

J13067067-45-03 07-NOV - 20-NOV 2014
PUBLIC - FINAL
GENERAL DENTAL COUNCIL PATIENTS AND PUBLIC ANNUAL SURVEY

28 Nov 2014

Table 1
A1 - When was the last time you went to the dentist?
BASE: All Respondents

	TOTAL (z)	GENDER		AGE						SOCIAL GRADE						MARITAL STATUS		
		MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	A (i)	B (j)	C1 (k)	C2 (l)	D (m)	E (n)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Unweighted Base	1640	784	856	256	213	222	268	283	398	50	323	477	336	284	170	924	456	259
Weighted Base	1587	769	818	258	264	252	263	225	325	53*	356	433	347	251	147	918	447	221
A. In the last 6 months	799	354 50%acm np	446 54%za	108 42%	116 44%	120 48%	133 50%	136 61%zcde f	187 57%zcde g	38 72%zklm n	228 64%zklm n	219 51%lmn	148 43%	107 43%	59 40%	489 53%zp	201 45%	108 49%
B. In the last 7-12 months	226	102 14%h	124 13% 15%	41 16%	36 14%	47 18%h	41 16%	27 12%	35 11%	8 15%	49 14%	65 15%	56 16%	26 10%	23 15%	130 14%	65 15%	31 14%
C. In the last 1-2 years	157	90 10%bh	67 12%zb	38 15%zfh	30 11%h	26 10%	22 8%	21 9%	20 6%	3 6%	37 10%	42 10%	34 10%	22 9%	19 13%	87 10%	47 11%	22 10%
D. More than 2 years' ago	205	104 13%ghij	100 14%	43 17%gh	43 16%gh	37 15%gh	36 14%	19 8%	28 9%	1 1%	21 6%	64 15%ij	59 17%zij	40 16%ij	19 13%ij	112 12%	72 16%zq	21 10%
E. I used to go to the dentist but I don't any more	122	67 8%djo	55 9%	15 6%	9 3%	11 4%	22 9%d	18 8%d	46 14%zcd efg	2 3%	10 3%	27 6%j	34 10%j	28 11%zjk	20 14%zjk	46 5%	41 9%o	35 16%zop
F. I have never been to the dentist	76	51 5%bghq	25 7%zb	13 5%	30 11%zcefg h	11 4%	10 4%	4 2%	7 2%	1 3%	10 3%	14 3%	15 4%	28 11%zjkl n	7 5%	53 6%q	20 4%	4 2%
G. Don't know	2 *	1 *	1 *	2 1%	- -	- -	- -	- -	* *	- -	- -	* *	1 *	1 *	- -	* *	2 *	- -

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
 Overlap formulae used. * small base

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Table 2
A1 - When was the last time you went to the dentist?
BASE: All Respondents

	TOTAL (z)	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
		WOR- KING (a)	NOT WOR- KING (b)	FULL- TIME (c)	PART- TIME (d)	SELF- EMPLOYE D (e)	HOUSE WIFE (f)	STILL IN EDU- CATION (g)	UNEM- PLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	1640	757	883	517	179	61	110	126	76	474	97	466	1174	174	109	170	221	1174
Weighted Base	1587	836	751	579	185	72*	103*	115	73*	381	80*	504	1083	204	122*	185	226	1083
A. In the last 6 months	799 50%cj	406 49%	393 52%	260 45%	105 57%chj	41 57%j	50 48%	55 48%	29 40%	227 60%zcfg hj	32 40%	254 50%	545 50%	94 46%	55 45%	107 58%mn	119 53%	545 50%
B. In the last 7-12 months	226 14%ilq	128 15%	99 13%	97 17%i	25 14%	5 8%	20 19%i	21 18%i	7 10%	42 11%	8 10%	85 17%	141 13%	35 17%	29 24%zoq	27 14%	37 16%	141 13%
C. In the last 1-2 years	157 10%bi	93 11%	64 8%	64 11%i	17 9%	13 18%fi	6 6%	14 12%	11 15%i	26 7%	8 10%	47 9%	110 10%	24 12%	13 10%	16 9%	17 7%	110 10%
D. More than 2 years' ago	205 13%i	109 13%	95 13%	85 15%i	20 11%	5 7%	19 19%i	15 13%	13 18%i	30 8%	17 22%zdei	59 12%	146 13%	25 12%	10 8%	21 11%	27 12%	146 13%
E. I used to go to the dentist but I don't any more	122 8%agkmo	51 6%	71 9%za	33 6%	11 6%	7 10%g	4 4%	3 2%	7 9%g	47 12%zcdf g	9 12%cg	21 4%	101 9%zk	8 4%	3 3%	4 2%	10 4%	101 9%zmnop
F. I have never been to the dentist	76 5%bilq	47 6%	28 4%	41 7%zi	7 4%	-	4 4%	6 5%	5 7%ei	8 2%	5 7%ei	39 8%zl	37 3%	19 9%zq	13 10%zq	10 5%	16 7%q	37 3%
G. Don't know	2 *	1 *	1 *	-	1 1%	-	-	1 1%	-	*	-	-	2 *	-	-	-	-	2 *

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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Table 3

A1 - When was the last time you went to the dentist?**BASE: All Respondents**

	TOTAL (z)	STANDARD REGION							ETHNICITY		ACCESS TO INTERNET				WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST		
		NORTHERN IRELAND (a)	SCOTLAND (b)	NORTH (c)	MIDLAND (d)	WALES (e)	SOUTH (f)	LONDON (g)	WHITE (h)	NON- WHITE (i)	HOME (j)	WORK (k)	TOTAL (l)	NONE (m)	PATIENTS (LAST12 MONTHS) (n)	PUBLIC (LESS OFTEN) (o)	ONCE A YEAR OR MORE (p)	LESS OFTEN (q)	DON'T KNOW (r)
Unweighted Base	1640	100	153	396	275	102	385	229	1428	205	1332	419	1351	289	1067	573	1129	285	8
Weighted Base	1587	45	131	377	280	95*	446	213	1391	187	1337	457	1355	232	1026	561	1091	289	7**
A. In the last 6 months	799 50%gimoq	28 62%zcg	81 62%zcfg	181 48%g	149 53%g	68 71%zcdfg	230 51%g	63 30%	739 53%zi	60 32%	713 53%zlm	254 56%zm	718 53%zm	82 35%	799 78%zo	- -	771 71%zq	26 9%	3 42%
B. In the last 7-12 months	226 14%oq	8 18%e	17 13%	54 14%	32 12%	8 8%	74 17%e	33 16%	200 14%	24 13%	192 14%	71 16%	193 14%	33 14%	226 22%zo	- -	213 19%zq	13 4%	1 10%
C. In the last 1-2 years	157 10%np	4 9%	7 5%	36 9%	22 8%	4 4%	53 12%be	31 14%zbde	132 9%	24 13%	133 10%	57 13%	137 10%	20 9%	- -	157 28%zn	91 8%	65 23%zp	- -
D. More than 2 years' ago	205 13%benp	3 7%	9 7%	63 17%zabe	33 12%	6 6%	53 12%	37 18%zabe	174 12%	29 15%	169 13%	48 10%	170 13%	34 15%	- -	205 36%zn	16 1%	185 64%zp	3 48%
E. I used to go to the dentist but I don't any more	122 8%jklnpq	2 4%	13 10%	38 10%f	18 6%	8 8%	27 6%	17 8%	110 8%	12 6%	71 5%k	13 3%	76 6%jk	46 20%zjkl	- -	122 22%zn	- -	- -	- -
F. I have never been to the dentist	76 5%acfhjknpp	- -	2 2%	5 1%	25 9%zabcef	2 2%	10 2%	32 15%zabcd	36 3%	38 20%zh	57 4%	13 3%	58 4%	17 8%zjkl	- -	76 13%zn	- -	- -	- -
G. Don't know	2 *	- -	1 1%zf	- -	1 *	- -	- -	- -	1 *	1 1%	2 *	- -	2 *	- -	- -	2 *	- -	- -	- -

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g - z/h/i - z/j/k/l/m - z/n/o - z/p/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 4

A1 - When was the last time you went to the dentist?

BASE: All Respondents

	TOTAL (z)	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN REGULATION IN GENERAL		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		RECOMMEND DENTAL PRACTICE		SEEN GDC LEAFLET	
		NHS (a)	PRIVATE (b)	BOTH (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDE NT (i)	NOT CONFIDE NT (j)	SATISFI ED (k)	DISSATI SFIED (l)	YES (m)	NO (n)	LIKELY (o)	UNLIKEL Y (p)	YES (q)	NO (r)
Unweighted Base	1640	881	228	86	6	15	288	1068	270	1243	304	1089	39	41	1522	1172	164	218	1407
Weighted Base	1587	840	226	86*	7**	17**	273	1038	260	1197	293	1052	38*	38*	1470	1131	153	199	1373
A. In the last 6 months	799 50%gipr	559 67%zc	174 77%zac	46 54%	1 15%	3 19%	170 62%zg	484 47%	143 55%g	631 53%zj	129 44%	746 71%z	25 65%	24 63%	776 53%z	700 62%zp	39 26%	122 61%zr	667 49%
B. In the last 7-12 months	226 14%p	162 19%zb	28 12%	26 31%zab	- -	4 23%	39 14%	143 14%	44 17%	173 14%	42 14%	206 20%z	7 19%	6 17%	220 15%z	192 17%zp	13 8%	35 18%	191 14%
C. In the last 1-2 years	157 10%k	92 11%	18 8%	10 11%	3 43%	7 40%	25 9%	99 10%	33 13%	124 10%	28 9%	85 8%	6 16%	5 14%	152 10%	120 11%	18 11%	16 8%	140 10%
D. More than 2 years' ago	205 13%abcfk lmoq	27 3%	6 3%	3 4%	3 42%	3 18%	24 9%	154 15%zfh	24 9%	146 12%	45 15%	15 1%	- -	- -	205 14%zm	95 8%	48 31%zo	17 9%	187 14%
E. I used to go to the dentist but I don't any more	122 8%abcfh iko	- -	- -	- -	- -	- -	10 4%	99 10%zfh	11 4%	76 6%	36 12%zi	- -	- -	3 7%	118 8%	24 2%	35 23%zo	9 4%	112 8%
F. I have never been to the dentist	76 5%abfhi knopq	- -	- -	- -	- -	- -	5 2%	58 6%fh	4 1%	45 4%	14 5%	- -	- -	- -	- -	- -	- -	- -	75 5%zq
G. Don't know	2 *	- -	- -	- -	- -	- -	- -	1 *	1 *	2 *	- -	- -	- -	- -	- -	- -	- -	- -	2 *

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 5
A2 - On average, how often do you go to the dentist?
BASE: People who go to the dentist

	TOTAL (z)	GENDER		AGE						SOCIAL GRADE						MARITAL STATUS		
		MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	A (i)	B (j)	C1 (k)	C2 (l)	D (m)	E (n)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Unweighted Base	1422	655	767	226	180	201	234	254	327	47	307	431	283	217	137	819	390	212
Weighted Base	1387	650	737	229	224	229	231	203	271	50*	335	390	297	194	120	818	385	183
A. Once every six months	736 53%acdk p	315 48%	421 57%za	98 43%	98 44%	116 51%	125 54% c	122 60%zcd	177 65%zcde f	37 75%zklm n	217 65%zklm n	181 46%	149 50%	94 48%	59 49%	444 54%	186 48%	105 58%p
B. Once a year	355 26%h	180 28%	175 24%	62 27%h	63 28%h	66 29%h	60 26%	51 25%	52 19%	11 22%	76 23%	122 31%zjn	72 24%	49 25%	25 21%	213 26%	98 25%	44 24%
C. Once every two years	85 6%bh	48 7%	36 5%	23 10%zgh	14 6%	16 7%	14 6%	9 4%	9 3%	1 2%	13 4%	33 8%zj	17 6%	13 6%	8 7%	47 6%	32 8%zq	6 3%
D. Less than once every two years	205 15%gij	102 16%	103 14%	45 20%zfhg	48 21%zefg h	30 13%	29 13%	20 10%	33 12%	1 1%	29 9%	54 14%ij	58 20%zij	36 19%ij	27 23%zijk	108 13%	69 18%o	28 15%
E. Don't know	7 *	5 1%	2 *	- -	2 1%	2 1%	2 1%	1 *	1 *	- -	1 *	1 *	2 1%	3 2%z	1 1%	7 1%	- -	- -

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
 Overlap formulae used. * small base

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Table 6
A2 - On average, how often do you go to the dentist?
BASE: People who go to the dentist

	TOTAL (z)	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
		WOR- KING (a)	NOT WOR- KING (b)	FULL- TIME (c)	PART- TIME (d)	SELF- EMPLOYE D (e)	HOUSE WIFE (f)	STILL IN EDU- CATION (g)	UNEM- PLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	1422	666	756	451	160	55	101	115	62	399	79	408	1014	150	94	155	193	1014
Weighted Base	1387	736	651	505	166	64*	94*	106	61*	325	65*	444	943	178	106*	171	200	943
A. Once every six months	736 53%ac	367 50%	370 57%za	235 47%	97 58%cgh	35 54%	51 54%	46 44%	25 41%	214 66%zcfg hj	33 51%	240 54%	496 53%	88 49%	60 56%	103 60%am	112 56%	496 53%
B. Once a year	355 26%bi	213 29%zb	142 22%	156 31%zij	39 24%	18 29%	21 22%	35 33%ij	13 22%	63 19%	10 16%	114 26%	241 26%	47 26%	25 24%	34 20%	51 25%	241 26%
C. Once every two years	85 6%li	44 6%	41 6%	29 6%	9 6%	5 8%	7 7%	10 9%i	7 11%i	13 4%	5 8%	30 7%	55 6%	16 9%	5 5%	13 8%	11 6%	55 6%
D. Less than once every two years	205 15%li	109 15%	96 15%	81 16%i	21 13%	6 10%	14 15%	15 14%	15 25%zdi	36 11%	16 25%zdei	55 12%	150 16%	25 14%	16 15%	20 12%	21 11%	150 16%
E. Don't know	7 *lq	4 1%	3 *	4 1%	- -	- -	1 2%	- -	1 1%	1 *	- -	6 1%zl	1 *	3 1%q	1 1%	1 *	4 2%zq	1 *

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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Table 7
A2 - On average, how often do you go to the dentist?
BASE: People who go to the dentist

	TOTAL (z)	STANDARD REGION							ETHNICITY		ACCESS TO INTERNET				WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST		
		NORTHERN IRELAND (a)	SCOTLAND (b)	NORTH (c)	MIDLAND (d)	WALES (e)	SOUTH (f)	LONDON (g)	WHITE (h)	NON- WHITE (i)	HOME (j)	WORK (k)	TOTAL (l)	NONE (m)	PATIENTS (LAST12 MONTHS) (n)	PUBLIC (LESS OFTEN) (o)	ONCE A YEAR OR MORE (p)	LESS OFTEN (q)	DON'T KNOW (r)
Unweighted Base	1422	96	131	345	235	89	351	175	1266	150	1193	394	1207	215	1067	355	1129	285	8
Weighted Base	1387	43*	115	334	236	85*	410	164	1244	137	1207	430	1218	169	1026	361	1091	289	7**
A. Once every six months	736 53%cgio q	26 60%cg	80 70%zcdg	160 48%g	136 58%cg	62 72%zcdg	218 53%g	54 33%	683 55%zi	52 38%	645 53%	218 51%	650 53%	87 51%	713 70%zo	23 6%	736 67%zq	-	-
B. Once a year	355 26%bq	10 24%	19 17%	92 28%b	54 23%	15 18%	110 27%b	53 33%zbde	311 25%	40 29%	313 26%	132 31%zjlm	317 26%	38 22%	270 26%	85 23%	355 33%zq	-	-
C. Once every two years	85 6%dehnp	3 7%de	3 3%	17 5%e	6 2%	-	32 8%de	24 15%zbcde f	68 5%	16 12%zh	76 6%	29 7%	77 6%	8 5%	21 2%	64 18%zn	-	85 29%zp	-
D. Less than once every two years	205 15%np	4 8%	12 11%	65 19%zabe f	38 16%	8 9%	49 12%	30 18%a	180 14%	24 17%	169 14%	51 12%	170 14%	35 21%zjkl	18 2%	186 52%zn	-	205 71%zp	-
E. Don't know	7 *hp	-	-	-	3 1%	-	1 *	3 2%zcf	2 *	5 3%zh	5 *	-	5 *	2 1%	3 *	3 1%	-	-	7 100%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g - z/h/i - z/j/k/l/m - z/n/o - z/p/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 8
A2 - On average, how often do you go to the dentist?
BASE: People who go to the dentist

