



**Covid-19 Lockdown:**

**Information and  
Access to  
Dental Care**



**May-July 2020**

## Contents

Executive Summary .....	3
Introduction and Context .....	5
Phase 1: May 2020 High Street Dentist Websites Review .....	7
Findings of Phase 1 Websites Review .....	7
Phase 1: May 2020 High Street Dentists Out-of-Hours (OOH) Phone Messages Review .....	10
Findings of Phase 1 Out-of-Hours Phone Messages Review .....	11
Phase 2: July 2020 High Street Dentist Websites Review .....	13
Findings of Phase 2 High Street Dentists Websites Review .....	13
Phase 2: July 2020 High Street Dentists Out-of-Hours (OOH) Phone Messages Review .....	17
Findings of Phase 2 High Street Dentists Out-of-Hours Phone Messages Review .....	17
Review of Emergency Dental Services Websites and Out-of-Hours Telephone Messages in Kent, East Sussex, West Sussex, Brighton & Hove .....	21
Additional findings from the whole review activity .....	25
Conclusions.....	26
Recommendations.....	27
Future Actions .....	28
Acknowledgements .....	28
References & Further Reading .....	28
Appendix .....	29
Healthwatch East Sussex contact details .....	31
East Sussex High Street Dentists 2020.....	32
East Sussex NHS Dentists 2020 .....	34
Emergency Dental Services 2020.....	36
Emergency Dental Services 2020.....	38
East Sussex High Street Dentists 2020.....	39
East Sussex High Street Dentists 2020.....	41

## Executive Summary

As the local independent health and care watchdog, Healthwatch East Sussex launched an extensive survey in early May 2020 on Covid-19 and its impact on the wellbeing of residents in the county. Early findings showed a significant number of respondents reporting difficulties in both finding information about dental care options and accessing urgent care during the lockdown restrictions. These trends were supported by anecdotal and media accounts of individuals resorting to DIY dentistry.

To find out more, we looked at information available to the public about dental care provision during the lockdown period in mid-May. This was done by reviewing the websites and out-of-hours voice messages of both high street practices, and emergency dental services.

In early July, a similar Phase 2 activity was completed in order to compare service information provided to the public following the resumption of high street dental care provision from the 8<sup>th</sup> June 2020.

### Phase 1 - top 5 findings from mid-May review of dental practices

- 13 of the selected 54 practices did not have their own website
- 72% of practices had COVID-19 information displayed on their home page, while 28% of practice websites contained none.
- 57% of practices clearly stated that practice visits were not taking place during the Covid-19 lockdown
- Only 53% of practices provided enough information on how to access urgent dental treatment
- 41% of practices did not clearly state their availability to provide phone advice



### Phase 2 - top 5 findings from July review of dental practices

- 83% of practices indicated their current opening status regarding clinic visits while the remaining 17% of practices did not. Most of these were also practices which displayed no Covid-19 related information.
- 40% of practices offered both routine and urgent appointments; several noting that priority would be given to urgent care needs. 23% of these same practices also indicated that hygienist appointments were available.
- 45% of practice websites displayed contact details for East Sussex Emergency Dental Services, and 28% of practices displayed NHS 111 contact information.
- 43% practice websites displayed neither Emergency Dental Service nor NHS 111 contact details.
- 61% of practice phone messages gave contact details for Emergency Dental Service, but only 20% of practice phone messages included NHS 111 as a contact option.

### Top finding from review of Emergency Dental Services (EDS) in East & West Sussex, Kent and Brighton-Hove:

- Only 1 out of the 4 service area websites reviewed displayed clearly up-to-date and accurate information regarding service status and urgent care options.

## Conclusion

The Covid-19 pandemic has had a significant impact on the delivery of both routine and emergency dental services, which in turn has placed greater importance on the communication of accurate and up-to-date information made available to patients.

The findings of this review indicate significant inconsistencies in the quality, accuracy and accessibility of information provided to the public. Whilst a majority of dental practices have updated their website and phone information in response to Covid-19; the variations in that content, together with the out dated information provided by many other practices, could present significant barriers to patients attempting to access the care they require.

Ideally, all dental practices would provide patients with accurate, accessible, and up to date information in a consistent format regarding the services available, including signposting to urgent and emergency care.

## Recommendations

1. Dental practices which deliver NHS services should include the following on their websites:
  - The blue-white NHS logo
  - Accurate and accessible information on NHS charges and exemptions
  - Named contact details for the Emergency Dental Service and NHS 111
  - Self-care advice, including symptoms which need urgent medical attention
  - Current public health information and service status, including clarity on PPE charging protocols (whether or not the practice also provides private services)
2. Information on disability access at the practice and referral information for both Special Care Dentistry and Urgent Dental Care hubs.
3. Dental practice out-of-hours voice messages should include as standard the following information:
  - Practice name & opening hours
  - Their current service status
  - Named contact details for the Emergency Dental Service and NHS 111.

This Covid-19 review of dental services followed and was informed by the Healthwatch East Sussex pilot project and [‘Knowing the Drill Report 2020’](#) on dental care provision in the High Weald area of East Sussex in 2019.

Healthwatch reports are available to the public as well as providers and commissioners. The findings from this review will be shared with dental care providers to support their ongoing response to Covid-19 and in planning for similar events in the future. In this way, we hope that this report will ultimately benefit all patients requiring dental care.

## Introduction and Context

Healthwatch is the independent champion created under the Health and Social Care Act 2012 to gather and represent the views of the public relating to health and care. One of our statutory powers and responsibilities is to ‘Enter and View’ health and social care establishments and services, to seek the views and experiences of people receiving a service.

Given that all face to face Enter and View activities are, due to Covid-19, suspended until further notice, Healthwatch East Sussex has engaged with members of the public using online, phone and postal services. Our volunteers play an important role in reviewing health and care service information as members of the public might see it, as well as gathering feedback from patients and carers about the health and care services they have used.

The focus of this adapted ‘Enter and View’ activity has been the availability, accuracy and accessibility of information provided to the public by NHS dental practices and Emergency Dental Services between May and July 2020.

**Activities covered by this project were as follows:**

- **Review of websites** provided by dental practices and emergency dental services in East Sussex and neighbouring areas
- **Review of out-of-hours phone messages** provided by dental practices and emergency dental services in East Sussex and neighbouring areas



The reviews were undertaken in two phases:

- Phase 1 was completed between 8<sup>th</sup> and 15<sup>th</sup> May 2020 while all dental practices and emergency dental services were closed for clinic appointments.
- Phase 2 was completed between 29<sup>th</sup> June and 8<sup>th</sup> July 2020 following government clearance to re-open practices for clinic appointments from the 8<sup>th</sup> June.

**Key questions for our reviewers in both phases were:**

- Did practices refer to Covid-19 and inform patients about their opening status?
- Which services were they offering?
- Did practices provide enough information on how to access help for an urgent dental problem?

The reviews were completed by volunteers of varying ages and digital aptitude, which is broadly representative of members of the public wishing to access dental care. Individual service providers have not been named in relation to any specific feature reviewed.

### Key Discussion Point

Care Quality Commission (CQC) inspection reports include in their Key Lines of Enquiry regarding the responsiveness of a provider, the following question:

*“How is technology used to support timely access to care and treatment? Is the technology (including telephone systems and online/digital services) easy to use?”*

Healthwatch East Sussex is keen to engage with providers and governance bodies as well as patients, to contribute towards robustly applied information standards for use by all dental practices for their websites and voice messages.

The effects of the Covid-19 pandemic have clearly challenged all health and care sectors and will continue to do so for the foreseeable future. Unpredictable and rapidly changing government policies have been very difficult to implement quickly at the patient/service interface, with additional challenges of cost, supply, and practical measures regarding PPE, and clinic hygiene procedures.

However, this also presents opportunities for practices and emergency dental clinics, their governing bodies and local Healthwatch to liaise in partnership towards achieving the most efficient communication possible with patients and service users; not only important during times of unusual public health emergencies, but also as a contribution towards reducing barriers and inequalities of access to routine dental care.



The need to expand and optimise digital and phone communications became urgent this year, and the trend is certain to continue given the ongoing pressures on public health resources and predicted economic difficulties resulting from both Covid-19 and Brexit.

We are already committed to gathering feedback from people who experience barriers and inequalities in accessing health and care services; digital exclusion often being a sign of wider deprivation. This is particularly relevant to dental care as it is the only self-referral NHS service which is charged at the point of use.

We are continuing to explore ways, using the findings in this report, of gathering feedback from the general public about their experiences of all dental care; including those who have sought advice and treatment via urgent care pathways. Some of this activity will be Sussex-wide, in partnership with Healthwatch in West Sussex and Brighton & Hove.

