agreed that the distance travelled is acceptable compared to (8) that disagree.  
 (36) respondents would not be prepared to wait longer in order to get an appointment closer to home compared to (10) that would.

When asked the furthest distance respondents would travel ranged from 5 miles – 25 miles, with the most popular being 5 miles.

0-5 MILES	5-10 MILES	10-15 MILES	20 MILES	25 MILES
14	10	12	11	3

### Transport links:

Within Staffordshire the majority of patients (50) would travel to their appointment by car followed by:

NO RESPONSE	CAR	PUBLIC TRANSPORT	WALK	CYCLE
1	50	5	1	0

Respondents comments (10) include:

- *IT WOULD HAVE BEEN NICE TO HAVE BEEN NEARER*
- *I CHOSE TO TRAVEL TO A BETTER ORTHODONTIST! COULD HAVE GONE LOCALLY*
- *TOO FAR TO GO CONSIDERING NUMBER OF APPOINTMENTS THAT WE HAVE TO ATTEND*
- *LIMITED PARKING*
- *TOO FAR*

### Appointment times:

The majority of respondents (53) were happy with the appointment day/time offered. (11) people indicated no preference for appointment days/times – other preferences included:

AROUND SCHOOL TIMES	EARLY APPOINTMENTS	SPECIFIED DAY	MORNINGS	WEEKEND	NO PREFERENCE
12	3	7	4	1	11

Respondents expressed the following comments around appointment times:

- *MONDAYS, AS MY DAY OFF. VERY LITTLE CHOICE OFFERED*
- *THE ORTHODONTIST ISN'T OPEN LATE SO MINIMAL AFTER SCHOOL APPTS - BUT UNDERSTAND THIS.*

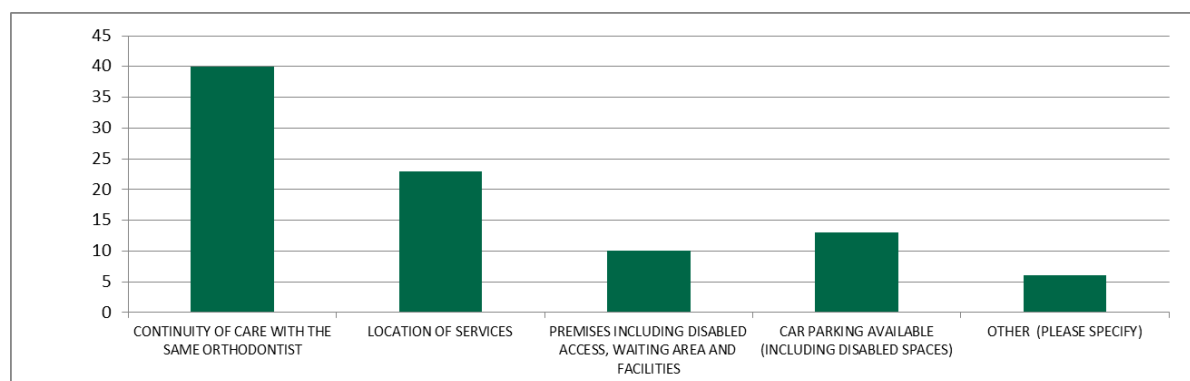
When asked if patients/parents would like to have appointments outside of school hours (44) respondents commented:

- 8 indicated no preference
- 28 want appointments after school hours
- 2 want weekends
- 2 want early appointments (before 9am).

### Important factors to patients:

Respondents indicated that continuity of care with the same orthodontist was important when choosing an orthodontist followed by:

CONTINUITY OF CARE WITH THE SAME ORTHODONTIST	LOCATION OF SERVICES	PREMISES INCLUDING DISABLED ACCESS, WAITING AREA AND FACILITIES	CAR PARKING AVAILABLE (INCLUDING DISABLED SPACES)	OTHER (PLEASE SPECIFY)
40	23	10	13	6



Seven comments related mainly to quality of service, but also choice of appointment and waiting list.

The majority of respondents (51) felt they were provided with enough information prior to receiving treatment, compared to (3) that were not. Comments indicate respondents were happy with the information.

Overall respondents were very positive about the care they had received/receiving including:

- *EXCELLENT SERVICE SO FAR- THANK YOU- ALL PROCEDURES CLEARLY EXPLAINED AND TIME ALLOWED- NOT RUSHED*
- *FOLLOWING MY FIRST APPOINTMENT, I FOUND THE PROCESS WAS EFFICIENT AND THE TREATMENT WAS REALLY GOOD.*

Other comments related to waiting time, staff attitude and location including:

- *BEING ADDRESSED IN A BLUNT MANNER. IE (BRUSHING) AT TIMES BY CERTAIN STAFF*
- *HAD TO GO OUT OF AREA DUE TO LENGTH OF TIME TO WAIT FOR APPOINTMENT IN OUR AREA. THIS IS INCONVENIENT WHEN THERE IS AN EMERGENCY E.R. BRACE BREAKS*
- *ONE IN LICHFIELD WOULD BE PREFERRED.*

To see the full comments see appendix Staffordshire.

### Summary of findings for Staffordshire: (57 responses)

- Respondents were equally split between parents/carers (29) and patients (27). Most respondents live in 8 locations include Tamworth (10) and Lichfield (4). They are receiving treatment in a range of locations including Nuneaton (5), Tamworth (5) and Walsall (5). (35) respondents were currently receiving treatment.
- Time waited to be seen for first appointment varied widely, with most (19) waiting 0-3 months, but (10) waiting over 18 months. (45) felt the waiting time was acceptable.
- Significant number of respondents (33) did not answer as to whether an explanation was given for the waiting time for first appointment with an orthodontist compared to (12) that were.
- Most did not indicate an acceptable waiting time for first appointment, of those that did 0-3 months was most popular.
- Most patients (36) waited up to 3 months for treatment after the assessment, (1) waited over 18 months. Most felt this time was acceptable.
- Most did not indicate if they were given an explanation as to the waiting time for treatment to start.
- Most (43) did not indicate an acceptable waiting time for treatment, of those that did 0-3 months was most popular.  
(36) were not offered a choice of orthodontist. (14) of those whose treatment had finished had been seen by the same orthodontist throughout.
- Most patients/carers (22) travel between 0-5 miles however significant numbers travelled further, with (5) travelling over 20 miles. (48) felt this is acceptable.
- Majority would not be prepared to wait longer to get appointments closer to home.
- The furthest respondents were prepared to travel was 25 miles with (17) indicating 10-15 miles.
- Most travel by car to appointments followed by public transport.
- Many respondents would prefer appointments around school hours. Majority of respondents are happy with the appointments offered.
- Most important issues reported include continuity of care (40), location of services (23) and car parking (13). Comments related to quality of service, choice of appointment and waiting list.
- Only 2 respondents had completed a friends and family test, and (10) did not know about it.
- Majority of respondents (51) were pleased with the information provided about treatment.
- Generally respondents were happy with their care.
- Most respondents were White British (52), females (31) and (7) consider themselves disabled. (27) were aged up to 15 years.



Area	Stoke on Trent
Responses	20

Are you the patient or are you answering this on behalf of your child?

NO RESPONSE	PATIENT	PARENT/CARER
	7	13

At what stage of orthodontic treatment are you/the person you are representing?

NO RESPONSE	AWAITING APPOINTMENT TO START TREATMENT	IN TREATMENT	TREATMENT COMPLETED AND NOW WEARING RETAINER
		11	9

Where do you/the person you are representing currently receive orthodontic treatment?

STOKE ON TRENT	NEWCASTLE UNDER LYME	HARTSHILL	MACCLESFIELD
14	4	1	1

### Waiting times for first orthodontist appointment:

How long after you/the person you are representing was referred for orthodontic treatment did you/they have to wait for the first appointment with an orthodontist?

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
0	4	3	3	4	6

(13) respondents felt this was an acceptable time to wait.

An explanation as to the length of waiting time was given to (7) respondents (11) did not respond. Most comments related to waiting lists, others were:

- *FUNDING*
- *HE NEEDED TO GROW MORE AND SEE IF TEETH STRAIGHTENED ON THEIR OWN.*

When asked what length of time would be acceptable to wait, the (12) respondents did not reply followed by:

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
12	0	3	5	0	0

### Treatment times:

How long after the assessment with the orthodontist did you/the person you are representing have to wait for orthodontic treatment to start?

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS	N/A ASSESSED AND TREATMENT NOT REQUIRED
1	13	3	1	2	0	0

The majority of respondents (17) felt this was an acceptable time to wait.  
(3) respondents were given an explanation as to the length of waiting time for treatment whilst (17) did not respond.

Only (3) respondents indicated a length of time that would be acceptable to wait for treatment, i.e. 4-6 months.

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
17	0	3	0	0	0

### Choice of orthodontist:

The majority of respondents (14) were not offered a choice of orthodontist, compared to (3) who were.  
For those where treatment has ended (8) confirmed that they were seen by the same orthodontist compared to (4) seen by different orthodontists.

### Travel and distance:

How far do/did you/the person you are representing have to travel for your appointments?

NO RESPONSE	0 - 5 MILES	6 - 10 MILES	10 - 15 MILES	15 - 20 MILES	OVER 20 MILES
1	14	4	0	1	0

(19) agreed that the distance travelled is acceptable. Most respondents (15) would not be prepared to wait longer in order to get an appointment closer to home. When asked the furthest distance they would travel (6) respondents would travel up to 5 miles, (11) would travel 10 miles and (1) would travel up to 20 miles.

LESS THAN 5 MILES	5 MILES	6-10 MILES	OVER 10 MILES
1	5	11	1

### Transport links:

All respondents travel to their orthodontic appointments by car:

NO RESPONSE	CAR	PUBLIC TRANSPORT	WALK	CYCLE
0	20	0	0	0

### Appointment times:

(19) respondents were happy with the appointment day/time offered. A number of preferred days and times for appointments were specified to include the following:

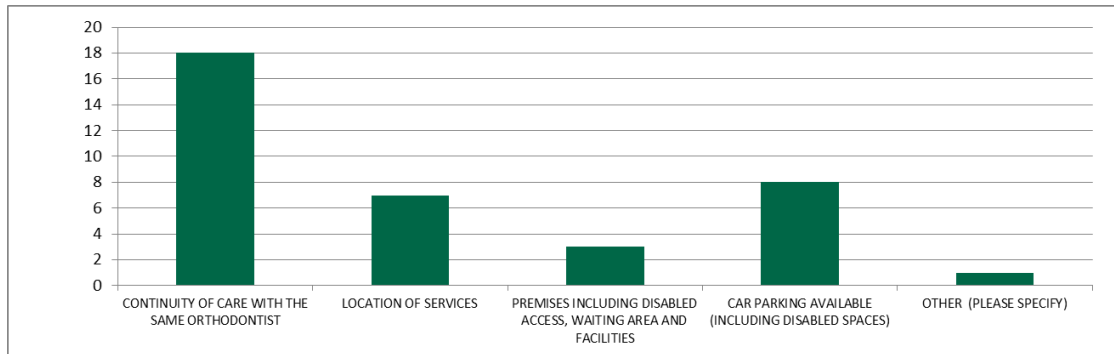
AROUND SCHOOL TIMES	MORNINGS	SPECIFIC DAY	NO PREFERENCE
6	1	1	4

When asked if patients/parents would like to have appointments outside of school hours most indicated after school, also mentioned were mornings and weekends.

### Important factors to patients:

Respondents indicated that continuity of care with the same orthodontist was important when choosing an orthodontist.

CONTINUITY OF CARE WITH THE SAME ORTHODONTIST	LOCATION OF SERVICES	PREMISES INCLUDING DISABLED ACCESS, WAITING AREA AND FACILITIES	CAR PARKING AVAILABLE (INCLUDING DISABLED SPACES)	OTHER (PLEASE SPECIFY)
18	7	3	8	1



One respondent commented on lack of choice.

The majority of respondents (18) felt they were provided with enough information prior to receiving treatment.

Overall respondents were very positive about the care they had received/receiving:

- *VERY FRIENDLY PRACTICE*

One comment reflected lack of trust in orthodontist:

- *I AM NOT HAPPY THAT I HAVE A DIFFERENT ORTHODONTIST AS I DON'T TRUST HIM SINCE I WAS USED TO THE OTHER ORTHODONTIST AND ALSO I DON'T FEEL THAT COMFORTABLE*

To see the full comments see appendix Stoke on Trent.

### Summary of findings for Stoke on Trent: (20 responses)

- Respondents were mainly parents/carers (13). Most respondents live in Stoke on Trent. Most received treatment in Stoke on Trent, but also Newcastle Under Lyme (4), Hartshill (1) and Macclesfield (1). (11) patients were currently receiving treatment.
- Waiting time to be seen for first appointment varied widely from 0-3 months (4) to over 18 months (6). (13) felt the waiting time was acceptable.
- (11) did not answer as to whether an explanation was given for the waiting time for first appointment with an orthodontist compared to (7) that were.
- Most (12) did not indicate an acceptable waiting time for first appointment, of those who did 7-12 months was most popular.
- Most patients waited up to 3 months for treatment after the assessment, and felt this time was acceptable.
- Most did not answer as to whether an explanation for waiting time to treatment was given.
- Most did not indicate an acceptable waiting time for treatment.
- (14) were not offered a choice of orthodontist. (8) of those whose treatment had finished had been seen by the same orthodontist throughout.
- (14) patients/carers travel between 0-5 miles. Most feel the distance is acceptable.
- Most would not be prepared to wait longer to get appointments closer to home.
- The furthest respondents were prepared to travel was 20 miles with most up to 10 miles.
- All travel by car to appointments.
- Many respondents would prefer appointments around school hours. Most respondents are happy with the appointments offered.
- Most important issues reported include continuity of care (18), car parking (8), and location of services (7).
- No respondents had completed a friends and family test, and (15) did not know about it.
- Majority of respondents (18) were pleased with the information provided about treatment.
- Generally respondents were happy with their care.
- Most respondents were White British (17), females (12) and (5) consider themselves disabled. (6) were aged up to 15 years.

Area	Telford & Wrekin
Responses	33

Are you the patient or are you answering this on behalf of your child?

NO RESPONSE	PATIENT	PARENT/CARER
0	9	24

At what stage of orthodontic treatment are you/the person you are representing?

NO RESPONSE	AWAITING APPOINTMENT TO START TREATMENT	IN TREATMENT	TREATMENT COMPLETED AND NOW WEARING RETAINER
0	3	15	15

Where do you/the person you are representing currently receive orthodontic treatment?

TELFORD	MADELEY	WELLINGTON	WALSALL	SHREWSBURY
7	13	10	1	1

### Waiting times for first orthodontist appointment:

How long after you/the person you are representing was referred for orthodontic treatment did you/they have to wait for the first appointment with an orthodontist?

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
0	18	10	2	2	1

(32) respondents felt this was an acceptable time to wait.

An explanation as to the length of waiting time was given to (4) respondents. (25) did not respond.

When asked what length of time would be acceptable to wait, the majority of respondents (25) left no comments followed by:

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
25	4	3	1	0	0

### Treatment times:

How long after the assessment with the orthodontist did you/the person you are representing have to wait for orthodontic treatment to start?

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS	N/A ASSESSED AND TREATMENT NOT REQUIRED
0	23	4	4	2	0	0

The majority of respondents (31) felt this was an acceptable time to wait.

(4) respondents were given an explanation as to the length of waiting time for treatment while (28) did not respond. Comments include:

- AGE OF PATIENT
- HAD TO WAIT FOR SOME TEETH TO FULLY DEVELOP
- HOSPITAL APPOINTMENT TO HAVE TEETH REMOVED
- LACK OF NHS FUNDING, THEY HAD ALREADY REACHED THEIR QUOTA FOR THE YEAR.

When asked what length of time would be acceptable to wait for treatment most did not respond followed by:

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
29	2	1	1	0	0

### Choice of orthodontist:

The majority of respondents (21) were not offered a choice compared to (7) that were. For those where treatment has ended (13) confirmed that they were seen by the same orthodontist.

### Travel and distance:

How far do/did you/the person you are representing have to travel for your appointments?

NO RESPONSE	0 - 5 MILES	6 - 10 MILES	10 - 15 MILES	15 - 20 MILES	OVER 20 MILES
0	19	11	2	0	1

All respondents agreed that the distance travelled is acceptable. (19) respondents would not be prepared to wait longer in order to get an appointment closer to home.

When asked the furthest distance they would travel ranged from 5 miles to 35 miles, the most popular being 10 miles.

0 - 5 MILES	6 - 10 MILES	11 - 15 MILES	16 - 20 MILES	OVER 20 MILES
5	11	7	5	1

### Transport links:

The majority of patients (31) travel to their appointment by car followed by:

NO RESPONSE	CAR	PUBLIC TRANSPORT	WALK	CYCLE
1	31	1	0	0

Respondents also expressed concerns about parking. One would have waited longer if they did not have a car.

### Appointment times:

The majority of respondents (32) were happy with the appointment day/time offered. A number of preferred days and times for appointments were specified to include the following:

AROUND SCHOOL TIMES	EARLY APPOINTMENTS	WEEKENDS	SPECIFIC DAY	NO PREFERENCE
13	3	1	3	6

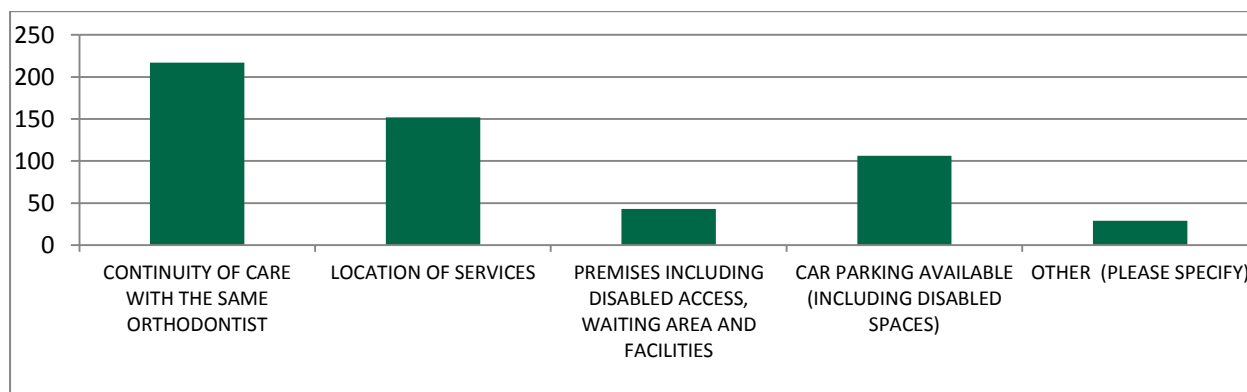
When asked if patients/parents would like to have appointments outside of school hours most preferred after 3pm/4pm.

### Important factors to patients:

Respondent indicated that continuity of care with the same orthodontist was important when choosing an orthodontist followed by:

CONTINUITY OF CARE WITH THE SAME ORTHODONTIST	LOCATION OF SERVICES	PREMISES INCLUDING DISABLED ACCESS, WAITING AREA AND FACILITIES	CAR PARKING AVAILABLE (INCLUDING DISABLED SPACES)	OTHER (PLEASE SPECIFY)
30	9	2	6	0





All respondents felt they were provided with enough information prior to receiving treatment. All comments were praise for the service they had received.

- *THE PROCESS WAS VERY CLEARLY EXPLAINED TO US AND ANY QUESTIONS ANSWERED THOROUGHLY*

Overall respondents were very positive about the care they had received/receiving:

- *THE ORTHODONTIST SERVICE WE ATTENDED WERE SMALL BUT VERY GOOD. THEY EXPLAINED EVERYTHING AS WE WENT ALONG. WE ARE VERY PLEASED WITH THE RESULT AND WOULD RECOMMEND THEM*
- *PLEASED WITH THE SERVICES WE HAVE RECEIVED.*

Concerns related to lack of services closer to home:

- *I JUST WISH THERE WERE SERVICES AVAILABLE A BIT CLOSER TO HOME. I DON'T DRIVE, SO EACH JOURNEY IS EITHER EXPENSIVE (TAXI) OR TIME CONSUMING (BUS)*
- *I WAS SURPRISED ONLY 2 CLINICS IN TELFORD OFFERED THESE SERVICES GIVEN THE DEMAND AND WAITING TIMES TO START THE ACTUAL TREATMENT.*

To see the full comments see appendix Telford and Wrekin.

### Summary of findings for Telford & Wrekin: (33 responses)

- Respondents were mainly parents/carers (24). Most respondents live in Telford, others in Shrewsbury and Newport. Patients were receiving care in Madeley (13), Wellington (10) Telford (7), Walsall (1) or Shrewsbury (1). (15) patients were currently in treatment.
- Majority (18) waited up to 3 months to be seen for first appointment but (1) patient waited over 18 months. Most (32) felt the waiting time was acceptable.
- Significant number of respondents (25) did not answer as to whether an explanation was given for the waiting time for first appointment with an orthodontist compared to (4) that were.
- Most did not indicate an acceptable waiting time for first appointment, of those that did 0-3 months was most popular.
- Most patients waited up to 3 months for treatment after the assessment and felt this time was acceptable.
- Most did not answer as to whether an explanation for waiting time to treatment was given.
- Most did not indicate an acceptable waiting time for treatment, of those that did 0-3 months was most popular.  
(21) were not offered a choice of orthodontist. (13) of those whose treatment had finished had been seen by the same orthodontist throughout.
- Most patients/carers (10) travel between 0-5 miles however (1) person travelled over 20 miles. All feel the distance is acceptable.
- Most would not be prepared to wait longer to get appointments closer to home.
- The furthest respondents were prepared to travel was 20 miles with (9) indicating up to 10 miles.
- Most (31) travel by car to appointments.
- Most respondents would prefer appointments around school hours. Majority of respondents are happy with the appointments offered.
- Most important issues reported include continuity of care (30), location of services (9) and car parking (6).
- Only (3) respondents had completed a friends and family test, and (16) did not know about it.
- All respondents were pleased with the information provided about treatment.
- Generally respondents were happy with their care.
- Most respondents were White British (26), females (20) and (4) consider themselves disabled. (15) were aged up to 15 years.

