

Devon and Cornwall Dental Helpline Report

July 2014

General Information

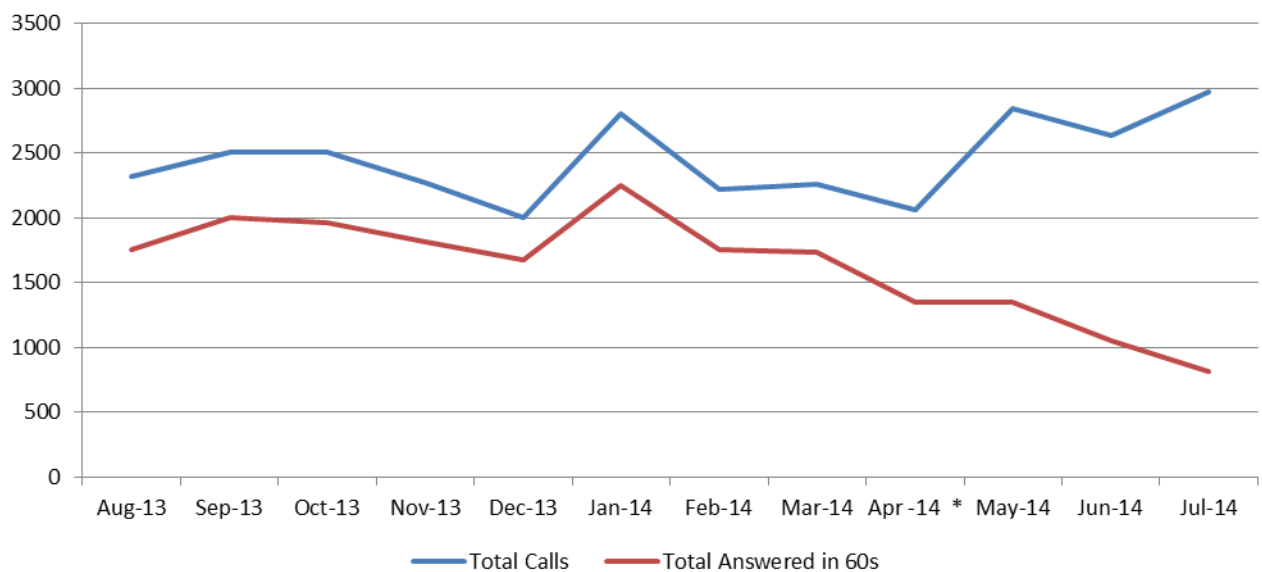
NORTH CORNWALL	CARADON	KERRIER	PENWITH	CARRICK	RESTORMEL
Bodmin	Callington	Cambourne	Carbis Bay (Nr St Ives)	Carnon Downs	Fowey
Bude	Liskeard	Helston	Hayle	Falmouth	Lostwithiel
Camelford	Looe	Redruth	Penzance	Penryn	Newquay
Launceston	Saltash		St Ives	Perranporth	St Austell
Padstow	St Mellion			St Agnes	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