## Phase 1: May 2020 High Street Dentist Websites

### Review



54 high street practices in East Sussex were selected for review.

Practices were selected by using both the NHS 'Find a Dentist' search facility and Google maps in order to obtain an even geographical spread across the county.

Each Healthwatch volunteer reviewed up to 4 practice websites using the NHS Find a Dentist webpage as a starting point. If the individual practice website was not provided on their NHS listing, Google search was used to find it.

#### *13 of the selected 54 practices did not have their own website*

Nine of these had entries on the NHS search list which were up to 10 years out of date. The information they provided could not therefore be assessed according to the review checklist.

Two practices with phone contact details were found on Google maps, but were not listed on the NHS Find a Dentist website and had no website of their own.

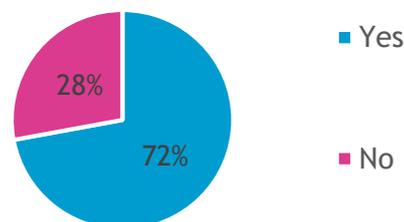
Two remaining practices with no website did have up to date information shown on their NHS Find a Dentist listing which could be assessed by the review checklist and for that reason are included in the website review results.

*In summary, 43 website reviews were completed, including 41 individual practices*

### Findings of Phase 1 Websites Review

#### Key Question: Information about Covid-19

Is Covid-19 information displayed on the Practice homepage?



#### Of the 43 Practices reviewed:

**YES - 31 (72%)** The majority of reviewed practices had this information displayed on their home page, including two on the NHS list entry. Although the Covid-19 notices varied in the information provided, such as opening times, or self-care advice, they gave a useful indication that the website had been recently updated in some way.

**NO - 12 (28%)** Despite searching all sections of practice websites, a significant minority were found to have no information about Covid-19 service updates. Given that

government rules and information changed so rapidly during this period, regular patients who needed dental care are likely to have searched their own dental practices for the most current information about Covid-19 related service provision. The absence of it may lead to greater patient uncertainty and delays in accessing urgent care.

Although the website homepages of group practices displayed Covid-19 information, the individual practice pages in the group did not all do the same. A patient of the practice would not necessarily visit the group page first and could therefore easily miss the generic group practice notice.

### Reviewers' comments about Covid-19 information:



Clear on front page

[Covid-19 notice says] Patients told to call surgery during usual hours and a dentist will be available speak to

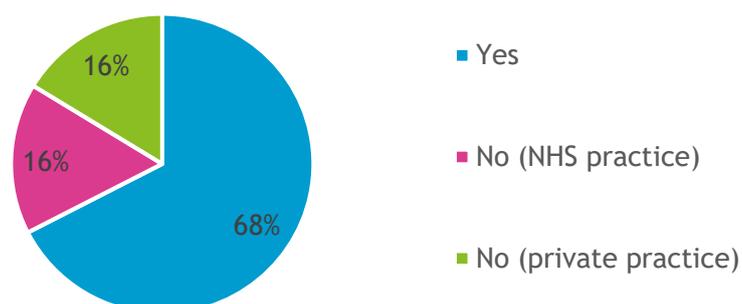
Patients told to call practice for current opening times. Usual business hours listed on homepage.

Bold [Covid-19] message on homepage saying patients cannot be seen at surgery

No mention of Covid-19, so no details about current access to dentists. The implication is that people can still receive access to all treatments.

### Key Question re: Availability and visibility of NHS dental services

Is it clear that NHS care is available at this practice?



#### Of the 43 practices reviewed:

**YES** - 29 (68%) practices indicated that NHS treatment was available.

However, although NHS provision was clearly marked on the homepage, the blue/white NHS logo was not always present which caused uncertainty for our website reviewers. As can be seen from the comments below, NHS charging and exemptions information varies a great deal. On some websites, the NHS logo itself is a link to charging information, but this is not an obvious route for many visitors to dental practice websites. As dental care

is the only self-access NHS service which is payable at point of use, cost is very likely to be a barrier to people on low income.

**NO** - 14 (32%) practices did not indicate NHS provision. Of these, the websites of 7 (16%) clearly showed they were private practices. However, 5 were included in this review because they were listed on the NHS Find a Dentist site; and the 2 not found on the NHS list were randomly selected via Google maps.

The remaining 7 (16% of total) NHS practices did not display an NHS logo and it was necessary for the reviewer to search different sections of the practice website to confirm NHS provision.

### Reviewers' comments about NHS status display:

“Accepting NHS patients” NHS prices shown

No NHS logo, but NHS & Private both labelled with tick on homepage. NHS and private treatments and prices all listed clearly in table

“NHS patients subject to contractual capacity” [as phrased on website]

Says NHS on homepage, but no logo, & no further NHS info, only private fees shown

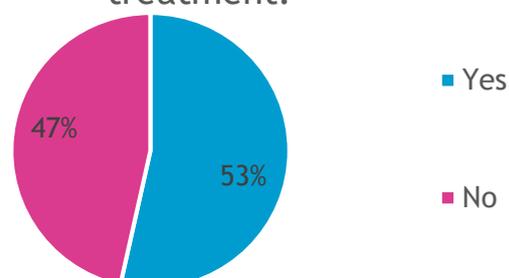
No information about pricing or exemptions

This is a flaw in the website. No info at all on this [NHS charges & exemptions]

Detailed information provided regarding exemptions

### Key Question: Accessing urgent treatment

Having looked at the Practice website, do you feel informed about how to access urgent dental treatment?



### Of the 43 practices reviewed:

**YES** -23 (53%) practices provided enough information for reviewers about how to access urgent dental treatment. These included the two practices which have no website of their own but displayed up to date and accurate information via their NHS Find a Dentist list entry (April 2020).

**NO** - 20 (47%) practice websites left the reviewers insufficiently informed about how to access urgent dental care. 10 neither mentioned Covid-19 nor displayed enough information about urgent care services, and the remaining 10 displayed Covid-19 service status but provided inadequate information about accessing urgent care; for example, a phone number was provided, but with no indication which service it was for.

#### Reviewers' comments about urgent care information:

Easy to navigate site. Clear information, including about disabled access.

No practice website, but NHS listing provides up to date information (April 2020)

Handy guide about what is and isn't a dental emergency, plus comprehensive advice from their dentist about self-care

[Website] Had an unwelcome tone and advised calling EDS for GENUINE emergency without specifying what that is.

Emergency Dentist contact details are given but these are out of date. "Emergency Centre in Hailsham Tel 01323 840333"[this clinic relocated to Eastbourne at least 2 years ago and now has a different phone number]

The website is completely out of date and makes no reference to Covid-19 or the current situation

## Phase 1: May 2020 High Street Dentists Out-of-Hours (OOH) Phone Messages Review

Phone calls were made to 51 dental practices during out-of-hours periods, and the practice voicemail was reviewed for information points which could be important to a member of the public attempting to access urgent care.

It is important to note that:

a) the content of out-of-hours voice messages provided by practices are more likely to focus on information useful to patients seeking urgent dental care, and therefore may differ from voice messages provided during business hours;

b) this activity does not tell us the information, advice and referral which patients might be offered by staff when ringing the practice during business hours.



## Findings of Phase 1 Out-of-Hours Phone Messages Review

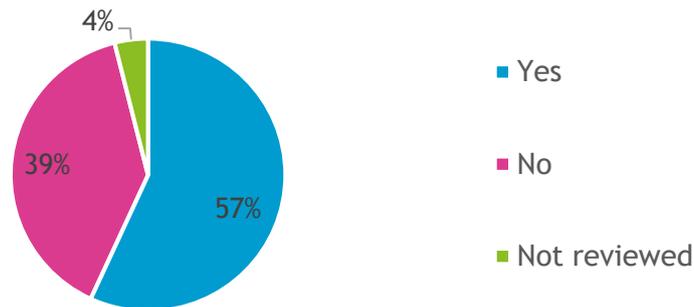
Question: Is it clear that no practice visits are possible?

Of the 51 practices reviewed: Yes - 29 (57%) NO - 20 (39%)

Two out of 51(4%) Practices were not reviewed because the phone was answered, at which point the reviewer ended the call.

There was significant variation in practice voice messages regarding this question.

Is it clear that no Practice visits are possible?



### Reviewers' comments about visiting the dental practice:

No mention of being closed for visits, so assume that visits still possible

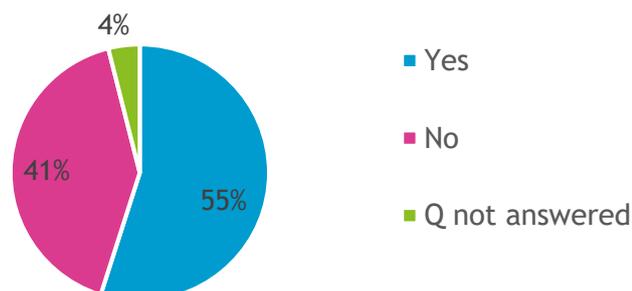
The message states that emergency treatment is still available and to contact the practice to make an appointment.