Area	Walsall
Responses	23

Are you the patient or are you answering this on behalf of your child?

NO RESPONSE	PATIENT	PARENT/CARER
0	12	11

At what stage of orthodontic treatment are you/the person you are representing?

NO RESPONSE	AWAITING APPOINTMENT TO START TREATMENT	IN TREATMENT	TREATMENT COMPLETED AND NOW WEARING RETAINER
0	0	14	9

Where do you/the person you are representing currently receive orthodontic treatment?

NUNEATON	SUTTON COLDFIELD	WALSALL	WOLVER'TON	OTHER
1	1	15	4	2

### Waiting times for first orthodontist appointment:

How long after you/the person you are representing was referred for orthodontic treatment did you/they have to wait for the first appointment with an orthodontist?

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
1	1	5	1	6	9

Of those that answered the above question (12) respondents felt this was an acceptable time to wait while (10) respondents that did not.

An explanation as to the length of waiting time was given to (8) respondents. All explanations relate to waiting times.

- THE LENGTH OF THE WAITING LIST WAS 2 YEARS
- I WAS ALWAYS TOLD I WAS ON THE WAITING LIST.

When asked what length of time would be acceptable to wait, responses ranged from 0-3 months to over 18 months as follows:

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
9	6	3	3	1	1

### Treatment times:

How long after the assessment with the orthodontist did you/the person you are representing have to wait for orthodontic treatment to start?

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS	N/A ASSESSED AND TREATMENT NOT REQUIRED
0	9	8	1	2	2	1

The majority of respondents (16) felt this was an acceptable time to wait, while (7) did not. An explanation as to the length of waiting time for treatment was given to a total of (5) respondents. (13) did not respond. Comments relate to waiting time.

When asked what length of time would be acceptable to wait for treatment, (6) respondents selected 0-3 months followed by:

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
12	6	4	0	0	1

### Choice of orthodontist:

The majority of respondents (14) were not offered a choice compared to (4) that were. A further (5) don't know.  
For those where treatment has ended (7) confirmed that they were seen by the same orthodontist.

### Travel and distance:

How far do/did you/the person you are representing have to travel for your appointments?

NO RESPONSE	0 - 5 MILES	6 - 10 MILES	10 - 15 MILES	15 - 20 MILES	OVER 20 MILES
0	16	5	1	1	0

Of those responding (20) agreed that the distance travelled is acceptable compared to (2) that disagree. (11) respondents would not be prepared to wait longer in order to get an appointment closer to home compared to (3) that would.

When asked the furthest distance they would travel ranged from 2 miles to 15 miles, with 0-5 the most popular.

LESS THAN 5 MILES	0 - 5 MILES	6 - 10 MILES	10 - 15 MILES
1	7	8	4

### Transport links:

The majority of patients travel to their appointment by car:

NO RESPONSE	CAR	PUBLIC TRANSPORT	WALK	CYCLE
0	19	3	1	0

Respondents expressed concerns around lack of parking, and reliance on lifts.

### Appointment times:

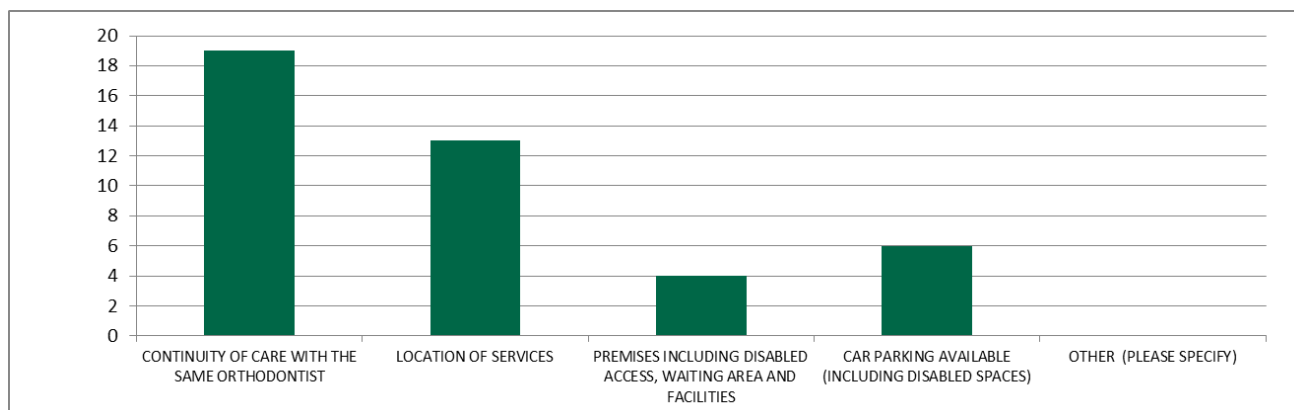
The majority of respondents (20) were happy with the appointment day/time offered.

Preferences for days and times for appointments usually related to avoiding school hours i.e. after 4pm and at weekends.

### Important factors to patients:

Respondent indicated that continuity of care with the same orthodontist was important when choosing an orthodontist.

CONTINUITY OF CARE WITH THE SAME ORTHODONTIST	LOCATION OF SERVICES	PREMISES INCLUDING DISABLED ACCESS, WAITING AREA AND FACILITIES	CAR PARKING AVAILABLE (INCLUDING DISABLED SPACES)	OTHER (PLEASE SPECIFY)
19	13	4	6	0



The majority of respondents (22) felt they were provided with enough information prior to receiving treatment.

General comments relate to the premises and quality of retainers.

To see the full comments see appendix Walsall.

### Summary of findings for Walsall: (23 responses)

- Respondents were patients (12) or parents/carers (11). Most respondents live in Walsall. (14) received care in Walsall but other locations included: Wolverhampton (4), Sutton Coldfield, Nuneaton and Willenhall. Most patients (9) were currently receiving treatment.
- Majority (9) waited over 18 months to be seen for first appointment, with only (7) waiting less than 12 months. (10) respondents did not feel the waiting time was acceptable.
- Significant number of respondents (11) did not answer as to whether an explanation was given for the waiting time for first appointment with an orthodontist compared to (8) that were.
- Many (9) did not indicate an acceptable waiting time for first appointment, of the others 0-3 months was most popular.
- Most patients waited up to 3 months for treatment after the assessment and felt this time was acceptable.
- Most did not answer as to whether an explanation for waiting time to treatment was given.
- Many did not indicate an acceptable waiting time for treatment, of those that did 0-3 months was most popular.
- (14) were not offered a choice of orthodontist. (7) of those whose treatment had finished had been seen by the same orthodontist throughout.
- Most patients/carers (16) travel between 0-5 miles, one travelled over 20 miles. Most feel this distance is acceptable.
- (11) would not be prepared to wait longer to get appointments closer to home.
- The furthest respondents were prepared to travel was 15 miles with most up to 10 miles.
- Most travel by car to appointments followed by public transport.
- Many respondents would prefer appointments around school hours. Majority of respondents are happy with the appointments offered.
- Most important issues reported include continuity of care (19), location of services (13) and car parking (6).
- Only (2) respondents had completed a friends and family test, and (9) did not know about it.
- Majority of respondents (22) were pleased with the information provided about treatment.
- (12) respondents were White British, with a range of other ethnicities, females (15) and (7) consider themselves disabled. (10) were aged up to 15 years.

Area	Warwickshire
Responses	56

Are you the patient or are you answering this on behalf of your child?

NO RESPONSE	PATIENT	PARENT/CARER
0	18	38

At what stage of orthodontic treatment are you/the person you are representing?

NO RESPONSE	AWAITING APPOINTMENT TO START TREATMENT	IN TREATMENT	TREATMENT COMPLETED AND NOW WEARING RETAINER
0	0	31	25

Where do you/the person you are representing currently receive orthodontic treatment?

HINKLEY	LEAMINGTON SPA	NUNEATON
1	29	17
REDDITCH	SOLIHULL	WARWICK
1	1	7

### Waiting times for first orthodontist appointment:

How long after you/the person you are representing was referred for orthodontic treatment did you/they have to wait for the first appointment with an orthodontist?

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
1	17	20	14	3	1

(41) respondents felt this was an acceptable time to wait. An explanation was given to (11) respondents, however (41) did not answer the question. Comments include:

- WAITING LIST WAS LONG
- LIMIT TO NHS FUNDING
- ADDED TO WAITING LIST WHILST LAST BABY TOOTH NEEDED TO COME OUT



- *MONTHS, TOOK LONGER TO GET A HOSPITAL APPOINT FOR A TOOTH SURGERY REMOVAL.*

When asked what length of time would be acceptable to wait, the majority of respondents (38) left no comment, the most popular time was 0-3 months, followed by:

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
38	10	5	2	1	0

### Treatment times:

How long after the assessment with the orthodontist did you/the person you are representing have to wait for orthodontic treatment to start?

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS	N/A ASSESSED AND TREATMENT NOT REQUIRED
3	33	11	2	5	2	0

The majority of respondents (48) felt this was an acceptable time to wait, while (5) did not. (3) respondents did not comment.

An explanation as to the length of waiting time for treatment was given to a (6) respondents, while (49) did not respond. Comments included:

- *CLEANING TECHNIQUE REQUIRED IMPROVEMENT*
- *RAN OUT OF NHS FUNDING*
- *WAITING LIST*
- *TOOTH EXTRACTION.*

When asked what length of time would be acceptable to wait for treatment, the majority of respondents did not respond (46) followed by:

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
46	7	2	0	0	0

### Choice of orthodontist:

The majority of respondents (41) were not offered a choice compared to (5) that were. A further (2) did not know.

For those where treatment has ended (15) confirmed that they were seen by the same orthodontist compared to (12) seen by different orthodontists.

### Travel and distance:

How far do/did you/the person you are representing have to travel for your appointments?

NO RESPONSE	0 - 5 MILES	6 - 10 MILES	10 - 15 MILES	15 - 20 MILES	OVER 20 MILES
0	35	17	3	1	0

All respondents considered that they travelled an acceptable distance. Generally the respondents (36) would not be prepared to wait longer in order to get an appointment closer to home compared to (7) that would.

When asked the furthest distance they would travel ranged from 2 miles to 20 miles with 6-10 miles being the most popular.

LESS THAN 5 MILES	0 - 5 MILES	6 - 10 MILES	11 - 15 MILES	16 - 20 MILES	OVER 20 MILES
1	14	22	10	6	0

### Transport links:

Within Warwickshire the majority of patients (54) would travel to their appointment by car followed by:

NO RESPONSE	CAR	PUBLIC TRANSPORT	WALK	CYCLE
0	54	0	2	0

Comments related to:

- Availability or not of car parking
- Reliance on others
- Preference for out of school hours.

### Appointment times:

The majority of respondents (47) were happy with the appointment day/time offered compared to (8) that were not.

A number of preferred days and times for appointments were specified to include the following:

AROUND SCHOOL TIMES/LATE AFTERNOONS	EARLY/MORNING APPOINTMENTS	SPECIFIC DAY	WEEKENDS	CHOICE TOO LIMITED	NO PREFERENCE
21	4	5	2	3	7

Respondents also expressed the following comments around appointment times:

- *ORTHODONTIST ONLY WORKED 2 DAYS A WEEK, SHOULD BE MORE AVAILABILITY*
- *YES WED/THURS ONLY IN WARWICK BECAUSE PROBLEMATIC WITH SECOND CHILD.*

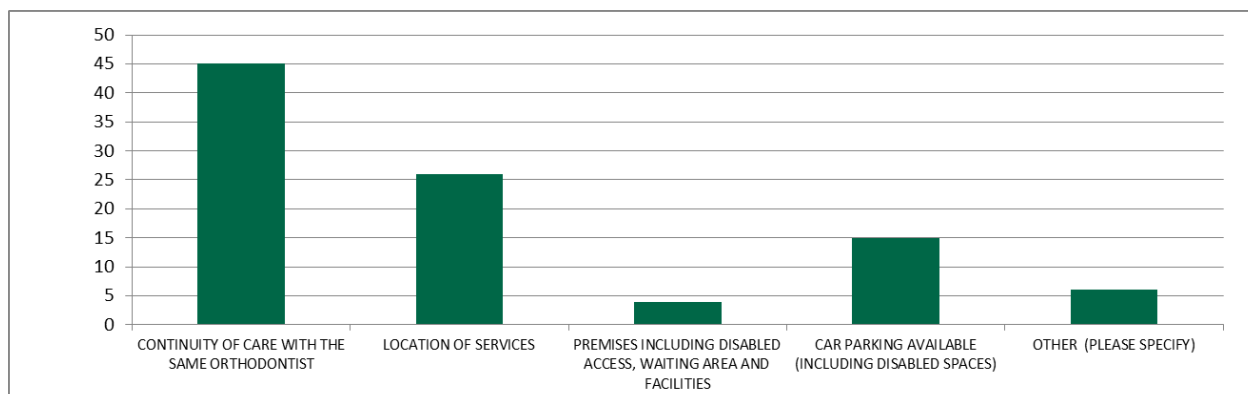
When asked if patients/parents would like to have appointments outside of school hours suggestion were:

- After 3.30/4:00 (31)
- After 5pm (3)
- At weekends (3)
- Early morning (2)
- During school holidays (1).

### Important factors to patients:

Most respondents indicated that continuity of care with the same orthodontist was important when choosing an orthodontist:

CONTINUITY OF CARE WITH THE SAME ORTHODONTIST	LOCATION OF SERVICES	PREMISES INCLUDING DISABLED ACCESS, WAITING AREA AND FACILITIES	CAR PARKING AVAILABLE (INCLUDING DISABLED SPACES)	OTHER (PLEASE SPECIFY)
45	26	4	15	6



Other suggestions were:

- *A THOROUGH + QUICK TREATMENT - NOT TAKING LONGER THAN IT HAS TO*
- *GETTING AN APPOINTMENT ON TIME/IN NO. OF WEEKS SUGESTED*
- *HIGH STANDARD, RECOMMENDATION*
- *LESS WAITING TIME FOR FOLLOW UP APPT*
- *SUCCESS AND QUALITY OF TREATMENT*
- *THE BEST TEETH RESULTS*
- *TIME.*

Most respondents (50) felt they were provided with enough information prior to receiving treatment, compared to (4) that were not. Comments related to poor communication about treatment and cost.

Overall respondents were very positive about the care they had received/receiving. Comments included:

- *WE WERE VERY HAPPY WITH THE SERVICE AND THE STAFF*
- *THEY ARE FRIENDLY AND EXPLAIN PROCESS OF TREATMENT TO BOTH PARENT + CHILD.*

Other comments related to waiting time, reduced availability and staff attitude including:

- *ORTHODONTIC APPOINTMENTS SHOULD BE MORE AVAILABLE AS WAS OFTEN WAITING 11+ WEEKS FOR AN 8 WEEK APPOINTMENT*
- *A LITTLE PROFUNCTORY/THEY ARE VERY PRESSED FOR TIME.*

To see the full comments see appendix Warwickshire.

### Summary of findings for Warwickshire: (56 responses)

- Respondents were mainly parents/carers (38). Most respondents live in Leamington Spa (10), Nuneaton (8), Warwick (4) and 5 other locations. (23) received treatment in Leamington Spa, (14) in Nuneaton and (7) in Warwick. Other locations (Redditch, Solihull and Hinckley) (25) patients were currently receiving treatment.
- Majority (20) waited 4-6 months to be seen for first appointment however (14) waited 7-12 months, and (1) patient over 18 months. Majority of patients (41) felt the waiting time was acceptable.
- Significant number of respondents (41) did not answer as to whether an explanation was given for the waiting time for first appointment with an orthodontist compared to (11) that were.
- Most did not indicate an acceptable waiting time for first appointment, of those that did 0-3 months was most popular.
- Most patients (33) waited up to 3 months for treatment after the assessment. Most felt this time was acceptable.
- Most did not answer as to whether an explanation for waiting time to treatment was given.
- Most did not indicate an acceptable waiting time for treatment.
- (41) were not offered a choice of orthodontist. (15) of those whose treatment had finished had been seen by the same orthodontist throughout.
- Most patients/carers (35) travel between 0-5 miles however one travelled 15-20 miles. All feel this distance is acceptable.
- Most would not be prepared to wait longer to get appointments closer to home.
- The furthest respondents were prepared to travel was 20 miles with (22) indicating 6-10 miles.
- Most travel by car to appointments followed by walking (2).
- Many respondents would prefer appointments around school hours, weekends were also mentioned. Most respondents are happy with the appointments offered.
- Most important issues reported include continuity of care (45), location of services (26) and car parking (15). Comments related to quality of service
- Only (4) respondents had completed a friends and family test, and (8) did not know about it.
- Majority of respondents (50) were pleased with the information provided about treatment.
- Generally respondents were happy with their care.
- Most respondents were White British (47), females (34) and (10) consider themselves disabled. (23) were aged up to 15 years.

Area	Wolverhampton
Responses	22

Are you the patient or are you answering this on behalf of your child?

NO RESPONSE	PATIENT	PARENT/CARER
0	4	18

At what stage of orthodontic treatment are you/the person you are representing?

NO RESPONSE	AWAITING APPOINTMENT TO START TREATMENT	IN TREATMENT	TREATMENT COMPLETED AND NOW WEARING RETAINER
0	0	15	7

Where do you/the person you are representing currently receive orthodontic treatment?

WOLVERHAMPTON	TELFORD	WELLINGTON	MADLEY	KINVER	OTHER
13	2	1	1	1	2

### Waiting times for first orthodontist appointment:

How long after you/the person you are representing was referred for orthodontic treatment did you/they have to wait for the first appointment with an orthodontist?

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
1	4	6	5	2	4

(15) respondents felt this was an acceptable time to wait followed by (5) respondents that did not. An explanation as to the length of waiting time was given to (4) respondents. All explanations related to waiting time.

When asked what length of time would be acceptable to wait, the majority of respondents (15) left no comments followed by:

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
15	4	2	1	0	0

### Treatment times:

How long after the assessment with the orthodontist did you/the person you are representing have to wait for orthodontic treatment to start?

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS	N/A ASSESSED AND TREATMENT NOT REQUIRED
0	19	0	0	2	1	0

The majority of respondents (20) felt this was an acceptable time to wait while (2) did not. An explanation as to the length of waiting time for treatment was given to (5) respondents. Comments related to waiting lists and dental conditions required before treatment.

When asked what length of time would be acceptable (13) did not respond followed by:

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
13	5	2	2	0	0

### Choice of orthodontist:

Most respondents (14) were not offered a choice compared to (5) that were. For those where treatment has ended (9) confirmed that they were seen by the same orthodontist.

### Travel and distance:

How far do/did you/the person you are representing have to travel for your appointments?

NO RESPONSE	0 - 5 MILES	6 - 10 MILES	10 - 15 MILES	15 - 20 MILES	OVER 20 MILES
2	14	4	1	0	1

Of those responding (16) agreed that the distance travelled is acceptable compared to (4) that disagree. Generally the majority of respondents (12) would not be prepared to wait longer in order to get an appointment closer to home compared to (4) that would.

When asked the furthest distance respondents would travel (11) said they would travel between 2 miles and 5 miles, while (1) would travel up to 30 miles.

LESS THAN 5 MILES	5-10 MILES	10-15 MILES	OVER 15 MILES
4	12	3	1

### Transport links:

Within Wolverhampton the majority of patients (18) would travel to their appointment by car followed by:

NO RESPONSE	CAR	PUBLIC TRANSPORT	WALK	CYCLE
0	18	2	2	0

### Appointment times:

The majority of respondents (19) were happy with the appointment day/time offered compared to (3) that were not.

A number of preferred days and times for appointments were specified to include the following:

AROUND SCHOOL TIMES/LATE AFTERNOON	MORNING/LUNCHTIME APPOINTMENTS	NO PREFERENCE	WEEKENDS
12	3	5	2

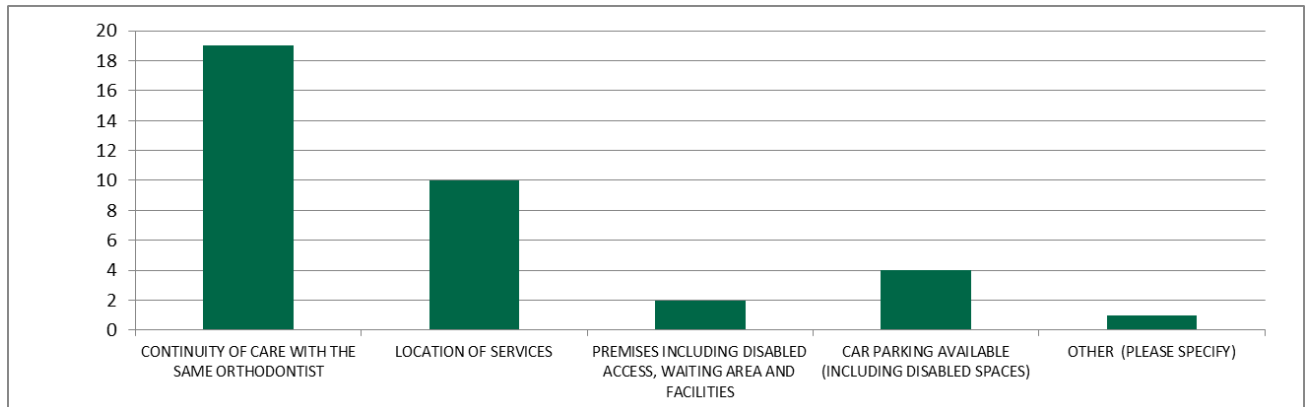
When asked if patients/parents would like to have appointments outside of school hours most respondents wanted appointments after 3.30pm/4pm whilst a number suggested during the school holidays.

