

29 people completed a survey and 4 people were interviewed to gain an understanding of how people with SEND find visiting the dentist in Leicester and Leicestershire.

Key Findings



- When patients are spoken to about their treatment and feel involved with what is going on it makes a big difference to how they experience the dentist.
- Taste can play a big part in peoples negative experience.

- The interviews highlight how one negative experience can affect a child's relationship and perception of going to the dentist for a long time.
- 39% of people found the experience of finding and accessing dental services for people with SEND to be poor or very poor. This was reflected by 43% respondents saying they had a poor or very poor experience of registering and attending appointments with a dentist.



- 71% of people who answered the survey said they have a good or very good relationship with their dentist and 71% said staff make them feel comfortable at appointments but 12% didn't visit the dentist at all.

Recommendations

- Taking time to talk to a person before an examination or treatment can make a real difference to how it is received. Even if a person can't communicate with a dentist it doesn't mean they don't understand what is being said to them.
- Information on the specialist SEND dentist should be more widely available. This could be advertised in waiting areas, GP's could talk to people about the service at annual SEND check-ups or schools could be made aware of the self-referral process to raise awareness of this specialist service and let people know how to access it.
- Additional sounds smells and tastes at a dentist can make visiting the dentist overwhelming for people with SEND. Small changes could be made, for example finding out what fluoride flavour

If you would like to look at the full SEND dentistry report, please visit our website

www.healthwatchll.com

Easy Read, Dyslexic friendly and large print versions of the report are available upon request



Thank you

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