Message says "As of 25th March, no visits are possible"

Message says, "Due to Covid-19 the dental treatment we can now provide is restricted to urgent care. Please leave your details and we will get back to you".

### Key Question: Availability of phone advice

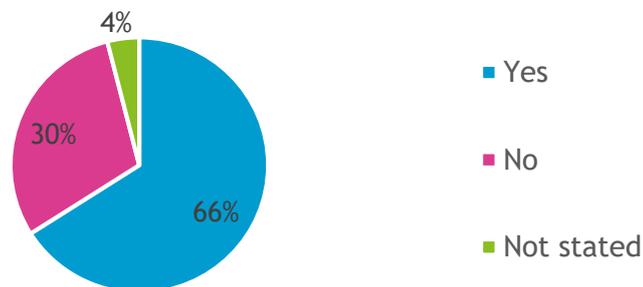
Is it clear that phone advice is available from the practice?



Of the 51 practices reviewed: Yes - 28 (55%) No - 21(41%) Not answered - 2 (4%)

## Key Question re: Accessing Urgent Care

Having heard the message, do you feel informed about how to access urgent dental care?



**Of the 51 practices reviewed: Yes - 33 (66%) No - 15 (30%) Not stated - 2 (4%)**

The results of the above questions clearly demonstrate the range of information a patient might find when trying to access advice or treatment for a dental problem. It is notable that reviewers found that 41% of practice voice messages left them uncertain if the practice provided phone advice.

Although the final question shows that 66% of the reviews stated confidence in how to access urgent care, it is important to note both the 30% that didn't inspire confidence, and that the responses and comments illustrate the wide variation of guidance for patients. This includes the final comment listed above which seems to suggest that clinic appointments were still taking place.

It was not always clear to reviewers if some of the voice messages were simply the usual Out-of-Hours phone message or if they related to the Covid-19 status of service provision.

Practices varied a great deal regarding signposting to other contact numbers. These included Emergency Dental Service (EDS), NHS 111, Dental Helpline, unspecified landline or mobile phone numbers, or NHS England. Such variation of information, some of which appeared to be out of date, may result in more uncertainty than confidence for patients about how to access the most appropriate service. This raises questions as to why the variation exists. For example, is there no information standard regarding urgent care which practices are required to follow? Is there a reason why dental practices are reluctant to signpost patients to a particular service such as EDS or NHS 111?

Consistent signposting to urgent care services is needed by patients at all times, but the sudden suspension of usual urgent care pathways due to Covid-19 has highlighted this as never before.

**Reviewers' comments about urgent care information provided by out-of-hours voice messages:**

Options given for both private and NHS patients. I.e Denplan/private; NHS EDS; or Dental Helpline

Please leave a message and someone will get back to you

Gives numbers for EDS. Not audible enough to hear them.

If in surgery hours, leave voicemail or email. If OOH, call NHS Helpline 0300 123 1663

Provides mobile no. but not clear which service this is. Also NHS 111

Leave a message on landline and “response may take some time” And only if problem is severe

The message states that emergency treatment is still available and to contact the practice to make an appointment.

## Phase 2: July 2020 High Street Dentist Websites

### Review



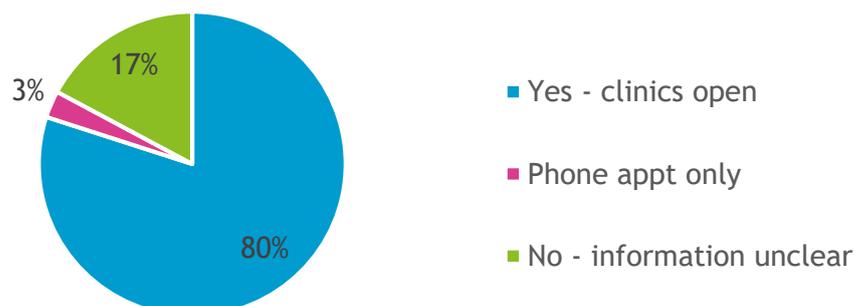
A second review of information provided by high street dentists was conducted between 29<sup>th</sup> June and 8<sup>th</sup> July 2020. This followed the government authorisation for practices to re-open for clinical appointments from Monday 8<sup>th</sup> June.

Of the 43 practices reviewed in Phase 1, 35 which have their own website were reviewed again in order to find out what information and dental care options had become available to patients following the easing of lockdown restrictions. It is important to note the difference in sample size between Phases 1 and 2, so direct comparisons in results cannot be made.

### Findings of Phase 2 High Street Dentists Websites Review

**Key Question:** Is the practice open for clinic appointments?

From the information on its website, is it clear if the dental practice is now open for clinic appointments?



**Of the 35 practices reviewed:**

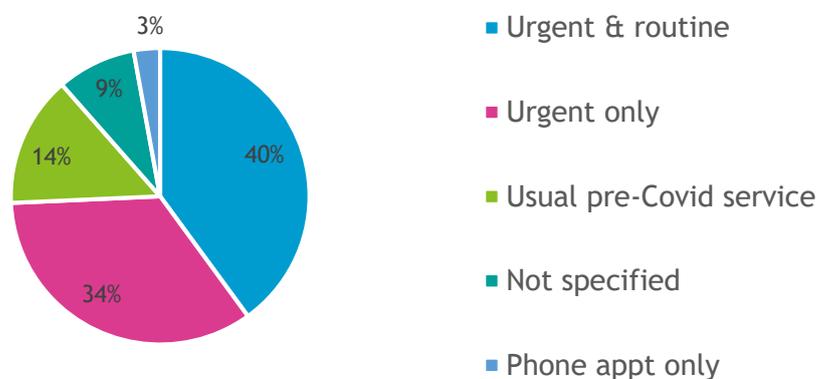
**YES** - 28 (80%) clearly indicated their current Covid-19 service status regarding clinic appointments.

1 practice (3%) clearly stated their service status as continuing to offer phone advice only.

**NO** - The current opening status of 6 (17%) practices was unclear to reviewers. Most in this category did not display any Covid-19 information, which reduced confidence in the accuracy of the service information viewed on the website.

**Question: What types of appointment are available?**

Does the practice offer both urgent and routine appointments?



Although most practices clearly indicated their opening status, it was less obvious which type of appointments were available, for example if routine or hygienist care had resumed. Some websites mentioned prioritising urgent dental care needs (triage), or restrictions on aerosol producing procedures, while others did not and appeared to be open for all types of appointment.

**Of the 35 practices reviewed:**

14 (40%) indicated they were open for both routine and urgent appointments, with several stating that priority would be given to patients with urgent dental care needs. All practices in this category displayed current Covid-19 practice procedures.

12 (34%) specifically stated that they were open for urgent appointments, which suggests a form of triage in place. Some practices in this category specified that routine appointments were not currently available.

5 (14%) appeared to offer their usual pre Covid-19 service, but none of these displayed any information about Covid-19 procedures, so reviewers were unsure if the website information matched the current status of the practice.

3 (9%) provided no specific information about the types of dental care available.

1 practice (3%) clearly stated that clinic appointments were not yet taking place, but that phone advice continued to be available.

Question: Are Hygienist appointments available?

Are Hygienist appointments available?



**Of the 35 practices reviewed:**

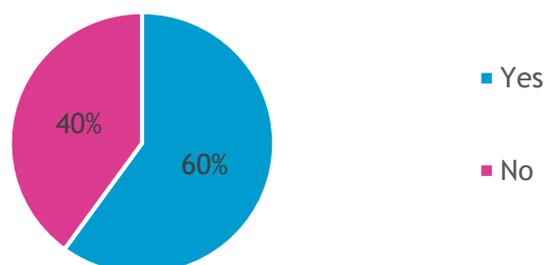
A majority of practices (57%) did not specify the availability of hygienist appointments. 6 of these did not display any Covid-19 related information.

8 practices (23%) stated that hygienist appointments were available, although one of these was a website which did not mention Covid-19.

7 out of 35 (20%) practices stated that due to Covid-19, hygienist appointments were not currently available.

Question: Does the website mention Covid-19 infection control procedures for clinic appointments?

Does the website mention Covid-19 infection control procedures for clinic appointments?



**Of 35 practices: Yes -21 (60%) No -14 (40%)**

**Reviewers' comments about Covid-19 infection control information:**

They have a Covid-19 Safety Charter with clear information about what to expect in the surgery, Pre-appointment, Arrival etiquette, Distancing Screens, PPE, Temperature checks and Screens.

Pop up with COVID update which usefully says updated on 17th June.