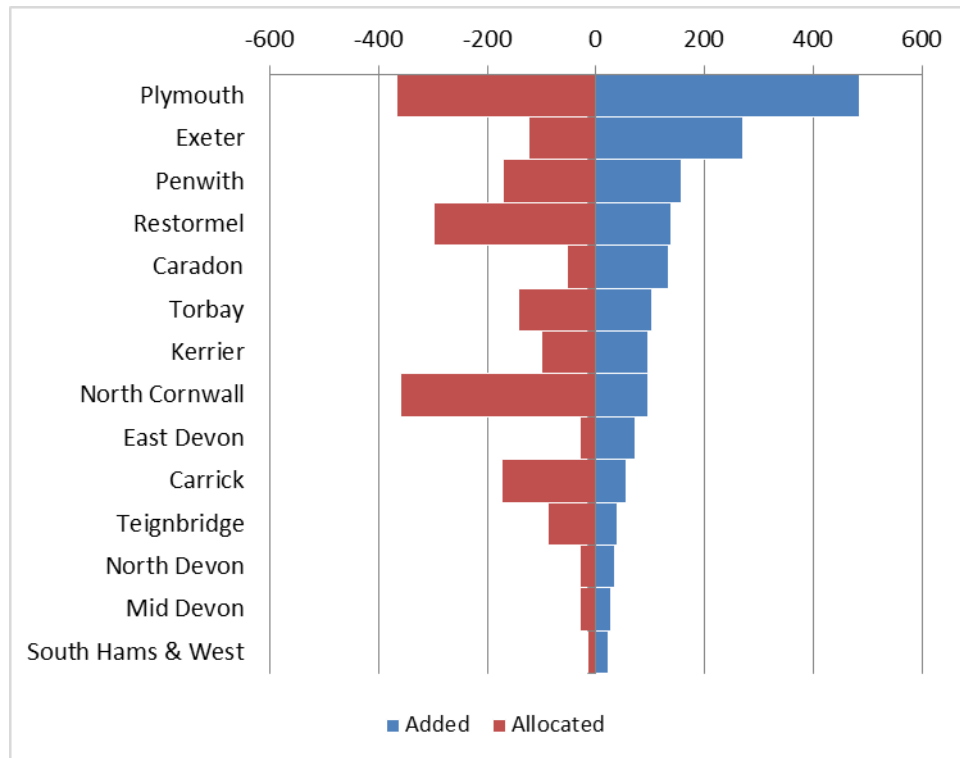
Patients Calls



**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.



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	

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.

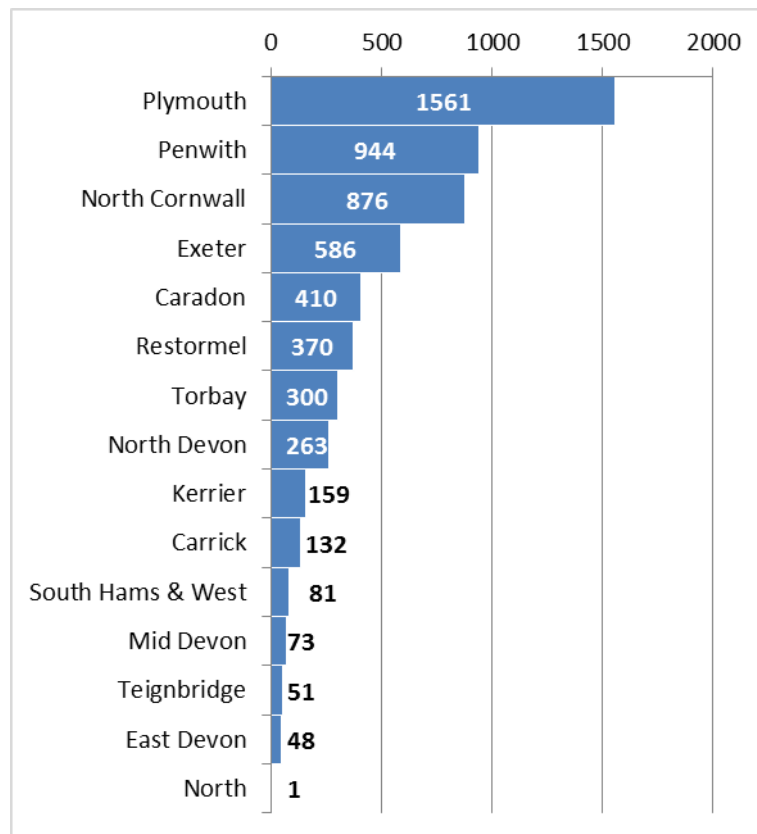
Home area	Waiting Time (days)
Penwith	238
Restormel	183
North Cornwall	170
Mid Devon	162
Exeter	117
Carrick	108
Torbay	100
Kerrier	73
Plymouth	65
Caradon	60
Teignbridge	56
North Devon	25
South Hams & West	6
East Devon	5
Average	126

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				Truro	

Unallocated Patients

As at the 1st August '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
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				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 August 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.

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Number waiting greater than 10

Requested Practice	Total	Average Wait (days)
No request	3,740	275
Penzance Dental Centre Cornwall	255	181
Harbour Way Dental Surgery	220	71
Pinhoe Dental Centre	144	27
West Park Dental Surgery Plymouth	135	396
Noahs Ark Dental Practice Cornwall	134	56
Fore Street Dental Saltash Cornwall	106	166
Central Park Dental Practice	58	393
St Leonards Dental Surgery Exeter	54	614
Wadebridge Dental Care Cornwall	51	268
Holsworthy NHS Dental Care	50	112
Lescudjack Dental Centre, Penzance	50	272
Penwith Dental Centre Cornwall	47	144
Oasis Dental Practice - Penzance	40	84
St Thomas Dental Centre, Exeter	39	159
Saltash Dental Practice	34	35
Meavy Way Dental Clinic Plymouth	34	49
Larkham Lane Dental Practice Plymouth	33	87
Milehouse Road Dental Practice Plymouth	33	378
Lemon Quay Truro Cornwall	27	295