	TOTAL (z)	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN REGULATION IN GENERAL		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		RECOMMEND DENTAL PRACTICE		SEEN GDC LEAFLET	
		NHS (a)	PRIVATE (b)	BOTH (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDE NT (i)	NOT CONFIDE NT (j)	SATISFI ED (k)	DISSATI SFIED (l)	YES (m)	NO (n)	LIKELY (o)	UNLIKEL Y (p)	YES (q)	NO (r)
Unweighted Base	1422	881	228	86	6	15	271	895	251	1108	247	1089	39	38	1384	1143	121	208	1202
Weighted Base	1387	840	226	86*	7**	17**	258	880	245	1074	243	1052	38*	35*	1352	1106	118*	190	1184
A. Once every six months	736 53%jpr	524 62%zc	164 73%zac	40 47%	1 12%	6 35%	156 60%zg	454 52%	125 51%	585 54%ej	114 47%	713 68%z	23 60%	24 69%	712 53%	653 59%zp	34 29%	121 64%zr	608 51%
B. Once a year	355 26%	252 30%zb	51 22%	41 47%zab	3 48%	8 45%	72 28%	209 24%	74 30%	265 25%	69 28%	340 32%z	15 40%	8 23%	347 26%	293 27%	23 19%	42 22%	311 26%
C. Once every two years	85 6%ko	63 7%z	10 5%	5 6%	3 40%	3 20%	10 4%	52 6%	21 8%f	70 7%	13 5%	- -	- -	1 3%	84 6%	60 5%	11 9%	11 6%	72 6%
D. Less than once every two years	205 15%abcfh kloq	- -	- -	- -	- -	- -	19 7%	161 18%zfh	23 10%	148 14%	47 19%zi	- -	- -	1 4%	203 15%	97 9%	49 42%zo	15 8%	188 16%zq
E. Don't know	7 *ko	- -	- -	- -	- -	- -	1 *	5 1%	1 *	6 1%	- -	- -	- -	- -	7 *	3 *	1 1%	1 1%	5 *

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/l/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 9

A3 - And how long have you been with your current dentist or dental practice?**BASE: People who go to the dentist**

	TOTAL (z)	GENDER		AGE						SOCIAL GRADE						MARITAL STATUS		
		MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	A (i)	B (j)	C1 (k)	C2 (l)	D (m)	E (n)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Unweighted Base	1422	655	767	226	180	201	234	254	327	47	307	431	283	217	137	819	390	212
Weighted Base	1387	650	737	229	224	229	231	203	271	50*	335	390	297	194	120	818	385	183
A. One year or less	130 9%h	63 10%	67 9%	26 11%h	23 10%	32 14%zh	19 8%	16 8%	15 6%	1 2%	30 9%	44 11%	29 10%	18 9%	9 7%	75 9%	39 10%	16 9%
B. Over one year, up to two years	131 9%g	71 11%	60 8%	28 12%g	30 13%g	24 10%g	19 8%	10 5%	20 7%	1 2%	35 10%	29 7%	26 9%	20 10%	20 17%zkl	71 9%	42 11%	18 10%
C. Over two years, up to five years	313 23%gh	158 24%	154 21%	48 21%	68 30%zgh	62 27%gh	54 23%	34 17%	47 17%	11 22%	69 21%	83 21%	74 25%	46 24%	30 25%	182 22%	99 26%q	32 17%
D. Over five years, up to 10 years	253 18%q	121 19%	132 18%	36 16%	51 23%	33 15%	51 22%	35 17%	46 17%	9 18%	64 19%	75 19%	50 17%	38 19%	17 14%	163 20%q	67 17%	24 13%
E. Over 10 years, up to 15 years	160 12%	70 11%	90 12%	27 12%	15 7%	27 12%	23 10%	28 14%cd	39 14%cd	5 11%	46 14%	45 12%	33 11%	18 9%	12 10%	97 12%	37 10%	25 14%
F. Over 15 years, up to 20 years	121 9%cd	50 8%	71 10%	33 14%zdh	4 2%	21 9%cd	24 10%cd	17 8%cd	22 8%cd	5 10%	20 6%	45 12%zj	25 9%	16 8%	9 8%	62 8%	41 11%	18 10%
G. Over 20 years	246 18%cddep	100 15%	146 20%za	21 9%	24 11%	25 11%	34 15%	62 30%zcde	80 30%zcde	18 36%zjkl	65 19%	64 16%	47 16%	33 17%	19 16%	148 18%p	49 13%	49 27%zop
H. Don't know	33 2%hq	16 2%	18 2%	9 4%h	9 4%h	5 2%	6 3%	2 1%	2 1%	- -	6 2%	7 2%	13 4%	5 3%	3 3%	21 3%	12 3%q	1 *

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
 Overlap formulae used. * small base

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Table 10

A3 - And how long have you been with your current dentist or dental practice?**BASE:** People who go to the dentist

	TOTAL (z)	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
		WOR- KING (a)	NOT WOR- KING (b)	FULL- TIME (c)	PART- TIME (d)	SELF- EMPLOYE D (e)	HOUSE WIFE (f)	STILL IN EDU- CATION (g)	UNEM- PLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	1422	666	756	451	160	55	101	115	62	399	79	408	1014	150	94	155	193	1014
Weighted Base	1387	736	651	505	166	64*	94*	106	61*	325	65*	444	943	178	106*	171	200	943
A. One year or less	130 9%ilq	74 10%	56 9%	45 9%	19 11% <i>i</i>	10 16% <i>i</i>	12 12% <i>i</i>	9 8%	7 12%	18 5%	11 17% <i>zi</i>	53 12%	77 8%	23 13%	15 14%	20 12%	22 11%	77 8%
B. Over one year, up to two years	131 9%ilq	61 8%	71 11%	48 9%	9 6%	4 6%	10 11%	16 15% <i>zdi</i>	15 24% <i>zcdef</i>	22 7%	8 13%	55 12% <i>zl</i>	76 8%	27 15% <i>zpq</i>	17 16% <i>zpq</i>	21 13%	16 8%	76 8%
C. Over two years, up to five years	313 23% <i>ilq</i>	178 24%	135 21%	110 22%	46 28% <i>i</i>	21 33% <i>i</i>	28 29% <i>i</i>	21 20%	10 16%	55 17%	21 31% <i>i</i>	128 29% <i>zl</i>	185 20%	63 36% <i>zpq</i>	35 33% <i>zq</i>	52 30% <i>zq</i>	45 22%	185 20%
D. Over five years, up to 10 years	253 18% <i>b</i>	153 21% <i>zb</i>	100 15%	110 22% <i>zi</i>	28 17%	15 23%	13 13%	14 13%	13 21%	51 16%	10 15%	86 19%	167 18%	25 14%	19 18%	35 20%	45 23% <i>m</i>	167 18%
E. Over 10 years, up to 15 years	160 12% <i>km</i>	79 11%	81 12%	59 12%	17 10%	3 5%	12 12%	12 12%	6 9%	46 14%	5 8%	37 8%	122 13% <i>zk</i>	10 6%	7 6%	20 11% <i>m</i>	21 10%	122 13% <i>zm</i>
F. Over 15 years, up to 20 years	121 9%	65 9%	55 9%	46 9%	17 10%	2 3%	6 6%	20 19% <i>zcdef</i> <i>hij</i>	2 3%	26 8%	2 3%	30 7%	91 10%	8 5%	6 6%	9 5%	18 9%	91 10%
G. Over 20 years	246 18% <i>ackm</i> no	104 14%	142 22% <i>za</i>	68 13%	28 17%	8 13%	11 11%	13 12%	5 8%	106 33% <i>zcde</i> <i>fghj</i>	8 12%	45 10%	201 21% <i>zk</i>	14 8%	6 5%	13 8%	28 14% <i>no</i>	201 21% <i>zmnop</i>
H. Don't know	33 2% <i>i</i>	22 3%	11 2%	19 4% <i>zi</i>	3 2%	- -	4 4% <i>i</i>	1 1%	4 6% <i>i</i>	3 1%	1 1%	11 2%	23 2%	8 4% <i>o</i>	1 1%	1 1%	6 3%	23 2%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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Table 11

A3 - And how long have you been with your current dentist or dental practice?**BASE:** People who go to the dentist

	TOTAL (z)	STANDARD REGION							ETHNICITY		ACCESS TO INTERNET				WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST		
		NORTHERN IRELAND (a)	SCOTLAND (b)	NORTH (c)	MIDLAND (d)	WALES (e)	SOUTH (f)	LONDON (g)	WHITE (h)	NON- WHITE (i)	HOME (j)	WORK (k)	TOTAL (l)	NONE (m)	PATIENTS (LAST 12 MONTHS) (n)	PUBLIC (LESS OFTEN) (o)	ONCE A YEAR OR MORE (p)	LESS OFTEN (q)	DON'T KNOW (r)
Unweighted Base	1422	96	131	345	235	89	351	175	1266	150	1193	394	1207	215	1067	355	1129	285	8
Weighted Base	1387	43*	115	334	236	85*	410	164	1244	137	1207	430	1218	169	1026	361	1091	289	7**
A. One year or less	130 9%np	3 7%	9 8%	33 10%	30 13% ^f	10 11%	30 7%	15 9%	110 9%	19 14%	116 10%	40 9%	119 10%	11 6%	81 8%	49 14% ^{zn}	86 8%	44 15% ^{zp}	- -
B. Over one year, up to two years	131 9%	2 5%	5 5%	31 9%	22 9%	7 8%	38 9%	26 16% ^{zabcf}	113 9%	17 13%	118 10%	36 8%	118 10%	13 8%	89 9%	42 12%	103 9%	27 9%	1 22%
C. Over two years, up to five years	313 23% ^a	6 14%	25 22%	66 20%	60 26% ^a	22 26% ^a	91 22%	43 26% ^a	274 22%	37 27%	281 23%	87 20%	282 23%	31 19%	234 23%	79 22%	239 22%	72 25%	1 20%
D. Over five years, up to 10 years	253 18%	11 26% ^{zcde}	23 20%	51 15%	32 14%	11 13%	94 23% ^{zcd}	30 18%	228 18%	24 17%	222 18%	97 23% ^{zjl}	225 18%	28 17%	195 19%	58 16%	211 19% ^z	41 14%	1 10%
E. Over 10 years, up to 15 years	160 12%	6 14%	15 13%	34 10%	21 9%	12 14%	54 13%	18 11%	142 11%	17 12%	145 12%	48 11%	145 12%	15 9%	122 12%	38 11%	128 12%	31 11%	1 10%
F. Over 15 years, up to 20 years	121 9%	6 14% ^{bfg}	5 4%	41 12% ^{zbfq}	21 9%	9 10%	29 7%	10 6%	114 9%	6 4%	104 9%	44 10%	104 9%	16 10%	96 9%	25 7%	104 10% ^z	17 6%	- -
G. Over 20 years	246 18% ^{gijl} oq	9 21% ^g	30 26% ^{zdfg}	71 21% ^g	40 17%	13 15%	66 16%	17 10%	237 19% ^{zi}	9 7%	191 16%	70 16%	195 16%	52 31% ^{zjkl}	206 20% ^{zo}	40 11%	212 19% ^{zq}	34 12%	1 12%
H. Don't know	33 2%np	- -	2 2%	8 2%	9 4%	1 1%	7 2%	6 3%	27 2%	7 5% ^{zh}	31 3%	8 2%	31 3%	3 1%	3 *	31 9% ^{zn}	8 1%	24 8% ^{zp}	2 26%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g - z/h/i - z/j/k/l/m - z/n/o - z/p/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 12

A3 - And how long have you been with your current dentist or dental practice?**BASE:** People who go to the dentist

	TOTAL (z)	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN REGULATION IN GENERAL		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		RECOMMEND DENTAL PRACTICE		SEEN GDC LEAFLET	
		NHS (a)	PRIVATE (b)	BOTH (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDE NT (i)	NOT CONFIDE NT (j)	SATISFI ED (k)	DISSATI SFIED (l)	YES (m)	NO (n)	LIKELY (o)	UNLIKEL Y (p)	YES (q)	NO (r)
Unweighted Base	1422	881	228	86	6	15	271	895	251	1108	247	1089	39	38	1384	1143	121	208	1202
Weighted Base	1387	840	226	86*	7**	17**	258	880	245	1074	243	1052	38*	35*	1352	1106	118*	190	1184
A. One year or less	130 9%bko	71 8%	12 5%	5 6%	3 40%	1 7%	19 7%	96 11%zh	15 6%	94 9%	31 13%	77 7%	8 22%zk	5 14%	125 9%	92 8%	25 21%zo	15 8%	115 10%
B. Over one year, up to two years	131 9%	91 11%z	14 6%	6 8%	- -	4 24%	17 6%	86 10%	27 11%	96 9%	26 11%	97 9%	6 16%	3 9%	128 9%	105 9%	16 13%	14 7%	116 10%
C. Over two years, up to five years	313 23%bc	214 26%zbc	36 16%	11 13%	1 14%	4 23%	59 23%	201 23%	52 21%	239 22%	63 26%	230 22%	9 24%	10 29%	303 22%	251 23%	24 21%	47 25%	262 22%
D. Over five years, up to 10 years	253 18%	156 19%	47 21%	18 21%	1 15%	1 7%	41 16%	163 19%	49 20%	197 18%	42 17%	206 20%z	5 12%	8 24%	244 18%	202 18%	17 15%	34 18%	216 18%
E. Over 10 years, up to 15 years	160 12%g	86 10%	31 14%	16 18%a	- -	3 18%	40 16%zg	88 10%	32 13%	125 12%	27 11%	124 12%	4 10%	2 7%	157 12%	133 12%	9 7%	25 13%	133 11%
F. Over 15 years, up to 20 years	121 9%	75 9%	24 10%	8 10%	- -	1 4%	16 6%	77 9%	27 11%	102 9%	17 7%	100 10%	3 9%	2 5%	119 9%	103 9%	7 6%	11 6%	108 9%
G. Over 20 years	246 18%gp	141 17%	61 27%za	21 24%	1 19%	- -	61 24%zg	141 16%	43 18%	197 18%	36 15%	210 20%z	2 6%	4 13%	242 18%	213 19%zp	7 6%	43 22%	203 17%
H. Don't know	33 2%ahko	4 *	1 1%	- -	1 12%	3 18%	5 2%	28 3%zh	1 *	25 2%	2 1%	8 1%	- -	- -	33 2%	7 1%	13 11%zo	1 1%	31 3%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/l/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 13

A4 - Thinking about the last time you visited your dentist or dental practice, which of these options best describes the type of care you think you received?