This website is so basic. No emergency info. No mention of Covid.

## Question: Is there any charging information regarding costs of Personal Protective Equipment (PPE)?

This review looks at information available from the public perspective, so the question was included because of some media coverage about patients being charged for PPE. Costs of PPE for NHS patients are borne by NHS England, and therefore should not feature in any charges paid by the patient. Dentists are however permitted to charge their private patients towards the cost of PPE.

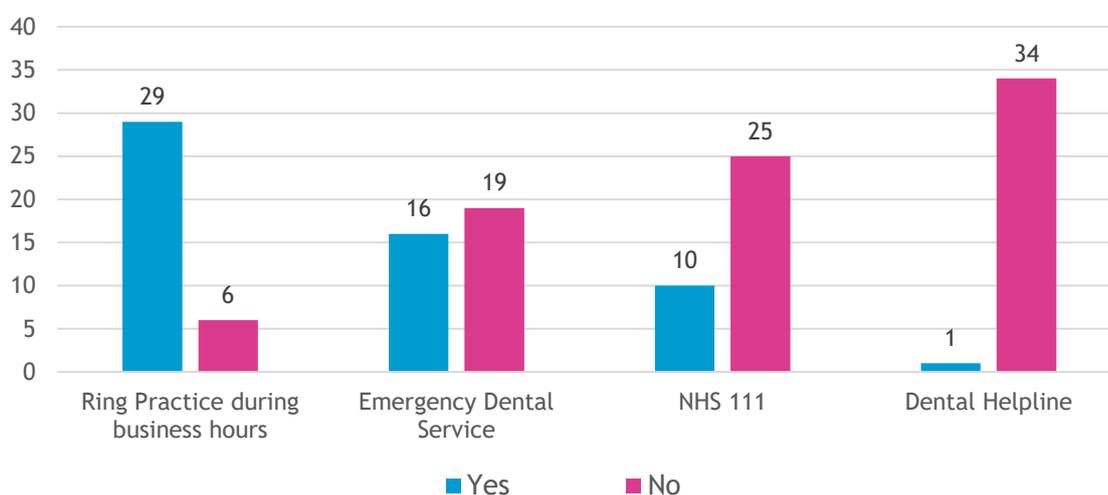
The reviewers did not find information about PPE charges in 34 out of 35 practice websites, despite some of these practices being solely private businesses.

One practice, which is part of a group, was noted by the reviewer to mention PPE charges. However, this was clearly marked on both the group and individual practice home pages as applicable to private patients only; and included PPE charges for different procedures. NHS and private fees were displayed side by side and easy to compare.

It would be helpful if all dental practices, especially those providing both NHS and private care, displayed a similarly clear statement and tariff to indicate when PPE charges do and do not apply.

## Key Question: How to access urgent dental care advice?

Which services does the website signpost to for urgent advice or out of hours access to other services? (35 practices)



### Of the 35 practices reviewed:

29 (82%) encouraged patients to ring during business hours for advice about accessing urgent care.

An unexpected finding was that only 16 (45%) practices displayed contact details for the East Sussex Emergency Dental Service (EDS) which is available to all patients eligible for NHS care. Reviewers commented some of those 16 practices provided the EDS phone number without any reference to what service it was and what it offered.

Likewise, only 10 (28%) practices displayed NHS 111 contact information. Although life threatening dental emergencies are unusual, it could be important to prompt the patient to call NHS 111 if they experience any 'red flag' symptoms indicating the need for urgent medical advice.

### **Reviewers' comments about out-of-hours urgent care information**

EDS & NHS 111 info on pre-Covid-19 section of website. Also refers to UDC if necessary

NHS 111 is mentioned on the website in the general pre-Covid-19 information about emergency appointments.

Not at all easy to find info on site including for out of hours or urgent treatment/emergency

Ring your local practice to get info on who to contact for out of hours care

In emergency telephone Lewes or Hailsham after 18.30

## **Phase 2: July 2020 High Street Dentists Out-of-Hours (OOH) Phone Messages Review**

A second review of out-of-hours voice messages provided by 44 High Street Dentists was conducted between 29<sup>th</sup> June and 8<sup>th</sup> July 2020, following government authorisation for practices to re-open clinic appointments from Monday 8<sup>th</sup> June.

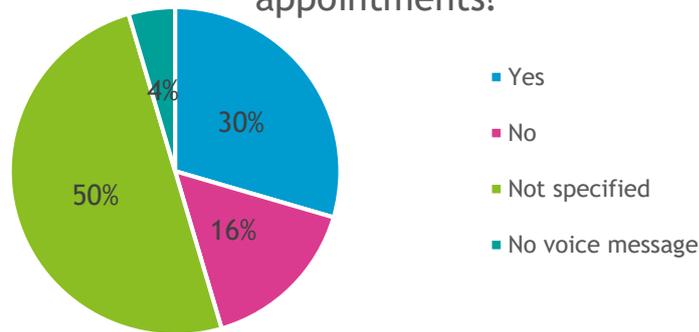
It is important to note that:

- a) the content of out-of-hours voice messages provided by practices are more likely to focus on information useful to patients seeking urgent dental care, and therefore may differ from voice messages provided during business hours
- b) this activity does not tell us about information, advice and referral which patients might be offered by staff when ringing the practice during business hours.

### **Findings of Phase 2 High Street Dentists Out-of-Hours Phone Messages Review**

Question: Is the dental practice now offering clinic appointments?

### Is the dental practice now offering clinic appointments?



#### Of the 44 practices reviewed:

**Yes** - 13 (30%) **No** - 7 (16%) **Not specified** - 22 (50%) **No voice message** 2 (4%)

50% did not specify via their voice message if they were open for clinic appointments.

Of the 13 practices which were open for clinic appointments, 12 specifically mentioned urgent appointments, although 4 of these also indicated that routine appointments were possible.

7 practices indicated that they were not open for clinic appointments. Some invited the caller to leave a message or to ring during business hours. One voice message simply indicated that the practice was closed.

#### Reviewers comments about availability of clinic appointments:

Message said were open but giving priority to emergency cases which I take to mean that might still be able to have a check-up if there weren't more urgent cases

Open but not specified what for type of appointments

Telephone consultations only and so practice is not open

A really poor message - doesn't even give the practice's name. Just says this is GiffGaff [mobile network provider] voice mail please leave a message.

Denplan emergency number supplied. Message tells patients not to leave a message but nothing else - just says practice is now closed.

All booked appointments cancelled. Message tells patients they will receive a phone call from the surgery

No mention of Covid-19 and implies that the practice is open as usual

**Question: Can you hear the out of hours phone message clearly?**

**Of the 44 practices reviewed: Yes - 41 (93%) No - 1 (2.5%) No voice message - 2 (4.5%)**

A simple but important question about audible accessibility of phone messages. All but one of the phone messages were heard clearly by the reviewers. Muffled delivery of one message prevented the reviewer hearing the emergency numbers provided. Calls to two remaining practices were unanswered.

Some reviewers commented on the tone and pace of practice messages, which, for a nervous or disabled patient can make a significant difference to their decision to engage with a service.

**Reviewers comments about their impressions of phone messages:**

A clear, slow, friendly voice

A very brusque message

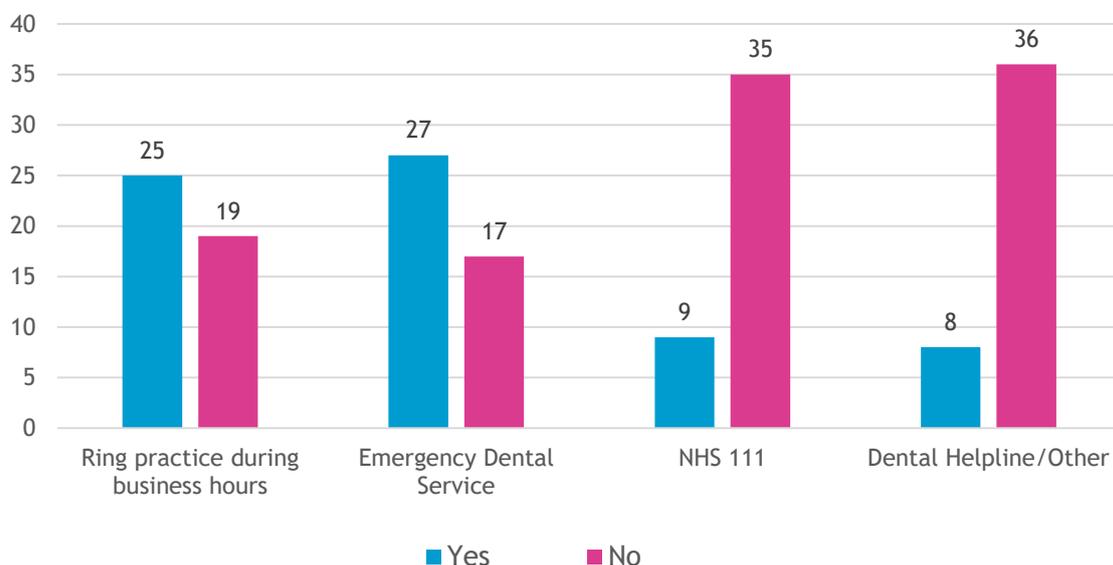
Emergency numbers given too fast to write down

**Question: Does the voice message provide any information about COVID-19 infection control procedures in place at the practice?**

Of the 44 practices reviewed, 1 practice voice message referred to Covid-19 infection control. Reviewers reported no similar mention in the other 43.