### Important factors to patients:

Respondent indicated that continuity of care with the same orthodontist was important when choosing an orthodontist.

CONTINUITY OF CARE WITH THE SAME ORTHODONTIST	LOCATION OF SERVICES	PREMISES INCLUDING DISABLED ACCESS, WAITING AREA AND FACILITIES	CAR PARKING AVAILABLE (INCLUDING DISABLED SPACES)	OTHER (PLEASE SPECIFY)
19	10	2	4	1





The only other comment was:

- *PROFESSIONAL FRIENDLY CLEAN*

The majority of respondents (20) felt they were provided with enough information prior to receiving treatment. Comments relate to lack of communication about treatment.

Only two further comments were left:

- *MADELEY DENTAL PRACTICE OFFER AN EXCELLENT SERVICE BUT NEW CROSS IS NEARER TO US BUT WAITING LIST IS RIDICULOUS*
- *WE HAVE BEEN HAPPY WITH THE SERVICE PROVIDED.*

To see the full comments see appendix Wolverhampton.

### Summary of findings for Wolverhampton: (22 responses)

- Respondents were mainly parents/carers (18). Most respondents live in Wolverhampton. (13) were receiving treatment in Wolverhampton, and others in 5 other locations. Most patients (15) were currently receiving treatment.
- Waiting time for first appointment varied widely with (6) waiting 4-6 months and (2) waiting over 18 months. (15) patients felt the waiting time was acceptable.
- Significant number of respondents (14) did not answer as to whether an explanation was given for the waiting time for first appointment with an orthodontist compared to (4) that were.
- Most did not indicate an acceptable waiting time for first appointment.
- Most patients (19) waited up to 3 months for treatment after the assessment. Most felt this time was acceptable.
- Many (15) did not answer as to whether an explanation for waiting time to treatment was given.
- Most did not indicate an acceptable waiting time for treatment of those that did 0-3 months was most popular.
- (14) were not offered a choice of orthodontist. (9) of those whose treatment had finished had been seen by the same orthodontist throughout.
- Most patients/carers (14) travel between 0-5 miles however one person travelled over 20 miles. Most feel this distance is acceptable.
- Majority would not be prepared to wait longer to get appointments closer to home.
- The furthest respondents were prepared to travel was 30 miles with most up to 2-5 miles.
- Most travel by car to appointments.
- Many respondents would prefer appointments around school hours, weekends were also mentioned. Most respondents are happy with the appointments offered.
- Most important issues reported include continuity of care (19), location of services (10) and car parking (4).
- Only (2) respondents had completed a friends and family test, and (12) did not know about it.
- Majority of respondents (20) were pleased with the information provided about treatment.
- (11) respondents were White British with (6) other ethnicities, females (10) and (57) consider themselves disabled.(10) were aged up to 15 years.

Area	Worcestershire
Responses	82

Are you the patient or are you answering this on behalf of your child?

NO RESPONSE	PATIENT	PARENT/CARER
1	27	54

At what stage of orthodontic treatment are you/the person you are representing?

NO RESPONSE	AWAITING APPOINTMENT TO START TREATMENT	IN TREATMENT	TREATMENT COMPLETED AND NOW WEARING RETAINER
0	1	46	35

Where do you/the person you are representing currently receive orthodontic treatment?

BIRMINGHAM	BROMSGROVE	CHELtenham	KIDDERMINSTER
8	14	1	18
REDDITCH	WORCESTER	OTHER	
9	28	4	

### Waiting times for first orthodontist appointment:

How long after you/the person you are representing was referred for orthodontic treatment did you/they have to wait for the first appointment with an orthodontist?

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
0	41	23	14	2	2

Of those that answered the above question (73) respondents felt this was an acceptable time to wait followed by (8) respondents that did not.

An explanation as to the length of waiting time was given to (11) respondents. (63) did not respond. Explanation related to waiting lists, and growth development of teeth required prior to treatment. Comments included:

- *VERY BUSY AND WILL GET HIM IN ASAP*
- *AWAITING FOR TEETH TO COME OUT.*

When asked what length of time would be acceptable to wait, the majority of respondents (61) left no comments followed by:

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
61	10	9	2	0	0

#### Treatment times:

How long after the assessment with the orthodontist did you/the person you are representing have to wait for orthodontic treatment to start?

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS	N/A ASSESSED AND TREATMENT NOT REQUIRED
2	53	18	7	2	0	0

The majority of respondents (75) felt this was an acceptable time to wait followed by (5) that did not agree.

An explanation as to the length of waiting time for treatment was given to (11) respondents (65) did not respond. Most comments related to waiting times.

When asked what length of time would be acceptable to wait for treatment, of those who responded (17) none indicated more than (5) months.

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
65	12	5	0	0	0

#### Choice of orthodontist:

The majority of respondents (56) were not offered a choice compared to (12) that were. A further (7) were not sure.

For those where treatment has ended (25) confirmed that they were seen by the same orthodontist compared to (9) seen by different orthodontists.

#### Travel and distance:

How far do/did you/the person you are representing have to travel for your appointments?

NO RESPONSE	0 - 5 MILES	6 - 10 MILES	10 - 15 MILES	15 - 20 MILES	OVER 20 MILES
0	55	22	4	1	0

(78) agreed that the distance travelled is acceptable. Most (49) would not be prepared to wait longer in order to get an appointment closer to home compared to (10) that would.

When asked the furthest distance they would travel ranged from 2 miles to 20 miles, with the most popular being 10 miles.

LESS THAN 5 MILES	5-10 MILES	10-15 MILES	15-20 miles
2	48	11	13

### Transport links:

Most patients would travel to their appointment by car:

NO RESPONSE	CAR	PUBLIC TRANSPORT	WALK	CYCLE
1	74	2	5	0

Respondents expressed concerns about lack of car parking spaces.

### Appointment times:

The majority of respondents (68) were happy with the appointment day/time offered compared to (13) that were not.

Preferred days and times for appointments include the following:

AROUND SCHOOL TIMES/AFTER 3PM	SPECIFIC DAYS	NO PREFERENCE
34	6	18

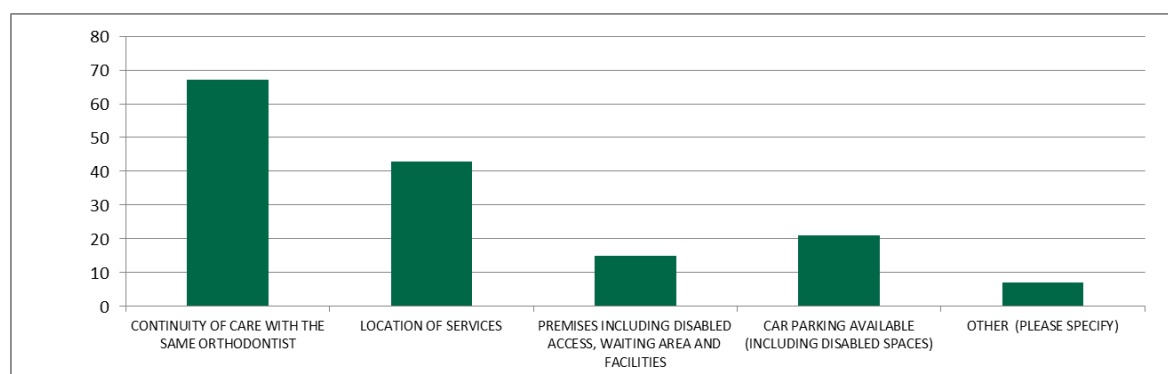
When asked if patients/parents would like to have appointments outside of school hours (72) respondents left comments including:

- From 3:30pm onwards Monday to Friday
- Before school
- Weekends
- No preference.

### Important factors to patients:

Respondent indicated that continuity of care with the same orthodontist was important when choosing an orthodontist.

CONTINUITY OF CARE WITH THE SAME ORTHODONTIST	LOCATION OF SERVICES	PREMISES INCLUDING DISABLED ACCESS, WAITING AREA AND FACILITIES	CAR PARKING AVAILABLE (INCLUDING DISABLED SPACES)	OTHER (PLEASE SPECIFY)
67	43	15	21	7



The key words used to describe what was important to patients are shown below.



The majority of respondents (77) felt they were provided with enough information prior to receiving treatment.

Only one comment was given, relating to the need for more information.

Overall respondents were very positive about the care they had received/receiving and appreciated the help and care given by all practice staff. Other comments included:

- *HE WAS QUITE ROUGH & ALSO SCARED MY CHILD TALKING VERY BLUNTLY ABOUT TOOTH EXTRACTION*
- *COULD HAVE BEEN QUICKER FROM REFERALL TO TREATMENT START.*

To see the full comments see appendix Worcestershire.

### Summary of findings for Worcestershire: (82 responses)

- Respondents were mainly parents/carers (16). Respondents are scattered including Worcester (18), Kidderminster (12), Bromsgrove (12), Redditch (10) and 4 other locations. Most are receiving treatment in Worcester (28), Kidderminster (18) or Bromsgrove (14), but also Birmingham (8) and other locations. (46) patients were currently receiving treatment.
- Majority (41) waited up to 3 months to be seen for first appointment but (2) patients waited over 18 months. Most patients (73) felt the waiting time was acceptable.
- Significant number of respondents (63) did not answer as to whether an explanation was given for the waiting time for first appointment with an orthodontist compared to (11) that were.
- Most did not indicate an acceptable waiting time for first appointment, of those that did 0-3 months was most popular.
- Most patients (53) waited up to 3 months for treatment after the assessment. Most felt time was acceptable.
- Most did not answer as to whether an explanation for waiting time to treatment was given.
- Most did not indicate an acceptable waiting time for treatment, of those that did 0-3 months was the most popular.
- (56) were not offered a choice of orthodontist. (25) of those whose treatment had finished had been seen by the same orthodontist throughout.
- Most patients/carers (55) travel between 0-5 miles only (1) person travelled 15-20 miles. Most feel this distance is acceptable.
- Majority would not be prepared to wait longer to get appointments closer to home.
- The furthest respondents were prepared to travel was 20 miles with most indicating 6-10 miles.
- Most travel by car to appointments followed by walking (5).
- Many respondents would prefer appointments around school hours however traveling during peak times can also be an issue. Majority of respondents are happy with the appointments offered.
- Most important issues reported include continuity of care (67), location of services (43), car parking (21), and premises (15). Other comments related to quality of service.
- Only (2) respondents had completed a friends and family test, and most did not know about it.
- Most respondents (77) were pleased with the information provided about treatment.
- Generally respondents were happy with their care.
- Most respondents were White British (74), females (46) and (9) consider themselves disabled. (38) were aged up to 15 years.



### **3. Consolidated findings of all patient groups:**

This section analyses a total of 1,588 responses from 29 local areas and highlights similarities and differences when accessing orthodontic services. Furthermore patient experience has been widely considered to detail what patients and carers expect and feel is acceptable regarding current services.

The infographic overleaf highlights key areas addressed and comments about services.



### **Waiting times for first orthodontist appointment**

Majority of patients (37.8%) waited 0-3 months for the first appointment



### **Treatment times**

After assessment the majority of patients (60.6%) waited 0-3 months for the orthodontic treatment to start



### **Choice of orthodontist**

Majority of patients (62.2%) were not offered a choice of orthodontist



### **Travel and distance**

The majority of patients (56.9%) travelled between 0-5 miles



### **Transport links**

Majority of patients (87.8%) travel to appointments by car and feel that public transport is not reliable whilst expensive



### **Travel to appointments**

Concerns expressed around:

1. Limited parking and cost of car parking
2. Lack of public transport and impact on schooling



### **Important factors to patients**

Majority of respondents (44.3%) consider the continuity of care with the same orthodontist very important when choosing an orthodontist.



### Waiting times for first orthodontist appointment:

Findings from across all local areas highlight that the majority of patients (37.8%) waited 0-3 months for the first appointment however (11.3%) waited 1 year to 18 months and (7.3%) waited over 18 months.

Of those that responded (79.1%) felt this was an acceptable time to wait for the first appointment compared to (19%) that did not. A further (1.9%) of respondents did not comment. However when asked what length of time would patients consider an acceptable amount of time for the first appointment, the majority of respondents (62%) did not comment followed by (16.9%) selecting 0-3 months and (0.2%) over 18 months.

Current waiting time for first appointment

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
16 (1.0%)	600 (37.8%)	582 (36.6%)	253 (15.9%)	179 (11.3%)	116 (7.3%)

Acceptable waiting time for first appointment

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
985 (62%)	268 (16.9%)	246 (15.5%)	84 (5.3%)	12 (0.8%)	3 (0.2%)

An explanation as to the length of waiting time was given to (21.4%) of patients whilst (63.2%) of patients did not comment on this. Of the comments left many indicate the reasons to be concerning:

- Long waiting list
- More children on the waiting list than adults
- Requirement for children to reach a certain age
- New patients are only seen in the mornings
- Orthodontist work on set days and times
- Challenging to make a suitable appointment on the preferred date and time
- Limited places per year
- High demand of orthodontist
- Referral from dentist lost.

Key words used from the explanation given



**Treatment times:**

After assessment the majority of patients (60.6%) waited 0-3 months for the orthodontic treatment to start, (18.5%) waited 4-6 months and (7.6%) waited 7-12 months. Of those responding a total of 2 patients confirmed that after the assessment no treatment was required.

The majority of respondents (86.8%) felt that the waiting time was acceptable compared to (9.5%) that did not, furthermore (3.7%) of respondents left no response in regards to whether an explanation was given for the length of waiting time for treatment to start. Of those that did receive an explanation left the following comments:

- Funding for treatment was stopped
- Long waiting lists
- Lack of communication between hospital and orthodontist
- Patients required for baby teeth to come out
- Orthodontist did not receive the first referral
- Large amounts of children to treat
- Waiting for growth of children (jaw bone to develop)
- Required teeth to be removed first
- Limited availability of orthodontist (works 1 day a week)
- First available appointment
- Referred back to own dentist/hospital as could not be treated

- Only one in area
- Required to improve cleaning technique prior to starting treatment.

Key words used from the explanation given



When asked what length of time would be considered acceptable, the majority of respondents (75.9%) left no response followed by (14%) selecting 0-3 months. Although a minority it was found that a total of four local areas (Hertfordshire, Milton Keynes, Northampton and Walsall) considered over 18 months an acceptable waiting time.

However when comparing what patients consider an acceptable waiting time for the first appointment as opposed to the appointment for treatment the numbers reduce as shown in the table below.

What is considered acceptable for the first appointment

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
985 (62%)	268 (16.9%)	246 (15.5%)	84 (5.3%)	12 (0.8%)	3 (0.2%)

What is considered acceptable for the treatment appointment

NO RESPONSE	0 - 3 MONTHS	4 - 6 MONTHS	7 - 12 MONTHS	1 YEAR TO 18 MONTHS	OVER 18 MONTHS
1037 (75.9%)	222 (14%)	112 (7.1%)	34 (2.1%)	8 (0.5%)	6 (0.4%)

### Choice of orthodontist:

It was found that the majority of patients (62.2%) were not offered a choice of orthodontist compared to (27.4%) that were, A further (10%) were not sure. For those where treatment has ended (32.9%) confirmed that they were treated by the same orthodontist during the entire treatment compared to (13.2%) that were not, this was particularly highlighted in Shropshire where the number of patients treated by the same orthodontist was five times higher than those that were not. This question also confirmed that (46.2%) of respondents were still receiving ongoing treatment.

### Travel and distance:

The majority of patients (56.9%) travelled between 0-5 miles which can be seen in the table below. Many patients also travelled between 6-15 miles with the lowest figures seen to travel over 20 miles.

NO RESPONSE	0 – 5 MILES	6- 10 MILES	10 - 15 MILES	15-20 MILES	OVER 20 MILES
13 (0.8%)	904 (56.9%)	383 (24.1%)	174 (11%)	63 (4%)	50 (3.2%)

Of these respondents the majority (89.6%) feel this is an acceptable distance to travel compared to (6.6%) that do not. A further (3.4%) were not sure.

Generally most patients across all local areas (57.6%) would not be prepared to wait longer in order to get an appointment closer to home. This was particularly highlighted in Milton Keynes where patients are nine times less likely to be prepared to wait longer than those that would.

### Transport links:

Respondents expressed the various ways they travel to their orthodontic appointments of which the majority (87.8%) travel by car. The lowest number of respondents confirmed that they cycle to their appointments followed by public transport. This indicates that more patients walk to their appointments than using public transport.

CAR	PUBLIC TRANSPORT	WALK	CYCLE	NO RESPONSE
1395 (87.8%)	75 (4.7%)	99 (6.2%)	4 (0.3%)	15 (0.9%)

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### **Travel to appointments:**

The following factors were raised as concerns affecting travel to appointments across all local areas:

- Cost of car parking
- Limited car parking spaces at surgeries
- Limited time given for car parking, it was felt that 30 minutes was not adequate
- Orthodontic services need to be local for parents and students and for those that cannot drive
- Difficult roads to travel on (main roads and country lanes)
- Lack of public transport can cause delays and should be considered by orthodontist
- Travel times impact on schooling
- Unable to travel long distances without access to a car
- Expensive to travel by taxi, in some cases it has been reported to cost £14 for a single journey
- Difficult for parents that work fulltime Monday-Friday.

However the majority of respondents (84.3%) across all local areas were happy with the day/time of appointments offered compared to (13%) that were not. Of these responses (1.9%) were not sure and (0.2%) did not answer this question. Respondents left numerous comments regarding their preferred day and time of appointments including:

- After school hours
- Early mornings before schools start
- Longer weekend appointments
- Lunchtimes
- School holidays
- Saturday mornings
- Late evenings
- 9am-5pm on weekends

Of those respondents that would like appointment times outside of school hours the following time slots were specified:

- Monday - Friday 4pm-7pm
- Before schools start (8am-8:45am)
- Saturdays
- Around school holidays



### Important factors to patients:

Many respondents commented on the factors they consider important when choosing an NHS orthodontist which are shown in the table below.

CONTINUITY OF CARE WITH THE SAME ORTHODONTIST	LOCATION OF SERVICES	PREMISES INCLUDING DISABLED ACCESS, WAITING AREA AND FACILITIES	CAR PARKING AVAILABLE (INCLUDING DISABLED SPACES)	OTHER
1268 (44.3%)	763 (26.7%)	209 (7.3%)	481 (16.8%)	140 (4.9%)

Of the (5.1%) other comments the following areas were frequently reported across all local areas:

- Attentive staff
- Quality of patient care
- Having a choice in decisions
- Effectiveness of treatment
- Local service
- Be good with children
- Friendly staff
- Being open on weekends
- Having a good reputation
- Good hygiene
- Good communication
- Length of wait once referred
- Accessible by public transport
- Appointments offered outside of school hours
- To be accessible by public transport.



Key words used when describing important factors on choosing an NHS orthodontist



The majority of respondents (65.8%) taking part in the surveys have never completed a Friends and Family test compared to (7.3%) that had. A further (23.4%) were not sure and (3.3%) did not answer this question. Of the respondents that had completed a test the majority of respondents (91%) did not answer what this was for followed by (2.7%) confirming the test was about orthodontic services.

Furthermore of those that had never completed a friends and family test the majority (63.9%) confirmed that they did know about it followed by the reasons indicated in the table below:

NO RESPONSE	DIDN'T KNOW ABOUT IT	NO TIME	DIDN'T BELIEVE IT WOULD HAVE AN IMPACT	HAPPY WITH THE SERVICE, SO NOTHING TO REPORT	OTHER
421 (26.5%)	1016 (63.9%)	6 (0.3%)	9 (0.5%)	115 (7.2%)	20 (1.2%)

Most respondents (92.6%) felt that they were provided with enough information about the treatment they were going to receive compared to (4.4%) that were not. A further (2.8%) did not respond. Despite respondents feeling informed a number of

comments were made highlighting the lack of time for appointments and having the time to ask questions.