BASE: People who go to the dentist at least once every two years

	TOTAL (z)	GENDER		AGE						SOCIAL GRADE						MARITAL STATUS		
		MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	A (i)	B (j)	C1 (k)	C2 (l)	D (m)	E (n)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Unweighted Base	1216	556	660	185	143	174	203	226	285	46	283	376	234	173	104	712	326	177
Weighted Base	1176	543	632	183	175	198	199	182	238	49*	306	336	237	155	92*	704	316	154
A. NHS dental care that I paid for	531 45%cnpq	253 47%	278 44%	68 37%	86 49% ^c	86 43%	104 52% ^{zc}	82 45%	106 44%	17 34%	136 44% ⁿ	172 51% ^{zin}	109 46% ⁿ	71 46% ⁿ	27 29%	351 50% ^{zpq}	124 39%	56 36%
B. NHS dental care that was free	308 26%afgh ijo	125 23%	183 29% ^{za}	77 42% ^{zefg} h	59 34% ^{fgh}	61 31% ^{fgh}	37 19%	27 15%	46 19%	4 8%	33 11%	77 23% ^{ij}	73 31% ^{ij}	66 43% ^{zijk} l	55 60% ^{zijk} lm	136 19%	129 41% ^{zoq}	41 27% ^o
C. NHS dental care and additional private dental care in the UK	86 7%mp	36 7%	50 8%	10 5%	7 4%	12 6%	17 8%	19 10% ^d	22 9%	5 10%	32 10% ^{zkm}	19 6%	21 9%	6 4%	4 4%	55 8%	14 4%	17 11% ^p
D. Private dental care only in the UK	226 19%cdlm np	114 21%	111 18%	19 10%	14 8%	36 18% ^{cd}	41 20% ^{cd}	54 30% ^{zcode} f	62 26% ^{zcd}	24 48% ^{zklm} n	100 33% ^{zklm} n	58 17% ^{mn}	28 12%	11 7%	5 6%	156 22% ^{zp}	32 10%	38 25% ^p
E. I had treatment abroad	7 1%o	4 1%	3 *	2 1%	2 1%	3 1%	- -	- -	- -	- -	3 1%	3 1%	- -	1 1%	- -	1 *	5 2% ^{zo}	1 1%
F. I'm not sure what type of care I received	17 1%o	10 2%	7 1%	8 4% ^{zefgh}	6 3% ^g	1 1%	1 *	- -	2 1%	- -	2 1%	7 2%	7 3% ^m	- -	1 1%	5 1%	11 4% ^{zo}	1 1%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
 Overlap formulae used. * small base

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Table 14

A4 - Thinking about the last time you visited your dentist or dental practice, which of these options best describes the type of care you think you received?

BASE: People who go to the dentist at least once every two years

	TOTAL (z)	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
		WOR- KING (a)	NOT WOR- KING (b)	FULL- TIME (c)	PART- TIME (d)	SELF- EMPLOYE D (e)	HOUSE WIFE (f)	STILL IN EDU- CATION (g)	UNEM- PLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	1216	572	644	382	141	49	84	102	47	353	58	351	865	125	79	136	168	865
Weighted Base	1176	623	552	420	145	58*	79*	91*	45*	289	49*	384	792	150	89*	150	174	792
A. NHS dental care that I paid for	531 45%bghj	322 52%zb	209 38%	218 52%z fgh ij	72 49%ghj	32 56%fghj	28 36%	28 31%	13 29%	126 44%gj	14 28%	161 42%	370 47%	61 41%	36 40%	61 41%	70 40%	370 47%
B. NHS dental care that was free	308 26%acei lq	119 19%	190 34%za	72 17%	40 27%c	7 12%	32 41%zcde i	45 49%zcde i	27 60%zcde i	55 19%	30 62%zcde fi	147 38%zl	161 20%	67 45%zq	40 44%zq	63 42%zq	63 36%zq	161 20%
C. NHS dental care and additional private dental care in the UK	86 7%	47 8%	39 7%	34 8%	10 7%	3 5%	5 6%	3 3%	3 6%	28 10%g	1 2%	20 5%	66 8%z	5 3%	3 4%	5 3%	13 7%	66 8%z
D. Private dental care only in the UK	226 19%ghjk m	124 20%	101 18%	89 21%ghj	21 14%h	15 25%ghj	12 15%h	8 9%	1 2%	78 27%zdfgh j	3 6%	49 13%	176 22%zk	14 10%	9 10%	21 14%	26 15%	176 22%zmnop
E. I had treatment abroad	7 1%	5 1%	2 *	1 *	3 2%zci	1 1%	- -	2 2%ci	- -	- -	- -	2 *	5 1%	1 1%	- -	1 1%	- -	5 1%
F. I'm not sure what type of care I received	17 1%	6 1%	11 2%	6 1%	- -	- -	2 2%	5 6%zcdi	2 4%d	2 1%	1 2%	5 1%	13 2%	2 1%	1 1%	- -	2 1%	13 2%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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Table 15

A4 - Thinking about the last time you visited your dentist or dental practice, which of these options best describes the type of care you think you received?

BASE: People who go to the dentist at least once every two years

	TOTAL (z)	STANDARD REGION							ETHNICITY		ACCESS TO INTERNET				WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST		
		NORTHERN IRELAND (a)	SCOTLAND (b)	NORTH (c)	MIDLANDS (d)	WALES (e)	SOUTH (f)	LONDON (g)	WHITE (h)	NON-WHITE (i)	HOME (j)	WORK (k)	TOTAL (l)	NONE (m)	PATIENTS (LAST 12 MONTHS) (n)	PUBLIC (LESS OFTEN) (o)	ONCE A YEAR OR MORE (p)	LESS OFTEN (q)	DON'T KNOW (r)
Unweighted Base	1216	88	116	283	196	80	313	140	1090	121	1036	354	1048	168	1041	175	1129	87	-
Weighted Base	1176	40*	103	269	196	77*	360	131	1062	108	1034	379	1043	132	1004	172	1091	85*	**
A. NHS dental care that I paid for	531 45%io	18 44%	39 38%	140 52%zbg	88 45%	31 40%	166 46%	51 39%	495 47%zi	35 33%	468 45%	182 48%	472 45%	59 45%	469 47%zo	63 36%	491 45%	40 47%	-
B. NHS dental care that was free	308 26%fhjk In	14 34%f	32 31%f	66 25%	62 31%f	22 29%	66 18%	47 36%zcf	252 24%	52 48%zh	253 25%k	67 18%	256 25%k	52 40%zjkl	252 25%	56 33%	285 26%	23 27%	-
C. NHS dental care and additional private dental care in the UK	86 7%c	2 5%	10 9%c	8 3%	13 6%	8 10%c	30 8%c	16 12%zc	77 7%	9 9%	79 8%	34 9%	80 8%	6 4%	73 7%	13 8%	81 7%	5 6%	-
D. Private dental care only in the UK	226 19%gim	6 16%	20 20%	48 18%	31 16%	16 21%	89 25%zdg	14 11%	217 20%zi	9 8%	213 21%zm	86 23%zm	213 20%zm	13 10%	202 20%	24 14%	215 20%	10 12%	-
E. I had treatment abroad	7 1%hnp	-	-	3 1%	1 *	-	2 1%	1 1%	4 *	3 3%zh	6 1%	5 1%	7 1%j	-	1 *	6 3%zn	4 *	3 3%zp	-
F. I'm not sure what type of care I received	17 1%np	*	1	4 2%	2 1%	1 1%	7 2%	2 1%	17 2%	-	15 1%	5 1%	16 2%j	2 1%	7 1%	10 6%zn	14 1%	3 4%	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g - z/h/i - z/j/k/l/m - z/n/o - z/p/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 16

A4 - Thinking about the last time you visited your dentist or dental practice, which of these options best describes the type of care you think you received?

BASE: People who go to the dentist at least once every two years

	TOTAL (z)	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN REGULATION IN GENERAL		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		RECOMMEND DENTAL PRACTICE		SEEN GDC LEAFLET	
		NHS (a)	PRIVATE (b)	BOTH (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDE NT (i)	NOT CONFIDE NT (j)	SATISFI ED (k)	DISSATI SFIED (l)	YES (m)	NO (n)	LIKELY (o)	UNLIKEL Y (p)	YES (q)	NO (r)
Unweighted Base	1216	881	228	86	6	15	247	738	227	956	203	1089	39	36	1180	1043	71	190	1016
Weighted Base	1176	840	226	86*	7**	17**	238	714	220	920	197	1052	38*	34*	1142	1006	68*	174	990
A. NHS dental care that I paid for	531 45%bc	531 63%zbc	-	-	-	-	100 42%	318 44%	113 51%	428 46%	78 40%	475 45%	16 42%	12 35%	520 45%	452 45%	29 42%	88 51%	436 44%
B. NHS dental care that was free	308 26%bcfh	308 37%zbc	-	-	-	-	41 17%	223 31%zfh	42 19%	254 28%	44 22%	274 26%	11 30%	6 17%	303 26%	269 27%	17 25%	42 24%	265 27%
C. NHS dental care and additional private dental care in the UK	86 7%abg	-	-	86 100%zab	-	-	25 10%g	37 5%	24 11%zg	67 7%	17 9%	79 7%	2 6%	5 15%	81 7%	72 7%	8 12%	10 6%	76 8%
D. Private dental care only in the UK	226 19%acgi	-	226 100%zac	-	-	-	68 28%zgh	122 17%	36 16%	159 17%	51 26%zi	209 20%	7 17%	10 30%	215 19%	200 20%	10 14%	33 19%	192 19%
E. I had treatment abroad	7 1%ak	-	-	-	7 100%	-	2 1%	4 1%	1 *	4 *	2 1%	3 *	-	-	7 1%	5 1%	-	-	7 1%
F. I'm not sure what type of care I received	17 1%aiko	-	-	-	-	17 100%	2 1%	11 2%	4 2%	8 1%	5 2%	12 1%	2 4%	1 3%	16 1%	8 1%	5 7%zo	1 1%	15 2%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 17

A5 - Have you ever had an appointment with a dental care professional other than a dentist? By this we mean an appointment where the dentist was not present.

BASE: People who have been to a dentist at some point

	TOTAL (z)	GENDER		AGE						SOCIAL GRADE						MARITAL STATUS		
		MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	A (i)	B (j)	C1 (k)	C2 (l)	D (m)	E (n)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Unweighted Base	1564	735	829	241	188	212	259	277	387	49	316	462	320	254	163	874	435	254
Weighted Base	1509	717	792	243	234	241	253	221	317	51*	345	418	331	223	140	865	426	217
A. Yes	477 32%acd mnp	200 28%	277 35%za	60 24%	58 25%	83 34%c	91 36%cd	83 38%zcd	103 33%cd	24 47%zklm n	164 47%zklm n	128 31%mn	83 25%	49 22%	30 21%	301 35%zp	109 25%	68 31%
B. No	1028 68%bgij o	517 72%zb	511 65%	182 75%zfg	174 75%fg	158 66%	162 64%	138 62%	214 67%	28 53%	182 53%	290 69%ij	247 75%zij	172 77%zijk	109 78%zij	562 65%	315 74%zo	149 69%
C. Don't know	4 *	- -	4 *	2 1%	2 1%	- -	- -	- -	- -	- -	- -	- -	1 *	2 1%	1 1%	2 *	2 *	- -

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
 Overlap formulae used. * small base

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Table 18

A5 - Have you ever had an appointment with a dental care professional other than a dentist? By this we mean an appointment where the dentist was not present.

BASE: People who have been to a dentist at some point

	TOTAL (z)	WORKING STATUS		OCCUPATION							CHILDREN IN HOUSEHOLD		CHILDREN'S AGES					
		WOR- KING (a)	NOT WOR- KING (b)	FULL- TIME (c)	PART- TIME (d)	SELF- EMPLOYE D (e)	HOUSE WIFE (f)	STILL IN EDU- CATION (g)	UNEM- PLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	1564	716	848	483	172	61	106	118	70	462	92	431	1133	158	98	159	205	1133
Weighted Base	1509	787	722	539	177	72*	99*	108	68*	372	75*	465	1044	185	109*	175	210	1044
A. Yes	477	248	229	171	57	20	34	29	21	126	19	142	335	57	38	60	65	335
	32%	32%	32%	32%	32%	27%	35%	27%	31%	34%	25%	31%	32%	31%	35%	34%	31%	32%
B. No	1028	539	489	367	120	52	63	77	47	246	56	320	708	127	72	114	141	708
	68%	68%	68%	68%	68%	73%	64%	71%	69%	66%	75%	69%	68%	69%	65%	65%	67%	68%
C. Don't know	4	-	4	-	-	-	2	2	-	-	-	4	-	1	-	2	4	-
	*	-	1%z	-	-	-	2%zci	2%zci	-	-	-	1%zl	-	*	-	1%q	2%zq	-

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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Table 19

A5 - Have you ever had an appointment with a dental care professional other than a dentist? By this we mean an appointment where the dentist was not present.

BASE: People who have been to a dentist at some point

	TOTAL (z)	STANDARD REGION							ETHNICITY		ACCESS TO INTERNET				WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST		
		NORTHERN IRELAND (a)	SCOTLAND (b)	NORTH (c)	MIDLANDS (d)	WALES (e)	SOUTH (f)	LONDON (g)	WHITE (h)	NON- WHITE (i)	HOME (j)	WORK (k)	TOTAL (l)	NONE (m)	PATIENTS (LAST12 MONTHS) (n)	PUBLIC (LESS OFTEN) (o)	ONCE A YEAR OR MORE (p)	LESS OFTEN (q)	DON'T KNOW (r)
Unweighted Base	1564	100	148	390	255	100	377	194	1395	163	1273	408	1291	273	1067	497	1129	285	8
Weighted Base	1509	45	128	372	254	93*	436	181	1354	148	1278	443	1294	215	1026	483	1091	289	7**
A. Yes	477	13	55	105	67	44	162	32	455	21	436	171	440	38	394	84	416	52	-
	32%gimo	28%g	43%zacd	28%g	26%g	47%zacd	37%zcdg	18%	34%zi	14%	34%zm	39%zjlm	34%zm	18%	38%zo	17%	38%zq	18%	-
B. No	1028	32	73	267	186	49	274	146	896	126	839	271	851	176	629	399	672	236	7
	68%befh	72%be	57%	72%bef	73%bef	53%	63%	81%zbce	66%	85%zh	66%k	61%	66%k	82%zjkl	61%	82%zn	62%	82%zp	100%
C. Don't know	4	-	-	-	1	-	-	3	3	1	3	1	3	1	3	1	3	1	-
	*	-	-	-	*	-	-	2%zcf	*	1%	*	*	*	*	*	*	*	*	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g - z/h/i - z/j/k/l/m - z/n/o - z/p/q/r
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 20

A5 - Have you ever had an appointment with a dental care professional other than a dentist? By this we mean an appointment where the dentist was not present.

BASE: People who have been to a dentist at some point

	TOTAL (z)	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN REGULATION IN GENERAL		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		RECOMMEND DENTAL PRACTICE		SEEN GDC LEAFLET	
		NHS (a)	PRIVATE (b)	BOTH (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDE NT (i)	NOT CONFIDE NT (j)	SATISFI ED (k)	DISSATI SFIED (l)	YES (m)	NO (n)	LIKELY (o)	UNLIKEL Y (p)	YES (q)	NO (r)
Unweighted Base	1564	881	228	86	6	15	283	1010	264	1197	289	1089	39	41	1522	1172	164	218	1332
Weighted Base	1509	840	226	86*	7**	17**	268	979	255	1151	279	1052	38*	38*	1470	1131	153	199	1296
A. Yes	477 32%gip	261 31%	133 59%zac	35 40%	3 43%	5 31%	100 37%zg	284 29%	93 37%g	347 30%	102 36%	400 38%z	16 42%	15 41%	461 31%	405 36%zp	29 19%	57 29%	415 32%
B. No	1028 68%bfko	577 69%b	93 41%	50 59%b	4 57%	11 63%	168 63%	691 71%zfh	162 63%	801 70%z	176 63%	649 62%	22 58%	21 57%	1006 68%	723 64%	123 80%zo	140 71%	879 68%
C. Don't know	4 *n	2 *	- -	1 1%	- -	1 6%	- -	4 *	- -	2 *	1 *	3 *	- -	1 2%zn	3 *	3 *	1 1%	1 1%	3 *

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e - z/l/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
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Table 21

A6 - You said you have had an appointment with a dental care professional other than a dentist. Which dental care professional or professionals did you see?

