

NHS England South orthodontic patient and public survey responses

Question		South total		South West		South Central		Thames Valley		Wessex		South East	
		Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
Respondent	Parent/ carer	1030	47%	486	80%	57	40%	108	39%	165	44%	263	35%
	Patient	1160	53%	115	19%	86	60%	170	61%	206	55%	480	64%
	No response	19	1%	4	1%	1	1%	2	1%	5	1%	3	0%
		2209		605		144		280		376		746	
Stage of treatment	Awaiting appointment	58	3%	30	5%	4	3%	9	3%	3	1%	11	1%
	Started treatment	1370	62%	387	64%	91	63%	162	58%	232	62%	449	60%
	Ended treatment	761	34%	186	31%	49	34%	104	37%	135	36%	283	38%
	No response	20	1%	2	0%	0	0%	5	2%	6	2%	3	0%
				0									
Wait from referral to first appointment	0 - 3 months	1020	46%	294	49%	48	33%	151	54%	140	37%	371	50%
	4 - 6 months	580	26%	158	26%	35	24%	75	27%	117	31%	180	24%
	7 - 12 months	291	13%	87	14%	18	13%	26	9%	55	15%	94	13%
	12 - 18 months	194	9%	42	7%	28	19%	13	5%	35	9%	65	9%
	Over 18 months	95	4%	12	2%	13	9%	9	3%	27	7%	31	4%
	No response	29	1%	6	1%	2	1%	6	2%	2	1%	7	1%
Acceptable time to wait from referral	Yes	1730	78%	503	83%	93	65%	219	78%	287	76%	592	79%
	No	282	13%	55	9%	38	26%	35	13%	60	16%	79	11%
	Don't know	173	8%	41	7%	9	6%	23	8%	27	7%	67	9%
	No response	24	1%	6	1%	4	3%	3	1%	3	1%	8	1%
				0									
Time from assessment to treatment start	0 - 3 months	1364	62%	397	66%	80	56%	178	64%	219	58%	467	63%
	4 - 6 months	352	16%	93	15%	19	13%	44	16%	67	18%	121	16%
	7 - 12 months	206	9%	52	9%	10	7%	27	10%	40	11%	65	9%
	12 - 18 months	144	7%	18	3%	18	13%	16	6%	29	8%	50	7%
	Over 18 months	85	4%	10	2%	14	10%	9	3%	18	5%	32	4%
	N/A	42	2%	28	5%	3	2%	4	1%	2	1%	5	1%
	No response	16	1%	7	1%	0	0%	2	1%	1	0%	6	1%
				0									
Acceptable time to wait for treatment	Yes	1851	84%	528	87%	112	78%	238	85%	304	81%	634	85%
	No	206	9%	25	4%	26	18%	25	9%	47	13%	63	8%
	Don't know	134	6%	43	7%	5	3%	16	6%	23	6%	44	6%
	No response	18	1%	10	2%	1	1%	1	0%	2	1%	5	1%

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Offered choice of orthodontist	Yes	478	22%	110	18%	29	20%	62	22%	95	25%	166	22%
	No	1554	70%	432	71%	107	74%	198	71%	254	68%	525	70%
	Don't know	167	8%	58	10%	8	6%	19	7%	25	7%	53	7%
	No response	10	0%	5	1%	0	0%	1	0%	2	1%	2	0%
Distance to appointments	0 - 5 miles	1159	52%	259	43%	55	38%	176	63%	185	49%	446	60%
	6 - 10 miles	523	24%	184	30%	38	26%	60	21%	83	22%	150	20%
	10 - 15 mile	266	12%	78	13%	26	18%	26	9%	53	14%	78	10%
	15 - 20 miles	128	6%	38	6%	12	8%	6	2%	30	8%	39	5%
	over 20 miles	106	5%	41	7%	13	9%	9	3%	21	6%	17	2%
	No response	27	1%	4	1%	0	0%	3	1%	0	0%	16	2%
Acceptable travel distance	Yes	2006	91%	553	91%	128	89%	265	95%	331	88%	681	91%
	No	148	7%	40	7%	12	8%	10	4%	34	9%	40	5%
	Don't know	31	1%	8	1%	2	1%	3	1%	5	1%	13	2%
	No response	24	1%	3	0%	1	1%	2	1%	6	2%	12	2%
Prepared to wait longer for appointment closer to home	Yes	356	16%	103	17%	17	12%	51	18%	59	16%	114	15%
	No	1367	62%	440	73%	108	75%	168	60%	187	50%	470	63%
	Don't know	392	18%	38	6%	15	10%	49	18%	112	30%	125	17%
	No response	94	4%	23	4%	4	3%	12	4%	18	5%	37	5%
Type of travel to appointments	Car	1914	87%	532	88%	127	88%	229	82%	331	88%	642	86%
	Public transport	102	5%	27	4%	5	3%	11	4%	14	4%	43	6%
	Walk/cycle	161	7%	41	7%	12	8%	38	14%	23	6%	44	6%
	No response/ other	32	1%	4	1%	0	0%	2	1%	8	2%	13	2%
Happy with day and time of appointments	Yes	1863	84%	539	89%	109	76%	223	80%	320	85%	621	83%
	No	284	13%	53	9%	33	23%	48	17%	45	12%	99	13%
	Don't know	34	2%	10	2%	1	1%	5	2%	5	1%	12	2%
	No response	28	1%	2	0%	1	1%	4	1%	6	2%	14	2%
Enough information about treatment	Yes	2104	95%	577	95%	133	92%	260	93%	366	97%	709	95%
	No	94	4%	23	4%	11	8%	18	6%	10	3%	32	4%
	Don't know	11	0%	4	1%	0	0%	2	1%	0	0%	5	1%

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		Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
Do you know about the Friends and Family Test?	Yes	396	18%	142	23%	29	20%	40	14%	64	17%	104	14%
	No	1740	79%	448	74%	112	78%	229	82%	304	81%	604	81%
	Don't know	65	3%	11	2%	3	2%	10	4%	8	2%	34	5%
	No response	7	0%	3	0%	0	0%	1	0%	0	0%	4	1%
Have you completed a Friends and Family Test?	Yes	252	11%	88	15%	16	11%	25	9%	37	10%	76	10%
	No	1835	83%	498	82%	122	85%	235	84%	312	83%	619	83%
	Don't know	114	5%	16	3%	6	4%	19	7%	26	7%	47	6%
	No response	8	0%	2	0%	0	0%	1	0%	1	0%	4	1%
What type of service was this for?	Orthodontic	90	4%	40	7%	4	3%	5	2%	12	3%	22	3%
	General dental	31	1%	13	2%	3	2%	3	1%	4	1%	6	1%
	Hospital service	53	2%	17	3%	5	3%	7	3%	8	2%	16	2%
	GP service	29	1%	9	1%	1	1%	2	1%	6	2%	10	1%
	Other	13	1%	1	0%	2	1%	2	1%	1	0%	7	1%
	No response	1993	90%	524	87%	129	90%	153	55%	345	92%	685	92%
If you haven't completed a Friends and Family Test please state the reason	Not aware	1710	77%	429	71%	111	77%	227	81%	296	79%	607	81%
	No time	10	0%	4	1%	1	1%	1	0%	3	1%	1	0%
	Didn't believe it would have an impact	20	1%	4	1%	4	3%	1	0%	3	1%	8	1%
	Happy with service	141	6%	61	10%	6	4%	5	2%	24	6%	31	4%
	Other	58	3%	19	3%	4	3%	10	4%	8	2%	14	2%
	No response	270	12%	87	14%	18	13%	29	10%	42	11%	85	11%