Some comments include:

- *SOMETIMES HAVE TO GO FOR LITERALLY A 5 MIN APPOINTMENT IF BRACES BREAK ETC. TO HAVE TO THEN GO BACK FOR ANOTHER TO BE FIXED. WHEN HAVE ALREADY SAID ON TELEPHONE FOR APPOINTMENT, BRACES HAVE BROKEN - WERE STICKING OUT! WASTE OF SCHOOL TIME + MONEY ON TRAVEL*
- *I WASN'T TOLD ANYTHING ABOUT MY TREATMENT*
- *TOTAL LACK OF COMMUNICATION STAFF NOT ENGAGING AND RUDE*
- *YES FIRST TIME BUT NO INFO AFTER THAT. HAVE TO ASK IF I WANT TO KNOW*
- *I WAS TOLD WHAT WAS GOING TO HAPPEN AND ALSO GIVEN CLEAR OPTIONS TO CHOOSE FROM*
- *HOWEVER THERE IS SELDOM TIME TO SPEAK WITH OR QUESTION THE DOCTOR ABOUT TREATMENT. WE ARE USHERED IN AND OUT VERY QUICKLY*
- *MOST APPOINTMENTS + CONSULTANTS VERY RUSHED*
- *QUITE VAGUE EXPLANATION OF WHAT WILL HAPPEN*
- *COMMUNICATION WAS POOR - TREATMENT WAS EXCELLENT*
- *NO INFORMATION GIVEN ABOUT CARE, MAINTAINANCE OF BRACES*
- *MORE INFORMATION NEEDED ABOUT EVERYTHING, STAFF NEED TO BE A LOT MORE INFORMATIVE. IE. WHAT HAPPENS NEXT, WE CAN'T MIND READ*
- *YES BUT A PICTURE OF THE LONG TERM PLAN WOULD HELP!*

Many respondents highlighted areas about the orthodontic services available to them and how this impacts on patients, families and carers. The experience across all local areas share similar themes which include:

- Patients appreciation of the orthodontic services available
- Consider their orthodontist to be highly skilled and caring
- Reputation of orthodontic services
- To have more time for an appointment and allow questions to be asked
- To have a choice on which orthodontist to see and treatment available
- More appointments outside of school hours and on weekends
- Better public transport links

- Improve communication between hospitals, practice staff and patients
- Reduce waiting times.

From the vast range of comments provided, below highlights the key words used about the current orthodontic services available



As part of this engagement activity demographic data from those taking part was recorded and can be seen in the tables below. Overall the majority of respondents were aged up to 15 years old, female and considered themselves to be from the following ethnic group: English/Welsh/Scottish/Northern Irish/British.

Age	Up to 15	16-35	36-45	46-60	60 +
Region					
Bedford	10	6	3	3	0
Birmingham	29	34	6	8	0
Buckinghamshire	1	0	0	0	0
Central Bedfordshire	39	8	1	10	0
Coventry	10	13	4	1	0
Derby City	8	10	1	2	0
Derbyshire	47	18	7	11	0
Dudley	14	6	5	1	0
Herefordshire	10	6	0	1	0
Hertfordshire county	137	51	32	55	1
Leicester city	11	15	3	1	0
Leicestershire	52	30	17	21	0
Lincolnshire	10	21	0	1	0
Luton	19	3	0	6	0
Milton Keynes	20	16	6	6	0
Northampton	71	21	13	16	0
Nottingham City	11	10	4	2	0
Nottinghamshire	42	21	8	12	0
Rutland	1	2	0	0	0
Sandwell	14	5	1	0	0
Shropshire	37	18	8	9	0
Solihull	3	8	5	0	0
Staffordshire	14	11	1	0	1
Stoke on Trent	6	9	4	1	0
Telford & Wrekin	15	7	4	4	1
Walsall	10	10	2	1	0
Warwickshire	23	12	7	10	0
Wolverhampton	10	6	2	3	0
Worcestershire	40	24	4	10	0
<b>Total</b>	<b>714</b>	<b>401</b>	<b>148</b>	<b>195</b>	<b>3</b>

Gender	Male	Female	Transgender	Prefer not to say
Region				
Bedford	9	14	0	0
Birmingham	33	41	0	1
Buckinghamshire	0	1	0	0
Central Bedfordshire	27	32	0	1
Coventry	9	10	0	0
Derby City	9	12	0	1
Derbyshire	28	55	0	3
Dudley	5	14	0	0
Herefordshire	8	9	0	0
Hertfordshire county	84	198	1	0
Leicester city	13	23	0	0
Leicestershire	40	84	0	0
Lincolnshire	14	34	0	0
Luton	15	16	0	0
Milton Keynes	21	28	0	0
Northampton	45	78	1	0
Nottingham City	10	16	0	1
Nottinghamshire	25	58	0	0
Rutland	1	3	0	0
Sandwell	6	16	0	0
Shropshire	21	57	0	0
Solihull	5	10	0	0
Staffordshire	24	31	2	0
Stoke on Trent	8	12	0	0
Telford & Wrekin	11	20	0	0
Walsall	8	15	0	0
Warwickshire	21	34	0	0
Wolverhampton	12	10	0	0
Worcestershire	35	46	0	0
<b>Total</b>	<b>475</b>	<b>836</b>	<b>4</b>	<b>2</b>

<b>Ethnic Group</b>	English/ Welsh/ Scottish/ Northern Irish/ British	Irish	Gypsy or Traveller	European	Any other white background	Caribbean	African	Indian	Pakistani	Bangladeshi	Punjabi	Chinese	Arabic	Prefer not to say	Other
<b>Region</b>															
Bedford	15	0	0	0	1	1	0	0	0	2	1	0	0	1	3
Birmingham	34	0	0	0	3	2	2	5	14	1	0	3	1	3	7
Buckinghamshire	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Central Bedfordshire	59	0	0	1	0	0	0	0	0	0	0	0	0	1	0
Coventry	21	0	0	0	1	0	1	2	0	0	1	0	0	1	2
Derby City	17	0	0	1	0	0	0	1	1	0	0	0	0	1	0
Derbyshire	77	0	0	0	2	1	0	1	0	0	0	0	0	5	0
Dudley	26	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Herefordshire County	17	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Hertfordshire	223	3	0	6	3	0	2	8	6	1	2	1	0	4	20
Leicester city	16	0	0	2	0	0	0	23	3	0	2	0	0	2	2
Leicestershire	107	0	0	1	0	1	1	4	1	0	2	2	0	3	2
Lincolnshire	45	0	0	2	1	0	0	0	0	0	0	0	0	0	1
Luton	17	0	0	1	0	1	0	0	5	4	0	0	0	1	2
Milton Keynes	37	0	0	3	1	1	4	1	0	0	0	1	0	0	1

<b>Ethnic Group</b>	English/Welsh/ Scottish/ Northern Irish/ British	Irish	Gypsy or Traveller	European	Any other white background	Caribbean	African	Indian	Pakistani	Bangladeshi	Punjabi	Chinese	Arabic	Prefer not to say	Other
<b>Region</b>															
Northampton	104	0	0	4	6	0	2	3	0	0	0	0	1	1	2
Nottingham City	15	0	0	3	0	0	2	0	1	0	0	1	1	1	3
Nottinghamshire	76	0	0	1	0	1	0	1	0	0	0	1	0	1	2
Rutland	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0
Sandwell	13	0	0	0	0	0	1	0	3	2	1	0	0	1	1
Shropshire	75	0	0	2	1	0	0	0	0	0	0	0	0	0	0
Solihull	13	0	0	0	0	0	0	1	0	0	2	0	0	0	0
Staffordshire	52	0	0	0	1	0	0	0	0	0	2	1	0	0	1
Stoke on Trent	17	0	0	0	0	0	0	0	3	0	0	0	0	0	0
Telford & Wrekin	26	0	0	0	0	0	0	1	1	0	0	0	0	1	3
Walsall	12	0	0	2	0	1	1	2	2	1	1	0	0	0	2
Warwickshire	47	0	0	0	1	0	0	3	3	0	2	0	0	0	0
Wolverhampton	11	0	0	0	1	0	1	2	2	0	3	0	0	0	1
Worcestershire	73	0	0	2	1	1	0	1	0	0	1	0	0	1	0
<b>Total</b>	<b>1247</b>	<b>3</b>	<b>0</b>	<b>31</b>	<b>23</b>	<b>10</b>	<b>17</b>	<b>59</b>	<b>45</b>	<b>11</b>	<b>20</b>	<b>10</b>	<b>3</b>	<b>29</b>	<b>55</b>

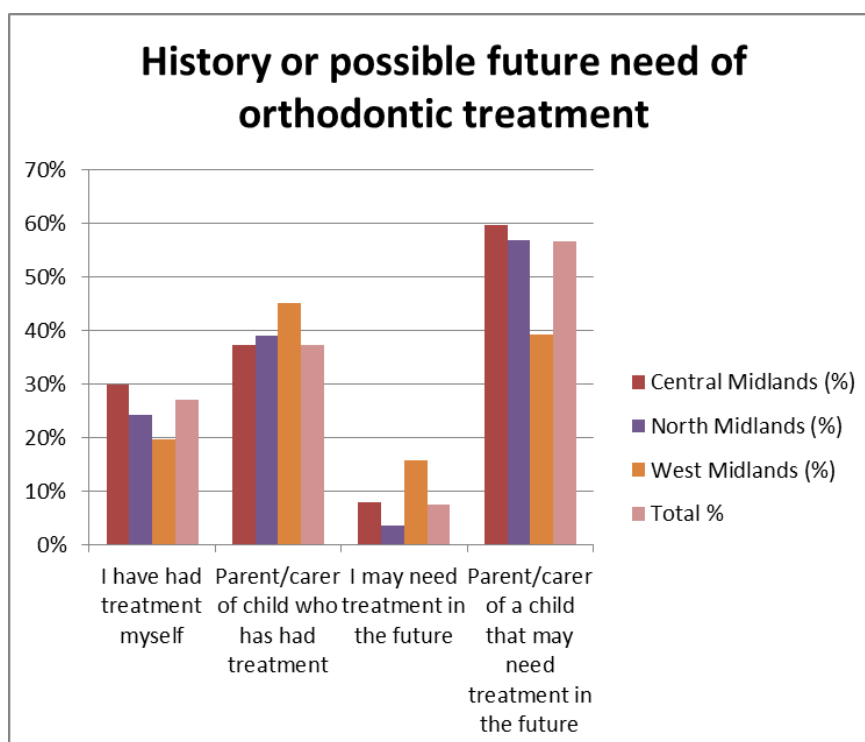
## 4. Responses to the survey - HW&LAS Central Midlands, North Midlands, West Midlands

Survey responses from patients or their representative collected by Healthwatch and Local Authority's.

### History or possible future need of orthodontic treatment

Have you had orthodontic treatment yourself or do you think you may need treatment in the future, or are you a parent/carer of someone who has had or may need orthodontic treatment?

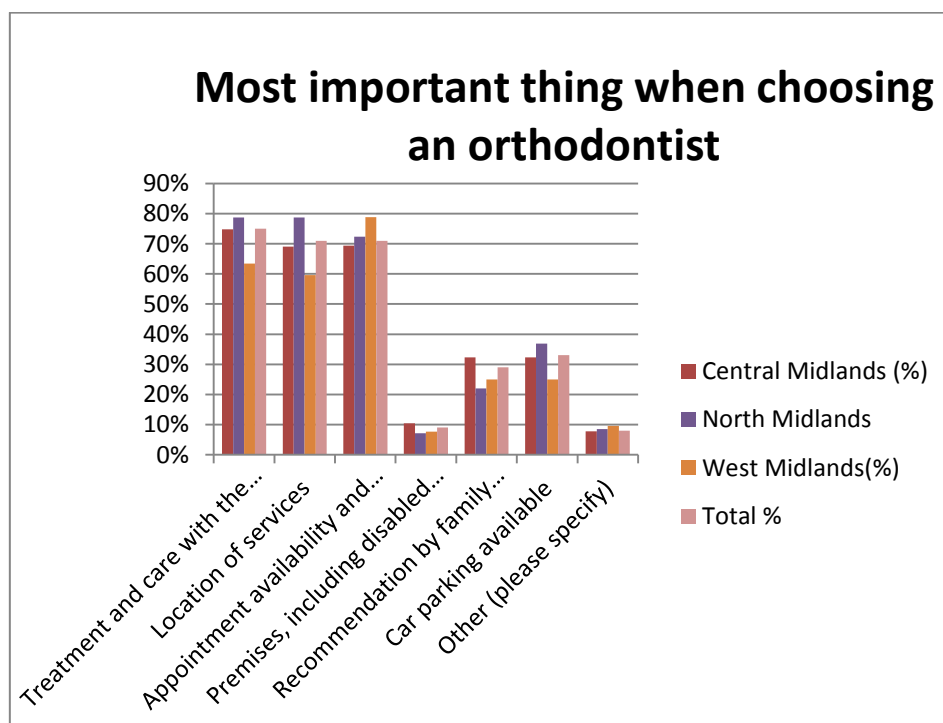
		Central Midlands	North Midlands	West Midlands	Total
I have had treatment myself		87 (30%)	34 (24%)	10 (20%)	131 (27%)
Parent/carer of child who has had treatment		102 (37%)	55 (39%)	23 (45%)	180 (37%)
I may need treatment in the future		23 (8%)	5 (4%)	8 (16%)	36 (7%)
Parent/carer of a child that may need treatment in the future		174 (60%)	80 (57%)	20 (39%)	274 (57%)
	<b>Answered</b>	292	141	51	484
	<b>Skipped</b>	6	0	1	7





**What is the most important thing for you/the person you are representing when choosing an NHS Orthodontist?**

	Central Midlands	North Midlands	West Midlands	Total
Treatment and care with the same orthodontist	222 (75%)	111 (79%)	33 (63%)	366 (75%)
Location of services	205 (69%)	111 (79%)	31 (60%)	347 (71%)
Appointment availability and opening times	206 (69%)	102 (72%)	40 (79%)	348 (71%)
Premises, including disabled access and waiting area	31 (10%)	10 (7%)	4 (8%)	45 (9%)
Recommendation by family and friends or reviews of the practice	96 (32%)	31 (22%)	13 (25%)	140 (29%)
Car parking available	96 (32%)	52 (37%)	13 (25%)	161 (33%)
Other (please specify)	23 (8%)	12 (9%)	5 (10%)	40 (8%)
<b>Answered</b>	<b>297</b>	<b>141</b>	<b>52</b>	<b>490</b>
<b>Skipped</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>



The key features when choosing an NHS orthodontist were being seen by the same orthodontists, location, and availability of appointments which were all mentioned by more than 70% of responders. Availability of car parking was important to a third of responders. Recommendations were important to 29% of responders.

Other features mentioned included quality of care, waiting time, attitude of staff in particular towards children and those with disabilities, waiting time, choice and access via public transport.

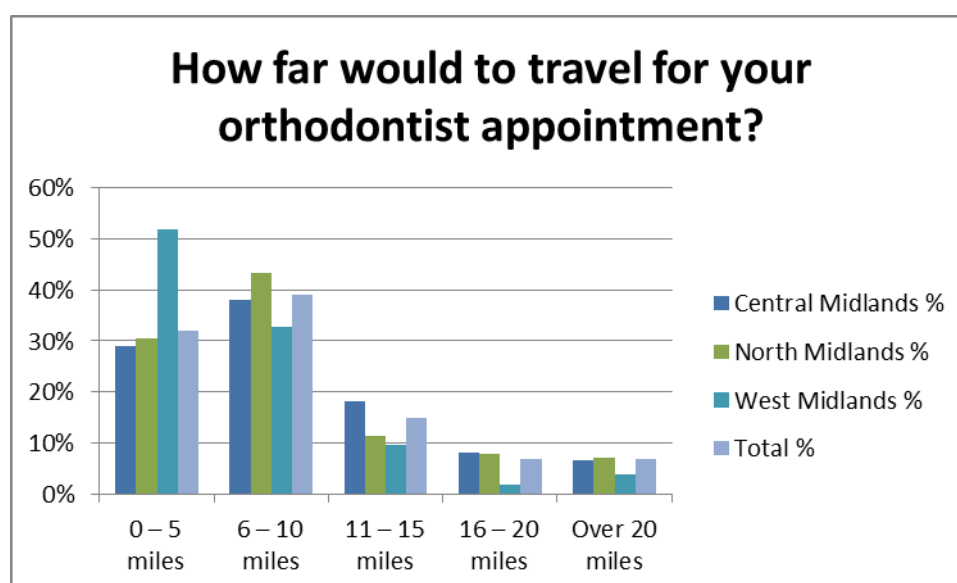
The key words used to describe what was important to patients are shown below.



## Travel to orthodontist appointments

**How far do you travel or would you be willing to travel for your appointments with an orthodontist?**

		<b>Central Midlands</b>	<b>North Midlands</b>	<b>West Midlands</b>	<b>Total</b>
0 – 5 miles		86 (29%)	43 (30%)	27 (52%)	156 (32%)
6 – 10 miles		113 (38%)	61 (43%)	17 (33%)	191 (39%)
11 – 15 miles		54 (18%)	16 (11%)	5 (10%)	75 (15%)
16 – 20 miles		24 (8%)	11 (8%)	1 (2%)	36 (7%)
Over 20 miles		20 (7%)	10 (7%)	2 (4%)	32 (7%)
	<b>Answered</b>	297	141	52	490
	<b>Skipped</b>	1	0	0	1

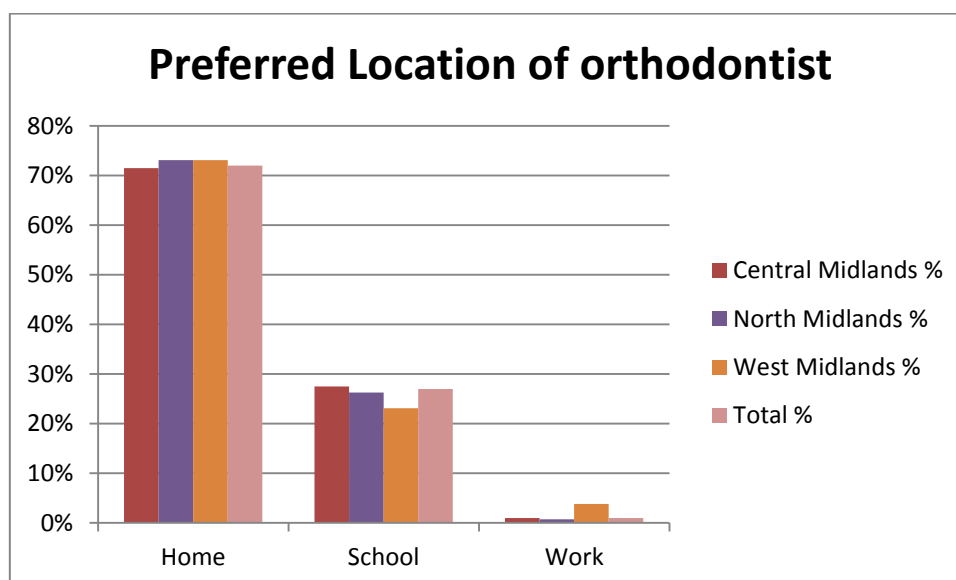


32% of respondents would travel up to 5 miles to an orthodontist, and 39% up to 10 miles. However there was a significant difference across the local areas in that with 48% in West Midlands will travel no more than 5 miles, compared to North and West Midlands who were more willing to travel up to 10 miles. Only 14% of respondents would travel more than 15 miles.

## Location of orthodontist

Would you prefer the orthodontic practice to be nearer to your home, school or place of work?

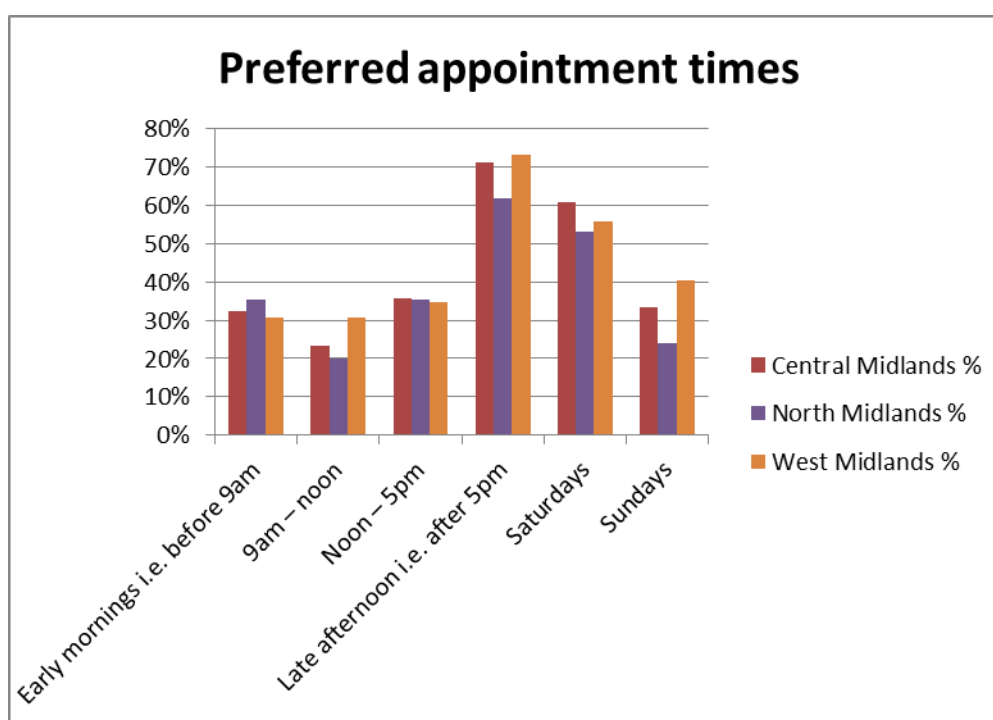
		Central Midlands	North midlands	West Midlands	Total
Home		213 (71%)	103 (73%)	38 (73%)	354 (72%)
School		82 (28%)	37 (26%)	12 (23%)	131 (27%)
Work		3 (1%)	1 (1%)	2 (4%)	6 (1%)
	<b>Answered</b>	298	141	52	491
	<b>Skipped</b>	0	0	0	0



72% of responders would prefer the orthodontic practice to be near to their home, while 27% want it near to school.