BASE: People who have had an appointment with a dental care professional other than a dentist

	TOTAL (z)	GENDER		AGE						SOCIAL GRADE						MARITAL STATUS		
		MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	A (i)	B (j)	C1 (k)	C2 (l)	D (m)	E (n)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Unweighted Base	481	204	277	60	48	67	88	97	121	23	148	144	80	52	34	298	112	71
Weighted Base	477	200	277	60*	58*	83*	91*	83*	103	24**	164	128	83*	49*	30*	301	109*	68*
D. Dental hygienist	380 80%clp	155 77%	225 81%	28 47%	44 76% _c	67 81% _c	77 85% _c	79 95% _{zcd} e f h	85 82% _c	24 100%	144 88% _{zlmn}	102 79% _l	54 64%	35 73%	22 73%	251 83% _{zp}	72 67%	57 84% _p
F. Orthodontic therapist	63 13%gho	27 14%	36 13%	25 42% _{zdef} gh	12 20% _{gh}	10 12%	7 8%	4 4%	5 5%	-	19 12%	22 17%	15 18%	4 7%	4 14%	27 9%	28 26% _{zoq}	8 11%
A. Dental nurse	36 8%gj	13 7%	23 8%	10 17% _{zfg} h	6 10% _g	8 10% _g	4 4%	1 2%	7 6%	-	5 3%	10 8%	12 14% _{zj}	5 10%	5 15% _j	24 8%	9 8%	3 4%
B. Dental technician	25 5%gk	12 6%	13 5%	3 5%	2 4%	3 4%	7 7% _g	1 1%	9 9% _g	-	7 4%	2 2%	12 14% _{zjk}	3 6%	1 4%	16 5%	6 5%	3 5%
C. Clinical dental technician	8 2%	5 3%	3 1%	2 4%	-	3 3%	-	-	4 4%	-	5 3%	* *	3 4%	1 1%	-	5 2%	2 2%	1 2%
E. Dental therapist	1 *	1 *	-	-	-	-	1 1%	-	-	-	1 1%	-	-	-	-	-	-	1 1% _o
G. Other	9 2%	5 2%	4 1%	1 1%	-	4 4%	2 2%	1 1%	1 1%	-	2 1%	4 3%	1 1%	2 4%	-	7 2%	1 1%	1 2%
H. Don't know / Can't remember	3 1%	2 1%	1 *	1 1%	2 4% _z	-	-	-	-	-	-	1 1%	2 3%	-	-	2 1%	1 1%	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 22

A6 - You said you have had an appointment with a dental care professional other than a dentist. Which dental care professional or professionals did you see?

BASE: People who have had an appointment with a dental care professional other than a dentist

	TOTAL (z)	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
		WOR- KING (a)	NOT WOR- KING (b)	FULL- TIME (c)	PART- TIME (d)	SELF- EMPLOYE D (e)	HOUSE WIFE (f)	STILL IN EDU- CATION (g)	UNEM- PLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	481	222	259	149	55	18	35	34	19	149	22	120	361	44	32	51	56	361
Weighted Base	477	248	229	171	57*	20**	34*	29**	21**	126	19**	142	335	57*	38**	60*	65*	335
D. Dental hygienist	380 80%	199 80%	181 79%	139 81%	45 79%	15 78%	27 79%	15 51%	16 73%	109 86%z	15 77%	116 82%	264 79%	42 74%	29 77%	46 77%	54 83%	264 79%
F. Orthodontic therapist	63 13%i	36 14%	27 12%	24 14%i	9 15%i	3 15%	3 10%	11 38%	7 32%	6 5%	-	16 11%	47 14%	8 14%	6 17%	10 17%	8 12%	47 14%
A. Dental nurse	36 8%	20 8%	16 7%	14 8%	4 7%	1 7%	4 11%	4 12%	1 5%	6 4%	2 13%	14 10%	22 6%	8 13%	7 19%	6 11%	4 6%	22 6%
B. Dental technician	25 5%	11 4%	14 6%	7 4%	4 7%	-	1 3%	2 6%	2 10%	9 7%	1 4%	5 3%	21 6%	1 2%	-	2 4%	2 3%	21 6%
C. Clinical dental technician	8 2%	5 2%	3 1%	3 2%	2 4%	-	-	1 3%	-	2 2%	-	3 2%	6 2%	-	1 3%	3 4%	-	6 2%
E. Dental therapist	1 *	1 *	-	1 1%	-	-	-	-	-	-	-	-	1 *	-	-	-	-	1 *
G. Other	9 2%	3 1%	6 3%	2 1%	1 2%	-	2 5%	1 3%	-	2 2%	1 6%	5 3%	4 1%	2 4%	-	2 4%	2 3%	4 1%
H. Don't know / Can't remember	3 1%lq	2 1%	1 *	2 1%	-	-	-	1 3%	-	-	-	2 2%	1 *	2 4%zq	2 6%	-	-	1 *

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 23

A6 - You said you have had an appointment with a dental care professional other than a dentist. Which dental care professional or professionals did you see?

BASE: People who have had an appointment with a dental care professional other than a dentist

	TOTAL (z)	STANDARD REGION							ETHNICITY		ACCESS TO INTERNET				WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST		
		NORTHERN IRELAND (a)	SCOTLAND (b)	NORTH (c)	MIDLAND S (d)	WALES (e)	SOUTH (f)	LONDON (g)	WHITE (h)	NON- WHITE (i)	HOME (j)	WORK (k)	TOTAL (l)	NONE (m)	PATIENT S (LAST 12 MONTHS) (n)	PUBLIC (LESS OFTEN) (o)	ONCE A YEAR OR MORE (p)	LESS OFTEN (q)	DON'T KNOW (r)
Unweighted Base	481	28	59	111	62	45	143	33	459	21	428	159	433	48	396	85	419	51	-
Weighted Base	477	13**	55*	105	67*	44*	162	32*	455	21**	436	171	440	38*	394	84*	416	52*	-**
D. Dental hygienist	380	7	50	70	56	38	139	20	366	14	350	137	354	26	323	57	344	32	-
	80%cgmo	57%	91%zcg	67%	83%cg	87%cg	86%zcg	62%	80%	68%	80%	80%	81%	68%	82%zo	68%	83%zq	62%	-
F. Orthodontic therapist	63	6	5	13	7	4	21	6	59	4	61	30	62	1	46	17	50	11	-
	13%mp	46%	10%	13%	10%	10%	13%	20%	13%	17%	14%	17%mp	14%	4%	12%	20%	12%	22%	-
A. Dental nurse	36	1	5	12	2	-	10	6	30	6	32	8	32	4	26	10	26	9	-
	8%hp	11%	8%	11%e	4%	-	6%	20%zdef	7%	28%	7%	5%	7%	10%	6%	12%	6%	17%zp	-
B. Dental technician	25	1	1	8	4	3	5	4	23	2	19	8	19	6	21	4	21	2	-
	5%jl	7%	2%	7%	5%	6%	3%	13%bf	5%	9%	4%	5%	4%	15%zjkl	5%	5%	5%	5%	-
C. Clinical dental technician	8	1	1	2	-	1	1	1	8	-	8	1	8	1	8	1	8	1	-
	2%	7%	2%	2%	-	3%	1%	4%	2%	-	2%	1%	2%	2%	2%	1%	2%	1%	-
E. Dental therapist	1	-	-	1	-	-	-	-	1	-	1	1	1	-	1	-	1	-	-
	*	-	-	1%	-	-	-	-	*	-	*	1%	*	-	*	-	*	-	-
G. Other	9	*	-	4	-	1	4	-	9	-	8	1	8	1	6	3	7	2	-
	2%	4%	-	4%	-	2%	2%	-	2%	-	2%	1%	2%	3%	2%	4%	2%	3%	-
H. Don't know / Can't remember	3	-	-	1	2	-	-	-	3	-	3	1	3	-	3	-	3	-	-
	1%	-	-	1%	3%zf	-	-	-	1%	-	1%	*	1%	-	1%	-	1%	-	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g - z/h/i - z/j/k/l/m - z/n/o - z/p/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 24

A6 - You said you have had an appointment with a dental care professional other than a dentist. Which dental care professional or professionals did you see?

BASE: People who have had an appointment with a dental care professional other than a dentist

	TOTAL (z)	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN REGULATION IN GENERAL		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		RECOMMEND DENTAL PRACTICE		SEEN GDC LEAFLET	
		NHS (a)	PRIVATE (b)	BOTH (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDE NT (i)	NOT CONFIDE NT (j)	SATISFI ED (k)	DISSATI SFIED (l)	YES (m)	NO (n)	LIKELY (o)	UNLIKEL Y (p)	YES (q)	NO (r)
Unweighted Base	481	264	132	36	2	6	103	283	95	352	101	401	18	17	463	409	32	62	416
Weighted Base	477	261	133	35*	3**	5**	100*	284	93*	347	102*	400	16**	15**	461	405	29**	57*	415
D. Dental hygienist	380 80% _{ii}	201 77%	119 89% _{za}	29 84%	3 100%	2 44%	85 85%	221 78%	75 80%	267 77%	91 89% _{zi}	331 83% _z	13 81%	15 95%	365 79%	322 79%	23 77%	44 76%	331 80%
F. Orthodontic therapist	63 13% _{bfi}	39 15% _b	9 7%	3 9%	1 34%	2 29%	6 6%	47 17% _{zf}	10 11%	52 15%	8 8%	46 12%	3 19%	* 3%	61 13%	51 13%	4 14%	4 7%	59 14%
A. Dental nurse	36 8% _{bfi}	23 9% _b	4 3%	3 8%	- -	- -	2 2%	20 7%	13 14% _{zfg}	29 8%	6 6%	25 6%	* 3%	* 3%	35 8%	33 8%	3 9%	9 15% _{zr}	27 7%
B. Dental technician	25 5%	10 4%	7 5%	5 13% _{za}	- -	- -	4 4%	16 6%	5 6%	21 6%	3 3%	20 5%	1 5%	1 8%	24 5%	23 6%	* 2%	6 10%	19 5%
C. Clinical dental technician	8 2%	2 1%	4 3%	2 5%	- -	1 13%	2 2%	5 2%	2 2%	8 2%	* *	7 2%	* 3%	* 3%	8 2%	7 2%	1 4%	2 4%	6 1%
E. Dental therapist	1 *	- -	1 1%	- -	- -	- -	- -	- -	1 1%	- -	1 1%	1 *	- -	- -	1 *	1 *	- -	- -	1 *
G. Other	9 2%	7 3%	1 1%	- -	- -	- -	5 5% _{zg}	3 1%	1 1%	7 2%	1 1%	7 2%	- -	- -	9 2%	8 2%	- -	1 3%	7 2%
H. Don't know / Can't remember	3 1%	2 1%	- -	- -	- -	1 14%	- -	3 1%	- -	2 1%	1 1%	3 1%	- -	- -	3 1%	2 1%	- -	- -	3 1%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 25

Q1 - Now thinking about your own experience, how satisfied or otherwise are you with your dental care or treatment?

BASE: People who go to the dentist at least once a year

	TOTAL (z)	GENDER		AGE						SOCIAL GRADE						MARITAL STATUS		
		MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	A (i)	B (j)	C1 (k)	C2 (l)	D (m)	E (n)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Unweighted Base	1129	512	617	161	133	161	188	213	273	45	271	339	218	159	97	666	293	169
Weighted Base	1091	495	596	160	161	182	185	173	229	48*	293	303	220	143	84*	657	284	149
A. Very satisfied	681 62% ^{ck}	305 62%	376 63%	87 54%	93 57%	107 59%	116 63%	124 72% ^{zcde}	155 68% ^{zc}	37 76% ^{km}	200 68% ^{zkm}	172 57%	139 63%	80 56%	54 64%	423 64%	163 57%	94 63%
B. Fairly satisfied	371 34% ^{ghj}	173 35%	199 33%	67 42% ^{zgh}	62 38% ^g	71 39% ^{gh}	63 34%	43 25%	66 29%	11 22%	80 27%	118 39% ^{zij}	77 35%	59 41% ^{ij}	27 32%	207 32%	113 40% ^{zo}	51 35%
C. Fairly dissatisfied	22 2%	11 2%	11 2%	7 4% ^e	4 2%	* *	5 3%	3 2%	4 2%	1 2%	7 2%	5 2%	4 2%	3 2%	2 2%	15 2%	5 2%	3 2%
D. Very dissatisfied	16 1%	7 1%	9 2%	* *	3 2%	3 2%	2 1%	3 2%	4 2%	- -	5 2%	8 3%	1 *	1 1%	1 1%	12 2%	4 1%	- -
E. Don't know	1 *	- -	1 *	- -	- -	1 *	- -	- -	- -	- -	1 *	- -	- -	- -	- -	- -	- -	1 1%
Satisfied	1052 96%	478 96%	575 96%	153 96%	154 96%	178 98%	179 97%	167 96%	221 97%	47 98%	280 96%	291 96%	215 98%	138 97%	81 96%	631 96%	276 97%	145 98%
Dissatisfied	38 3%	17 4%	20 3%	7 4%	7 4%	3 2%	6 3%	6 4%	8 3%	1 2%	12 4%	12 4%	5 2%	4 3%	3 4%	27 4%	8 3%	3 2%
NET Satisfied	1015 93%	460 93%	554 93%	146 91%	148 91%	175 96%	172 93%	160 93%	213 93%	46 97%	268 92%	278 92%	211 96%	134 94%	78 92%	604 92%	267 94%	143 96%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
 Overlap formulae used. * small base

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Table 26

Q1 - Now thinking about your own experience, how satisfied or otherwise are you with your dental care or treatment?**BASE: People who go to the dentist at least once a year**

	TOTAL (z)	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
		WOR- KING (a)	NOT WOR- KING (b)	FULL- TIME (c)	PART- TIME (d)	SELF- EMPLOYE D (e)	HOUSE WIFE (f)	STILL IN EDU- CATION (g)	UNEM- PLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	1129	534	595	355	134	45	76	90	43	335	51	323	806	113	75	124	156	806
Weighted Base	1091	580	511	391	136	53*	72*	81*	38*	276	44*	354	737	134*	85*	137	163	737
A. Very satisfied	681 62%ach	341 59%	340 67%za	220 56%	93 68%ch	28 53%	46 63%	49 61%	17 44%	199 72%zceg h	29 66%	212 60%	469 64%	79 58%	48 57%	88 64%	100 62%	469 64%
B. Fairly satisfied	371 34%bi	217 37%zb	155 30%	155 40%zdi	40 29%	22 41%i	24 33%	28 35%	21 54%zdfi j	69 25%	13 30%	126 36%	245 33%	50 37%	33 39%	43 32%	57 35%	245 33%
C. Fairly dissatisfied	22 2%lq	13 2%	9 2%	9 2%	2 1%	2 4%	1 2%	3 3%	- -	4 2%	1 2%	12 3%l	10 1%	5 3%	2 2%	2 2%	5 3%	10 1%
D. Very dissatisfied	16 1%	9 1%	7 1%	7 2%	2 1%	- -	1 2%	1 1%	* 1%	4 1%	1 2%	3 1%	12 2%	1 1%	1 2%	3 2%	1 1%	12 2%
E. Don't know	1 *	1 *	- -	- -	- -	1 2%zc	- -	- -	- -	- -	- -	1 *	- -	- -	- -	1 1%	- -	- -
Satisfied	1052 96%	558 96%	495 97%	375 96%	132 97%	50 94%	70 97%	78 96%	38 99%	268 97%	42 96%	338 95%	715 97%	129 96%	81 96%	131 96%	157 96%	715 97%
Dissatisfied	38 3%	21 4%	16 3%	16 4%	3 3%	2 4%	2 3%	3 4%	* 1%	8 3%	2 4%	16 4%	22 3%	6 4%	3 4%	5 4%	6 4%	22 3%
NET Satisfied	1015 93%	536 92%	479 94%	360 92%	129 95%	48 90%	67 93%	74 91%	37 98%	260 94%	40 92%	322 91%	693 94%z	123 92%	78 93%	126 92%	151 93%	693 94%z

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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Table 27

Q1 - Now thinking about your own experience, how satisfied or otherwise are you with your dental care or treatment?**BASE:** People who go to the dentist at least once a year

