



Devon and Cornwall Dental Helpline Report

September 2014

General Information

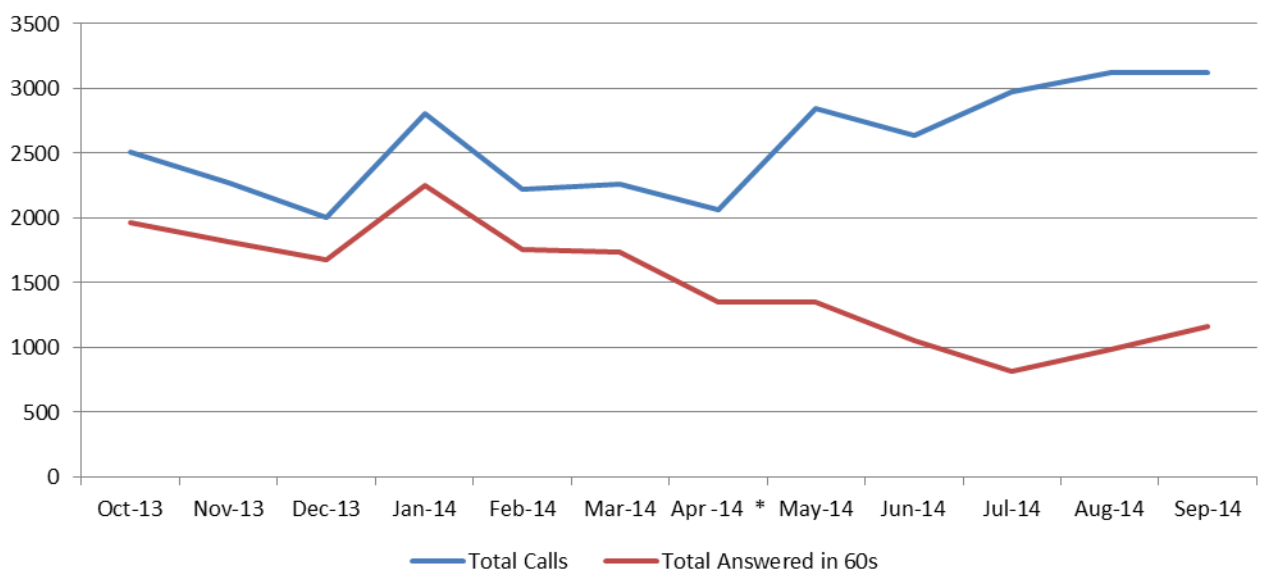
NORTH CORNWALL	CARADON	KERRIER	PENWITH	CARRICK	RESTORMEL
Bodmin	Callington	Cambourne	Carbis Bay (Nr St Ives)	Carnon Downs	Fowey
Bude	Liskeard	Helston	Hayle	Falmouth	Lostwithiel
Camelford	Looe	Redruth	Penzance	Penryn	Newquay
Launceston	Saltash		St Ives	Perranporth	St Austell
Padstow	St Mellion			St Agnes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

