

Devon and Cornwall Dental Helpline Report

August 2014

General Information

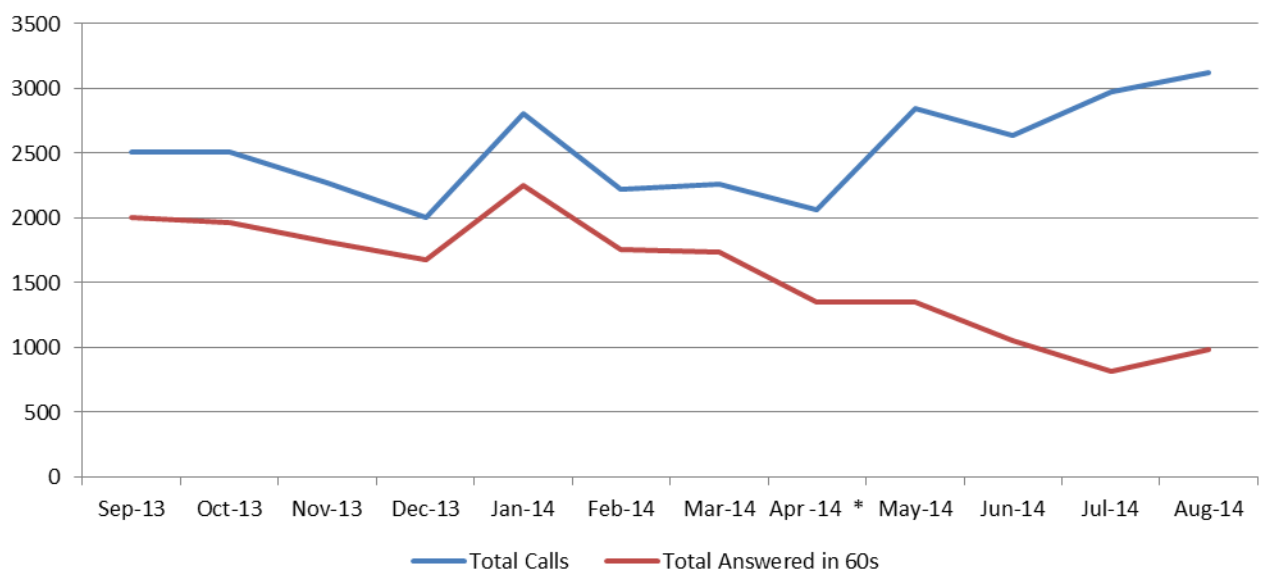
NORTH CORNWALL	CARADON	KERRIER	PENWITH	CARRICK	RESTORMEL
Bodmin	Callington	Cambourne	Carbis Bay (Nr St Ives)	Carnon Downs	Fowey
Bude	Liskeard	Helston	Hayle	Falmouth	Lostwithiel
Camelford	Looe	Redruth	Penzance	Penryn	Newquay
Launceston	Saltash		St Ives	Perranporth	St Austell
Padstow	St Mellion			St Agnes	St Blazey
Wadebridge	Torpoint			St Mawes	St Columb
				Mylor Bridge	
				Threemilestone	
				Tregony	
				Truro	

Patients Calls

The table below gives an indication of the call volume into the dedicated Devon & Cornwall Dental Helpline number. The blue line shows calls received by month into the service, with the red line showing the average ring time, in seconds, before each call is answered.

The Helpline team rota has been constructed around call volume, and busy times where callers are using the Helpline Number. National Quality Requirements for GP OOH services state that the initial patient telephone call should be answered within 60 seconds. As you can see from the graph below our team consistently out performs these requirements