Requested Practice	Total	Average Wait (days)
Mainstone Dental Centre Plymouth	20	355
Cathedral Dental Practice Cornwall	18	207
The Treatment Centre Cornwall	16	397
The Old Carriage Works Lostwithiel	16	152
Mount Wise Dental Practice, Cumberland Street	16	289
Bond Street Dental Practice Cornwall	15	276
Mudgeway Dental Surgery Plympton	15	545
Kings Avenue Cornwall	14	246
Smile Dental Ennesettle	14	284
Crownhill Road Dental Surgery Plymouth	14	444
Ottery St Mary Dental Practice	13	561
St Leonards Dental Practice, Bodmin	13	209
Barnfield Dental Studio Exeter	13	241
Liskeard Dental Care Cornwall	12	389
Hyde Park Lodge Dental Surgery Plymouth	12	361
Castle View Dental Practice Tiverton	12	140
St Georges Dental Practice Cornwall	11	412
Orchard Road Dental Practice Plymouth	11	145

Overall	5,855	250
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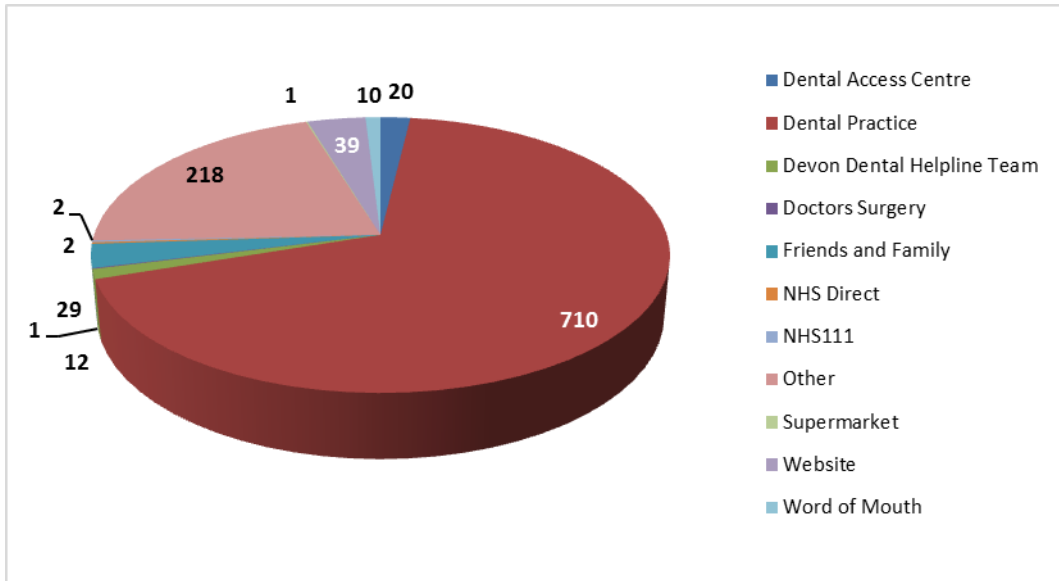
The full list can be found in the document below.



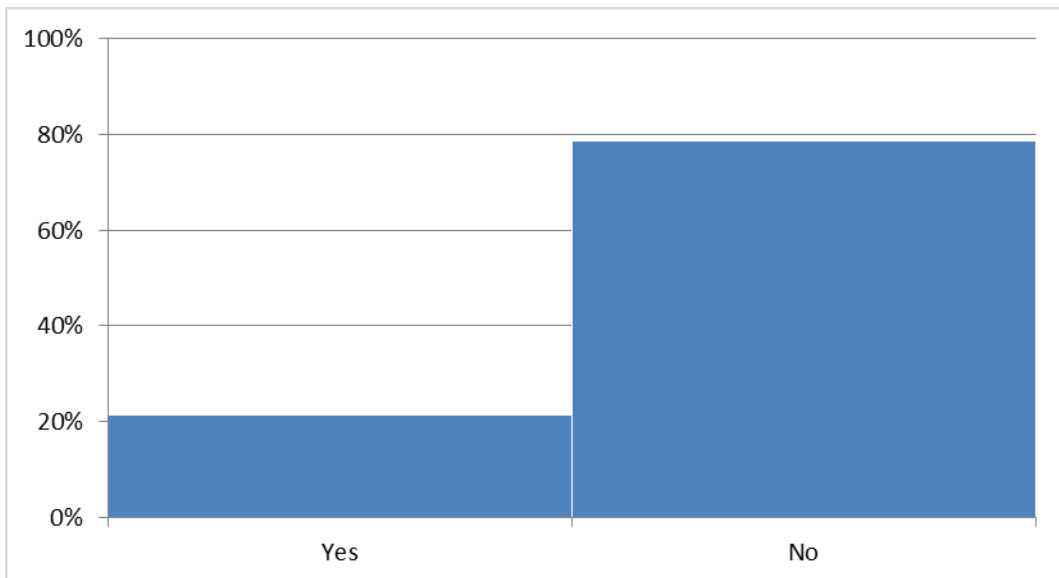
Unallocated list per
practice - July 14.xls>

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?

