



Special Care Dental Services

Easy Read Questionnaire



The NHS wants to know what you think about about our **special care dental services**.



Special care dentistry is for people who have a condition which means they cannot go to a high street dentist.

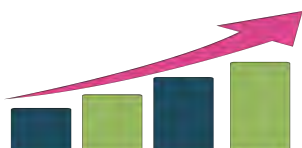


This questionnaire is about special care dental services in the South West of England:

- Cornwall and Isles of Scilly
- Devon
- Wiltshire
- Gloucestershire
- Bristol, North Somerset and South Gloucestershire
- Somerset



Please tell us what you think about your special care dental service by answering these questions.



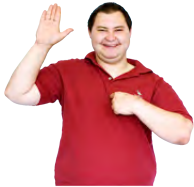
Your answers will help us to make the services better.



We need your answers by
Friday, 4 October 2019.

A. About you

Question 1: Are you... (Please tick just one box)

☐

The person using the the special care dental service?

☐

The parent of a child who is using the service?

☐

A carer of someone who is using the service?

☐

An **advocate** of someone who is using the service?

An **advocate** speaks up for someone or helps a person to speak up for themselves.

☐

Other - please say

Question 2: Which clinic do you go to?



Question 3: Please confirm that you have used special care dental services in the last year.
(Please tick just one box)

☐

Yes, I am a patient who has used special care dental services in the last year

☐

Yes, I am a carer for a patient that has used special care dental services in the last year

☐

I have used special care dental services before, but not in the last year

☐

I'm not sure

Question 4: Which of these special care dental services have you used in the last year?

☐

Urgent Care

☐

Regular check-up

☐

Some treatment

☐

None of these

Question 5: Please tick any of these boxes that apply to you:

☐

I have a learning disability

☐

I have Autism

☐

I am a child in care

☐

I have **diabetes**

Diabetes is a disease where your body cannot deal with sugar properly.

☐

I have **dementia**

Dementia is a disease in the brain. It can cause problems with your memory and thinking.

☐

I am scared of going to the dentist

☐

I drink too much alcohol, or take drugs

☐

I have a problem with eating

☐

I have **haemophilia**

Haemophilia is where you can carry on bleeding if you cut yourself because your blood doesn't clot properly.

☐

I am homeless

☐

I have mental health issues

☐

I have had an operation in my mouth

☐

I need special equipment because I am overweight

☐

I am having treatment for cancer

☐

I have physical disabilities

☐

I am getting checked before having an operation on my teeth

☐

I am a **refugee**

A **refugee** is someone who has come to this country because they are not safe in their own country.

☐

I have difficulty seeing or hearing

☐

I use a wheelchair

☐

Other - please say

☐

None of these

☐

Rather not say

Question 6: Who sent you to the special care dental service?

☐

My dentist

☐

My local doctor (GP)

☐

Another healthcare professional -
please say

☐

A social worker

☐

A teacher

☐

I went myself and asked for a service

☐

I don't know

☐

Other - please say

B. Going to the service

Question 7: How do you usually travel to the service?

☐

Using transport which is arranged for patients

☐

Taxi

☐

Public transport, like a bus

☐

Car

☐

Walk

☐

Other - please say

Question 8a: What time was your last appointment?

☐

Between 7am and 10am

☐

Between 10am and 3pm

☐

Between 3pm and 6pm



Question 8b: Was this time OK for you?

☐

Yes

☐

No



Question 9: If you came by car, was it easy to park?

☐

Yes

☐

No

☐

I'm not sure



Question 10: If you have a Blue Badge, were you able to park in disabled parking space?

☐

Yes

☐

No

☐

I'm not sure



Question 11: Once you arrived at the clinic, was the special care dental service easy to find?



Very
easy



Fairly
easy



Not very
easy



Not at all
easy



I'm not
sure

☐☐☐☐☐

Question 12: Was it easy to get through the main entrance and move around in the clinic?

☐

Yes

☐

No

☐

I'm not sure

C. Your most recent appointment

Question 13: How long did you have to wait for your appointment to see a dentist?

☐

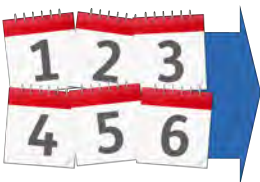
Up to one month

☐

Up to three months

☐

More than three months, but less than six months

☐

More than six months



Question 14a: Did the clinic have everything you needed?