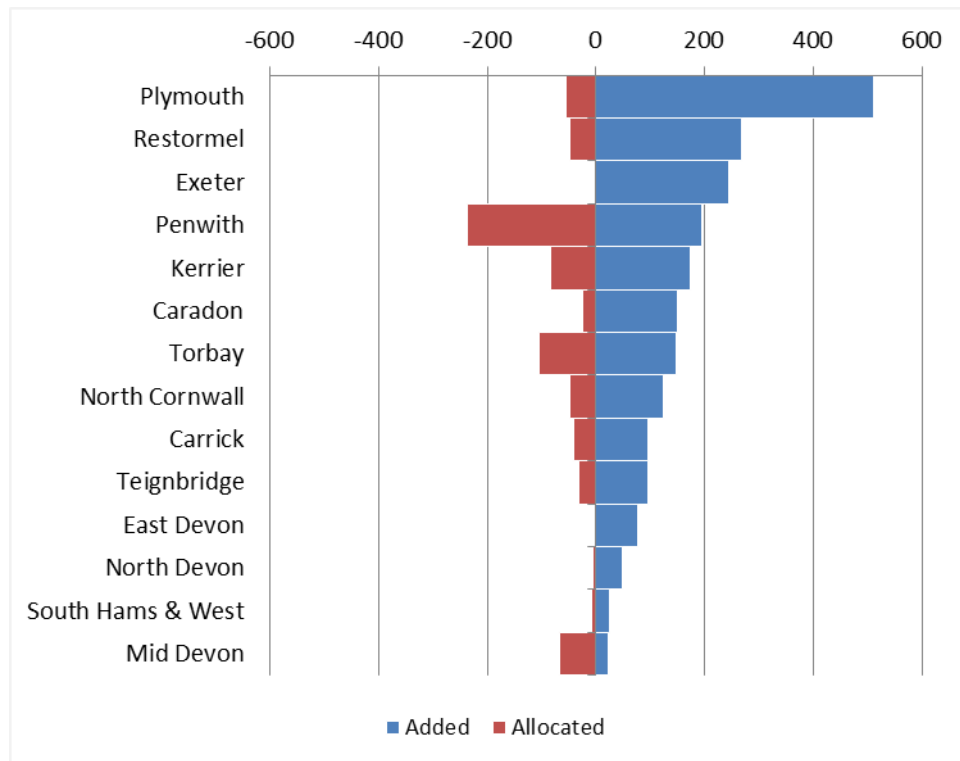
Patients Calls



**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.

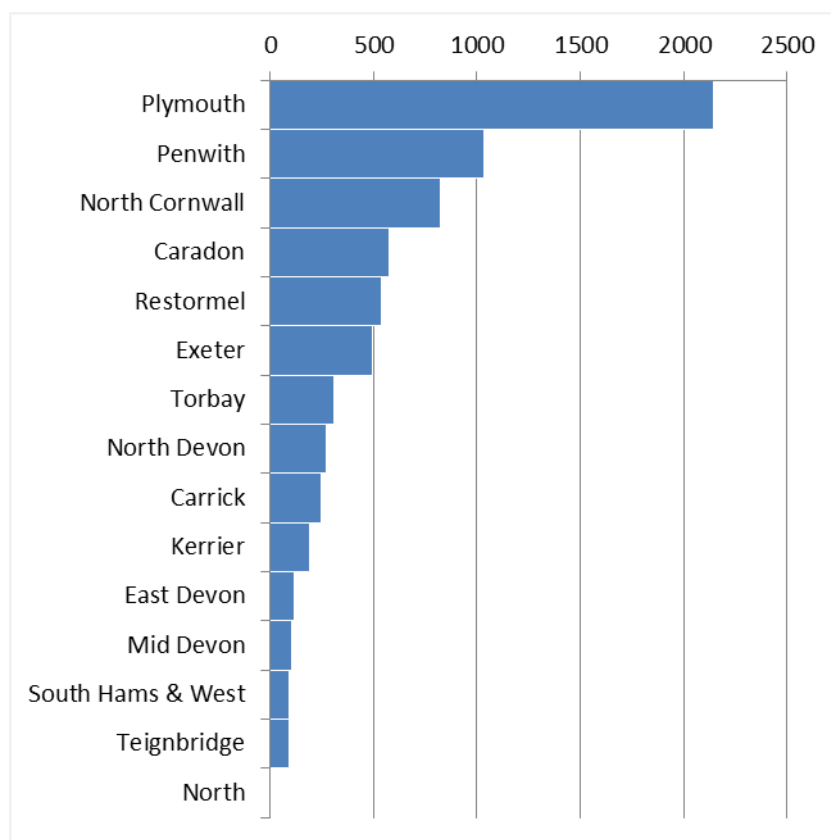
Home area	Waiting Time (days)
Penwith	236
Torbay	104
Kerrier	83
Mid Devon	66
Plymouth	54
North Cornwall	48
Restormel	47
Carrick	40
Teignbridge	32
Caradon	24
South Hams & West	8
North Devon	5
Exeter	0
East Devon	0
Average	80

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				Truro	

Unallocated Patients

As at the 1st October '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.



NORTH CORNWALL	CARADON	KERRIER	PENWITH	CARRICK	RESTORMEL
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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	4520	267
Pinhoe Dental Centre	242	75
Harbour Way Dental Surgery	226	64
Penzance Dental Centre Cornwall	217	192
Fore Street Dental Saltash Cornwall	184	142
Noahs Ark Dental Practice Fowey Cornwall	149	29
West Park Dental Surgery Plymouth	137	442
Oasis Dental Practice - Penzance	68	99
Lostwithiel Dental Surgery Cornwall	66	53
Meavy Way Dental Clinic Plymouth	66	35
Central Park Dental Practice	61	433
Wadebridge Dental Care Cornwall	60	258
Saltash Dental Practice	60	69
St Leonards Dental Surgery Exeter	58	585
Penwith Dental Centre Cornwall	57	161
Holsworthy NHS Dental Care	50	173
Honiton Dental Centre	46	39
St Thomas Dental Centre, Exeter	45	198
Milehouse Road Dental Practice Plymouth	36	403
Lemon Quay Truro Cornwall	29	335