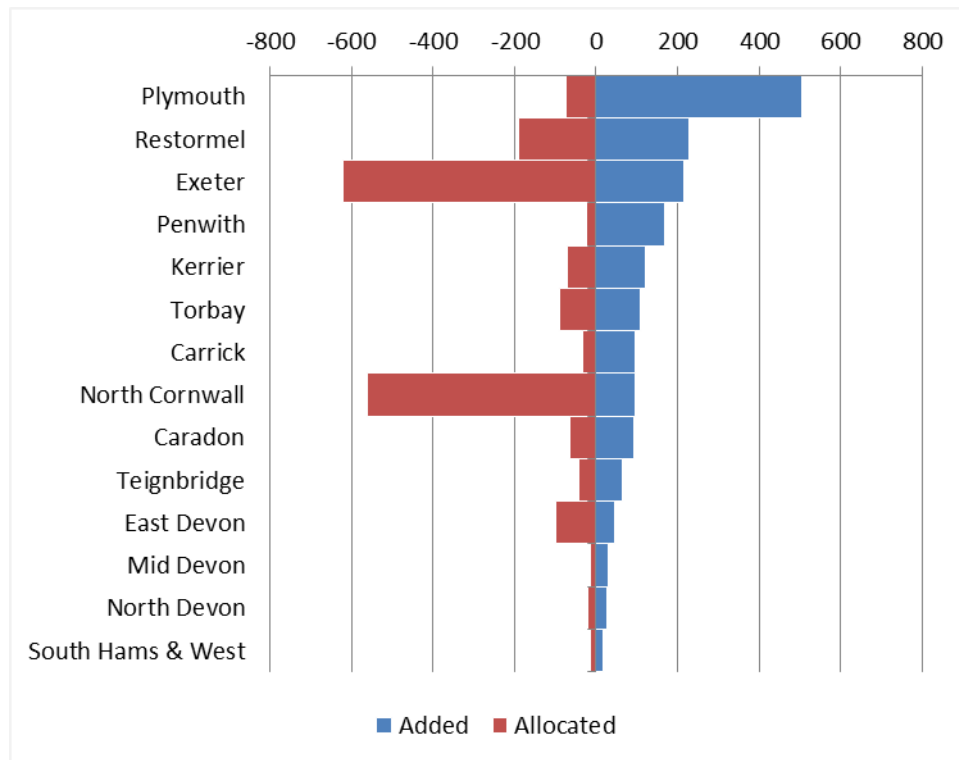
Patients Calls



**Please note that the telephone system changed at the end of April '14.*

Number of Patients Added and allocated

Patient's added to the waiting list and allocated to a practice in the reporting month. The numbers of patients added and allocated to a practice are a combination of patients who could be requesting a specific practice, or area, or for those patients who are on the waiting list with no preferred location.



Average Waiting Time

Average waiting time for patients allocated in the reporting month. Again the figures below detail a combination of patients requesting a specific practice, or area, or for those patients who are on the waiting list with no preferred location.

Home area	Waiting Time (days)
Caradon	223
North Cornwall	178
Restormel	175
Plymouth	95
Exeter	78
Torbay	59
East Devon	53
South Hams & West	37
Mid Devon	12
Penwith	8
Kerrier	6
North Devon	4
Carrick	0
Teignbridge	0
Average	112

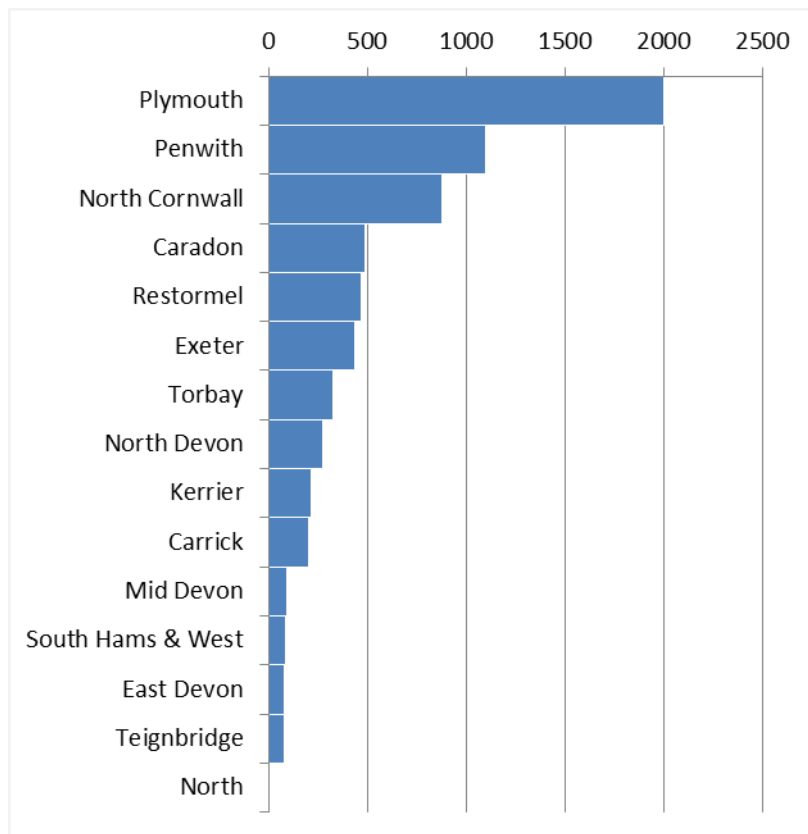
Again, in relation to Cornwall, please refer to table below which details Towns connected with each