	TOTAL (z)	STANDARD REGION							ETHNICITY		ACCESS TO INTERNET				WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST		
		NORTHERN IRELAND (a)	SCOTLAND (b)	NORTH (c)	MIDLAND S (d)	WALES (e)	SOUTH (f)	LONDON (g)	WHITE (h)	NON- WHITE (i)	HOME (j)	WORK (k)	TOTAL (l)	NONE (m)	PATIENT S (LAST12 MONTHS) (n)	PUBLIC (LESS OFTEN) (o)	ONCE A YEAR OR MORE (p)	LESS OFTEN (q)	DON'T KNOW (r)
Unweighted Base	1129	81	112	266	188	80	287	115	1020	105	962	329	973	156	1018	111	1129	-	-
Weighted Base	1091	36*	99	253	190	77*	328	107	994	92*	957	350	967	124	983	108*	1091	**	**
A. Very satisfied	681 62% ^{dgio}	22 59%	72 72% ^{zdg}	172 68% ^{zdg}	105 55%	59 77% ^{zadf}	203 62% ^g	48 45%	645 65% ^{zi}	36 39%	598 63%	216 62%	604 62%	77 62%	635 65% ^{zo}	46 43%	681 62%	-	-
B. Fairly satisfied	371 34% ^{cehn}	13 35%	28 28%	68 27%	77 41% ^{bce}	18 23%	115 35%	54 50% ^{zabc}	316 32%	54 58% ^{zh}	321 34%	125 36%	325 34%	47 37%	317 32%	54 50% ^{zn}	371 34%	-	-
C. Fairly dissatisfied	22 2%	1 4% ^{be}	-	6 3%	7 4%	-	5 1%	3 3%	19 2%	1 1%	22 2%	6 2%	22 2%	-	20 2%	2 2%	22 2%	-	-
D. Very dissatisfied	16 1%	1 2% ^b	-	6 2%	1 1%	-	6 2%	2 2%	15 1%	1 1%	15 2%	4 1%	15 2%	1 1%	12 1%	4 3%	16 1%	-	-
E. Don't know	1 *	-	-	1 *	-	-	-	-	-	1 1% ^{zh}	1 *	-	1 *	-	-	1 1% ⁿ	1 *	-	-
Satisfied	1052 96%	34 94%	99 100% ^{acdg}	240 95%	182 96%	77 100% ^a	317 97%	103 96%	961 97%	90 97%	919 96%	341 97%	929 96%	124 99% ^z	952 97%	101 94%	1052 96%	-	-
Dissatisfied	38 3% ^m	2 6% ^{be}	-	12 5% ^b	8 4% ^b	-	11 3%	5 4% ^b	33 3%	2 2%	37 4%	10 3%	37 4%	1 1%	32 3%	6 6%	38 3%	-	-
NET Satisfied	1015 93% ^{cjl}	32 88%	99 100% ^{zacd}	227 90%	174 92%	77 100% ^{zacd}	307 93%	98 91%	927 93%	88 95%	883 92%	331 95%	892 92%	123 99% ^{zijkl}	920 94% ^{zo}	95 88%	1015 93%	0 0%	0 0%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g - z/h/i - z/j/k/l/m - z/n/o - z/p/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 28

Q1 - Now thinking about your own experience, how satisfied or otherwise are you with your dental care or treatment?

BASE: People who go to the dentist at least once a year

	TOTAL (z)	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN REGULATION IN GENERAL		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		RECOMMEND DENTAL PRACTICE		SEEN GDC LEAFLET	
		NHS (a)	PRIVATE (b)	BOTH (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDE NT (i)	NOT CONFIDE NT (j)	SATISFI ED (k)	DISSATI SFIED (l)	YES (m)	NO (n)	LIKELY (o)	UNLIKEL Y (p)	YES (q)	NO (r)
Unweighted Base	1129	816	217	81	4	11	237	686	204	883	190	1089	39	35	1094	980	61	178	943
Weighted Base	1091	777	215	81*	4**	14**	228	663	199	850	183	1052	38*	33*	1058	946	57*	164	918
A. Very satisfied	681 62%agjlp	464 60%	157 73%za	51 62%	3 80%	6 43%	164 72%zg	391 59%	126 63%	555 65%zj	93 51%	681 65%zl	-	18 55%	663 63%	647 68%zp	7 13%	100 61%	576 63%
B. Fairly satisfied	371 34%bflp	285 37%zb	52 24%	28 35%	-	6 46%	56 24%	245 37%zf	70 35%fh	281 33%	66 36%	371 35%zl	-	11 35%	360 34%	293 31%	25 44%	61 37%	307 33%
C. Fairly dissatisfied	22 2%iko	18 2%	2 1%	1 2%	-	1 8%	3 1%	16 2%	3 2%	8 1%	14 8%zi	-	22 59%zk	1 3%	21 2%	3 *	13 23%zo	3 2%	19 2%
D. Very dissatisfied	16 1%ikno	9 1%	5 2%	1 1%	-	* 3%	6 2%h	10 2%	-	5 1%	9 5%zi	-	16 41%zk	2 7%zn	13 1%	3 *	12 21%zo	-	16 2%
E. Don't know	1 *	-	-	-	1 20%	-	-	-	1 *	-	-	-	-	-	1 *	-	-	-	1 *
Satisfied	1052 96%jlp	749 96%	209 97%	79 97%	3 80%	12 89%	220 96%	636 96%	195 98%	836 98%zj	160 87%	1052 100%zl	-	29 90%	1023 97%nm	940 99%zp	32 56%	160 98%	883 96%
Dissatisfied	38 3%iko	27 4%	7 3%	2 3%	-	2 11%	8 4%	27 4%	3 2%	13 2%	23 13%zi	-	38 100%zk	3 10%zn	34 3%	6 1%	25 44%zo	3 2%	34 4%
NET Satisfied	1015 93%jimp	722 93%	202 94%	76 94%	3 80%	11 78%	212 93%	609 92%	192 96%zg	823 97%zj	136 74%	1052 100%zl	-38 -100%	26 80%	989 93%zm	934 99%zp	7 13%	157 96%	848 92%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 29

Q2 - Which of the following, if any, best describe why you feel satisfied with your dental care or treatment?**BASE:** People who are satisfied with their dental care or treatment

	TOTAL (z)	GENDER		AGE						SOCIAL GRADE						MARITAL STATUS		
		MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	A (i)	B (j)	C1 (k)	C2 (l)	D (m)	E (n)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Unweighted Base	1089	495	594	154	127	157	181	206	264	44	258	326	212	156	93	641	282	165
Weighted Base	1052	478	575	153	154	178	179	167	221	47*	280	291	215	138	81*	631	276	145
A. The dental professional behaved in a professional way	811 77% ^{cnp}	366 77%	445 77%	102 67%	113 73%	136 76%	138 77% ^c	141 84% ^{zcd}	181 82% ^{zcn}	43 92% ^{zkln}	229 82% ^{zlmn}	225 78%	158 73%	100 72%	54 67%	506 80% ^{zp}	189 69%	115 79% ^p
B. The dental professional provided good quality treatment	769 73% ^{cnp}	355 74%	414 72%	95 62%	115 74% ^c	122 68%	135 76% ^c	141 85% ^{zcd}	161 73% ^{cfh}	39 83% ⁿ	221 79% ^{zmn}	212 73% ⁿ	157 73% ⁿ	94 68%	46 57%	484 77% ^{zp}	173 63%	111 76% ^p
E. I received a clear explanation about my dental treatment	591 56% ^{cnp}	270 57%	320 56%	60 39%	92 60% ^c	97 54% ^c	102 57% ^c	116 70% ^{zcef}	125 56% ^{ch}	35 75% ^{zkln}	182 65% ^{zkln}	161 55% ⁿ	104 48%	74 54%	34 42%	381 60% ^{zp}	120 44%	89 62% ^p
D. The dental professional had good communication skills	586 56% ^{cemnp}	262 55%	324 56%	70 46%	94 61% ^{ce}	82 46%	110 62% ^{ce}	107 64% ^{zce}	122 55%	36 77% ^{zkln}	178 64% ^{zlmn}	170 58% ^{mn}	109 51%	61 44%	31 39%	376 60% ^{zp}	128 46%	81 56%
C. The dental professional knew my dental history	568 54% ^{cdnp}	257 54%	311 54%	65 42%	64 41%	93 52%	100 56% ^{cd}	116 70% ^{zcd}	130 59% ^{cd}	33 70% ^{zlmn}	167 60% ^{ln}	163 56% ⁿ	103 48%	71 51%	32 39%	364 58% ^{zp}	115 42%	89 61% ^p
F. I received good follow up treatment	418 40% ^{cnp}	186 39%	231 40%	43 28%	56 36%	62 35%	77 43% ^c	85 51% ^{zcd}	94 43% ^c	27 57% ^{zkln}	142 51% ^{zkln}	105 36%	74 34%	48 35%	22 27%	280 44% ^{zp}	78 28%	60 41% ^p
G. The cost of my dental treatment was reasonable	403 38% ^{clmn}	195 41%	208 36%	28 18%	56 36% ^c	69 39% ^c	72 40% ^c	83 50% ^{zcd}	96 43% ^c	31 66% ^{zkln}	143 51% ^{zkln}	112 39% ^{mn}	65 30% ⁿ	38 28%	13 16%	279 44% ^{zp}	63 23%	61 42% ^p
H. I received clear information about the cost of my treatment	388 37% ^{clmn}	188 39%	200 35%	31 20%	47 31%	57 32% ^c	63 35% ^c	92 55% ^{zcd}	96 44% ^{zcd}	27 58% ^{zkln}	141 50% ^{zkln}	106 37% ^{mn}	62 29%	35 25%	16 20%	262 42% ^{zp}	66 24%	60 41% ^p
I. Other	18 2%	7 1%	11 2%	1 1%	- -	4 2%	4 2%	4 2%	5 2%	- -	6 2%	6 2%	1 1%	3 2%	1 1%	13 2%	2 1%	3 2%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
 Overlap formulae used. * small base

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Table 29

Q2 - Which of the following, if any, best describe why you feel satisfied with your dental care or treatment?

BASE: People who are satisfied with their dental care or treatment

	TOTAL (z)	GENDER		AGE						SOCIAL GRADE						MARITAL STATUS		
		MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	A (i)	B (j)	C1 (k)	C2 (l)	D (m)	E (n)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Weighted Base	1052	478	575	153	154	178	179	167	221	47*	280	291	215	138	81*	631	276	145
Don't know	3	2	1	1	2	-	-	-	-	-	-	1	2	-	-	-	3	-
	*	*	*	*	2%	-	-	-	-	-	-	*	1%	-	-	-	1%zo	-
None of these	2	2	-	-	-	-	1	1	-	-	-	-	-	1	1	2	-	-
	*	*	-	-	-	-	1%	*	-	-	-	-	-	1%	1%	*	-	-

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
 Overlap formulae used. * small base

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Table 30

Q2 - Which of the following, if any, best describe why you feel satisfied with your dental care or treatment?**BASE:** People who are satisfied with their dental care or treatment

	TOTAL (z)	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
		WOR- KING (a)	NOT WOR- KING (b)	FULL- TIME (c)	PART- TIME (d)	SELF- EMPLOYE D (e)	HOUSE WIFE (f)	STILL IN EDU- CATION (g)	UNEM- PLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	1089	515	574	343	130	42	73	86	42	325	48	308	781	109	72	117	150	781
Weighted Base	1052	558	495	375	132	50*	70*	78*	38*	268	42*	338	715	129*	81*	131*	157	715
A. The dental professional behaved in a professional way	811 77%g	436 78%	375 76%	290 77%g	103 78%g	43 87%g	50 72%	50 64%	25 67%	221 83%zghj	28 67%	249 74%	562 79%	89 69%	59 73%	100 76%	115 73%	562 79%mn
B. The dental professional provided good quality treatment	769 73%g	411 74%	358 72%	272 73%g	98 74%g	40 81%g	49 70%	46 59%	27 72%	205 77%g	31 73%	245 73%	524 73%	85 66%	58 72%	95 72%	113 72%	524 73%
E. I received a clear explanation about my dental treatment	591 56%g	315 56%	276 56%	215 57%g	72 55%	27 55%	35 50%	32 41%	22 58%	164 61%zg	23 55%	182 54%	409 57%	66 51%	45 55%	73 56%	87 55%	409 57%
D. The dental professional had good communication skills	586 56%mn	310 56%	275 56%	205 55%	69 52%	36 72%dg	41 59%	36 46%	20 52%	157 58%g	22 53%	178 53%	408 57%	64 50%	35 44%	70 53%	90 57%	408 57%mn
C. The dental professional knew my dental history	568 54%km	293 53%	275 55%	202 54%	66 50%	25 50%	38 55%	34 44%	16 42%	168 63%zcdg hj	18 42%	158 47%	410 57%zk	48 38%	35 44%	61 47%	87 56%am	410 57%zmnop
F. I received good follow up treatment	418 40%gm	217 39%	200 40%	141 38%g	50 38%	25 51%g	27 39%	20 26%	13 36%	124 46%zcg	16 37%	121 36%	296 41%	37 29%	24 30%	54 41%am	64 41%	296 41%am
G. The cost of my dental treatment was reasonable	403 38%bghkmp	228 41%	175 35%	143 38%gh	54 40%gh	31 63%zcdg ghij	25 36%g	13 17%	8 21%	118 44%zghj	11 27%	104 31%	299 42%zk	36 28%	26 32%	41 31%	46 29%	299 42%zmnop
H. I received clear information about the cost of my treatment	388 37%ghko	203 36%	184 37%	135 36%gh	48 36%gh	21 42%gh	24 35%g	14 18%	6 16%	127 47%zcdg h	13 32%	93 28%	295 41%zk	35 28%	22 27%	33 25%	47 30%	295 41%zmnop

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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Table 30

Q2 - Which of the following, if any, best describe why you feel satisfied with your dental care or treatment?

