

111 Dental Advice Service

NHS England Wessex are reviewing their 111 Dental Advice Service. They asked people who have recently used this for their views.

Wessex Voices

local healthwatch
working together

NHS
England

77 people from Dorset, Hampshire and the Isle of Wight gave their feedback about their recent experience of using the service and made suggestions for future improvements.



49 people called on Monday-Friday and 24 called over the weekend. Most calls were made between 8am-6pm. These were mainly about dental pain and/or dental bleeding.

Most people were given an urgent dental appointment and/or clinical advice. Almost everyone took the advice as it met their needs. 70 out of 75 people said they would use the service again.



For future services, 43 people would prefer to be called back; 21 would prefer to be put on hold; 13 did not mind either; and 4 did not answer. Access for Deaf people was raised and will be explored.

Most people said that a reasonable time to wait for a call back would be: within 2 hours for severe dental pain; within 3 hours for minor dental pain; and within 4 hours for general advice.

WAITING ROOM



Thank you to those who completed the survey as this gave us some very helpful comments. We will use these to inform the design of the future services.