NORTH CORNWALL	CARADON	KERRIER	PENWITH	CARRICK	RESTORMEL
Bodmin	Callington	Cambourne	Carbis Bay (Nr St Ives)	Carnon Downs	Fowey
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				Threemilestone	
				Tregony	
				Truro	

Unallocated Patients

As at the 1st September '14 the following numbers of patients were unallocated. The graph sets out the number per area.

The table below details the complete number of patients on the waiting list as at 1st July 2014. The figures represent the number of patients in each area of Devon and Cornwall. The figures include patients waiting with a preferred Practice, location and area, and also those patients who do not have a preference.



Again, in relation to Cornwall, please refer to table below which details Towns connected with each Home Area above.

NORTH CORNWALL	CARADON	KERRIER	PENWITH	CARRICK	RESTORMEL
Bodmin	Callington	Cambourne	Carbis Bay (Nr St Ives)	Carnon Downs	Fowey
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				Threemilestone	
				Tregony	
				Truro	

For those patients still on the waiting list, the table below shows the total number of patients waiting per practice they have requested. The table below shows those Practices with a patient requesting it of more than 10 in number. The first figure is for those patients who have no practice preference, but may however be requesting a specific area. The average waiting time has been calculated as at the 1st September 2014. The Helpline Team actively contact Practices who have preferred practice waiting lists, to inform them that they do have a list for their practice and to ascertain whether they are in a position to accept new patients.

For those patients still unallocated, the table below shows the total number of patients waiting per requested practice.

Number waiting greater than 10

Requested practice	Total	Average Wait (days)
No request	4256	265
Harbour Way Dental Surgery	268	86
Penzance Dental Centre Cornwall	260	201
Pinhoe Dental Centre	192	62
Fore Street Dental Saltash Cornwall	135	158
West Park Dental Surgery Plymouth	134	425
Meavy Way Dental Clinic Plymouth	80	42
Noahs Ark Dental Practice Cornwall	68	50
Noahs Ark Dental Practice Fowey Cornwall	60	14
Central Park Dental Practice	60	410
Oasis Dental Practice - Penzance	57	84
Penwith Dental Centre Cornwall	54	155
St Leonards Dental Surgery Exeter	54	600
Lescudjack Dental Centre, Penzance	53	276
Holsworthy NHS Dental Care	50	143
Wadebridge Dental Care Cornwall	50	283
Saltash Dental Practice	46	56
St Thomas Dental Centre, Exeter	45	168
Lostwithiel Dental Surgery Cornwall	42	36
Milehouse Road Dental Practice Plymouth	34	395
Larkham Lane Dental Practice Plymouth	34	112

Requested practice	Total	Average Wait (days)
Honiton Dental Centre	29	23
Lemon Quay Truro Cornwall	29	305
Chudleigh Dental Practice	22	55
Mainstone Dental Centre Plymouth	20	386
Bond Street Dental Practice Cornwall	19	247
Heavitree School House Dentist Exeter	19	45
The Old Carriage Works Lostwithiel	19	156
Cathedral Dental Practice Cornwall	17	248
Mudgeway Dental Surgery Plympton	17	525
The Treatment Centre Cornwall	16	428
Mount Wise Dental Practice, Cumberland Street	16	320
Smile Dental Ernesettle	15	296
Orchard Road Dental Practice Plymouth	15	135
Kings Avenue Cornwall	14	277
Crownhill Road Dental Surgery Plymouth	14	475
St Austell Dental Centre Cornwall	13	59
Barnfield Dental Studio Exeter	13	272
Ottery St Mary Dental Practice	13	592
Liskeard Dental Care Cornwall	12	420
Hyde Park Lodge Dental Surgery Plymouth	12	392
Castle View Dental Practice Tiverton	12	171