**Key Question: Accessing urgent care**

**Which services do practice phone message signpost to for advice for urgent dental care? (44 practices)**



**Of the 44 practices reviewed:**

56% advised patients to either call back during business hours, or to leave a message for a return call.

61% of practices gave contact details for the Emergency Dental Service (EDS). However, several reviewers commented that the number was provided without stating which service it was for.

Only 20% of practices advised calling NHS 111.

The remaining 18% of practices provided contact details for one or more other services, such as Dental Helpline, NHS England, and for private patients, Denplan or the practice dentist's mobile number. A third of these practices also provided EDS contact details.

**Reviewers' comments about the content of practice phone messages illustrate the variation in information provided to patients when contacting practices out-of-hours:**

Voice message provides Tel nos Eastbourne (01323 449170) & Lewes (01273 486444) but does not specify what service the numbers are for. (They are EDS numbers)

Phone 01323 449170 but did not say this was EDS. Therefore a patient would not know.

Emergency numbers given too fast to write down

States opening hours and then did state, due to Covid-19, that patients should phone the practice if they need urgent treatment and leave a message

Denplan emergency number supplied. Message tells patients not to leave a message but nothing else - just says practice is now closed.

Practice is closed because of COVID-19 for face to face treatment but will provide telephone advice in urgent cases - leave your name and number and they'll get back to you. Told to call 111 in emergency but warned might be difficult to get through.

Lewes on 01273486444 or Brighton 03001231663 if genuine OOH emergency

Very short message just saying they are closed and to leave your number and they will get back to you.

Emergencies told to email the dentist

# Review of Emergency Dental Services Websites and Out-of-Hours Telephone Messages in Kent, East Sussex, West Sussex, Brighton & Hove

Using similar checklists to that of high street practices, reviews were conducted on Emergency Dental Service websites and out of hours telephone messages in East Sussex and all neighbouring areas during the period of full lockdown in May 2020. Neighbouring services were included because East Sussex residents living near county borders may explore service options outside their county boundary.

The individual service providers have not been named in relation to any specific feature reviewed.

## Emergency Dental Service (EDS) Websites Review



The Emergency Dental Service websites for specified areas were located either by Google searching “*Emergency NHS Dentist [county]*” or via NHS Find a Dentist search facility. One EDS could not be found via Google search which only returned high street dentists for the area. The service was found after searching the NHS Find a Dentist list, with the relevant entry details apparently last updated in 2013.

### Key Questions and Findings

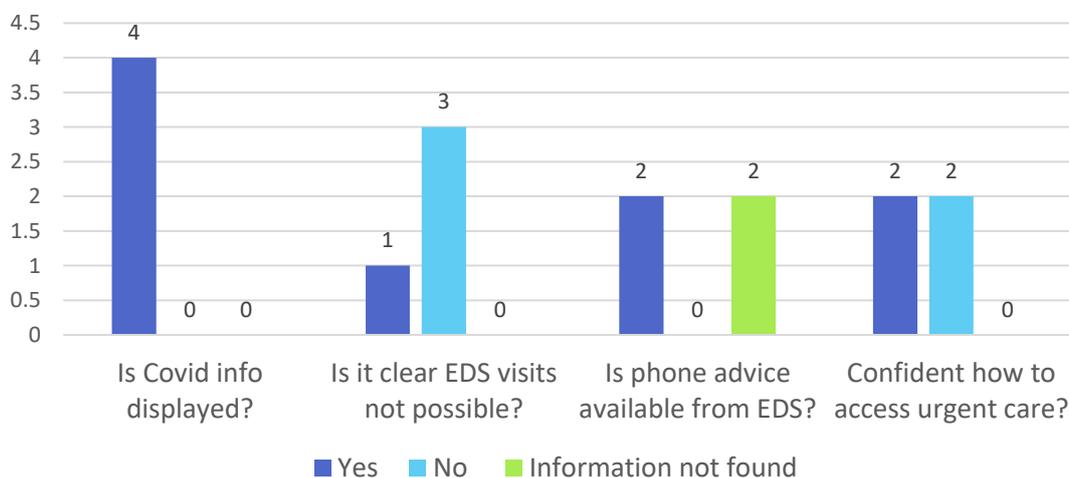
Is a Covid-19 notice clearly displayed?

Is it clear that usual EDS clinics are closed?

Is there phone advice available from EDS clinics?

Are you confident about how to access urgent care?

Emergency Dental Services Websites During Covid-19  
Lockdown May 2020 (4 services reviewed)



The reviewer had never contacted or accessed an Emergency Dental Service prior to this activity and therefore viewed the websites as any member of the public might do so for the first time.

The generic NHS Covid-19 information displayed on all websites was clearly current. However, the reviewer found that although the service information for most sites was clear in relation to usual operating procedures, it was less obvious whether it applied to any service alterations relating to Covid-19 restrictions.

Therefore, a patient looking at the website information might feel confident about how to access urgent treatment, but then find on contact with the service that clinic appointments were not operating as displayed. Only one site provided unequivocal Covid-19 service provision with clear reference to telephone advice with a pathway to an Urgent Dental Care hub if necessary.

#### **Reviewer's comments about EDS websites:**

##### **Re: Is it clear that usual EDS clinic appointments are closed?**

No. Just specifies that it is not a drop-in and a telephone must be made to get an appointment.

##### **Re: Is phone advice available?**

Not clear. Just states that there is a telephone triage for arranging an appointment

[website quote] "When you call, a member of the dental practice team will carry out a telephone assessment with you to assess your dental needs. They are able to offer advice or prescribe medication to relieve any pain or to treat an infection."

Clear that telephone consultations will take place and that a triage is available for extreme emergency.

##### **Re: Is it clear how to access emergency/urgent dental treatment?**

Very clear information about who to contact and when and how the issue will be dealt with including referral to an Emergency Dental Hub if treatment is required.

From the information given it seems that the clinics in the county are all operating (you are given the phone numbers) and that you must call in the specified time frame for an appointment.

It was very frustrating trying to get the information and as a patient in pain I would feel very anxious and disempowered if I had to try and find a dentist out of hours to help with a serious problem.

## Emergency Dental Services (EDS) Out-of-Hours Phone Messages Review

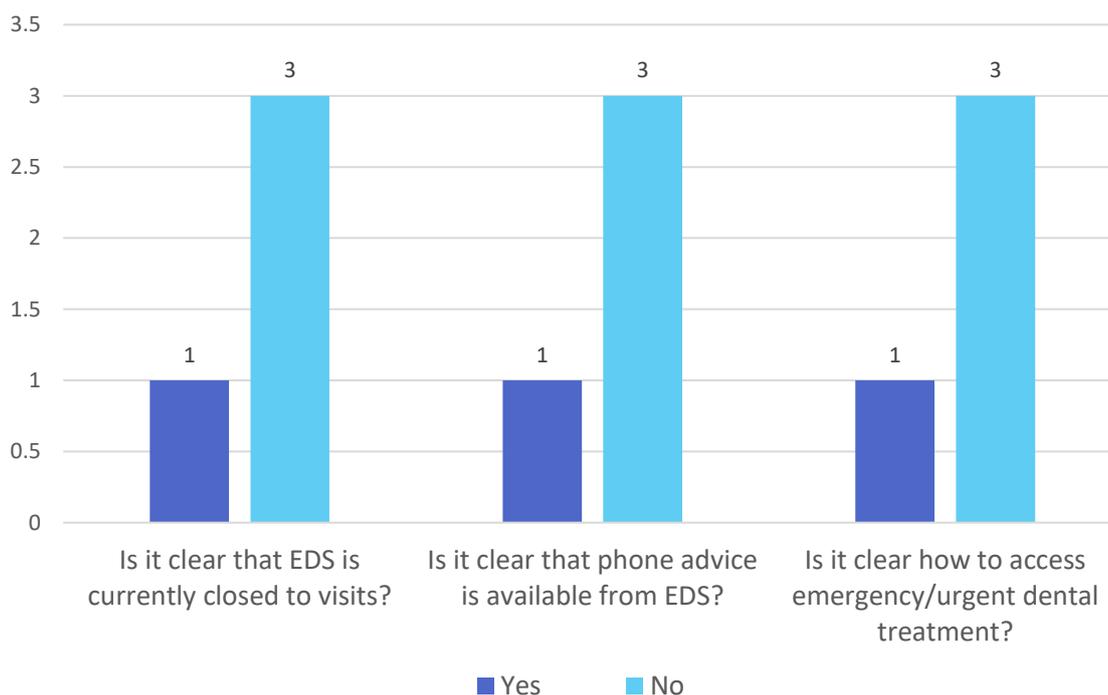
Emergency Dental Service (EDS) out-of-hours phone messages for each area were reviewed in a similar way to the websites. As with the voice message reviews of high street practices, it is important to acknowledge that this activity does not tell us the information, advice and referral which patients might be offered by staff when ringing the practice during the advertised opening times.