Requested practice	Total	Average Wait (days)
Helston Dental Practice, Cornwall	25	31
Heavitree School House Dentist Exeter	20	72
Mainstone Dental Centre Plymouth	20	416
Bond Street Dental Practice Cornwall	19	277
Orchard Road Dental Practice Plymouth	18	138
The Old Carriage Works Lostwithiel	18	158
Cathedral Dental Practice Cornwall	18	264
Crownhill Road Dental Surgery Plymouth	18	506
Mudgeway Dental Surgery Plympton	17	555
The Treatment Centre Cornwall	16	458
St Austell Dental Centre Cornwall	16	76
Kings Avenue Cornwall	16	272
Smile Dental Ennesettle	16	306
Mount Wise Dental Practice, Cumberland Street	16	350
Barnfield Dental Studio Exeter	13	302
Liskeard Dental Care Cornwall	13	417
Ottery St Mary Dental Practice	13	622
Hyde Park Lodge Dental Surgery Plymouth	12	422
Castle View Dental Practice Tiverton	12	201
Penroses Dental Practice Holsworthy	11	172

Overall	7,053	241
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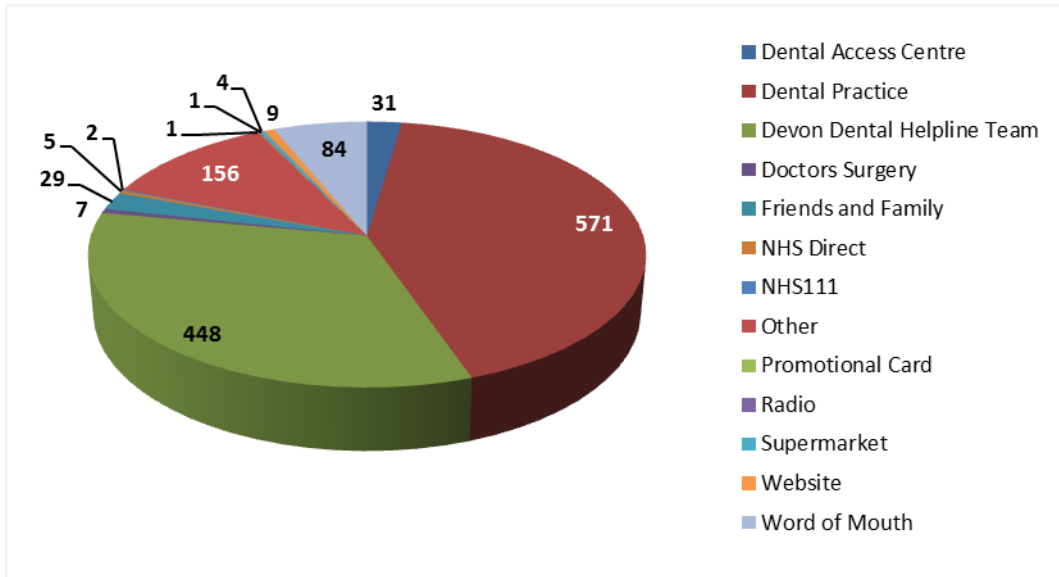
The full list can be found in the document below.



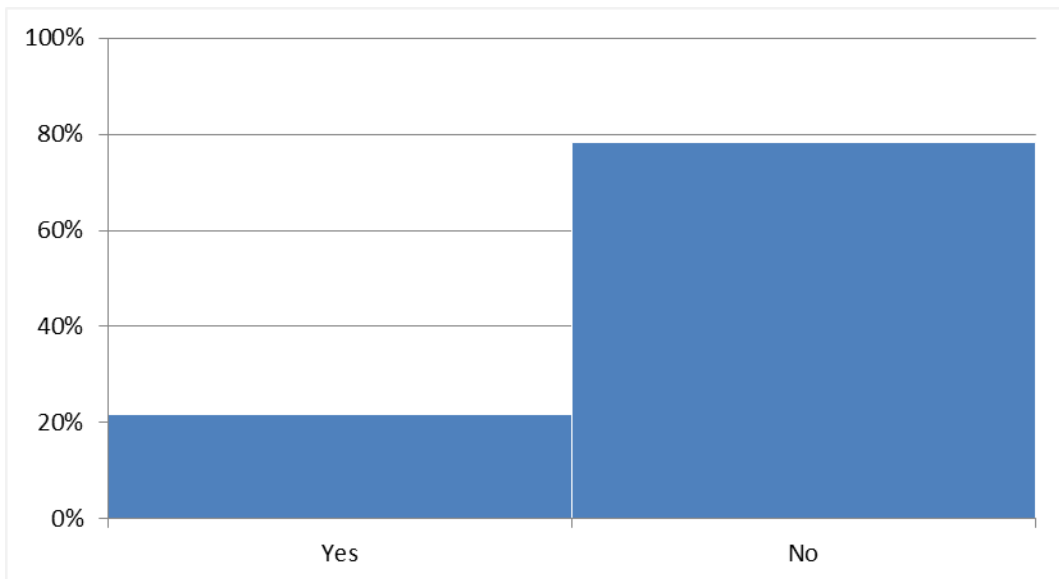
Unallocated list per
practice - Sep 14.xlsx

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?