Overall	6,710	241
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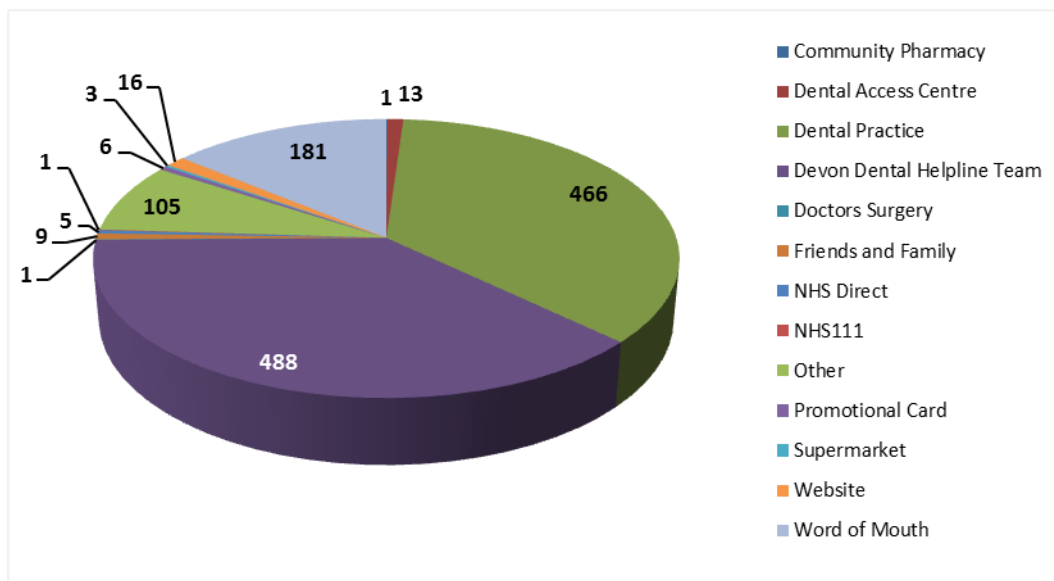
The full list can be found in the document below.



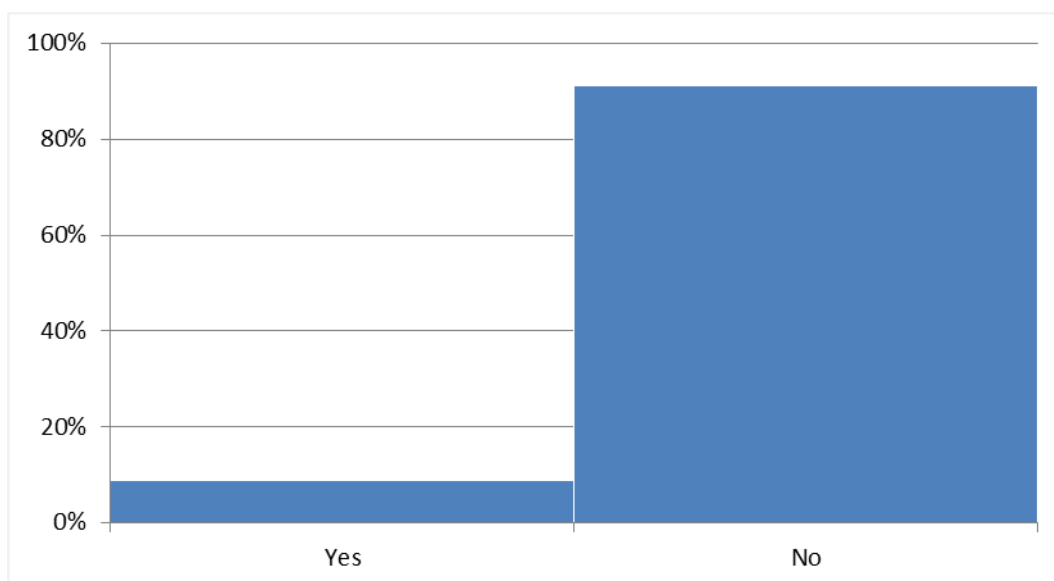
Unallocated list per
practice - Aug 14.xls

How did you hear about us?

For patients added to the waiting list during the reporting month, the graph below details how they heard about us.



Are patients exempt from charges?



If the patient is exempt from charges, why?