### Key Questions and Findings

- Is it clear that EDS is closed for clinic appointments due to Covid-19?
- Is there phone advice available from EDS clinics?
- Is it clear how to get help for urgent dental problems?

Emergency Dental Services Out-of-Hours Phone Messages during Covid-19 Lockdown May 2020 (4 services reviewed)



The findings clearly show a lack of confidence in the information provided by most EDS voice messages. Although some of the messages gave clear statements on how to get an appointment, it became clear to the reviewer that these did not correspond to the Covid-19 service provision arrangements and therefore gave no information about how an urgent dental problem could be managed on that day.

**Reviewer's comments about EDS out-of-hours phone messages:**

**Re: Is it clear that usual EDS clinic appointments are closed?**

No. Specifies that this is a telephone triage and appointments need to be made.

No. Just states that this is an out of hours line and gives times to call to make an appointment, after stating that if in hours to call own Dentist, NHS helpline or 111

**Re: Is phone advice available?**

Not stated. Says that this is a telephone triage and that appointments need to be made.

Clarity that telephone advice and treatment is usually given but referral to an emergency Hub if required.

Just states that this is an out of hours line and gives times to call to make an appointment, after stating that if in business hours to call own Dentist, NHS helpline or 111

**Re: Is it clear how to access emergency/urgent dental treatment?**

Yes. Telephone advice is given during the Out of hours opening times, asks for patience and persistence to speak to someone. Also states that referral to emergency hub if need treatment. States that if in normal hours to call own dentist, any high street dentist or National Dental Helpline or 111

Yes/maybe. From the information given it seems that the clinics are all operating and that you must call in the specified time frame for an appointment if you need out of hours assistance. All clinics operated by this service have the same voice message.

## Additional findings from the whole review activity

### Out of date information

- While preparing the review activity, it was found that the approximately 450 dental care providers are listed by NHS South (South East) which was last updated in 2013. <https://www.nhs.uk/Services/Trusts/Dentists/DefaultView.aspx?id=89771> These were arranged alphabetically for the whole region and could not be searched by county. It was necessary to do smaller searches of each town via the Find a Dentist facility, together with Google map search to achieve a representative geographical spread.
- A key hurdle for reviewers was the NHS Find a Dentist webpage listings. Many were out of date some by as much as a decade, which gave reviewers limited confidence in the information they found. Many entries had no website listed for individual practices. The reviewers instead searched individually via Google for the practice website. (NB The Find a Dentist webpage format was noted to have altered between phase 1 & 2 of the activity. However, a snapshot check of some practice entries still showed several years since the information was last updated)

### Other points

- A member of the public viewing the NHS Find a Dentist webpage could reasonably expect the list to exclude practices which only provide private care. However, it only became clear once the reviews had begun, that some of the selected practices did not provide any NHS services. As it is possible that patients seeking NHS dental care could also accidentally contact a private practice, seven of those inadvertently selected were included in the review.
- Some practices on the NHS list are listed under the individual dentist, not the practice. Patients have to crossmatch the practice address of the individual dentist with an online search to find the practice website, if one exists.
- Two dental practices found via Google maps had no website or presence on the NHS Find a Dentist website. The reviewers, unsure about the registration status of the dentist, checked the General Dental Council register. Both the named dentists are currently registered to practice, but this anomaly was puzzling and is likely to be so for patients.
- Given that NHS charges apply to patients obtaining prescriptions via a clinic appointment, it was unclear to reviewers, and perhaps patients, whether NHS charges apply when accessing remote assessment or treatment. This could be a barrier to people who are occasional patients and/or on low income.
- Terms such as 'triage' 'urgent' or 'emergency' have clear clinical meanings to health professionals while members of the public have a wide variation in understanding of what is meant by them. Clear definitions of all the above clinical terms would be a welcome inclusion on all websites and out-of-hours voice messages.
- Some services can have difficulty updating websites quickly in response to changing circumstances, especially if the organisation is large, with a multi-layer process regarding communications protocols. However, it is essential for all services to

explore lean and cost-effective ways of updating websites immediately in response to new situations.

### Urgent Dental Care Hubs

- It is understood that access to Urgent Dental Care (UDC) hubs is only via referral by a high street dental practice or Emergency Dental Service. Given public awareness of UDCs via mainstream media, [BBC News UDC hubs April 2020](#) it would be helpful if practices and emergency dental services provided a brief reference to their role and access pathway. However, there was almost no reference to them on the websites or voice messages reviewed.
- NHS England provided public information about UDC hubs including general locations but did not specify whether their clinic times operated during business hours only or out of hours/weekends. <https://www.england.nhs.uk/south-east/2020/04/17/urgent-dental-care-in-the-south-east/>

## Conclusions

Several of the findings in this report reflect themes identified in our pilot project '[Knowing the Drill](#)' review undertaken in 2019. Both reports illustrate the inconsistency of information made available to patients regarding service availability and access to urgent care advice, which are irrespective of changes brought about by Covid-19.

Healthwatch East Sussex was already intending to expand the activities of the pilot project before the Covid-19 altered the usual life of everyone in the nation; but the early findings of our Covid-19 general health and wellbeing survey gave impetus to conducting this review of dental practices during a unique lockdown period.

Although the results of this review activity broadly show that most practices provided current and relevant information regarding their service status and signposting to urgent dental care, these figures need to be viewed in a wider context; that is, 1 in 5 of the 54 practices originally selected for the project had no website available to view; and all but 2 had no up to date service status visible on the NHS Find a Dentist website. This could mean that patients cannot access online information from approximately 20% of practices within their county or city boundary.

It is also important to note that some findings in this review show only a slim majority of practices providing adequate information. For example, although the results in Phase 1 show that 53% of practices displayed enough urgent care information for patients, there remains a large minority of 47% of practices that did not. In Phase 2, a slightly re-phrased question gathered more detail about urgent care options provided to patients. This revealed that the most common option offered by 81% of practices for urgent care was to phone the practice during business hours.

Only 45% practices provided contact details for Emergency Dental Services (EDS) and 28% practices provided NHS 111 as an option for urgent contact. This raises questions as to why contact details for these two services, especially EDS are not displayed as standard by all high street practices.

The findings of the reviews regarding Emergency Dental Services also show that patients during Covid-19 were provided with information which appeared to vary in accuracy and could result in patients following a circular pathway from high street practice, to EDS, and back to high street practice possibly via NHS 111, with little or no relief. Some patients with distressing symptoms would have found information via EDS websites and voice messages which indicate that that a clinic appointment was possible and only discovered otherwise when speaking with EDS staff via phone.

These findings indicate a need for updated standards of information to be robustly applied to all practice websites and phone messages, especially regarding contact details for both EDS and NHS 111. Information provided by the practice to NHS England for their public information resources such as ‘Find a Dentist’ lists likewise needs to be current and of practical use for the patient.

The inclusion of self-care advice which includes information about ‘red flag’ symptoms needing prompt medical attention would enable both regular and occasional patients to access the care they require as quickly as possible.

Practices and NHS England would all benefit from the application of this kind of information standards which could reduce the expense of staff time required to deal with signposting queries. Most importantly, patients would have faster access to information and treatment appropriate to their needs.