BASE: People who are satisfied with their dental care or treatment

	TOTAL (z)	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
		WOR- KING (a)	NOT WOR- KING (b)	FULL- TIME (c)	PART- TIME (d)	SELF- EMPLOYE D (e)	HOUSE WIFE (f)	STILL IN EDU- CATION (g)	UNEM- PLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Weighted Base	1052	558	495	375	132	50*	70*	78*	38*	268	42*	338	715	129*	81*	131*	157	715
I. Other	18	7	11	5	2	-	3	-	1	6	1	3	15	1	1	1	1	15
	2%	1%	2%	1%	2%	-	5% ^c	-	1%	2%	2%	1%	2%	1%	1%	1%	1%	2%
Don't know	3	2	1	2	-	-	-	1	-	-	-	-	3	-	-	-	-	3
	*	*	*	1%	-	-	-	1%	-	-	-	-	*	-	-	-	-	*
None of these	2	1	1	1	-	-	-	-	1	-	-	-	2	-	-	-	-	2
	*	*	*	*	-	-	-	-	2% ^{zi}	-	-	-	*	-	-	-	-	*

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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Table 31

Q2 - Which of the following, if any, best describe why you feel satisfied with your dental care or treatment?**BASE:** People who are satisfied with their dental care or treatment

	TOTAL (z)	STANDARD REGION							ETHNICITY		ACCESS TO INTERNET				WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST		
		NORTHERN IRELAND (a)	SCOTLAND (b)	NORTH (c)	MIDLANDS (d)	WALES (e)	SOUTH (f)	LONDON (g)	WHITE (h)	NON-WHITE (i)	HOME (j)	WORK (k)	TOTAL (l)	NONE (m)	PATIENTS (LAST 12 MONTHS) (n)	PUBLIC (LESS OFTEN) (o)	ONCE A YEAR OR MORE (p)	LESS OFTEN (q)	DON'T KNOW (r)
Unweighted Base	1089	76	112	254	181	80	276	110	986	101	923	319	934	155	985	104	1089	-	-
Weighted Base	1052	34*	99	240	182	77*	317	103	961	90*	919	341	929	124	952	101*	1052	-**	-**
A. The dental professional behaved in a professional way	811 77%adm	18 51%	84 85%zad	182 76%a	129 71%a	67 87%zacd	252 79%ad	79 77%a	747 78%	62 69%	719 78%zm	274 80%am	727 78%zm	84 68%	742 78%z	69 69%	811 77%	-	-
B. The dental professional provided good quality treatment	769 73%di	24 70%	72 72%	183 77%dg	115 63%	66 85%zabdg	243 76%dg	67 65%	721 75%zi	48 54%	674 73%	255 75%	679 73%	90 73%	702 74%	67 66%	769 73%	-	-
E. I received a clear explanation about my dental treatment	591 56%dgio	18 53%g	66 66%zdg	148 62%zdg	72 40%	60 78%zacd fg	188 59%dg	39 38%	554 58%zi	37 41%	525 57%	214 63%zjlm	529 57%	61 50%	545 57%zo	46 45%	591 56%	-	-
D. The dental professional had good communication skills	586 56%dgim o	18 51%	62 62%dg	154 64%zadg	71 39%	53 69%zadg	189 60%dg	39 38%	553 58%zi	33 36%	523 57%am	216 63%zjlm	527 57%am	59 48%	548 58%zo	38 38%	586 56%	-	-
C. The dental professional knew my dental history	568 54%adgi o	14 42%	71 71%zacd fg	137 57%adg	80 44%	50 65%adg	175 55%adg	40 39%	528 55%i	39 43%	499 54%	191 56%	504 54%	64 52%	530 56%zo	38 38%	568 54%	-	-
F. I received good follow up treatment	418 40%dim o	14 39%	51 51%zdfg	103 43% d	58 32%	44 57%zacd fg	116 36%	33 32%	391 41%i	25 28%	378 41%zm	141 41%am	381 41%zm	37 30%	392 41%zo	25 25%	418 40%	-	-
G. The cost of my dental treatment was reasonable	403 38%adgi o	9 28%g	47 48%zadg	100 42%adg	48 26%g	45 58%zacd fg	140 44%zadg	13 13%	383 40%zi	20 22%	358 39%	149 44%zjl	361 39%	42 34%	378 40%zo	25 25%	403 38%	-	-
H. I received clear information about the cost of my treatment	388 37%adgi o	9 26%	38 38%g	91 38%g	53 29%	36 47%adg	142 45%zadg	20 19%	370 39%zi	16 18%	347 38%	139 41%	349 38%	39 31%	361 38%zo	27 27%	388 37%	-	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g - z/h/i - z/j/k/l/m - z/n/o - z/p/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 31

Q2 - Which of the following, if any, best describe why you feel satisfied with your dental care or treatment?**BASE:** People who are satisfied with their dental care or treatment

	TOTAL (z)	STANDARD REGION							ETHNICITY		ACCESS TO INTERNET				WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST		
		NORTHERN IRELAND (a)	SCOTLAND (b)	NORTH (c)	MIDLANDS (d)	WALES (e)	SOUTH (f)	LONDON (g)	WHITE (h)	NON-WHITE (i)	HOME (j)	WORK (k)	TOTAL (l)	NONE (m)	PATIENTS (LAST12 MONTHS) (n)	PUBLIC (LESS OFTEN) (o)	ONCE A YEAR OR MORE (p)	LESS OFTEN (q)	DON'T KNOW (r)
Weighted Base	1052	34*	99	240	182	77*	317	103	961	90*	919	341	929	124	952	101*	1052	-**	-**
I. Other	18	*	3	3	3	3	5	1	15	3	15	4	15	3	16	2	18	-	-
	2%	1%	3%	1%	2%	3%	2%	1%	2%	3%	2%	1%	2%	3%	2%	2%	2%	-	-
Don't know	3	-	-	1	-	-	2	-	3	-	3	1	3	-	1	2	3	-	-
	*n	-	-	*	-	-	1%	-	*	-	*	*	*	-	*	2%zn	*	-	-
None of these	2	-	-	1	1	-	-	-	1	1	2	1	2	-	2	-	2	-	-
	*	-	-	*	*	-	-	-	*	1%	*	*	*	-	*	-	*	-	-

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g - z/h/i - z/j/k/l/m - z/n/o - z/p/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 32

Q2 - Which of the following, if any, best describe why you feel satisfied with your dental care or treatment?**BASE:** People who are satisfied with their dental care or treatment

	TOTAL (z)	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN REGULATION IN GENERAL		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		RECOMMEND DENTAL PRACTICE		SEEN GDC LEAFLET	
		NHS (a)	PRIVATE (b)	BOTH (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDE NT (i)	NOT CONFIDE NT (j)	SATISFI ED (k)	DISSATI SFIED (l)	YES (m)	NO (n)	LIKELY (o)	UNLIKEL Y (p)	YES (q)	NO (r)
Unweighted Base	1089	787	211	79	3	9	228	660	199	869	166	1089	-	31	1058	973	35	175	906
Weighted Base	1052	749	209	79*	3**	12**	220	636	195	836	160	1052	-**	29**	1023	940	32*	160	883
A. The dental professional behaved in a professional way	811 77%g	574 77%	169 81%	59 75%	1 30%	8 68%	184 84%zg	473 74%	153 78%	644 77%	127 79%	811 77%	-	18 62%	793 77%	742 79%z	22 67%	122 76%	683 77%
B. The dental professional provided good quality treatment	769 73%agp	522 70%	169 81%za	67 85%za	1 31%	9 75%	174 79%zg	436 69%	159 81%zg	605 72%	127 80%z	769 73%	-	25 87%	744 73%	705 75%zp	13 40%	117 73%	644 73%
E. I received a clear explanation about my dental treatment	591 56%agp	393 52%	144 69%za	46 59%	-	7 59%	148 67%zg	328 52%	115 59%	458 55%	99 62%	591 56%	-	17 58%	574 56%	552 59%zp	9 29%	84 53%	500 57%
D. The dental professional had good communication skills	586 56%agp	393 52%	144 69%zac	41 52%	-	7 59%	144 65%zg	321 50%	120 62%g	455 54%	96 60%	586 56%	-	17 58%	569 56%	548 58%zp	9 29%	91 57%	491 56%
C. The dental professional knew my dental history	568 54%ag	370 49%	145 70%za	46 59%	1 39%	5 44%	145 66%zg	310 49%	113 58%g	448 54%	91 57%	568 54%	-	16 53%	552 54%	523 56%z	12 38%	91 57%	476 54%
F. I received good follow up treatment	418 40%agip	263 35%	116 56%za	33 42%	-	6 49%	104 47%zg	230 36%	84 43%	311 37%	80 50%zi	418 40%	-	15 52%	402 39%	392 42%zp	7 21%	58 36%	356 40%
G. The cost of my dental treatment was reasonable	403 38%g	290 39%	75 36%	35 44%	-	3 27%	110 50%zgh	217 34%	76 39%	312 37%	71 44%	403 38%	-	10 35%	393 38%	375 40%z	9 29%	57 36%	344 39%
H. I received clear information about the cost of my treatment	388 37%ag	240 32%	107 51%za	38 49%za	-	3 21%	116 53%zgh	190 30%	82 42%g	301 36%	67 42%	388 37%	-	12 41%	376 37%	362 38%z	9 27%	51 32%	334 38%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 32

Q2 - Which of the following, if any, best describe why you feel satisfied with your dental care or treatment?

BASE: People who are satisfied with their dental care or treatment

	TOTAL (z)	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN REGULATION IN GENERAL		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		RECOMMEND DENTAL PRACTICE		SEEN GDC LEAFLET	
		NHS (a)	PRIVATE (b)	BOTH (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDE NT (i)	NOT CONFIDE NT (j)	SATISFI ED (k)	DISSATI SFIED (l)	YES (m)	NO (n)	LIKELY (o)	UNLIKEL Y (p)	YES (q)	NO (r)
Weighted Base	1052	749	209	79*	3**	12**	220	636	195	836	160	1052	-**	29**	1023	940	32*	160	883
I. Other	18	12	5	1	-	-	5	10	2	16	2	18	-	-	18	15	1	5	13
	2%	2%	2%	1%	-	-	2%	2%	1%	2%	1%	2%	-	-	2%	2%	4%	3%	1%
Don't know	3	-	-	-	-	3	2	1	-	-	1	3	-	-	3	-	2	-	3
	*	-	-	-	-	25%	1%	*	-	-	*	*	-	-	*	-	7%zo	-	*
None of these	2	2	-	-	-	-	-	1	1	2	-	2	-	-	2	2	-	-	2
	*	*	-	-	-	-	-	*	*	*	-	*	-	-	*	*	-	-	*

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/l/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 33

Q3 - Which of the following, if any, best describe why you feel dissatisfied with your dental care or treatment?**BASE:** People who are dissatisfied with their dental care or treatment

	TOTAL (z)	GENDER		AGE						SOCIAL GRADE						MARITAL STATUS		
		MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	A (i)	B (j)	C1 (k)	C2 (l)	D (m)	E (n)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Unweighted Base	39	17	22	7	6	3	7	7	9	1	12	13	6	3	4	25	11	3
Weighted Base	38*	17**	20**	7**	7**	3**	6**	6**	8**	1**	12**	12**	5**	4**	3**	27**	8**	3**
B. The dental professional provided poor quality treatment	19 50%	10 55%	9 46%	2 27%	3 44%	3 100%	4 61%	5 74%	2 25%	- -	5 41%	8 61%	3 60%	2 54%	1 38%	13 48%	6 66%	1 21%
F. I received poor follow up treatment	8 22%	5 30%	3 15%	* 6%	- -	3 77%	1 20%	1 15%	3 38%	- -	2 16%	3 26%	2 39%	1 28%	-	6 23%	1 11%	1 41%
D. The dental professional had poor communication skills	7 19%	4 21%	4 18%	- -	3 38%	-	1 20%	2 30%	2 19%	- -	1 8%	3 24%	1 20%	2 54%	-	5 19%	1 13%	1 41%
E. I did not receive a clear explanation about my dental treatment	7 18%	1 8%	5 26%	3 48%	1 19%	-	2 31%	-	-	- -	3 26%	1 7%	2 37%	-	1 28%	4 17%	2 26%	-
A. The dental professional behaved in an unprofessional way	6 17%	3 16%	4 17%	* 6%	2 30%	-	1 11%	1 9%	3 32%	- -	3 21%	1 10%	* 9%	2 46%	-	5 20%	* 5%	1 21%
G. The cost of my dental treatment was unreasonable	5 14%	3 16%	3 13%	- -	- -	2 63%	-	2 25%	2 21%	- -	2 14%	4 30%	-	-	-	5 18%	-	1 21%
C. The dental professional did not know my dental history	3 8%	- -	3 16%	1 13%	* 7%	-	1 13%	-	1 13%	- -	1 12%	1 7%	-	-	1 28%	1 5%	2 21%	-
H. I did not receive clear information about the cost of my treatment	3 8%	2 12%	1 4%	- -	2 30%	-	1 13%	-	-	- -	-	1 7%	-	2 46%	-	2 8%	1 10%	-
I. Other	8 20%	2 11%	6 28%	2 31%	* 7%	-	2 26%	1 11%	3 35%	1 100%	2 18%	3 24%	1 13%	-	1 34%	6 21%	1 13%	1 38%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 33

Q3 - Which of the following, if any, best describe why you feel dissatisfied with your dental care or treatment?

BASE: People who are dissatisfied with their dental care or treatment

	TOTAL (z)	GENDER		AGE						SOCIAL GRADE						MARITAL STATUS		
		MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	A (i)	B (j)	C1 (k)	C2 (l)	D (m)	E (n)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Weighted Base	38*	17**	20**	7**	7**	3**	6**	6**	8**	1**	12**	12**	5**	4**	3**	27**	8**	3**
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 34

Q3 - Which of the following, if any, best describe why you feel dissatisfied with your dental care or treatment?**BASE:** People who are dissatisfied with their dental care or treatment

	TOTAL (z)	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
		WOR- KING (a)	NOT WOR- KING (b)	FULL- TIME (c)	PART- TIME (d)	SELF- EMPLOYE D (e)	HOUSE WIFE (f)	STILL IN EDU- CATION (g)	UNEM- PLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	39	18	21	12	4	2	3	4	1	10	3	14	25	4	3	6	6	25
Weighted Base	38*	21**	16**	16**	3**	2**	2**	3**	***	8**	2**	16**	22**	6**	3**	5**	6**	22**
B. The dental professional provided poor quality treatment	19	11	8	9	1	1	1	*	*	4	2	7	12	2	3	4	3	12
	50%	52%	47%	59%	19%	57%	45%	13%	100%	47%	100%	46%	53%	28%	85%	73%	49%	53%
F. I received poor follow up treatment	8	4	4	3	-	1	-	*	-	3	*	2	7	*	-	*	1	7
	22%	20%	24%	20%	-	57%	-	13%	-	36%	25%	11%	29%	8%	-	9%	21%	29%
D. The dental professional had poor communication skills	7	5	3	2	-	2	1	-	-	2	-	4	3	1	1	3	1	3
	19%	22%	16%	16%	-	100%	45%	-	-	18%	-	25%	15%	20%	48%	51%	21%	15%
E. I did not receive a clear explanation about my dental treatment	7	4	2	4	-	-	1	1	-	-	-	5	2	2	1	1	1	2
	18%	21%	13%	29%	-	-	37%	37%	-	-	-	31%	8%	35%	38%	18%	14%	8%
A. The dental professional behaved in an unprofessional way	6	4	2	2	2	-	-	*	-	1	1	3	4	2	-	1	1	4
	17%	20%	12%	13%	63%	-	-	13%	-	12%	31%	18%	16%	37%	-	13%	11%	16%
G. The cost of my dental treatment was unreasonable	5	2	3	2	-	-	-	-	-	3	1	-	5	-	-	-	-	5
	14%	10%	20%	14%	-	-	-	-	-	33%	31%	-	24%	-	-	-	-	24%
C. The dental professional did not know my dental history	3	-	3	-	-	-	1	1	-	1	-	2	1	-	*	1	1	1
	8%	-	19%	-	-	-	55%	24%	-	12%	-	14%	4%	-	15%	27%	14%	4%
H. I did not receive clear information about the cost of my treatment	3	2	1	2	-	-	-	1	-	-	-	3	-	2	-	-	1	-
	8%	10%	5%	13%	-	-	-	24%	-	-	-	19%	-	37%	-	-	14%	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 34

Q3 - Which of the following, if any, best describe why you feel dissatisfied with your dental care or treatment?