### What appointment times do/would you prefer to visit the orthodontist?

	Central Midlands	North Midlands	West Midlands	Total
Early mornings i.e. before 9am	96 (32%)	50 (35%)	16 (31%)	162 (33%)
9am – noon	69 (23%)	28 (20%)	16 (31%)	113 (23%)
Noon – 5pm	106 (36%)	50 (35%)	18 (35%)	174 (35%)
Late afternoon i.e. after 5pm	211 (71%)	87 (62%)	38 (73%)	336 (68%)
Saturdays	182 (61%)	75 (53%)	29 (56%)	286 (58%)
Sundays	99 (33%)	34 (24%)	21 (40%)	154 (31%)
<b>Answered</b>	<b>297</b>	<b>141</b>	<b>52</b>	<b>491</b>
<b>Skipped</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>

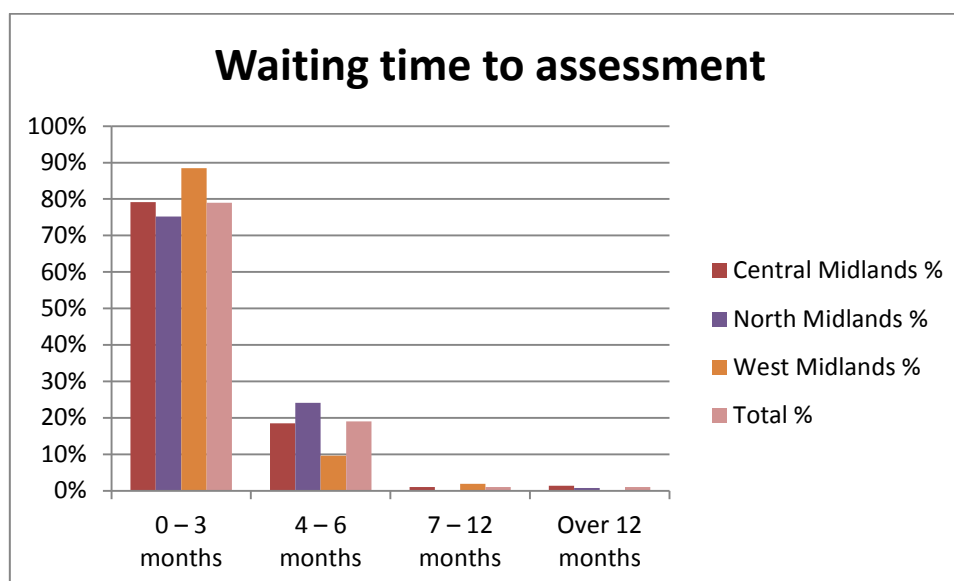


The most popular appointment times in all local areas were late afternoon (after 5pm) and Saturdays, followed by Sundays and afternoons (noon – 5pm).

## Acceptable waiting times to appointments

What would you consider to be an acceptable waiting time for the first appointment with an orthodontist to carry out an assessment to determine if you are eligible for NHS orthodontic treatment?

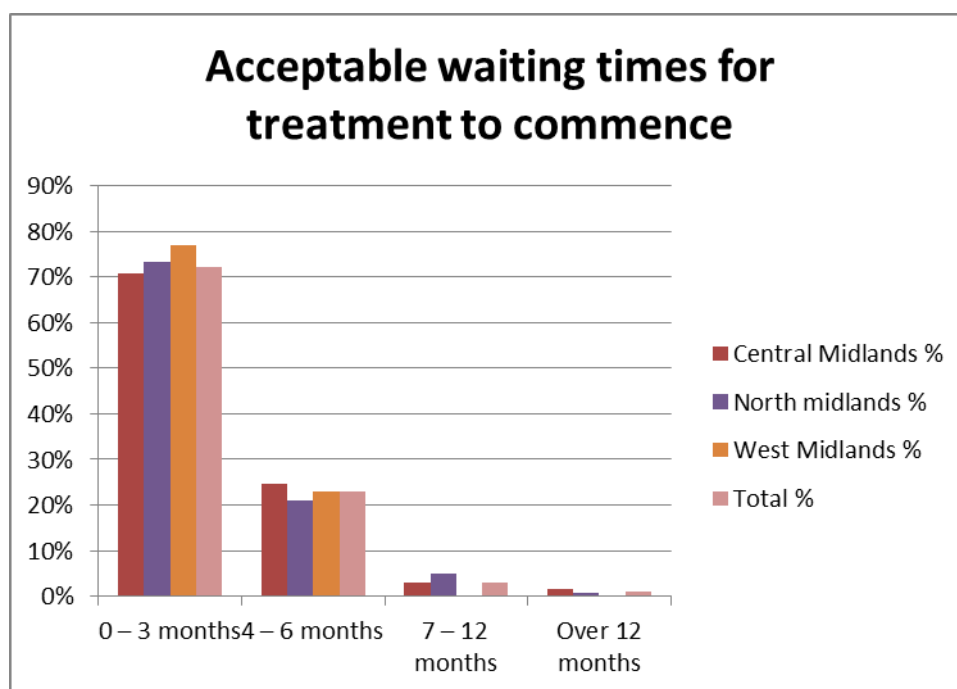
	Central Midlands	North Midlands	West Midlands	Total
0 – 3 months	235 (79%)	106 (75%)	46 (88%)	387 (79%)
4 – 6 months	55 (19%)	34 (24%)	5 (10%)	94 (19%)
7 – 12 months	3 (1%)	0 0%	1 (2%)	4 (1%)
Over 12 months	4 (1%)	1 (1%)	0 (0%)	5 (1%)
<b>Answered</b>	<b>297</b>	<b>141</b>	<b>52</b>	<b>490</b>
<b>Skipped</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>



Nearly 80% of responders consider that a wait of up to three months is acceptable before an appointment to assess eligibility for NHS orthodontist treatment. Only 2% of respondents are consider a wait of over 6 months is acceptable.

**What would you consider to be an acceptable waiting time for your orthodontic treatment to commence?**

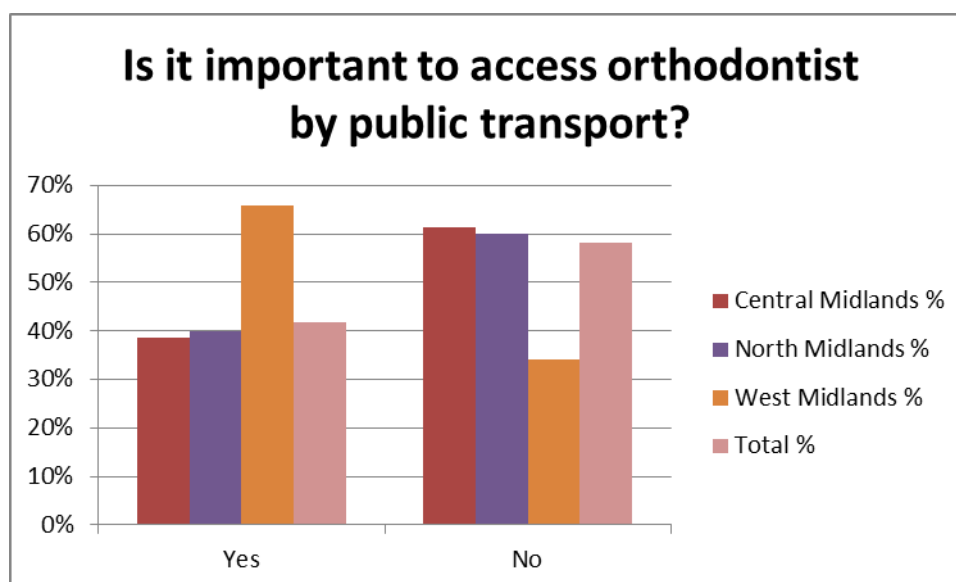
	Central Midlands	North Midlands	West Midlands	Total
0 – 3 months	209 (71%)	102 (73%)	40 (77%)	351 (72%)
4 – 6 months	73 (25%)	29 (21%)	12 (23%)	114 (23%)
7 – 12 months	9 (3%)	7 (5%)	0 0%	16 (3%)
Over 12 months	5 (2%)	1 (1%)	0 0%	6 (1%)
<b>Answered</b>	<b>296</b>	<b>139</b>	<b>52</b>	<b>487</b>
<b>Skipped</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>4</b>



72% consider a wait of up to three months is appropriate before the start of treatment. Only 4% consider it appropriate to wait more than 6 months.

**Would it be important to be able to access the orthodontic practice easily by public transport?**

	Central Midlands	North Midlands	West Midlands	Total (%)
Yes	111 (39%)	55 (40%)	33 (66%)	199 (42%)
No	177 (61%)	83 (60%)	17 (34%)	277 (58%)
Alternative modes of transport suggested (see below)	162 (56%)	68 (49%)	21 (42%)	251 (53%)
<b>Answered</b>	288	138	50	476
<b>Skipped</b>	10	3	2	0



There is a regional different in importance of public transport, at 66% in West Midlands compared to around 40% in Central and North Midlands. A significant number of respondents indicate that they travel by car.

Alternative modes of transport used were:

	Central Midlands	North Midlands	West Midlands
By car/drive	155	66	20
On foot	13	2	2
Taxi	4	0	0
Tram	0	1	0
Cycling	0	0	1



## Geographic coverage

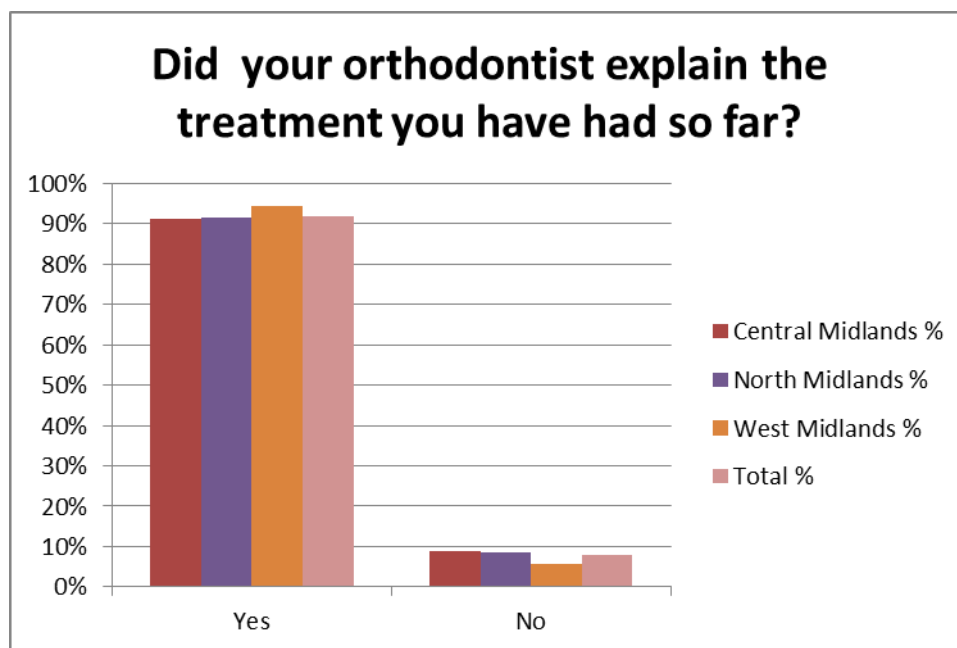
491 people started the Healthwatch surveys in Central Midlands, North Midlands and West Midlands. 23 out of the 141 responders from North Midlands (Shropshire, Staffordshire, Derbyshire, and Nottinghamshire) skipped this question.

Geographic breakdown was as follows:

Bedfordshire	18	4%
Birmingham	3	1%
Coventry	35	7%
Derbyshire	41	8%
Dudley	2	0%
Hertfordshire	21	4%
Leicestershire	54	11%
Lincolnshire	91	19%
Milton Keynes	68	8%
Northamptonshire	40	13%
Nottinghamshire	66	13%
Rutland	4	1%
Sandwell	1	0%
Shropshire	2	0%
Solihull	0	0%
Staffordshire	9	2%
Walsall	0	0%
Warwickshire	3	1%
Wolverhampton	5	1%
Worcestershire	3	1%
<b>Skipped question</b>	<b>25</b>	<b>5%</b>
	<b>491</b>	

**Did your orthodontist clearly explain the treatment that you/they have had so far?**

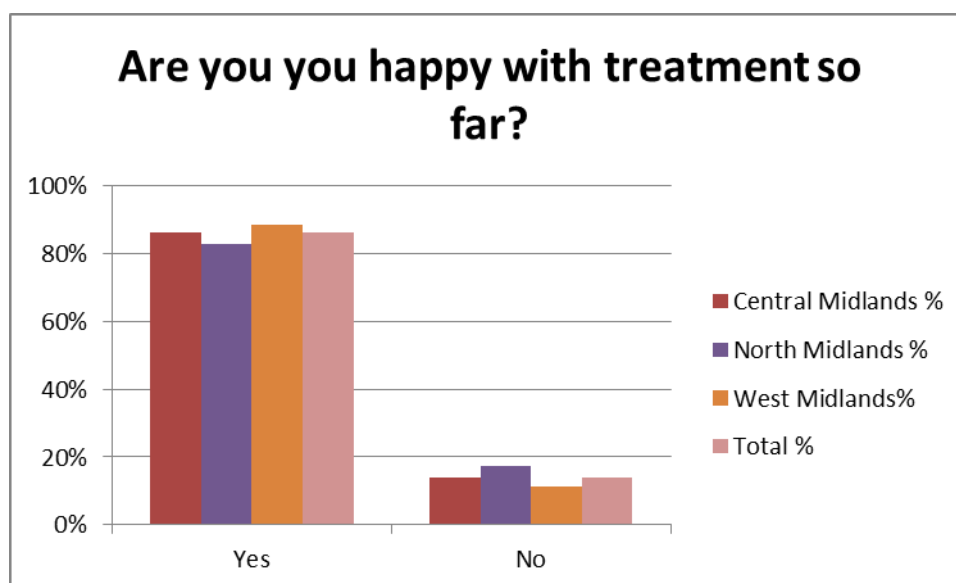
	<b>Central Midlands (%)</b>	<b>North Midlands (%)</b>	<b>West Midlands (%)</b>	<b>Total</b>
Yes	154 (91%)	75 (91%)	33 (94%)	262 (92%)
No	15 (9%)	7 (9%)	2 (6%)	24 (8%)
<b>Answered</b>	169	82	35	286
<b>Skipped</b>	129	59	17	205



While 92% of those who responded considered that their orthodontist had explained their treatment so far, 205 people (42%) of those who started the survey) skipped this question.

#### Are you happy with the treatment that you/they have had so far?

	Central Midlands	North Midlands	West Midlands	Total
Yes	144 (86%)	67 (83%)	31 (89%)	242 (86%)
No	23 (14%)	14 (17%)	4 (11%)	41 (14%)
<b>Answered</b>	167	81	35	283
<b>Skipped</b>	131	60	17	208



86% of responders were satisfied with their treatment so far, however 208 people (42% of people who started the survey) skipped this question.

Of the comments 64 were positive, where responders were happy with the staff, reported good communication about their treatment, and children were managed well.

- *Very friendly and helpful*
- *The orthodontists we have seen have been friendly and welcoming*
- *Excellent service and after care*
- *Lovely staff to explain exactly what is happening and why*
- *My child's orthodontist has been great. He is extremely knowledgeable and skilled*
- *My sons orthodontist has been great, he's only just had his braces fitted but we have had the whole course explained to us/him*
- *The treatment was successful. My son was encouraged to follow the instructions given for aftercare etc*
- *My son is autistic and finds it very hard to be touched, he has been made to feel comfortable every time we have visited. I couldn't be happier with the kindness they have shown my son*
- *xxxxx teeth now look fantastic, and the staff were always so nice*
- *My treatment is now finished, but the orthodontist was an excellent practitioner who worked very hard to improve the condition of my teeth*
- *The treatment we have received for both my children is beyond excellent*
- *Very supportive for my children with additional needs, more so than private practise for my other child.*

There were 40 negative comments, relating to lack of eligibility, poor communication with patients (including children) and between services, long waiting times, lack of local services, ineligibility and poor outcomes.

- *Wouldn't give my son braces as teeth not bad enough but they are worse than other kids I know that were given braces*
- *My son and daughter have a gap and need a brace which I was advised they will need now I am told they are not illegible*
- *My teeth are still not straight*
- *Didn't get the right brace fitted and teeth still not straight*
- *We had to travel to Birmingham dental hospital. It was worst experience ever.*
- *On a waiting list for over a year in Lincolnshire*
- *15 month waits for appointments*
- *Had to wait 18 months or pay 3000*
- *We travel 260 miles round trip to Essex as no orthodontist willing to accept new or transfer patients*
- *Poor communication, no appointments for NHS patients after 4pm, aggressive attitude towards child and parent, unwilling to discuss problems, unwilling to let parent in with child when treatment taking place*
- *My autistic daughter struggles with brushing and the latest orthodontist just pressures us and seems to enjoy belittling my daughter and expects her to understand*
- *My child was quite traumatised by the Orthodontist non child friendly manner*
- *My teeth are still not straight. I had 6 different types of braces over the entirety of my teenage years and they are still not straight!*

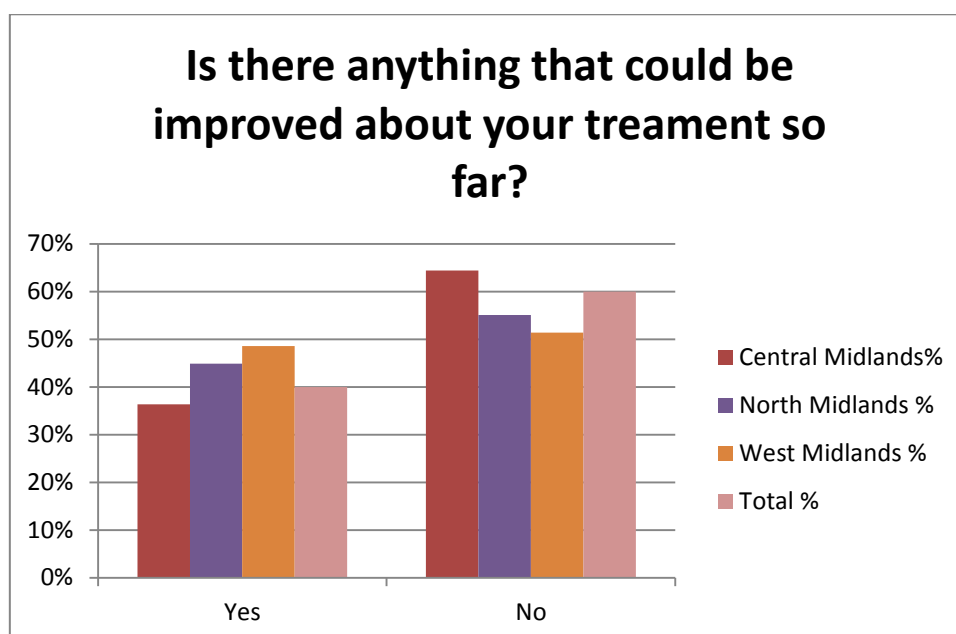
The key words used to describe what was important to patients are shown below.

ago appointment braces child  
children clear clearly daughter dentist different  
excellent explained far feel fitted follow  
friendly future given happen happy helpful hospital  
list looked lovely months needed nhs orthodontic  
orthodontist patients practice private process  
professional referred results service SON staff start straight  
teeth times told travel treatment  
waiting years

## Suggestions for improvements

Is there anything that could be improved about the treatment that you/they have had so far?

	Central Midlands	North Midlands	West Midlands	Total
Yes	60 (36%)	35 (45%)	17 (49%)	112 (40%)
No	105 (64%)	43 (55%)	18 (51%)	166 (60%)
<b>Answered</b>	165	78	35	278
<b>Skipped</b>	133	63	17	213



60% of responders could not suggest any improvements to their treatment. Of the suggestions made reducing long waiting times was the most frequent suggestion for improvement, followed by the need to reduce disruption to schooling, a wider range of appointment times. Also suggested were services closer to home, better communications and seeing the same orthodontist at each appointment.

- *Shorten the waiting list I cannot emphasise this enough. Waiting 2-4 years is ridiculous, it seriously harms the mental health of young adults under the age of 18. My son's treatment could have started quicker following the initial appointment*
- *NHS appointments are almost impossible to get*
- *more appointments outside of school hours as it meant taking children out of school*
- *Appointments only available in school time, so child missed a lot of school lessons*

- *Our orthodontist only works part time and has school holidays off so getting appointments was difficult*
- *Earlier/later appointment times, Weekend appointments*
- *An orthodontist nearer to home*
- *Procedures explained more on what's being done. Lack of communication*
- *Same dentist every time, I have had different ones each time, each saying/ doing different treatments.*

The key words used to describe what was important to patients are shown below.