☐

Yes, they had everything that I needed

☐

Yes, they had some of the things that I needed

☐

It was OK

☐

No, they didn't have some of the things that I needed

☐

No, they didn't have any of the things that I needed

Question 14b: If they didn't have everything to you needed, what was missing?



Question 15: Did the clinic have any of these?



Hoist



Bariatric dental chair - this is for very large people



Bariatric wheelchair access - this is for very large people



Headrest



Sedation. This is putting people to sleep



Wheelchair access



Wheelchair recliner. This lets you stay in your wheelchair as you lie back for the dentist to see into your mouth



Question 16a: Were you asked if you would prefer the dentist to come to your home?

☐

Yes

☐

No

☐

Don't know



Question 16b: If you would prefer a dentist to come to your home, please say why?



Question 17:What information were you given before your appointment?



Question 18a: Were you happy or unhappy with the information you were given before your appointment?



Very happy

☐


Happy

☐


Neither happy nor unhappy

☐


Unhappy

☐


Very unhappy

☐


I'm not sure

☐


I haven't had my treatment yet

☐


Question 18b: Were you happy or unhappy with the information you were given during your appointment?



Very happy

☐


Happy

☐


Neither happy nor unhappy

☐


Unhappy

☐


Very unhappy

☐


I'm not sure

☐


I haven't had my treatment yet

☐


Question 18c: Were you happy or unhappy with the information you were given after your appointment?



Very happy

☐


Happy

☐


Neither happy nor unhappy

☐


Unhappy

☐


Very unhappy

☐


I'm not sure

☐


I haven't had my treatment yet

☐

D. What did you think about the service?



Question 19a: Were you happy or unhappy with how clean the place was?



Very happy

☐

Happy

☐

Neither
happy nor
unhappy

☐

Unhappy

☐

Very
unhappy

☐

I don't
know

☐

Question 19b: Were you happy or unhappy with how friendly the staff were?



Very happy

☐

Happy

☐

Neither
happy nor
unhappy

☐

Unhappy

☐

Very
unhappy

☐

I don't
know

☐

Question 19c: Were you happy or unhappy with the reception?



Very happy

☐

Happy

☐

Neither
happy nor
unhappy

☐

Unhappy

☐

Very
unhappy

☐

I don't
know

☐



Question 20: What could have made your visit to the clinic better?



Question 21: Would you have preferred to go to an ordinary dentist?

☐

Yes

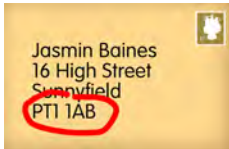
☐

No

If 'Yes' please say why?

E. More about you

Question 22: What is your postcode?



Question 23: Are you...

☐

Male

☐

Female

☐

Transgender

Transgender describes someone who has changed their gender since they were born.

☐

Rather not say

Question 24: How old are you?

☐

Under 16

☐

18 to 24

☐

35 to 44

☐

55 to 64

☐

75 to 84

☐

16 to 17

☐

25 to 34

☐

45 to 54

☐

65 to 74

☐

85 or over

Question 25: Are you...

White

☐

English, Welsh, Scottish or Northern Irish

☐

British

☐

Irish

☐

Gypsy or Irish Traveller

☐

Any other White background

Mixed ethnic background

☐

White and Black Caribbean

☐

White and Black African

☐

White and Asian

☐

Any other mixed ethnic background



Asian

☐

Indian

☐

Pakistani

☐

Bangladeshi

☐

Chinese

☐

Any other Asian background



Black

☐

African

☐

Caribbean

☐

Any other Black background



Other ethnic group

☐

Arab

☐

Any other ethnic group

Question 26: Are you...

☐

Doing full-time paid work

☐

Doing part-time paid work

☐

At school, college or university

☐

Unemployed

☐

Out of work because of sickness or a disability

☐

A full or part-time carer

☐

Retired

☐

Looking after the family or home

☐

Doing something else

Thank you



Thank you for your answers.

Please now post your questionnaire back to us at:



FREEPOST RUAU-ACSU-YERX
Care Navigation Service
Ground Floor Mallard Court,
Express Park, Bristol Road,
Bridgwater,
SOMERSET, TA6 4RN

You don't need a stamp.



We need your answers by
Friday, 4 October 2019.



If you have any questions, please send them to:

scwcsu.specialcaredentalsurvey@nhs.net

Easy read by easy-read-online.co.uk