BASE: People who are dissatisfied with their dental care or treatment

	TOTAL (z)	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
		WOR- KING (a)	NOT WOR- KING (b)	FULL- TIME (c)	PART- TIME (d)	SELF- EMPLOYE D (e)	HOUSE WIFE (f)	STILL IN EDU- CATION (g)	UNEM- PLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Weighted Base	38*	21**	16**	16**	3**	2**	2**	3**	***	8**	2**	16**	22**	6**	3**	5**	6**	22**
I. Other	8	2	5	1	1	-	*	2	-	3	-	3	5	-	*	*	2	5
	20%	11%	33%	6%	37%	-	18%	63%	-	33%	-	17%	23%	-	15%	9%	37%	23%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
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Table 35

Q3 - Which of the following, if any, best describe why you feel dissatisfied with your dental care or treatment?**BASE:** People who are dissatisfied with their dental care or treatment

	TOTAL (z)	STANDARD REGION							ETHNICITY		ACCESS TO INTERNET				WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST		
		NORTHERN IRELAND (a)	SCOTLAND (b)	NORTH (c)	MIDLAND (d)	WALES (e)	SOUTH (f)	LONDON (g)	WHITE (h)	NON- WHITE (i)	HOME (j)	WORK (k)	TOTAL (l)	NONE (m)	PATIENT S (LAST12 MONTHS) (n)	PUBLIC (LESS OFTEN) (o)	ONCE A YEAR OR MORE (p)	LESS OFTEN (q)	DON'T KNOW (r)
Unweighted Base	39	5	-	11	7	-	11	5	34	3	38	10	38	1	33	6	39	-	-
Weighted Base	38*	2**	-.**	12**	8**	-.**	11**	5**	33**	2**	37*	10**	37*	1**	32**	6**	38*	-.**	-.**
B. The dental professional provided poor quality treatment	19 50%	2 80%	- -	8 62%	3 41%	- -	4 36%	2 53%	16 48%	1 76%	18 49%	6 62%	18 49%	1 100%	14 44%	5 82%	19 50%	- -	- -
F. I received poor follow up treatment	8 22%	1 40%	- -	3 28%	- -	- -	4 36%	- -	7 21%	- -	8 22%	2 23%	8 22%	- -	5 15%	3 55%	8 22%	- -	- -
D. The dental professional had poor communication skills	7 19%	- -	- -	4 30%	2 19%	- -	2 19%	- -	6 18%	- -	7 20%	4 39%	7 20%	- -	3 8%	5 79%	7 19%	- -	- -
E. I did not receive a clear explanation about my dental treatment	7 18%	* 20%	- -	1 8%	3 40%	- -	- -	2 47%	7 20%	- -	7 18%	2 21%	7 18%	- -	7 21%	- -	7 18%	- -	- -
A. The dental professional behaved in an unprofessional way	6 17%	* 20%	- -	1 5%	2 26%	- -	3 23%	1 15%	6 17%	1 35%	6 17%	1 7%	6 17%	- -	6 20%	- -	6 17%	- -	- -
G. The cost of my dental treatment was unreasonable	5 14%	- -	- -	3 22%	1 8%	- -	2 19%	- -	5 16%	- -	5 14%	- -	5 14%	- -	5 17%	- -	5 14%	- -	- -
C. The dental professional did not know my dental history	3 8%	* 20%	- -	1 8%	- -	- -	1 9%	1 18%	3 8%	* 24%	3 9%	1 9%	3 9%	- -	3 10%	- -	3 8%	- -	- -
H. I did not receive clear information about the cost of my treatment	3 8%	- -	- -	- -	2 26%	- -	- -	1 18%	3 9%	- -	3 8%	1 9%	3 8%	- -	3 9%	- -	3 8%	- -	- -

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g - z/h/i - z/j/k/l/m - z/n/o - z/p/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 35

Q3 - Which of the following, if any, best describe why you feel dissatisfied with your dental care or treatment?

BASE: People who are dissatisfied with their dental care or treatment

	TOTAL (z)	STANDARD REGION						ETHNICITY		ACCESS TO INTERNET				WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST			
		NORTHERN IRELAND (a)	SCOTLAND (b)	NORTH (c)	MIDLANDS (d)	WALES (e)	SOUTH (f)	LONDON (g)	WHITE (h)	NON-WHITE (i)	HOME (j)	WORK (k)	TOTAL (l)	NONE (m)	PATIENTS (LAST12 MONTHS) (n)	PUBLIC (LESS OFTEN) (o)	ONCE A YEAR OR MORE (p)	LESS OFTEN (q)	DON'T KNOW (r)
Weighted Base	38*	2**	-**	12**	8**	-**	11**	5**	33**	2**	37*	10**	37*	1**	32**	6**	38*	-**	-**
I. Other	8	*	-	3	-	-	4	-	6	*	8	3	8	-	8	-	8	-	-
	20%	20%	-	23%	-	-	41%	-	18%	24%	21%	29%	21%	-	24%	-	20%	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g - z/h/i - z/j/k/l/m - z/n/o - z/p/q/r
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Table 36

Q3 - Which of the following, if any, best describe why you feel dissatisfied with your dental care or treatment?**BASE:** People who are dissatisfied with their dental care or treatment

	TOTAL (z)	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN REGULATION IN GENERAL		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		RECOMMEND DENTAL PRACTICE		SEEN GDC LEAFLET	
		NHS (a)	PRIVATE (b)	BOTH (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDE NT (i)	NOT CONFIDE NT (j)	SATISFI ED (k)	DISSATI SFIED (l)	YES (m)	NO (n)	LIKELY (o)	UNLIKEL Y (p)	YES (q)	NO (r)
Unweighted Base	39	29	6	2	-	2	9	26	4	14	24	-	39	4	35	7	26	3	36
Weighted Base	38*	27**	7**	2**	-**	2**	8**	27**	3**	13**	23**	-**	38*	3**	34**	6**	25**	3**	34**
B. The dental professional provided poor quality treatment	19 50%	12 43%	6 87%	1 44%	-	*	6 80%	10 38%	2 73%	9 69%	10 41%	-	19 50%	3 100%	16 45%	3 57%	12 49%	-	19 55%
F. I received poor follow up treatment	8 22%	2 8%	5 76%	-	-	1 71%	2 24%	5 17%	2 56%	3 23%	4 18%	-	8 22%	1 44%	7 20%	1 24%	6 22%	-	8 24%
D. The dental professional had poor communication skills	7 19%	5 18%	1 21%	-	-	1 71%	4 47%	2 8%	1 41%	1 10%	6 25%	-	7 19%	-	7 21%	*	6 23%	-	7 21%
E. I did not receive a clear explanation about my dental treatment	7 18%	4 15%	1 18%	1 56%	-	-	-	7 25%	-	3 23%	4 15%	-	7 18%	*	6 18%	-	5 19%	2 69%	4 13%
A. The dental professional behaved in an unprofessional way	6 17%	5 19%	1 15%	-	-	-	2 19%	5 18%	-	-	6 27%	-	6 17%	2 61%	4 12%	3 42%	4 15%	-	6 18%
G. The cost of my dental treatment was unreasonable	5 14%	1 4%	3 48%	1 44%	-	-	2 19%	4 14%	-	2 16%	3 14%	-	5 14%	2 47%	4 11%	1 17%	4 18%	-	5 16%
C. The dental professional did not know my dental history	3 8%	2 8%	1 15%	-	-	-	1 12%	2 8%	-	*	3 12%	-	3 8%	1 30%	2 6%	1 17%	2 9%	1 28%	2 7%
H. I did not receive clear information about the cost of my treatment	3 8%	3 11%	-	-	-	-	-	3 11%	-	-	3 12%	-	3 8%	-	3 8%	-	3 12%	-	3 8%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/l/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
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Table 36

Q3 - Which of the following, if any, best describe why you feel dissatisfied with your dental care or treatment?

BASE: People who are dissatisfied with their dental care or treatment

	TOTAL (z)	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN REGULATION IN GENERAL		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		RECOMMEND DENTAL PRACTICE		SEEN GDC LEAFLET	
		NHS (a)	PRIVATE (b)	BOTH (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDE NT (i)	NOT CONFIDE NT (j)	SATISFI ED (k)	DISSATI SFIED (l)	YES (m)	NO (n)	LIKELY (o)	UNLIKEL Y (p)	YES (q)	NO (r)
Weighted Base	38*	27**	7**	2**	-**	2**	8**	27**	3**	13**	23**	-**	38*	3**	34**	6**	25**	3**	34**
I. Other	8	7	1	-	-	-	2	5	1	2	6	-	8	1	7	2	4	1	7
	20%	24%	15%	-	-	-	21%	19%	27%	16%	24%	-	20%	30%	19%	35%	16%	31%	19%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/l/g/h - z/l/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 37

Q4 - We would like you to think about your most recent experience of visiting your dental practice.

How likely or unlikely are you to recommend your dental practice to friends and family if they needed similar care or treatment?

BASE: People who have been to a dentist at some point

	TOTAL (z)	GENDER		AGE						SOCIAL GRADE						MARITAL STATUS		
		MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	A (i)	B (j)	C1 (k)	C2 (l)	D (m)	E (n)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Unweighted Base	1564	735	829	241	188	212	259	277	387	49	316	462	320	254	163	874	435	254
Weighted Base	1509	717	792	243	234	241	253	221	317	51*	345	418	331	223	140	865	426	217
A. Extremely likely	598	254 40%acp	344 43%za	67 27%	89 38%c	101 42%c	102 40%c	105 48%zc	134 42%c	32 62%zjkl mn	155 45%zl	156 37%	119 36%	82 37%	53 38%	374 43%zp	139 33%	84 39%
B. Likely	533	272 35%bhq	261 33%	117 48%zefg h	92 39%h	82 34%	84 33%	67 30%	91 29%	12 24%	124 36%	156 37%	121 37%	76 34%	43 31%	297 34%	176 41%zoq	60 28%
C. Neither likely or unlikely	207	103 14%	104 13%	40 16%	28 12%	32 13%	34 13%	23 11%	49 16%	4 8%	42 12%	62 15%	49 15%	27 12%	23 16%	106 12%	65 15%	37 17%
D. Unlikely	80	38 5%	42 5%	12 5%	16 7%	11 5%	14 6%	7 3%	19 6%	2 4%	11 3%	16 4%	23 7%	18 8%jk	10 7%	43 5%	22 5%	15 7%
E. Extremely unlikely	73	39 5%	34 4%	6 2%	7 3%	12 5%	15 6%	12 5%	21 7%c	2 3%	12 4%	20 5%	12 4%	16 7%	10 7%	33 4%	20 5%	19 9%zop
F. Don't know	19	12 1%	7 1%	2 1%	1 *	2 1%	4 2%	6 3%zd	3 1%	- -	- -	7 2%j	7 2%j	4 2%j	1 1%	12 1%	4 1%	3 1%
Likely	1131	526 75%hq	605 76%	183 75%	181 77%	184 76%	186 74%	172 78%	225 71%	44 86%mn	279 81%zlmn	313 75%	240 72%	158 71%	97 69%	671 78%zq	315 74%q	144 66%
Unlikely	153	77 10%j	76 10%	18 7%	24 10%	23 10%	29 11%	19 9%	40 13%c	3 7%	24 7%	36 9%	35 11%	34 15%zjk	20 14%j	77 9%	42 10%	34 16%zop
Likely NET	978	449 65%hmnq	529 63%	165 68%h	157 67%	160 67%	157 62%	153 69%h	185 58%	41 79%zlmn n	255 74%zklm	277 66%mn	204 62%	124 56%	77 55%	594 69%zq	273 64%q	110 51%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
 Overlap formulae used. * small base

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Table 38

Q4 - We would like you to think about your most recent experience of visiting your dental practice.

How likely or unlikely are you to recommend your dental practice to friends and family if they needed similar care or treatment?

BASE: People who have been to a dentist at some point

	TOTAL (z)	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
		WOR- KING (a)	NOT WOR- KING (b)	FULL- TIME (c)	PART- TIME (d)	SELF- EMPLOYE D (e)	HOUSE WIFE (f)	STILL IN EDU- CATION (g)	UNEM- PLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	1564	716	848	483	172	61	106	118	70	462	92	431	1133	158	98	159	205	1133
Weighted Base	1509	787	722	539	177	72*	99*	108	68*	372	75*	465	1044	185	109*	175	210	1044
A. Extremely likely	598 40% ^c	297 38%	301 42%	184 34%	89 50% ^{zceg} hj	24 34%	45 45% ^{cgh}	34 32%	19 28%	175 47% ^{zcgh}	27 36%	192 41%	406 39%	73 39%	40 37%	79 45%	90 43%	406 39%
B. Likely	533 35% ^{bi}	302 38% ^{zb}	231 32%	214 40% ^{zij}	59 33%	28 40% ⁱ	31 32%	56 52% ^{zcdf} ij	27 40% ⁱ	97 26%	20 26%	172 37%	361 35%	78 42%	49 45% ^{zopq}	59 34%	68 33%	361 35%
C. Neither likely or unlikely	207 14%	105 13%	102 14%	75 14%	19 11%	11 15%	13 13%	11 10%	15 22% ^d	53 14%	9 12%	55 12%	151 14%	23 12%	10 9%	19 11%	26 12%	151 14%
D. Unlikely	80 5%	39 5%	41 6%	31 6%	7 4%	* 1%	6 6%	5 5%	3 4%	20 5%	7 9% ^e	24 5%	56 5%	7 4%	5 4%	10 6%	12 6%	56 5%
E. Extremely unlikely	73 5% ^{dgm}	31 4%	42 6%	25 5% ^d	2 1%	4 6% ^d	3 3%	1 1%	3 4%	24 6% ^{dg}	11 15% ^{zcdfg} hi	15 3%	58 6%	1 1%	4 4%	8 4% ^m	9 4% ^m	58 6% ^m
F. Don't know	19 1% ^b	13 2%	5 1%	8 2%	2 1%	3 5% ^{zi}	- -	1 1%	1 1%	3 1%	1 1%	7 1%	12 1%	3 2%	1 1%	1 1%	4 2%	12 1%
Likely	1131 75% ^{ijlq}	599 76%	532 74%	398 74% ^j	148 84% ^{zchi} j	53 74%	76 77% ^j	90 84% ^{zchi} j	47 69%	272 73%	47 62%	364 78%	767 73%	151 81% ^q	90 82%	138 79%	158 75%	767 73%
Unlikely	153 10% ^{dm}	70 9%	83 11%	56 10% ^d	9 5%	5 7%	9 9%	6 5%	6 9%	44 12% ^d	18 25% ^{zcd} ghi	39 8%	114 11%	8 5%	9 8%	17 10% ^m	21 10% ^m	114 11% ^m
Likely NET	978 65% ^{bjlq}	529 67%	449 62%	342 63% ^j	139 79% ^{zchi} j	48 67% ^j	67 68% ^j	85 78% ^{zchi} j	41 60% ^j	229 61% ^j	28 38%	325 70% ^{zl}	653 63%	142 77% ^{zpq}	81 74% ^q	121 69%	137 65%	653 63%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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Table 39

Q4 - We would like you to think about your most recent experience of visiting your dental practice.

How likely or unlikely are you to recommend your dental practice to friends and family if they needed similar care or treatment?

BASE: People who have been to a dentist at some point

	TOTAL (z)	STANDARD REGION							ETHNICITY		ACCESS TO INTERNET				WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST		
		NORTHERN IRELAND (a)	SCOTLAND (b)	NORTH (c)	MIDLANDS (d)	WALES (e)	SOUTH (f)	LONDON (g)	WHITE (h)	NON-WHITE (i)	HOME (j)	WORK (k)	TOTAL (l)	NONE (m)	PATIENTS (LAST 12 MONTHS) (n)	PUBLIC (LESS OFTEN) (o)	ONCE A YEAR OR MORE (p)	LESS OFTEN (q)	DON'T KNOW (r)
Unweighted Base	1564	100	148	390	255	100	377	194	1395	163	1273	408	1291	273	1067	497	1129	285	8
Weighted Base	1509	45	128	372	254	93*	436	181	1354	148	1278	443	1294	215	1026	483	1091	289	7**
A. Extremely likely	598 40%gimo q	20 45%g	77 61%zacdfg	141 38%g	94 37%g	49 53%zcdg	168 39%g	48 27%	561 41%zi	36 24%	519 41%	185 42%	525 41%	73 34%	515 50%zo	83 17%	536 49%zq	52 18%	- -
B. Likely	533 35%bm	17 38%b	33 26%	120 32%	90 36%	30 32%	155 35%b	88 49%zbcd ef	466 34%	66 44%zh	470 37%zm	172 39% m	473 37%zm	60 28%	376 37%	157 32%	410 38%z	106 37%	3 44%
C. Neither likely or unlikely	207 14%abjln p	3 7%	9 7%	62 17%abe	43 17%abe	7 8%	62 14%b	20 11%	177 13%	27 18%	160 13%	52 12%	164 13%	42 20%zjkl	82 8%	125 26%zn	87 8%	67 23%zp	1 20%
D. Unlikely	80 5%hknp	3 7%	4 3%	18 5%	10 4%	2 3%	29 7%	13 7%	65 5%	14 9%zh	64 5%k	12 3%	65 5%k	15 7%k	39 4%	41 8%zn	38 4%	30 10%zp	1 10%
E. Extremely unlikely	73 5%ijlnp	1 3%	3 2%	28 8%zbg	13 5%	4 5%	18 4%	5 3%	71 5%i	2 1%	52 4%	18 4%	53 4%	20 9%zjkl	13 1%	60 12%zn	19 2%	30 10%zp	- -
F. Don't know	19 1%np	- -	2 1%	3 1%	4 1%	- -	5 1%	5 3%z	14 1%	4 3%h	13 1%	5 1%	13 1%	5 2%	1 *	18 4%zn	1 *	6 2%p	2 26%
Likely	1131 75%cmoq	37 83%cd	110 86%zcdg	261 70%	184 72%	79 85%zcdg	323 74%	137 76%	1027 76%z	102 69%	988 77%zm	357 81%zm	998 77%zm	133 62%	892 87%zo	239 50%	946 87%zq	157 54%	3 44%
Unlikely	153 10%jkl p	5 10%	7 6%	46 12%b	23 9%	7 7%	47 11%	19 10%	136 10%	15 10%	116 9%	30 7%	118 9%	35 16%zjkl	52 5%	101 21%zn	57 5%	60 21%zp	1 10%
Likely NET	978 65%cmoq	33 73%cd	103 81%zcdg	214 58%	161 63%	72 78%zcdg	277 63%	118 65%	891 66%z	86 58%	872 68%zm	327 74%zjlm	880 68%zm	98 46%	840 82%zo	138 29%	889 81%zq	97 34%	2 34%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g - z/h/i - z/j/k/l/m - z/n/o - z/p/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 40

Q4 - We would like you to think about your most recent experience of visiting your dental practice.