### Highlight summary:

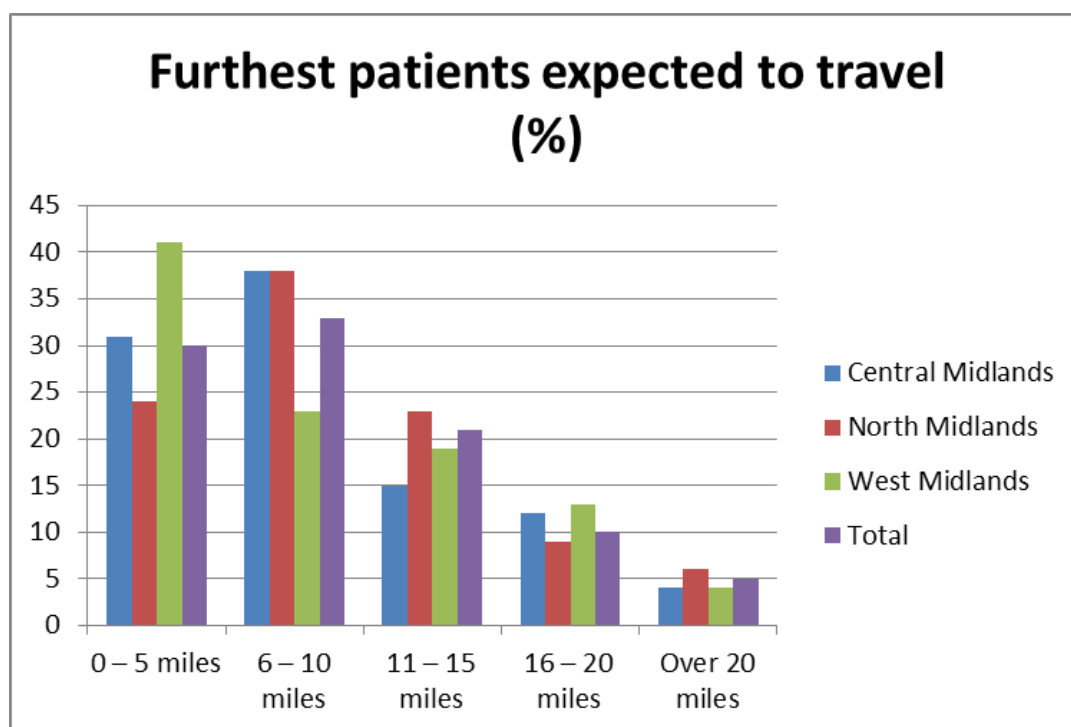
- 57% of respondents were parent or carer to a child that may need treatment in future, while 37% of respondents were parent/carers of a child who has had treatment.
- The key features when choosing an NHS orthodontist were being seen by the same orthodontists, location, and availability of appointments, all mentioned by more than 70% of responders. Availability of car parking was important to a 33% of responders. Recommendations were important to 29% of responders.
- 32% of respondents would travel up to 5 miles to an orthodontist, and 39% up to 10 miles. However there is a regional difference in that more respondents in West Midlands were willing to travel only 0-5 miles (52%) compared to other local areas (Central Midlands 29% and North Midlands 30%). Only 14% willing to travel over 15 miles.
- There is a strong preference (72%) for orthodontist to be near home in all local areas, followed by school and very few indicating work place.
- Most popular appointment times were after 5pm and Saturdays.
- 80% consider 0-3 months an acceptable time to wait for assessment appointment, only 2% consider over 7 months is acceptable.
- 72% consider 0-3 months is an acceptable time to wait before starting treatment.
- Access to the orthodontist by public transport is more important to respondents in West Midlands than other local areas. Where indicated, most say they travel by car.
- Most consider the orthodontist has explained treatment so far, but 205 (42%) skipped this question.
- Over 80% are happy with treatment so far but 208 (42%) skipped this question. Many positive comments about staff and service. Negative comments include lack of eligibility, poor communication with patients and between services, long waiting times, lack of local services, ineligibility and poor outcomes.
- Suggestions for improvements received from 40% of respondents. Most frequent suggestions relate to waiting times, importance of appointments out of school hours, service closer to home and better communication.

## 5. Survey responses from General Dental Practitioners (GDPs) collected by NHS England

Regions included: Central Midlands (27 respondents), North Midlands (126 respondents), West Midlands (69 respondents).

**What is the furthest distance your patients would expect to travel for orthodontic treatment?**

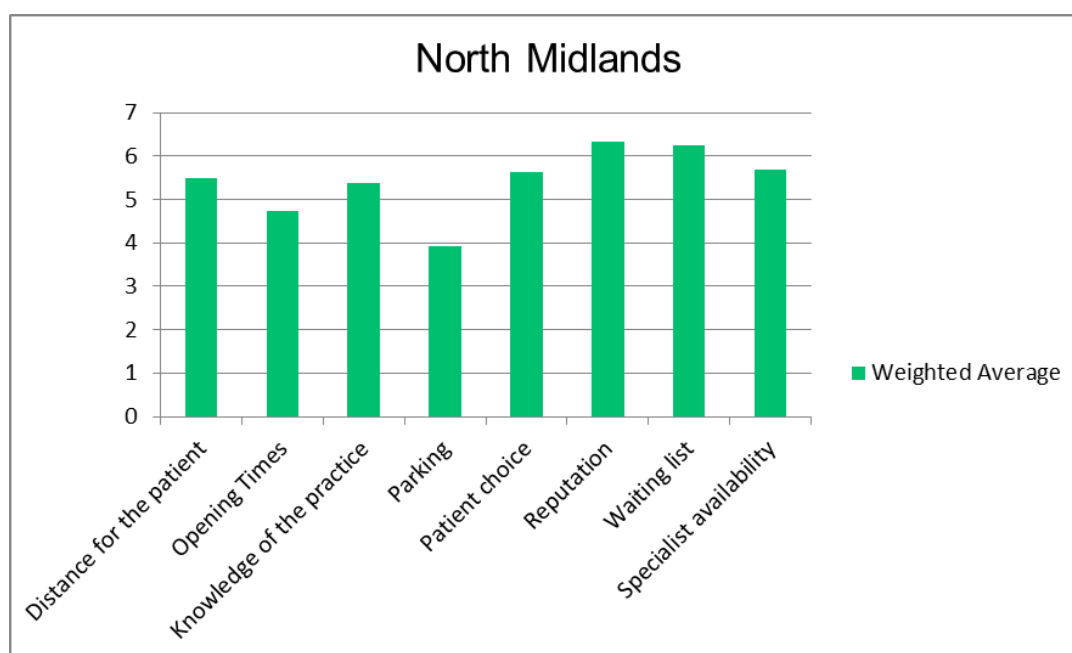
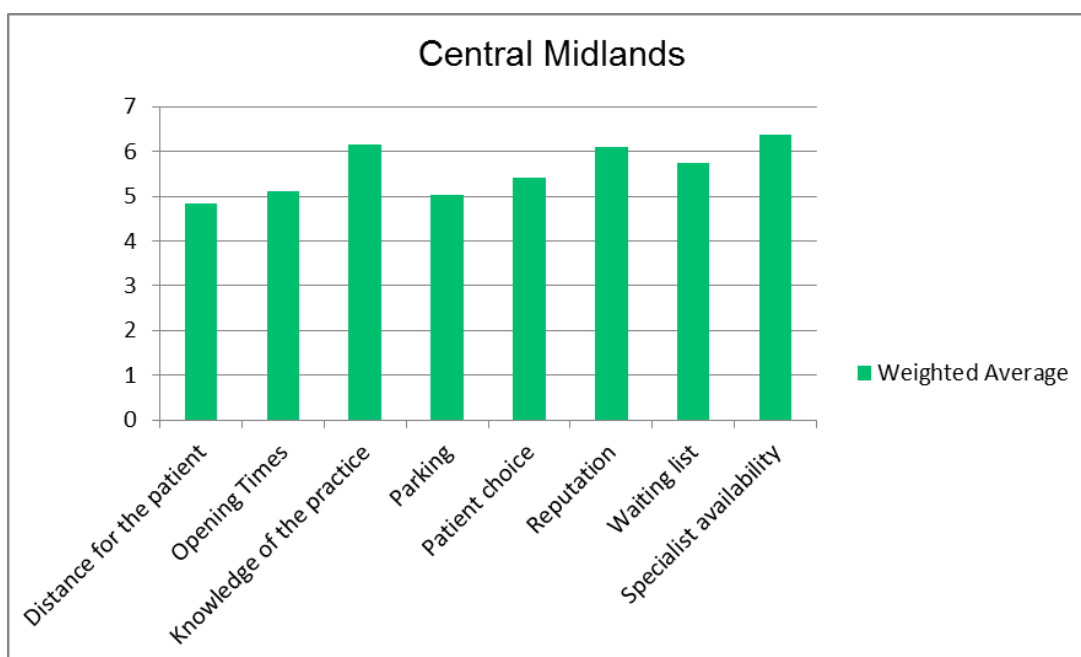
	Central Midlands Number (%)	North Midlands Number (%)	West Midlands Number (%)	Total
0 – 5 miles	8 (31%)	30 (24%)	28 (41%)	66 (30%)
6 – 10 miles	10 (38%)	48 (38%)	16 (23%)	74 (33%)
11 – 15 miles	4 (15%)	29 (23%)	13 (19%)	46 (21%)
16 – 20 miles	3 (12%)	11 (9%)	9 (13%)	23 (10%)
Over 20 miles	1 (4%)	8 (6%)	3 (4%)	12 (5%)
<b>Answered</b>	26	126	69	221
<b>Skipped</b>	1	0	0	

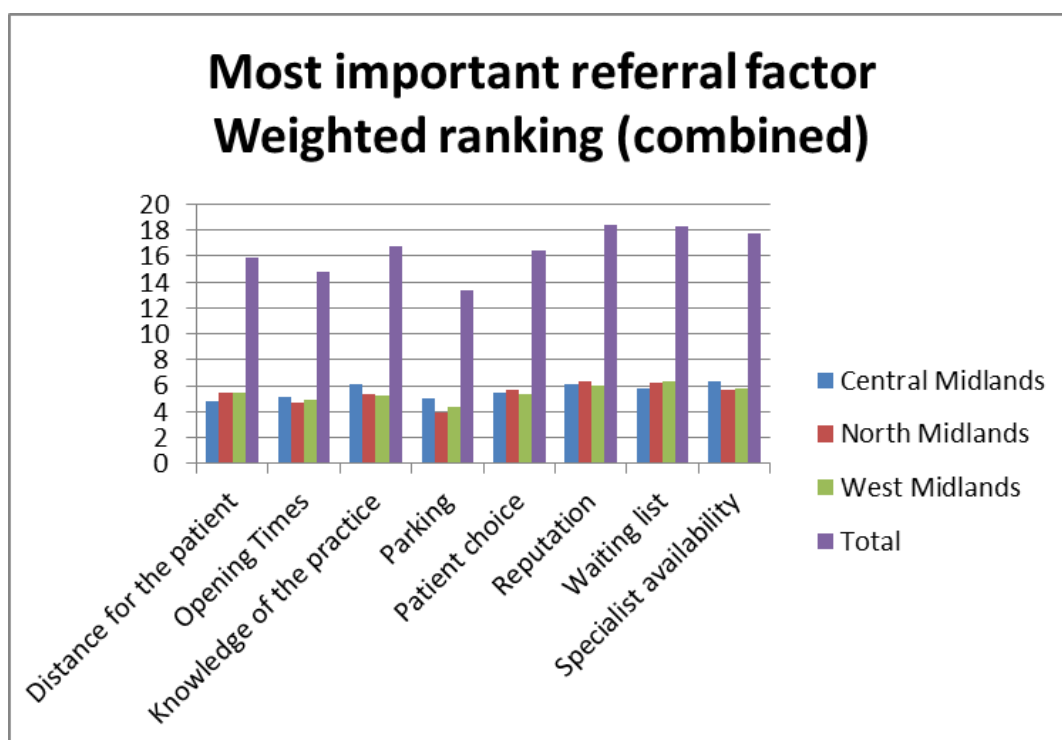
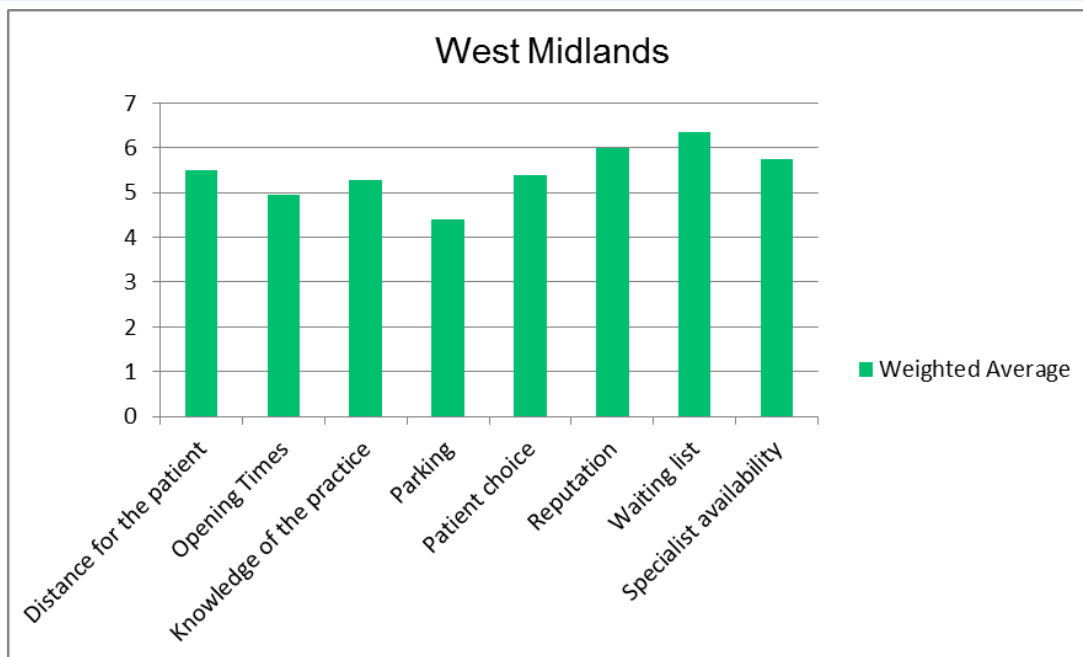




Overall GPs expect patients to travel up to 10 miles, however there is a regional difference with GPs in West Midlands more likely to expect travel of up to 5 miles than other local areas. Fewer than 6% of GPs in any region expect patients to travel over 20 miles.

**What is the most important factor for you when you refer?  
(Ranked preferences)**

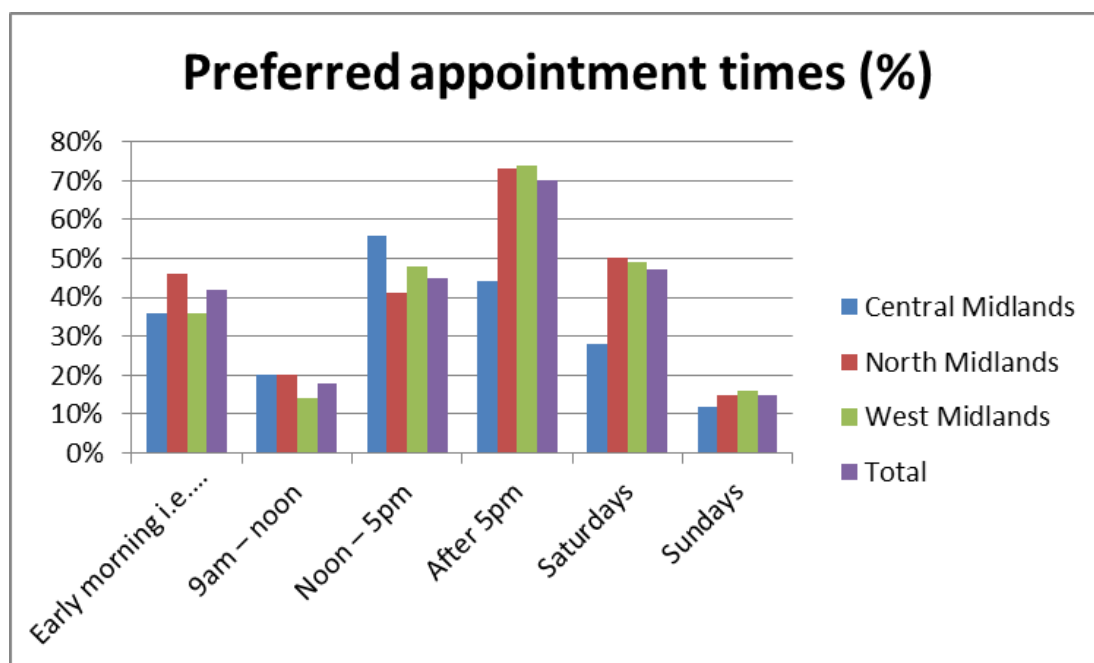




No factors relating to referrals stand out as more significant than others, with a weighted range of between 4 and 6 in all three local areas. When local areas are combined reputation is most important factor followed closely by waiting list and specialist availability. Parking comes bottom of the joint ranking.

**What orthodontic appointment times do you think your patients prefer when accessing services?**

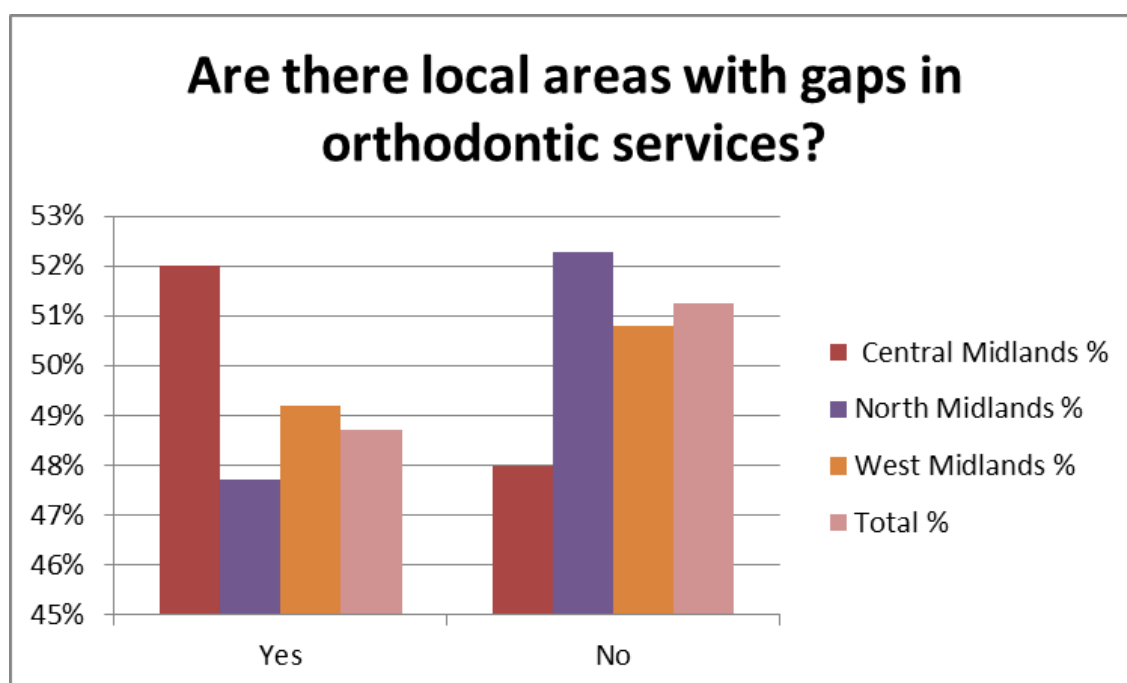
	Central Midlands	North Midlands	West Midlands	Total
Early morning i.e. before 9am	9 (36%)	57 (46%)	25 (36%)	91 (42%)
9am – noon	5 (20%)	25 (20%)	10 (14%)	40 (18%)
Noon – 5pm	14(56%)	50 (41%)	33 (48%)	97 (45%)
After 5pm	11 (44%)	90 (73%)	51 (74%)	152 (70%)
Saturdays	7 (28%)	61 (50%)	34 (49%)	102 (47%)
Sundays	3 (12%)	19 (15%)	11 (16%)	33 (15%)
<b>Answered</b>	25	123	69	217
<b>Skipped</b>	2	3	0	0



There is a regional different in preferred appointment times. GDPs across North and West Midlands consider after 5pm to be the preferred appointment time. In Central Midlands noon – 5pm is preferred. Saturdays are rated at nearly 50% in across North and West Midlands, but only 28% in Central Midlands. Sundays are a low preference in all local areas.

**Are there any local areas where you think there are gaps in orthodontic services?**

	Central Midlands	North Midlands	West Midlands	Total
Yes	13 (52%)	52 (48%)	31 (49%)	96 (48%)
No	12 (48%)	57 (52%)	32 (51%)	101 (51%)
<b>Answered</b>	<b>25</b>	<b>109</b>	<b>63</b>	<b>197</b>
<b>Skipped</b>	<b>2</b>	<b>17</b>	<b>6</b>	<b>0</b>



GDPs are evenly split on whether they consider there are gaps in service in local areas, however a significant number of locations are noted as having gaps.

