healthwetch

Warrington

DENTISTRY FEEDBACK WARRINGTON

March 2020- August 2022





Looking for NHS dentists or complaining that they have been removed from their dentist patient list without being informed.









- Deregistered.
- NHS Dentists saying they must be seen as private patients
- Desperate
- not deemed an "emergency" even though in a lot of pain."
- Children suffering unable to access a Dentist

Increase in practices changing from NHS dentists to Private practices, patients are no longer able to access NHS dentistry and are therefore no longer registered at a practice.

25% of emails came from people contacted that the had been deregistered without their knowledge

"After leaving the navy 2 years ago I have not been able to find a dentist who will see me. I have been trying periodically and it's becoming impossible to find any dental care after leaving the military. I need help and advice on this matter since I am having no luck whatsoever in this matter."

"I just needed some information in regards to finding an NHS dentist in the Warrington area which is taking on new patients as soon as possible, I have just moved from a refuge for domestic abuse to the Warrington area of Padgate and one of the things I need to get sorted since am now away from the abuse is my teeth but the number for the two local dentists my support worker and housing officer have given me are currently not taking patients on."9

"I've spent days now messaging around those listed but can't seem to find any that are actually accepting new NHS patients, even the ones who claim to be on the NHS website. Do you happen to know of any that are accepting patients? I'm more than happy to drive out of my way to get one if needed, I'm just getting rather desperate." "I need to register with an NHS dentist for myself and my son. I am a single parent and can't afford private dental care. I can't find any dentist in Warrington who will register us. One receptionist told me there would be no more NHS registrations. Is this true? If not, what shall I do?"

"I can't afford private dental treatment and both my son and I need a check up. He needs fillings. This has gone on over a year now and I thought things were easing some time ago".

"I recently tried to book an appointment with my dentist of over 20 years I had been struggling with a cracked tooth for months and couldn't take the pain anymore, I rang up and was advised that as I hadn't been in 2 years I had been taken off their books (considering we'd be in a pandemic for 12 months and I didn't want to bother them) I was advised they are not taking on new patients."

"I have been deregistered by my current dentist, would have

been nice if they had let me know that was going to happen I had only been with them for 26 years so shouldn't have expected them to let me know. I am struggling to register with a new one, I have tried 15 so far all with no luck."

Is there not going to be a return to nhs dentistry at all?

"I just moved to Warrington last week and would like to find a dentist for my 4 years old boy, who is suffering from tooth decay. Unfortunately, I contact more than 10 dentists in this area but they don't accept any new NHS patients. This is really frustrating. According to NHS website, I can ask for your help. Please advice what should I do."

"I have been registered with a dentist for over 20 years but in March was sent an email to say they had removed me from their practice as I had not been in the last 2 years, I was not aware that I had to see them if I did not have an issue with my teeth. Since then I have been unable to get onto the books of another dentist in Warrington."

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"Finding it impossible to register with a dentist in Warrington. She does not require emergency treatment; however, it is an emergency to her because she has lost/broken her bottom dentures."



01925 246 893 contact@healthwatchwarrington.co.uk