## Recommendations

### Recommendations arising from website reviews

#### *Standard inclusions on all NHS practice websites*

- NHS logo
- NHS charges and exemptions clearly shown
- Named services and contact details for EDS & NHS 111 prominently displayed
- Self-care advice, including symptoms which need urgent medical attention
- Current public health information and service status on homepage clearly showing when last updated
- Information regarding disability access to practice
- Brief referral information regarding Special Care Dentistry and Urgent Dental Care hubs (if in operation)

### Recommendations arising from Out of Hours Phone message reviews

#### *Standard inclusions on all NHS practice voice messages*

- Practice name & opening hours
- Current service status eg urgent appointments only; clinics running normally etc
- Named services and contact details for EDS & NHS 111

## Future Actions

### Healthwatch East Sussex to take forward:

- Explore how information standards can be agreed and robustly applied to all dental practice websites and phone messages
- Continue to gather feedback from the general public about their experiences of all dental care including patients' experiences of seeking advice from NHS 111 about dental problems.
- Gather feedback from people who experience barriers and inequalities of both practical and digital access to health and care services. This is particularly relevant to dental care as it is the only self-referral NHS service which is charged at the point of use.
- Engage with care home residents and other patient groups who could be eligible for Special Care Dental Service and gather their experiences of access to dental care
- Work with Healthwatch in West Sussex and Brighton & Hove to build a Sussex wide picture of dentistry alongside our local experience

## Acknowledgements

We warmly thank our Healthwatch East Sussex volunteers for the time and care they took in completing these review activities.

## References & Further Reading

[BBC DIY Dentistry April 2020](#) [BBC DIY Dentistry May 2020](#) [BBC news DIY Dentistry May 2020](#)

[CQC assessment framework](#) (revised 2015), includes this substantive change in Responsive section of the Key Lines of Enquiry for all healthcare excluding ambulance services:

*“How is technology used to support timely access to care and treatment? Is the technology (including telephone systems and online/digital services) easy to use?”*

[CQC What you should expect from your dental practice](#)

<https://healthwatchdevon.co.uk/news/gps-experience-spike-in-dental-related-inquiries/>

### Exemptions for people on low income

[NHS Help with health costs - low income scheme](#)

[NHS form HC1 application for exemption](#) (20 pages)

### Special Care Dental Care East Sussex

<https://www.esht.nhs.uk/service/special-care-dental-service/>

[GP Dental Survey 2019](#)

## Appendix

Practices selected for review during this project:

Ashdown Dental Practice Crowborough 01892 610222 <https://ashdowndentalpractice.co.uk/>

Battle Road Dental Practice St Leonards on Sea 01424 713051  
<https://www.battleroaddental.co.uk/> <https://www.southcliffdentalgroup.com/battle-road-dental-practice>

Beatty Dental Practice <https://www.beattydental.co.uk>

Bexhill Dental Clinic <https://www.colosseumdental.co.uk/practices/bexhill-dental-clinic>

BUPA Dental Care - Eastbourne <https://www.bupa.co.uk/dental/dental-care/practices/eastbourne>

BUPA Dental Care - Seaford <https://www.bupa.co.uk/dental/dental-care/practices/seaford>

BUPA Dental Care - St Leonards-on-Sea <https://www.bupa.co.uk/dental/dental-care/practices/st-leonards>

BUPA Dental Care - Uckfield <https://www.bupa.co.uk/dental/dental-care/practices/uckfield>

BUPA Dental Care- Hailsham <https://www.bupa.co.uk/dental/dental-care/practices/hailsham>

Chapel Park Road Dental Practice <https://chapelpark.co.uk/>

Claremont Dental Practice <https://claremontdental.org/>

Corner House Dental Practice <http://www.cornerhousebattle.com>

Crowborough Dental Clinic <https://www.colosseumdental.co.uk/practices/crowborough-dental-clinic>

David Neal Dedicated Dental Care <https://davidnealdental.co.uk/hastings/>

De La Warr Dental <http://www.delawarrdental.co.uk/>

Dental Surgery (Colin Gerrard) [NHS Find a Dentist listing](#)

Devonshire Park Dental Practice [NHS Find a Dentist listing](#)

Durban Dental Centre <https://www.durban dentalcentre.co.uk/>

Eastbourne Dental Clinic <https://www.dentistryforyou.co.uk/eastbourne-dental-care/>

Fair Lane Dental Practice [NHS Find a Dentist listing](#)

Flint House Dental Practice [NHS Find a Dentist listing](#)

Heathfield Dental Clinic <https://www.colosseumdental.co.uk/practices/heathfield-dental-clinic>

Lantern House Dental Practice <https://lanterndental.co.uk/>

Lyndhurst Dental Practice Limited <http://www.lyndhurstdentalpractice.co.uk/>

Mayfield Dental Centre <http://www.mayfielddentalcentre.com/>

Mermaid Dental Care - Crowborough <https://www.simplybright.co.uk/branches/mermaid-dental-clinic>

Mermaid Dental Care - Lewes <https://www.simplybright.co.uk/branches/mermaid-dental>

North Street Dental Care (Hailsham) <https://www.u2smile.com/>

North Street Dental Practice <https://www.nsdpc.co.uk/>

Oak Lodge Dental Practice <http://oaklodge-dental.co.uk/>

Old Town Dental Surgery **Not listed on NHS website** [CQC listing](#)

Parkhurst Dental Practice [NHS Find a Dentist listing](#)

Polegate Dental Practice (Vaid, Narendrarai Jethalal) [NHS Find a Dentist listing](#)

Priory Road Dental Surgery [NHS Find a Dentist listing](#)

Pure Dental Surgery Limited [NHS Find a Dentist listing](#)

River View Dental Centre <https://www.dentistryforyou.co.uk/>

Seahaven Dental Practice (Alfa dental Ltd) [NHS Find a Dentist listing](#)

Seaside Dental Practice Limited <http://www.seasidedental.co.uk>

South Cliff Dental Care <https://www.southcliffdentalgroup.com/south-cliff-dental-care>

South Coast Dental Centre (Imani, Shahla) [NHS Find a Dentist listing](#)

Springfield Dental Care <http://martincrampdentisthastings.co.uk/>

St George's Road Dental Practice <https://www.stgeorgesroaddental.co.uk/>

Station Plaza Dental Practice 2 sites found for this practice:  
<https://www.southcliffdentalgroup.com/station-plaza-dental-practice>  
<https://www.stationplazadental.co.uk/>

Stone Cottage Dental Surgery <https://stonecottage-dental.co.uk/>

Stone Cross Dental Care <https://www.colosseumdental.co.uk/practices/stone-cross-dental-clinic>

The Brassey Avenue Dental Practice <https://www.mydentist.co.uk/brasseyavenue>

The Dental Practice-Polegate (Mr Nicholas Amery) Google maps only. Not listed on NHS Find a Dentist. Nicholas Amery is listed by CQC (Feb 2020) as Dentist at NuvoDent below.

The Dental Practice-Seafood (Nuvo Dent Ltd) [NHS Find a Dentist listing](#)

The Mount Street Dental Practice [NHS Find a Dentist listing](#)

The Sutton Dental Practice Limited [NHS Find a Dentist listing](#)

Toad Hall Dental Surgery - St Leonard's-on-Sea (Mr N Suchak) [NHS Find a Dentist listing](#)

Trinity Dental Practice <https://www.southcliffdentalgroup.com/trinity-trees-dental-care>

Warrior Square Dental Practice <https://www.warriorsquaredental.co.uk/>

West Terrace <https://www.westterracedental.co.uk/>

White Rock Dental <http://www.hastingsdentist.co.uk/>

Brighton & Hove Emergency Dental Service

[https://www.nhs.uk/Services/Dentists/Overview/DefaultView.aspx?id=V000630\\_1](https://www.nhs.uk/Services/Dentists/Overview/DefaultView.aspx?id=V000630_1)

East Sussex Emergency Dental Service

<https://www.esht.nhs.uk/service/emergency-dental-service/>

Kent Emergency Dental Service

<https://www.kentcht.nhs.uk/service/dental-services/>

West Sussex Emergency Dental Service

<https://www.sussexcommunity.nhs.uk/services/servicedetails.htm?directoryID=16888>

## Healthwatch East Sussex contact details

Primary contact:

Kate Richmond - Engagement Officer [kate.richmond@healthwatcheastsex.co.uk](mailto:kate.richmond@healthwatcheastsex.co.uk)

Address:

(Freepost) RTTT-BYBX-KCEY  
Healthwatch East Sussex  
Barbican Suite  
Greencoat House  
32 St Leonards Road  
Eastbourne East Sussex  
BN21 3UT

Phone: 0333 101 4007

Email: [enquiries@healthwatcheastsex.co.uk](mailto:enquiries@healthwatcheastsex.co.uk)

Website: [www.healthwatcheastsex.co.uk](http://www.healthwatcheastsex.co.uk)

Disclaimer

This report relates to findings during the specific periods as stated in the document and is an account of what was observed at the time. This report will be publicly available in September 2020 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement. If you require this report in an alternative format, please contact us at the address above.