Areas with gaps noted by GDPs in Central Midlands were:

- Corby
- Corby
- Daventry
- Milton Keynes
- North Beds
- Towcester

Areas with gaps noted by GDPs in North Midlands:

- All Areas
- Allestree Derby
- Arnold
- Burntwood
- Burton
- Cannock Area
- Great Wyrley
- Lincoln
- Newark
- Newcastle Undre Lyme
- North And West Derbyshire
- North Shropshire
- North Staffordshire
- Nottingham
- Oswestry
- Peaks
- Rainworth
- South Derbyshire
- South Shropshire
- Stafford
- Staffordshire
- Stoke On Trent
- Swadlincote
- Tunstall
- Walsall
- Wollaton, South Nottingham
- Wolverhampton/Shropshire Border

Areas with gaps noted by GDPs in West Midlands:

- Aston, Birmingham
- Birmingham City Centre
- Castle Bromwich
- Coventry
- Edgbaston
- Evesham
- Great Barr, Birmingham
- Harborne,
- Hereford
- Kingstanding
- Rugby
- Selly Oak
- Smethwick
- South Birmingham
- Sutton Coldfield
- Walmley
- Walsall
- Wolverhampton

Comments also relate to lack of choice, long waiting times, lack of funding, lack of appointments out of school hours, and long travelling distances including:

- Limited choice of practices
- Lack of weekend and out of school appointments
- Travelling distance
- Long waiting times (up to 3 years)
- Lack of funding

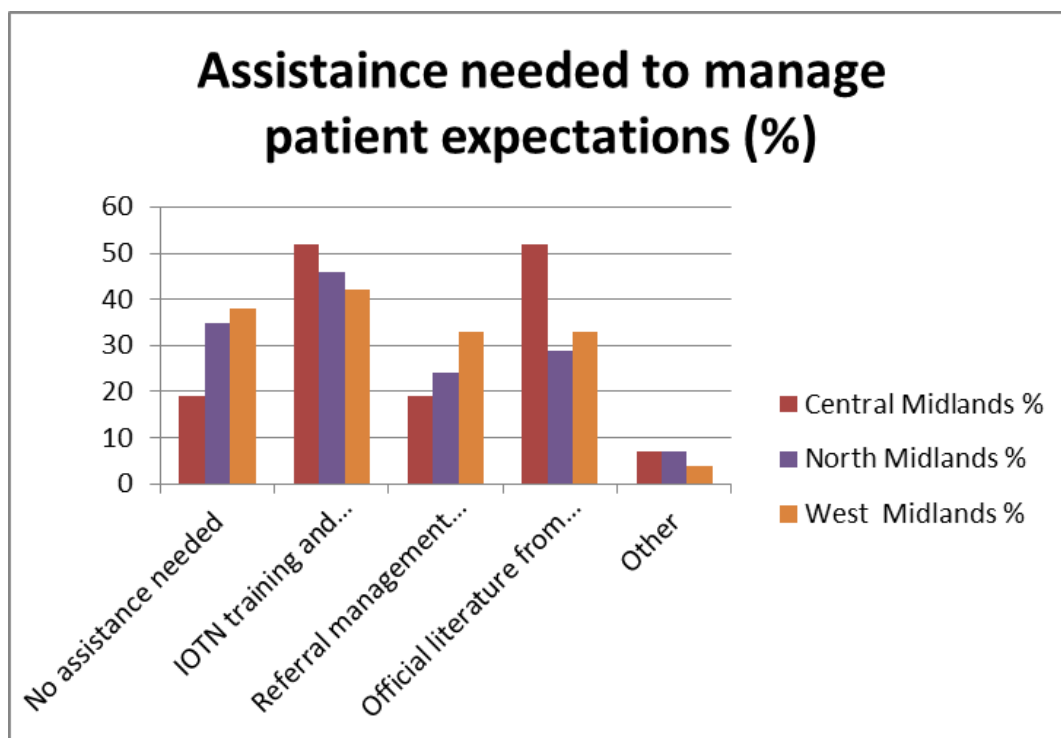
- Better training for GDPs to take load off orthodontist service
- NHS Providers not taking on orthodontic patients
- Patients difficulty with pathway
- increase in orthodontic contract availability
- Impact of new housing

Comments included:

- *They have to be better funded, as waiting lists are too long, and you must give a better security regarding contract to orthodontists so they could take on their jobs with ease and confidence. We have too much stress in our jobs as it is*
- *Staffordshire are presents a very long wait for first orthodontic assessment. Waiting times to start treatment in some case can be more that 24 months. More sould he done to eliminate that waiting time. My suggestion: GDPs should receive orthodontic assessment training and help 2 days a year at local hospital or practice. That would certainly improve the referral path. Local areas should advertise orthodontic career paths and promote training*
- *limited referral practices and hospital criteria on IOTN higher*
- *only 2 orthodontic practices in area within 10 miles or within catchment area*
- *Patients struggle to navigate the referral pathway*
- *we send a lot to Hereford and could be done more local*
- *Increase contract availability - massive housing developments will hugely increase demand*
- *Expectations need to be that appointments will be within school hours. It is all very well asking what they might like - the NHS is broke and so needs to be honest about what it can provide*
- *We have an excellent service in Leamington Spa. Please don't change it*
- *Need more generally*
- *Not enough weekend or out of work or school appointments.*

**What assistance (if any) do you need to manage patient and/or parent expectations for orthodontic treatment?**

	Central Midlands	North Midlands	West Midlands	Total
No assistance needed	5 (19%)	43 (35%)	26 (38%)	74 (23%)
IOTN training and guidance	14 (52%)	57 (46%)	29 (42%)	100 (31%)
Referral management training	5 (19%)	29 (24%)	23 (33%)	57 (18%)
Official literature from NHS England	14 (52%)	36 (29%)	23 (33%)	73 (23%)
Other	2 (7%)	9 (7%)	3 (4%)	14 (4%)
<b>Answered</b>	27	123	69	
<b>Skipped</b>	0	3	0	



Over 40% of respondents in all three local areas note that they would like IOTN training and guidance to manage patient expectations. There is a regional difference between Central Midlands and the other local areas in that fewer respondents suggest they need no assistance or referral management training, and there is a greater need for official literature.

Other Issues mentioned include:

- Rules on who is/isn't entitled to an NHS referral
- Need shorter waiting times
- More OUAs

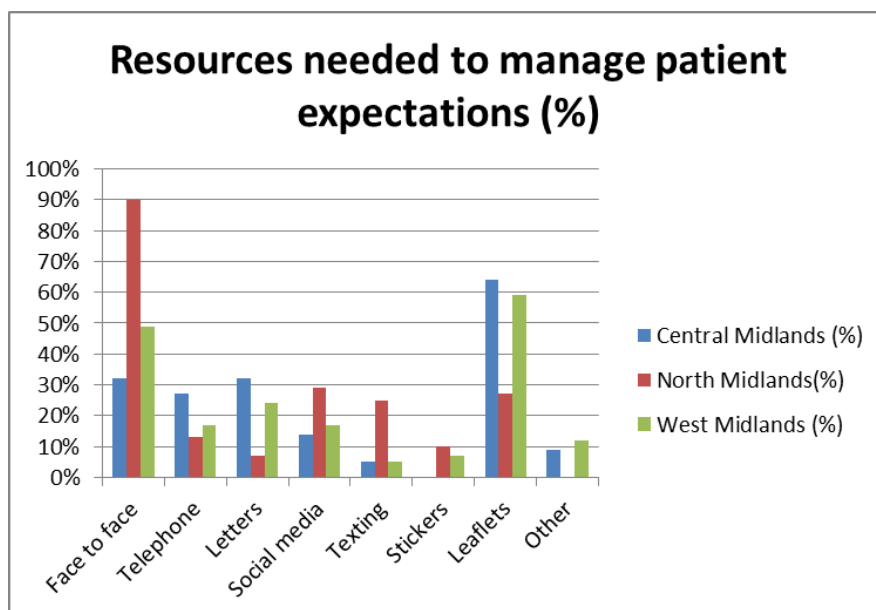
- Remove time consuming referrals
- Funding
- REGO issues
- More support for GDP to do simple cases
- Hygienist time to manage patients oral hygiene and diet.

Comments included:

- *More funding for orthodontic treatment in the local area*
- *Just availability for orthodontic treatments, shorter waiting times, we need more orthodontists, bigger contacts in the area*
- *mainly have to manage their expectations regarding waiting times and treatment length*
- *Get rid of the inane REGO rubbish.*

**What assistance (resources) do you need to manage patient and/or parent expectations for orthodontic treatment?**

		Central Midlands	North Midlands	West Midlands	Total
Face to face		7 (32%)	114 (90%)	29 (49%)	150
Telephone		6 (27%)	17 (13%)	10 (17%)	33
Letters		7 (32%)	9 (7%)	14 (24%)	30
Social media		3 (14%)	37 (29%)	10 (17%)	50
Texting		1 (5%)	32 (25%)	3 (5%)	36
Stickers		0 (0%)	12 (10%)	4 (7%)	16
Leaflets		14 (64%)	34 (27%)	35 (59%)	83
Other		2 (9%)	0 (0%)	7 (12%)	9
<b>Answered</b>		22	126	59	
<b>Skipped</b>		5	0	10	





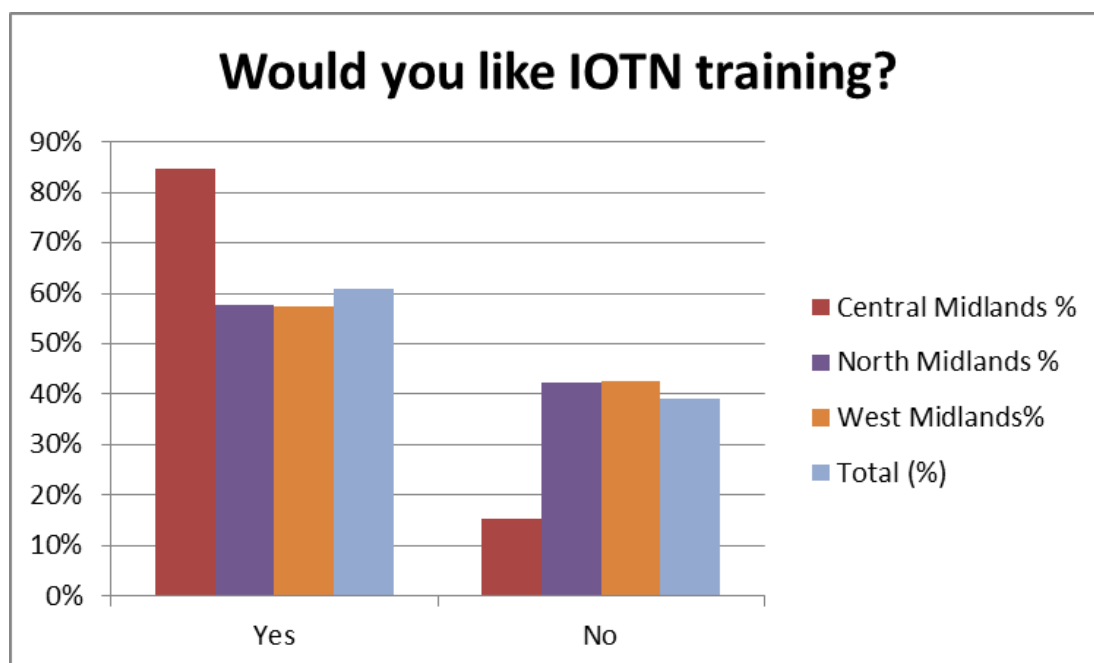
Face to face assistance and leaflets were the most requested resources to manage patient expectations; however there was a significant difference in level across local areas. 90% of respondents from North Midlands suggesting the importance of face to face, with the other two local areas more interested in leaflets (around 60%). 25% of respondents in North Midlands showed interest in texting, while the other local areas are at 5%.

Comments include:

- *Specialist opinion on whether to refer*
- *Patients often disappointed that child does not meet criteria.*

### Would you like IOTN training in order to make better referrals?

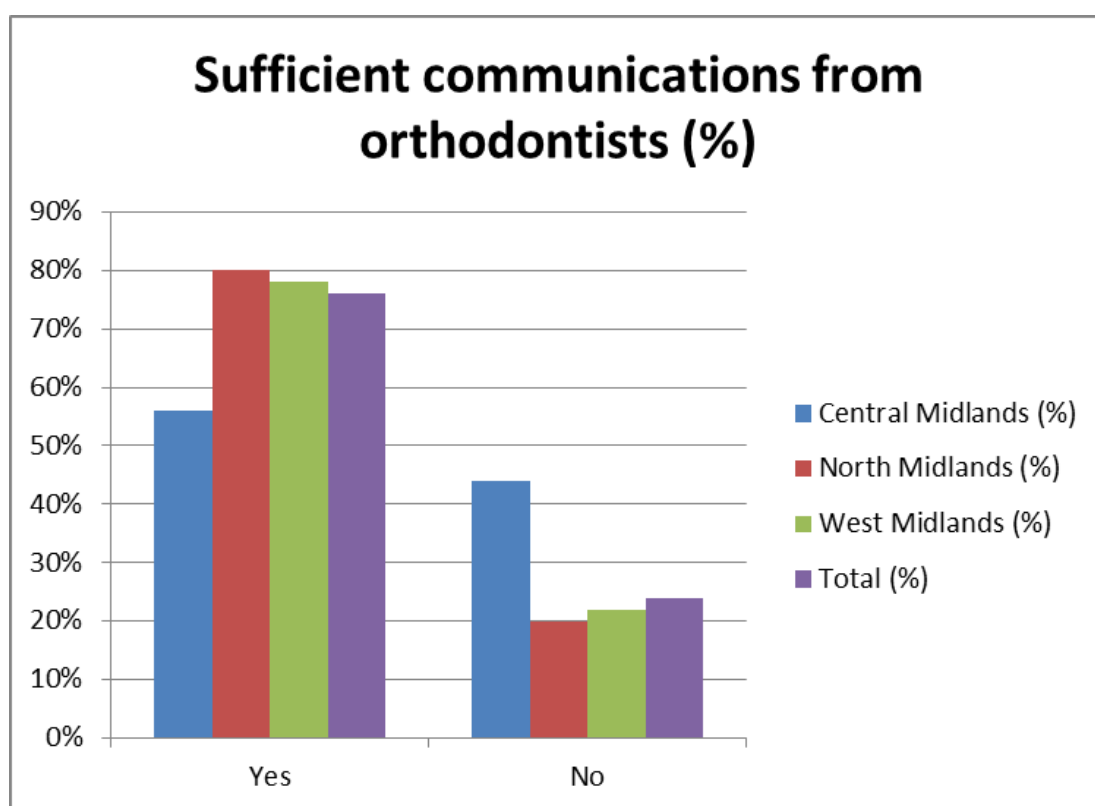
	Central Midlands	North Midlands	West Midlands	Total (%)
Yes	22 (85%)	72 (58%)	39 (57%)	133 (61%)
No	4 (15%)	53 (42%)	29 (43%)	86 (39%)
<b>Answered</b>	26	125	68	
<b>Skipped</b>	1	1	1	



Respondents in Central Midlands are significantly more interested in IOTN training to make better referrals (over 80%) than other local areas (57%).

**Do you receive sufficient communications from orthodontists regarding your patients?**

	Central Midlands	North Midlands	West Midlands	Total
Yes	15 (56%)	100 (80%)	54 (78%)	169 (76%)
No	12 (44%)	25 (20%)	15 (22%)	52 (24%)
Other	9	14	11	
<b>Answered</b>	27	125	69	
<b>Skipped</b>	0	1	0	



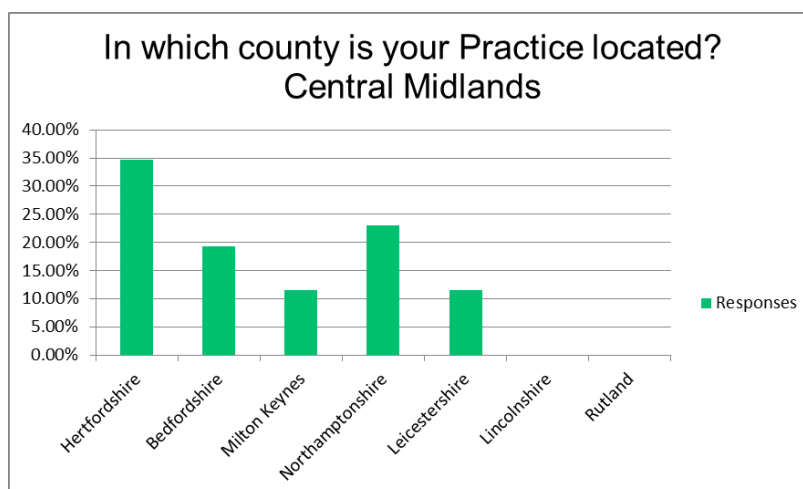
North and West Midlands generally consider they get sufficient communication from orthodontists (80% and 78% respectively) compared to 56% of Central Midlands respondents. A number of improvements in communications are suggested including:

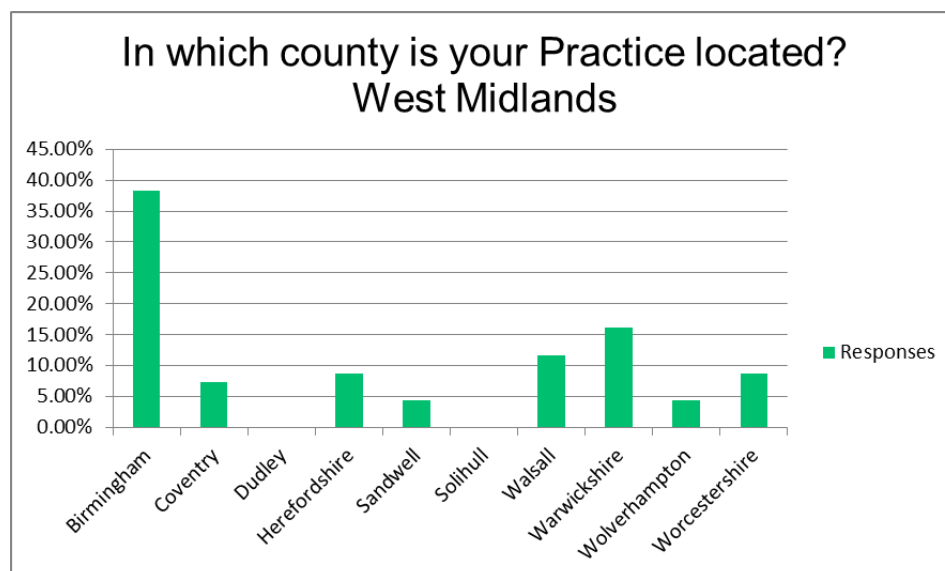
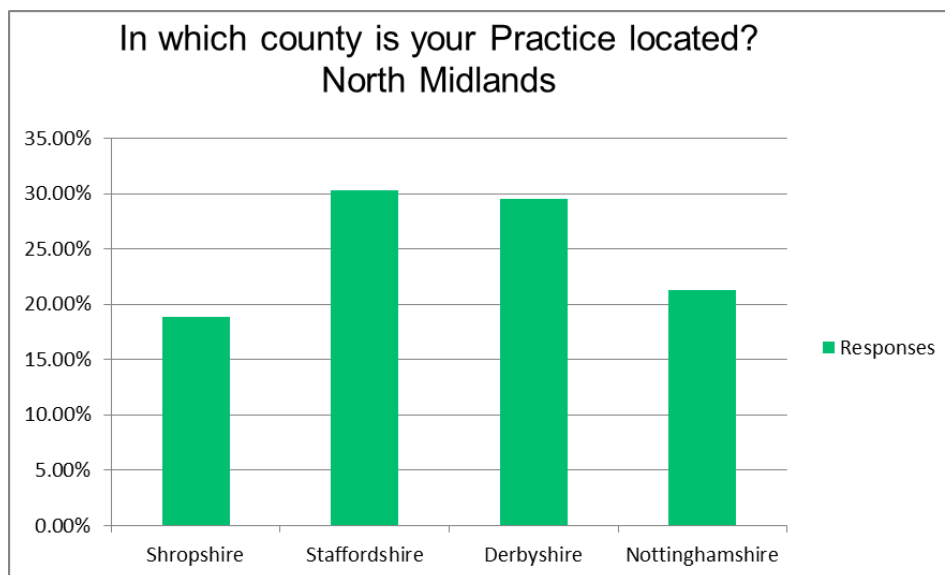
- Better communication eg status of referral and discharge letter, patient reviews, annual updates. More online communication e.g. email
- Role of REGO in communication
- Up to date records
- Training
- Length of waiting list and treatment start date, for GDPs and patients.

#### Comments included:

- *More communication from orthodontist re patient reviews*
- *Status of the referral and discharge letter*
- *Some practices provide no information until completion of treatment*
- *Expected start dates and wait times updates*
- *Hopefully Rego will fill that gap now*
- *On rego stages of ortho could be updated just with simple tick boxes to say what stage patient is at*
- *Replies via REGO or nhsmail*
- *All orthodontic referrals are through REGO. It would be useful if Rego emailed us when orthodontist write any information about the patient.*
- *Abandon REGO*
- *Times of appointments outside school hours waiting times*
- *XXX letters don't make any sense half of the time and it's never clear what she proposes to do or is doing*
- *Informing patient if the patient needs dental treatment.*

#### In which county is your Practice located?





Location of practices:

		<b>Central Midlands</b>	<b>North Midlands</b>	<b>West Midlands</b>
Bedfordshire		5		
Birmingham				26
Coventry				5
Derbyshire			36	
Dudley				0
Herefordshire				6
Hertfordshire		9		
Leicestershire		3		
Lincolnshire		0		
Milton Keynes		3		
Northamptonshire		6		
Nottinghamshire			26	
Rutland		0		
Sandwell				3
Shropshire			23	
Solihull				0
Staffordshire			37	
Walsall				8
Warwickshire				11
Wolverhampton				3
Worcester				6
	<b>Answered</b>	26	122	68
	<b>Skipped</b>	1	4	1

## **Summary of responses from GDPs in Central Midlands (27 respondents), North Midlands (126 respondents) and West Midlands (69 respondents)**

- Overall GDPs expect patients to travel up to 10 miles, however there is a regional difference with GDPs in West Midlands more likely to expect travel of up to 5 miles than other local areas. Fewer than 6% of GDPs in any region expect patients to travel over 20 miles.
- No factors relating to referrals stand out as more significant than others, with weighted range between 4 and 6 in all three local areas. When local areas are combined reputation is most important followed closely by waiting list and specialist availability. Parking comes bottom of the joint ranking.
- There is a regional different in preferred appointment times. GDPs across North and West Midlands consider after 5pm to be the preferred appointment time. In Central Midlands noon – 5pm is preferred. Saturdays are rated at nearly 50% in across North and West Midlands, but only 28% in Central Midlands. Sundays are a low preference in all local areas.
- While the GDPs are evenly split on whether they consider there are gaps in service in local areas, a significant number of locations are noted as having gaps. Comments also relate to lack of choice, long waiting times, lack of funding, lack of appointments out of school hours, and long travelling distances.
- To better manage patient expectations over 40% of respondents in all three local areas note that they would like IOTN training and guidance to manage patient expectations. There is a regional difference between Central Midlands and the other local areas where fewer respondents suggest they need no assistance or referral management training, and there is a greater need for official literature. Other assistance relating to REGO, NHS referral entitlement, waiting times, and GDP support were noted.
- Face to face assistance and leaflets were the most requested resources to manage patient expectations; however there was a significant difference in level across local areas. 90% of respondents from North Midlands suggesting the importance of face to face, and the other two local areas more interested in leaflets (around 60%). 25% of respondents in North Midlands showed interest in texting, while the other local areas are at 5%.
- Respondents in Central Midlands are significantly more interested in IOTN training to make better referrals (over 80%) than other local areas (57%).
- North and West Midlands generally consider they get sufficient communication from orthodontists (80% and 78% respectively) compared to 56% of Central Midlands respondents. A number of improvements in communications are suggested including more correspondence around referrals and progress and training.
- The highest number of responses were received from practices in Derbyshire (36), Staffordshire (37), Birmingham (26), Nottinghamshire (26) and Shropshire (23). There were no respondents from Dudley, Rutland or Solihull.

## 6 Responses from Orthodontists in Central Midlands (25 respondents) and North Midlands (28 respondents)

A survey of orthodontists across the NHS England – West Midlands area was undertaken as part of their Orthodontic Need Assessment. These results can be found within their separately published Orthodontic Needs Assessment and are therefore excluded from this report.

1. What in your opinion is the minimum number of UOAs that would make an orthodontic practice viable but also sustainable? (Tick one only)

Answer Choices	Central Midlands	North Midlands	Total
1,050	0	4	4
5,000	3	4	7
6,500	8	10	18
10,000	10	2	12
13,000	3	1	4
Other (please specify)	1	7	8
<b>Answered</b>	<b>25</b>	<b>28</b>	<b>53</b>
<b>Skipped</b>	<b>1</b>	<b>0</b>	<b>1</b>

The majority of respondents (34%) felt that 6,500 UOAs would be required to make an orthodontic practice viable yet sustainable followed by (22.60%) choosing 10,000. Of the other 8 comments made respondents also specified the following:

- 3000
- 500
- *Impossible to answer without further information*
- *If a full time purely ortho practice 10000*
- *7000 for 4 days per week but depends on the UOA value*
- *Depends if solely ortho practice if mixed then could be 1050*
- 7,500
- *As always, it depends on the location and ease of access for the community  
Generally bigger is best so 10000-20000.*

2. What appointment times are requested that you are currently not able to provide? (Tick all that apply)

Answer Choices	Central Midlands	North Midlands
Early morning i.e. before 9am	2	4
Late afternoon i.e. after 4pm	1	4
Saturdays	16	14
Sundays	16	12
Other (please specify)	4	5
<b>Answered</b>	<b>22</b>	<b>25</b>
<b>Skipped</b>	<b>4</b>	<b>3</b>

Respondents highlighted that patients mostly request weekend appointments. A total of 7 respondents did not answer this question. Of those that left other comments included:

- *Patients happy with current hours*
- *No one requests weekends, we don't work Fridays as we are part-time only*
- *More after school appointments*
- *After school. For everyone. Unfortunately nursing staff have kids too and it's not feasible to provide this for every patients every time*
- *Patients are happy with our current surgery hours*
- *We already provide early morning, late afternoon and Saturday's.*

3. What contribution should orthodontists make to preventive care? (Tick all that apply)

Answer Choices	Central Midlands	North Midlands
Giving prevention advice	24	27
Recommending high fluoride toothpaste	19	22
Recommending high fluoride mouthwash	22	18
Application of fluoride varnish at appropriate intervals during the orthodontic course of treatment	2	4
Referring back to general dental practitioner (GDP) for fluoride varnish	19	22
Other (please specify)	3	5
<b>Answered</b>	<b>26</b>	<b>28</b>
<b>Skipped</b>	<b>0</b>	<b>0</b>



Respondents highlight that the largest contribution from orthodontists to make preventive care is in the areas of:

- Giving prevention advice
- Recommending high fluoride toothpaste
- Referring back to general dental practitioner (GDP) for fluoride varnish.

Of the other 8 comments given the following was suggested:

- Communicate with GDP
- OHI provided by GDP prior to referring therefore patient has good OH and ready for treatment if meets IOTN
- We can't all prescribe fluoride, risk of overdose. Mouthwash is low fluoride and useful with fixed appliances
- Referring dentist to apply fluoride varnish at routine 6 monthly exams
- Visiting schools to offer advice in a more convivial setting
- During examination refer to dentist for any concerns, we have a vanity area where we provide OHI and show patients how to brush using a typodont and also provide disclosing tablets and a brush
- Oral hygiene given all the time
- Access to hygiene services for children.

4. How do you communicate with your patients? (Tick all that apply)

Answer Choices	Central Midlands	North Midlands
Face to face	26	27
Telephone	25	27
Letters	26	26
Social media	8	10
Texting	15	17
Stickers	2	6
Leaflets	25	27
Other (please specify)	4	6
<b>Answered</b>	<b>26</b>	<b>28</b>
<b>Skipped</b>	<b>0</b>	<b>0</b>

The results above highlight that patients are communicated by a range of methods particularly face to face, letters, telephone and leaflets however the numbers reduce when using social media texting and stickers.

Of the other 10 comments made the following was also recorded:

- *Email to send directions, instructions eg for brace fitting, elastic wear, retainers*
- *Email confirmation of appointments*
- *Secure email*

- *Our departmental and British Orthodontic Society leaflets.*
- *Via NHS Choices*
- *Demonstration models*
- *Website*
- *Via website and email*
- *Practice website (secure messages); email*
- *News section/patient information section on our website.*

5. Where do you refer for orthodontic extractions? (Tick all that apply)

Answer Choices	Central Midlands	North Midlands
Hospital	18	21
Minor Oral Surgery (Primary care)	11	10
Community Dental Service	6	9
The patient's own Practice/GDP	26	27
Other (please specify)	1	4
<b>Answered</b>	<b>26</b>	<b>28</b>
<b>Skipped</b>	<b>0</b>	<b>0</b>

The majority of respondents refer to the patient's own practice/GDP and the minority refer to the Community Dental Service.

Of the other 5 comments made the following was also recorded:

- *Minor oral surgery services are usually for patients over age 18 it would be helpful if they could treat younger patients*
- *Sometimes private sedation if unable to access it on the NHS*
- *Surgical Extractions in Children to the Hospital*
- *I am happy to do orthodontic extractions as required*
- *Steeple grange sister practice.*

6. Do you liaise with the referring GDP during the patient's treatment?

Answer Choices	Central Midlands	North Midlands
Yes	25	28
No	0	0
<b>Answered</b>	<b>25</b>	<b>28</b>
<b>Skipped</b>	<b>1</b>	<b>0</b>

All respondents confirmed that they liaise with the referring GDP during a patient's treatment.

7. Do you inform the referring GDP at the time of discharge (including abandoned or incomplete treatment)?

Answer Choices	Central Midlands	North Midlands
Yes	23	28
No	2	0
<b>Answered</b>	<b>25</b>	<b>28</b>
<b>Skipped</b>	<b>1</b>	<b>0</b>

All respondents from the North Midlands inform the referring GDP of issues around discharge and abandoned or incomplete treatment compared to 92% in Central Midlands.

8. Do you have a specialist orthodontist available in the practice every working day?

Answer Choices	Central Midlands	North Midlands
Yes	18	15
No	7	13
If no, how often? (comments listed below)	6	12
<b>Answered</b>	<b>25</b>	<b>28</b>
<b>Skipped</b>	<b>1</b>	<b>0</b>

Most respondents from Central Midlands (72%) confirmed that an orthodontist is available every working day compared to (53.5%) in the North Midlands. Of those respondents that answered no, left additional comments including:

- *Wednesdays and Thursdays*
- *Once a week*
- *4 days a week*
- *Not on Fridays*
- *Planning to be 4 days if given additional UOAs*
- *At present only seeing private patients therefore as and when patients have appointments but if contact procured then 4 days with some evenings and Saturday appointments will be available*
- *3 days per week, therapists 4.5 days per week.*

9. Do you use orthodontic therapists?

Answer Choices	Central Midlands	North Midlands
Yes	16	15
No	10	13
If no, has this been considered?	7	9
<b>Answered</b>	<b>26</b>	<b>28</b>
<b>Skipped</b>	<b>0</b>	<b>0</b>

The majority of respondents (61.5%) from Central Midlands use orthodontic therapists compared to (53.5%) in the North Midlands. From the respondents that answered no, 11 confirmed that this been considered including:

- *Yes we shall be training one*
- *Considered but feel that my practice runs better as it is. I have a dentist with an interest in orthodontics carrying out treatment for me and feel that she is better qualified to do the job. She can work independently*
- *Yes and in the process of organising*
- *Yes but contract currently too small to employ therapists*
- *Yes but they are expensive for the work rate they wish to work at, and for the skills they offer. It would not work for a small practice. There are also not enough of them.*

Of those respondents that would not consider this include the following comments:

- *Not enough UOA's*
- *It's not financially viable for me as an associate as it costs too much*
- *Not big enough contract*
- *Not viable for small contract.*

10. Would you be willing to provide extended hours?

Answer Choices	Central Midlands	North Midlands
Yes	16	24
No	10	4
<b>Answered</b>	<b>26</b>	<b>28</b>
<b>Skipped</b>	<b>0</b>	<b>0</b>

Most respondents (85.7%) from the North Midlands would be prepared to provide extended hours compared to (61.5%) in Central Midlands.

11. If yes, when? (Tick all that apply)

Answer Choices	Central Midlands	North Midlands
Early mornings i.e. before 9am	10	19
Late afternoon i.e. after 4pm	14	23
Saturdays	5	8
Sundays	0	0
Other (please specify)	4	6
<b>Answered</b>	<b>18</b>	<b>24</b>
<b>Skipped</b>	<b>8</b>	<b>4</b>

Other time specified include:

- *Evenings*

Other comments made include:

- *Only if larger contract*
- *We already provide this service over four days per week*
- *Ideally not weekends, we have children too*
- *Anything I can nursing for.*

Q12. What would you do to improve current primary care orthodontic provision? List up to three things

Key Themes: (mentioned more than once)

- Appointments
- Communication
- Contracts
- Extended hours
- Funding
- GDP training
- IOTN and IOTN training
- Outreach /satellite services
- Patient acceptance
- Patient charges
- Patient Education
- Service provision
- Social media
- Quality of service
- Referrals
- Specialist services
- Staffing (hygienists/therapists)
- UOA

- Waiting lists.

Appointments:

- *Extend hours for more out of school provision*
- *Later after school appointments.*

Communication:

- *Our DwSI already is very conscientious when it comes to communicating with GDPs and patients.*
- *Better information regarding waiting lists.*

Contracts:

- *Larger contract would allow for more opening hours*
- *Providing smaller orthodontic contract providers with a minimum of 1050 UOA,s would help reduce waiting times and onward referrals*
- *Smaller contracts held by non specialists to be amalgamated and given to specialist orthodontists as a reasonable sized contract*
- *The contract money is simply transferred from one provider to another for that financial year. Continued failure to meet targets could result in contractual changes*
- *Remove the spectre of open-procurement process leading to loss of contract, as has happened in South. There must be a fairer way to do this*
- *Stop targets driving patient care instead of clinical need. We shouldn't be "counting beans"*
- *Provide sufficient resource and long-term security to attract the best qualified staff and facilitate high quality work*
- *longer contract time*
- *Specialist only (remove GDS contracts)*
- *Fee for assessment or advice only which does not affect KPIs.*

Extended hours:

- *Extended Family friendly hours*

Funding:

- *Spreading funding across more practices*
- *No additional funding but redistribution of secondary care funding would make a significant impact on providing more efficient care leading to reduction in waiting lists in Derby*
- *Target funding fairly in local areas instead of preserving historical inequalities.*
- *Increase funding*
- *Better funding*

- *Reduce funding to secondary Orthodontic care and introduce a pathway system similar to Leicester where it is very successful.*

GDP training:

- *Educate GDP's to refer appropriately for clinical need instead of for KPI's*
- *Educating dentist*
- *Additional training in the referral management system.*

IOTN:

- *Change IOTN eligibility to iotn 4 and above*
- *Re-evaluate age 10 as guide for 4 unit or 20 unit cases*
- *We must start to take into account psychological factors for accepting patients, the IOTN does not do this and with an increasing population of young people with mental health issues and bullying due to social media, this now has to be addressed.*

IOTN training:

- *Improve the quality of referral, ensure GDPs understand IOTN restrictions*
- *IOTN training for referrers*
- *Educate GDP's more in the IOTN, compulsory attendance via NHS England*
- *IOTN Calibration courses for all providers and training on IOTN for referring practitioners mandatory.*

Outreach /satellite services:

- *Better access with outreach centre if contract large enough to support*
- *Try and do some outreach clinics so patients don't have to travel so far*
- *Have satellite practices to provide ortho to rural areas.*

Patient acceptance:

- *Strict rules on acceptance and compliance*
- *Strict rules on acceptance i.e. oral hygiene excellent*
- *Triage potential patients to confirm suitability/eligibility.*

Patient charges:

- *Patient charges for persistent missed appointments*
- *Making patients pay for repairs and missed appointments.*

Patient Education:

- *Oral health education*
- *Preventive care/education sessions for susceptible pts.*

Service provision:

- *Increased provision*
- *Increase capacity to reduce waiting lists*



- *Not all city centre focused provision*
- *Have satellite practices to provide ortho to rural areas*
- *A well conducted needs assessment not based on historical provision.*

Quality of service:

- *Patients being treated like humans and not a set of teeth*
- *Ensure quality by demanding therapist supervision and specialist treatment*
- *Have practice based inspections as were piloted by NBeds about 10 years ago with the practices being awarded a rating or results placed in the public domain*
- *I would want to improve current primary orthodontic care so that all practice who provide care provide it in a clinic offering a high standard of care using quality materials, with highly trained staff in a practice which has access for all and is well maintained*
- *Not treating patients in clinics/rooms with multiple chairs in giving the patient little or no privacy and preventing parents sitting in with the patient at each appointment.*

Referrals:

- *Referral advice for GDPs*
- *Reduce inappropriate referrals*
- *GDP education to reduce untimely and inappropriate referrals*
- *We would be happy to increase the total number of UOAs being provided now that REGO has proved it can successfully drive work to DwSIs with shorter waiting lists than bigger providers.*

Social media:

- *Use social media to engage younger patients*
- *Text messaging to reduce missed appointments.*

Specialist services:

- *Concentrate resources on specialist centres and encourage a "centre of excellence" ethos.*
- *Specialist supervised (at least every other visit)*
- *Need a specialist orthodontic practice in Stafford area*
- *Better distribution of specialist practices*
- *Get rid of Secondary care that is wasting time and money in some hospitals.*

Staffing (hygienists/therapists):

- *Employing therapists*
- *Hygienist*
- *Further utilise skills mix to improve, using therapists*



- *Ortho therapist in every practice.*

UOA:

- *Better UOA value would allow for longer appt times and more discussion over treatment plans and better communication with patients*
- *Preserve UOA value as its reduction will reduce quality*
- *Increase UOA price*
- *Keep the UOA value viable for independent practices*
- *Increase service values on UOA numbers to meet need.*

Waiting lists:

- *Ensure waiting lists considered in needs assessment*
- *Reduce waiting lists.*

13. Would you consider having an outreach clinic in order to serve a wider population?

Answer Choices	Central Midlands	North Midlands
Yes	9	19
No	16	9
If yes, what would you consider a reasonable distance?	11	19
<b>Answered</b>	<b>25</b>	<b>28</b>
<b>Skipped</b>	<b>1</b>	<b>0</b>

The majority of respondents (67.8%) from the North Midlands would consider having an outreach clinic to serve a wider population compared to (36%) in Central Midlands.

Of those respondents that answered yes (8) would travel between 1-10miles, (8) would travel 11-20 miles and (3) would travel over 20 miles.

Other comments made include:

- *However far the patient is willing to travel*
- *This is not financially viable I am in favour of high quality centres of excellence*
- *Not practical or economically good in a semi urban areas where patients do not have to travel too far anyway. Patients best served by a sound structure in the main practice*
- *I am not against these but Nottingham has far too many specialist practices in the city centre. I feel substantial populations exist north of Nottingham that would be served better with their own practices. The city centre is almost certainly going to become a population control zone hence to move some services out of the centre.*

14. Is your practice compliant with the Equality Act?

Answer Choices	Central Midlands	North Midlands
Yes	25	26
No	1	2
<b>Answered</b>	<b>26</b>	<b>28</b>
<b>Skipped</b>	<b>0</b>	<b>0</b>

The majority of respondents (96.1%) from Central Midlands felt that their practice is compliant with the Equality Act compared to (92.8%) in the North Midlands.

15. In which county is your Practice located?

Respondents specified the following county's in the North Midlands:

Answer Choices	Responses	
Shropshire	25.00%	7
Staffordshire	17.86%	5
Derbyshire	35.71%	10
Nottinghamshire	21.43%	6
	<b>Answered</b>	<b>28</b>
	<b>Skipped</b>	<b>0</b>

Respondents specified the following county's in Central Midlands:

Answer Choices	Responses	
Hertfordshire	50.00%	13
Bedfordshire	26.92%	7
Milton Keynes	0.00%	0
Northamptonshire	0.00%	0
Leicestershire	15.38%	4
Lincolnshire	7.69%	2
Rutland	0.00%	0
	<b>Answered</b>	<b>26</b>
	<b>Skipped</b>	<b>0</b>

## **Summary of responses from Orthodontists in Central Midlands (25 respondents) and North Midlands (28 respondents)**

- The majority of respondents (34%) felt that 6,500 UOAs would be required to make an orthodontic practice viable yet sustainable.
- The most requested appointments but not currently offered in Central Midlands and North Midlands are weekend appointments.
- Respondents highlight that the largest contribution from orthodontists to make preventive care is in the areas of:
  - Giving prevention advice
  - Recommending high fluoride toothpaste
  - Referring back to general dental practitioner (GDP) for fluoride varnish.
- The most used communication methods commonly used across the two local areas include face to face, letters, telephone and leaflets however the numbers reduce when using social media texting and stickers.
- Most orthodontic extractions are referred to the patient's own practice/GDP however comments were also made around: patients eligibility due to their age accessing this on the NHS.
- All respondents confirmed that they liaise with the referring GDP during a patient's treatment.
- All respondents from the North Midlands inform the referring GDP of issues around discharge and abandoned or incomplete treatment compared to 92% in Central Midlands.
- Most respondents from Central Midlands (72%) confirmed that an orthodontist is available every working day compared to (53.5%) in the North Midlands.
- The majority of respondents (61.5%) from Central Midlands use orthodontic therapists compared to (53.5%) in the North Midlands. From those that do not use orthodontic therapists it was specified this was due to:
  - Practice size
  - Not being viable for small contracts
  - Not enough UOA's
- Most respondents (85.7%) from the North Midlands would be prepared to provide extended hours compared to (61.5%) in Central Midlands. Of which most respondents from Central Midlands would be happy offering appointments- Early mornings i.e. before 9am compared to North Midlands offering appointments- Late afternoon i.e. after 4pm.
- Respondents commented on a number of areas to improve the current primary care orthodontic provision some of which include:
  - Appointments
  - Communication
  - Contracts
  - Extended hours

- 
- Funding
  - IOTN and IOTN training
  - Training
  - Patient education
  - Staffing
  - YOA value
- 
- The majority of respondents (67.8%) from the North Midlands would consider having an outreach clinic to serve a wider population compared to (36%) in Central Midlands. Of these responses it was considered reasonable for patients to travel up to 20 miles for an appointment
  - The majority of respondents (96.1%) from Central Midlands felt that their practice is compliant with the Equality Act compared to (92.8%) in the North Midlands
  - North Midlands: The majority of respondents confirmed that their practice is based in Derbyshire (35.7%) and  
Central Midlands: The majority of respondents confirmed that their practice is based in Hertfordshire (50%).