© Copyright (Healthwatch East Sussex 2020)

East Sussex High Street Dentists 2020

Phase 1 Website Review

Practice Name		
Information Required	Comments	No of clicks to find
<p><b>Can you find the Practice via this NHS England search link? Yes/No</b></p> <p>If a dentist is listed but their website is not, please note this. Google search the practice name, open their website and complete the checklist questions</p>	<p><a href="https://www.nhs.uk/service-search/find-a-dentist">https://www.nhs.uk/service-search/find-a-dentist</a></p>	
<p><b>Independent or part of a larger Group? If Group, state which.</b></p>		
<p><b>Opening times COVID-19</b> Does Covid info appear on homepage? Yes/No State where found or say None found</p>		
<p><b>Is it clear to see that NHS service is available at this practice? Eg NHS logo, "NHS patients accepted" or NHS pricing displayed?</b> Please indicate what you find, and state which part of site. (homepage; "about us" "pricing" etc</p>		
<p><b>Is information displayed for exemptions from NHS charges? Yes/No</b></p>		
<p><b>Is there information about how get out of hours advice &amp; treatment? Yes/No</b> Please indicate which eg NHS 111; Urgent care hub contact details</p>		

Information Required	Comments	Clicks to find
<p><b>Does the Practice offer to see patients during the Covid-19 period? Yes/No</b></p> <p>If Yes please give details and contact staff at Healthwatch East Sussex as soon as possible via email.</p>		
<p><b>Having looked at the website do you now feel informed about how to access urgent dental treatment? Yes/No</b></p>		
<p><b>Other observations</b> Please continue on another sheet if necessary</p>		

East Sussex NHS Dentists 2020

Phase 1 Out-of-Hours Voicemail Review

Information required	Comments <b>NOTE number and duration of phonecalls to each practice</b>
<p><b>1) Practice Name &amp; phone number</b></p> <p>Dial 141 followed by the practice number. This is to hide your phone number. See guidance notes.</p>	
<p><b>2) Independent or Group? If Group, state which</b></p>	
<p><b>3) Are you using a landline or mobile for this activity?</b></p>	
<p><b>4) How many rings to get through?</b></p>	
<p><b>5) Are you greeted with a voice message? Yes/No</b></p>	
<p><b>6a) Volume</b> (too loud, ok, too soft)</p> <p><b>6b) Sound quality</b> (hiss, crackle, background noise)</p> <p><b>6c) Tone &amp; delivery of voice or words used.</b> (approachable/neutral, or "closed"/offputting)</p> <p><b>6d) Pace of speech</b> (too fast, OK, too slow)</p>	
<p><b>7a) Are you told Covid-19 period opening hours?</b> Yes/No</p> <p><b>7b) Is it clear that no visits are possible?</b> Yes/No</p> <p><b>7c) Is it clear that phone advice is available from the practice</b> Yes/No</p>	

<p><b>8) Is it clear how to get help for urgent dental problems?</b> Yes/No  <b>If Yes, please give details</b>  <b>eg:</b></p> <ul style="list-style-type: none"> <li>• Phone advice via their own service?</li> <li>• Information about Emergency Dental Service clinics? (usually Eastbourne, Lewes, Hastings)</li> <li>• How to access Urgent Dental Care Hubs?</li> <li>• NHS 111 or another contact?</li> </ul> <p>Please record all phone numbers and locations provided by the practice phone message</p>	
<p><b>9a) Is information given about whether or not you will be charged for self care phone advice?</b> Yes/No – If yes, please give details</p> <p><b>9b) Is information given about whether or not you will be charged for receiving treatment eg prescription for antibiotics</b> Yes/No If Yes, please give details</p>	
<p><b>10) Having rung the Practice, do you now feel informed about how to access urgent dental treatment?</b> Yes /No</p>	
<p><b>Other observations &amp; comments</b>          If your comments relate to any points on the checklist, please include 1c) etc.          Please write Practice name on any additional sheets</p>	
<p>Please return your completed forms to <a href="mailto:kate.richmond@escv.org.uk">kate.richmond@escv.org.uk</a>          Or post to Healthwatch East Sussex, 32 Greencoat House, S Leonards Road, Eastbourne BN21 3UT          - Note cost, obtain a receipt if more than 1<sup>st</sup> class stamp to claim expenses.</p>	

## Emergency Dental Services 2020

### Website Review

Information Required	Comments	Approx no of clicks to find
<p><b>1a) Note the search term used via Google.</b> Use any town location for each county</p> <p><b>1b) Note or paste the weblink to the site Google provides</b></p>	<p>e.g Emergency Dentist Uckfield/Worthing/Tunbridge Wells/Brighton</p>	
<p><b>2) Opening Times during Covid-19</b> Does Covid info appear on homepage? Yes/No State where found or say None found</p>		
<p><b>3) Is it clear that usual EDS clinics are closed for visits?</b></p>		
<p><b>4) Is there telephone advice available from EDS ?</b> Yes/No</p>		
<p><b>5) Is there information about how get advice or treatment from elsewhere?</b> Yes/No</p> <p>Please indicate which eg High St dentist, NHS 111</p>		
<p><b>6) Is there any information about charges for urgent dental advice or treatment during</b></p>		

<p><b>Covid-19 period?</b> Yes/No Eg NHS basic charge (£22.70) and how to pay</p>		
<p><b>7) Is there any information regarding exemptions from NHS charges?</b> Yes/No Eg reference to patients in receipt of benefits</p>		
<p><b>8) Is there any information for patients about accessibility of urgent dental care facilities</b> Yes/No  Eg wheelchair access, languages other than English, sensory impairment State which</p>		
<p><b>9) Do you feel confident about how to access advice and treatment for an urgent dental problem?</b></p>		
<p><b>Other observations</b> Please continue on another sheet if necessary</p>		

## Emergency Dental Services 2020

### Out of Hours Voicemail Review

<p><b>1a) Service name and phone number</b> Dial 141 followed by the service number</p> <p><b>1b) How many rings to get through?</b></p>	
<p><b>2) Are you greeted with a voice message?</b> Yes/No</p>	
<p><b>3a) Volume</b> (too loud, ok, too soft)</p> <p><b>3b) Line quality</b> (hiss, crackle, background noise)</p> <p><b>3c) Tone &amp; delivery of voice or words used</b> (approachable/neutral, or "closed"/offputting)</p> <p><b>3d) Pace of speech</b> (too fast, OK, too slow)</p>	
<p><b>4) Is it clear that usual EDS clinics are closed?</b> Yes/No</p>	
<p><b>5) Is phone advice available from EDS phone numbers?</b> Yes/No</p> <p><b>How to access Emergency Service eg:</b> Via high street dentist? Another phone number? (please record this) Any other method?</p>	
<p><b>6) Is it clear how to get help for urgent dental problems?</b> Yes/No If Yes, please give details eg • Phone advice via High St Dentist? • Emergency Dental Service clinics? • Urgent Dental Care Hubs? • NHS 111 or another contact?</p>	
<p><b>Other observations.</b> Please continue on another sheet if necessary.</p>	

East Sussex High Street Dentists 2020

Phase 2 Website Review

1.Name of dental practice	
2.Website address	
3.Date and time of review	
4.Name of reviewer	

5. From information on its website, is the dental practice now open for:

	Yes	No	Not specified
Routine dental appointments (check-ups)			
Hygienist appointments			
Urgent dental problems			

6. Does the dental practice website make any mention of triage or prioritising appointments? Tick all that apply

Yes - but no detail provided	Yes - prioritising urgent dental problems	Yes - prioritising patients with appointments cancelled due to Covid-19	No information found

7. Is there any information or guidance about Covid-19 infection control procedures provided for patients visiting the practice?

Yes	No Information found

8. Are there any references to additional charges or increased costs for patients attending appointments due to the use of PPE or other factors?

Yes	No information found

9. Does the website identify who to contact for advice or to access other services out-of-hours? *Please tick all that apply*

	Yes	No	Not sure
Ring the same practice during business hours			
Emergency Dental Service			
NHS 111			

---

Dental Helpline (0300 123 1663)			
Other (please specify below)			

10.

Comments/Other observations

East Sussex High Street Dentists 2020

Phase 2 Out of Hours Voicemail Review

11.Name of dental practice	
12.Phone number checked	
13.Date and time of review	
14.Name of reviewer	

15. Can you hear the practice's out-of-hours phone message clearly?

Yes	No	No voicemail message

16. Is the dental practice now open for:

	Yes	No	Not specified
Routine dental appointments (check-ups)			
Hygienist appointments			
Urgent dental problems			

17. Is there any information or guidance about Covid-19 infection control procedures for patients visiting the practice?

Yes	No

18. Are there any references to additional charges or increased costs for patients attending appointments due to the use of PPE or other factors?

Yes	No

19. Does the phone message identify what to do or who to contact for advice or to access other services? *Please tick all that apply*

	Yes	No	Not sure
Ring the same practice during business hours			
Emergency Dental Service			
NHS 111			
Dental Helpline (0300 123 1663)			
Other (please specify below)			

20.

Comments/Other observations