How likely or unlikely are you to recommend your dental practice to friends and family if they needed similar care or treatment?

BASE: People who have been to a dentist at some point

	TOTAL (z)	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN REGULATION IN GENERAL		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		RECOMMEND DENTAL PRACTICE		SEEN GDC LEAFLET	
		NHS (a)	PRIVATE (b)	BOTH (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDE NT (i)	NOT CONFIDE NT (j)	SATISFI ED (k)	DISSATI SFIED (l)	YES (m)	NO (n)	LIKELY (o)	UNLIKEL Y (p)	YES (q)	NO (r)
Unweighted Base	1564	881	228	86	6	15	283	1010	264	1197	289	1089	39	41	1522	1172	164	218	1332
Weighted Base	1509	840	226	86*	7**	17**	268	979	255	1151	279	1052	38*	38*	1470	1131	153	199	1296
A. Extremely likely	598 40%gilp	397 47%z	111 49%z	44 52%z	3 43%	5 31%	137 51%zg	349 36%	112 44%g	489 42%zj	83 30%	534 51%zl	2 6%	19 50%	579 39%	598 53%zp	-	84 42%	508 39%
B. Likely	533 35%jlp	323 38%z	89 39%	27 32%	2 33%	3 17%	83 31%	352 36%	95 37%	426 37%zj	83 30%	406 39%zl	4 9%	14 38%	519 35%	533 47%zp	-	79 40%	449 35%
C. Neither likely or unlikely	207 14%abfko	73 9%	16 7%	7 8%	1 12%	4 21%	24 9%	144 15%f	36 14%	150 13%	39 14%	80 8%	7 18%k	2 5%	205 14%	-	-	23 11%	183 14%
D. Unlikely	80 5%abfiko	34 4%	4 2%	6 7%	-	5 26%	5 2%	67 7%zfh	8 3%	42 4%	31 11%zi	26 2%	12 33%zk	1 3%	79 5%	-	80 52%zo	7 4%	73 6%
E. Extremely unlikely	73 5%ahiko	12 1%	5 2%	2 3%	-	-	15 6%h	54 6%h	3 1%	33 3%	37 13%zi	6 1%	12 33%zk	1 1%	72 5%	-	73 48%zo	5 3%	68 5%
F. Don't know	19 1%aikno	1 *	-	-	1 12%	1 5%	5 2%	13 1%	* *	10 1%	6 2%	1 *	-	1 3%	16 1%	-	-	1 *	17 1%
Likely	1131 75%gilp	721 86%z	200 89%z	72 83%	5 76%	8 48%	220 82%zg	700 72%	207 81%zg	915 80%zj	165 59%	940 89%zl	6 16%	33 88%	1098 75%	1131 100%zp	-	163 82%zr	957 74%
Unlikely	153 10%abhiko	46 5%	10 4%	8 9%	-	5 26%	20 7%	122 12%zfh	12 5%	75 7%	68 24%zi	32 3%	25 66%zk	2 5%	151 10%	-	153 100%zo	13 6%	140 11%
Likely NET	978 65%gilp	675 80%z	190 84%z	64 74%	5 76%	4 22%	200 75%zg	579 59%	196 77%zg	840 73%zj	97 35%	908 86%zl	-19 -50%	31 84%zn	946 64%	1131 100%zp	-153 -100%	150 76%zr	816 63%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 41

Q5 - Now please think about services generally and not just dental care or healthcare services. How confident, if at all, are you that regulation of services in general works effectively?

BASE: All Respondents

	TOTAL (z)	GENDER		AGE						SOCIAL GRADE						MARITAL STATUS		
		MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	A (i)	B (j)	C1 (k)	C2 (l)	D (m)	E (n)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Unweighted Base	1640	784	856	256	213	222	268	283	398	50	323	477	336	284	170	924	456	259
Weighted Base	1587	769	818	258	264	252	263	225	325	53*	356	433	347	251	147	918	447	221
A. Very confident	242 15%	110 14%	132 16%	41 16%	46 17%	36 14%	29 11%	29 13%	60 18% ^f	12 23%	51 14%	60 14%	51 15%	34 14%	33 22% ^{zijkl} ^m	136 15%	73 16%	33 15%
B. Fairly confident	955 60% ^h	466 61%	490 60%	175 68% ^z ^{dgh}	148 56%	159 63%	164 63%	128 57%	181 56%	27 51%	206 58%	275 64%	208 60%	153 61%	86 58%	557 61%	271 61%	127 57%
C. Not very confident	239 15% ^c	121 16%	118 14%	20 8%	38 14% ^c	33 13%	46 17% ^c	48 21% ^z ^{cde}	54 17% ^c	9 17%	65 18%	56 13%	53 15%	38 15%	18 12%	138 15%	57 13%	44 20% ^z ^p
D. Not at all confident	55 3%	32 4%	23 3%	5 2%	8 3%	8 3%	12 4%	10 5%	12 4%	3 5%	12 3%	17 4%	9 3%	11 4%	3 2%	29 3%	16 4%	10 4%
E. Don't know	96 6%	40 5%	56 7%	17 7%	24 9% ^g	15 6%	12 4%	9 4%	18 6%	2 4%	21 6%	24 6%	25 7%	15 6%	8 5%	57 6%	31 7%	7 3%
Confident	1197 75% ^g	576 75%	622 76%	216 84% ^z ^{dfgh}	194 74%	195 78%	194 74%	158 70%	241 74%	39 74%	258 72%	335 77%	259 75%	187 74%	119 81%	694 76%	344 77%	159 72%
Not Confident	293 18% ^c	153 20%	141 17%	25 10%	46 17% ^c	41 16% ^c	58 22% ^c	58 26% ^z ^{cde}	66 20% ^c	11 21%	77 22%	73 17%	62 18%	49 19%	21 14%	167 18%	73 16%	54 25% ^z ^{op}
NET Confident	904 57% ^g ^q	423 55%	481 59%	191 74% ^z ^{defgh}	148 56% ^g	154 61% ^g	136 52%	99 44%	175 54% ^g	28 53%	181 51%	262 61% ^j	197 57%	138 55%	98 67% ^z ^{jm}	527 57% ^q	271 61% ^q	105 48%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
 Overlap formulae used. * small base

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Table 42

Q5 - Now please think about services generally and not just dental care or healthcare services. How confident, if at all, are you that regulation of services in general works effectively?

BASE: All Respondents

	TOTAL (z)	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
		WOR- KING (a)	NOT WOR- KING (b)	FULL- TIME (c)	PART- TIME (d)	SELF- EMPLOYE D (e)	HOUSE WIFE (f)	STILL IN EDU- CATION (g)	UNEM- PLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	1640	757	883	517	179	61	110	126	76	474	97	466	1174	174	109	170	221	1174
Weighted Base	1587	836	751	579	185	72*	103*	115	73*	381	80*	504	1083	204	122*	185	226	1083
A. Very confident	242 15%ac	107 13%	135 18%za	67 12%	29 16%	10 14%	22 21%c	22 19%ac	10 14%	72 19%zc	10 12%	81 16%	161 15%	36 18%	16 13%	41 22%znpq	34 15%	161 15%
B. Fairly confident	955 60%ai	519 62%	436 58%	372 64%zi	110 60%	37 51%	60 59%	75 65%ai	49 68%	208 55%	44 55%	310 61%	645 60%	127 62%	76 63%	107 58%	135 60%	645 60%
C. Not very confident	239 15%fg	135 16%	104 14%	92 16%g	27 15%g	16 22%fg	8 8%	8 7%	8 11%	63 17%fg	16 20%fg	61 12%	178 16%zk	22 11%	15 13%	23 12%	28 13%	178 16%z
D. Not at all confident	55 3%	24 3%	31 4%	14 2%	5 3%	4 6%	1 1%	2 2%	3 4%	16 4%	9 11%zcdg	13 3%	42 4%	2 1%	2 2%	3 1%	11 5%mo	42 4%
E. Don't know	96 6%lq	51 6%	45 6%	34 6%	12 7%	5 7%	11 11%zj	8 7%	3 4%	22 6%	1 2%	39 8%	57 5%	18 9%	12 10%	13 7%	17 8%	57 5%
Confident	1197 75%	626 75%	572 76%	440 76%	140 76%	46 65%	82 80%ej	97 84%zeij	59 81%	280 74%	54 67%	391 78%	806 74%	163 80%	93 76%	148 80%	169 75%	806 74%
Not Confident	293 18%fgkm	159 19%	135 18%	106 18%fg	33 18%g	20 28%fg	9 9%	10 9%	11 15%	79 21%fg	25 31%zcdf	74 15%	219 20%zk	24 12%	18 14%	25 14%	39 17%	219 20%zm
NET Confident	904 57%eijl q	467 56%	437 58%	334 58%ej	107 58%ej	26 37%	73 71%zcde ij	87 75%zcde ij	48 66%ej	201 53%ej	29 36%	317 63%zl	587 54%	139 68%zpq	75 62%	122 66%zq	129 57%	587 54%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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Table 43

Q5 - Now please think about services generally and not just dental care or healthcare services. How confident, if at all, are you that regulation of services in general works effectively?

BASE: All Respondents

	TOTAL (z)	STANDARD REGION							ETHNICITY		ACCESS TO INTERNET				WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST		
		NORTHERN IRELAND (a)	SCOTLAND (b)	NORTH (c)	MIDLAND (d)	WALES (e)	SOUTH (f)	LONDON (g)	WHITE (h)	NON- WHITE (i)	HOME (j)	WORK (k)	TOTAL (l)	NONE (m)	PATIENT S (LAST12 MONTHS) (n)	PUBLIC (LESS OFTEN) (o)	ONCE A YEAR OR MORE (p)	LESS OFTEN (q)	DON'T KNOW (r)
Unweighted Base	1640	100	153	396	275	102	385	229	1428	205	1332	419	1351	289	1067	573	1129	285	8
Weighted Base	1587	45	131	377	280	95*	446	213	1391	187	1337	457	1355	232	1026	561	1091	289	7**
A. Very confident	242 15%oq	13 29%zabcd efg	23 18%	46 12%	43 15%	12 13%	69 16%	36 17%	215 15%	27 15%	194 15%	61 13%	197 15%	45 19%	193 19%zo	49 9%	194 18%zq	29 10%	- -
B. Fairly confident	955 60%fm	26 57%	89 68%zf	230 61%	176 63%g	64 67%g	242 54%	129 61%	836 60%	115 62%	822 61%zm	286 63%g	829 61%	127 55%	610 60%	345 61%	656 60%	190 65%	6 90%
C. Not very confident	239 15%ad	3 7%	14 10%	73 19%zabcd g	28 10%	16 17%a	80 18%abd	26 12%	207 15%	28 15%	206 15%	72 16%	209 15%	29 13%	148 14%	91 16%	158 14%	46 16%	- -
D. Not at all confident	55 3%np	3 7%zbce	3 2%	9 2%	9 3%	1 1%	23 5%	8 4%	47 3%	6 3%	43 3%	12 3%	44 3%	11 5%	23 2%	31 6%zn	25 2%	14 5%p	- -
E. Don't know	96 6%abjn	- -	3 2%	19 5%a	25 9%ab	3 3%	32 7%ab	14 7%ab	86 6%	10 6%	72 5%	25 6%	75 6%	21 9%zjl	51 5%	45 8%zn	58 5%	11 4%	1 10%
Confident	1197 75%fo	39 86%zcf	112 86%zcf	276 73%	218 78%g	76 79%	311 70%	165 77%	1051 76%	142 76%	1016 76%	347 76%	1026 76%	171 74%	804 78%zo	394 70%	850 78%z	218 75%	6 90%
Not Confident	293 18%bdnp	6 14%	16 12%	82 22%bd	36 13%	17 18%	102 23%zbdg	34 16%	255 18%	34 18%	249 19%	84 18%	253 19%	40 17%	171 17%	122 22%zn	183 17%	60 21%	- -
NET Confident	904 57%cfo	32 72%zcf	96 73%zcf	195 52%	182 65%zcf	59 62%g	209 47%	131 62%cf	796 57%	108 58%	767 57%	263 58%	773 57%	131 56%	633 62%zo	271 48%	667 61%z	158 55%	6 90%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g - z/h/i - z/j/k/l/m - z/n/o - z/p/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 44

Q5 - Now please think about services generally and not just dental care or healthcare services. How confident, if at all, are you that regulation of services in general works effectively?

BASE: All Respondents

	TOTAL (z)	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN REGULATION IN GENERAL		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		RECOMMEND DENTAL PRACTICE		SEEN GDC LEAFLET	
		NHS (a)	PRIVATE (b)	BOTH (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDE NT (i)	NOT CONFIDE NT (j)	SATISFI ED (k)	DISSATI SFIED (l)	YES (m)	NO (n)	LIKELY (o)	UNLIKEL Y (p)	YES (q)	NO (r)
Unweighted Base	1640	881	228	86	6	15	288	1068	270	1243	304	1089	39	41	1522	1172	164	218	1407
Weighted Base	1587	840	226	86*	7**	17**	273	1038	260	1197	293	1052	38*	38*	1470	1131	153	199	1373
A. Very confident	242 15% _{jp}	146 17% _z	41 18%	16 19%	1 12%	-	38 14%	165 16%	38 15%	242 20% _{zj}	-	192 18% _z	2 6%	4 10%	229 16%	202 18% _{zp}	12 8%	36 18%	205 15%
B. Fairly confident	955 60% _{bjlp}	536 64% _{zb}	118 52%	51 59%	3 48%	8 47%	160 58%	634 61%	157 61%	955 80% _{zj}	-	645 61% _l	11 30%	19 51%	899 61% _z	713 63% _{zp}	63 41%	120 61%	821 60%
C. Not very confident	239 15% _{aiko}	103 12%	44 19% _a	15 17%	2 29%	5 28%	53 19% _{zg}	144 14%	40 15%	-	239 81% _{zi}	142 13%	16 43% _{zk}	9 23%	220 15%	146 13%	45 29% _{zo}	31 16%	207 15%
D. Not at all confident	55 3% _{aikno}	19 2%	7 3%	2 3%	-	-	10 4%	33 3%	12 4%	-	55 19% _{zi}	18 2%	7 19% _{zk}	3 9%	46 3%	20 2%	24 15% _{zo}	3 2%	51 4%
E. Don't know	96 6% _{aijno}	36 4%	16 7%	2 2%	1 12%	4 26%	12 4%	62 6%	13 5%	-	-	56 5%	1 2%	3 7%	76 5%	50 4%	10 6%	7 4%	89 6%
Confident	1197 75% _{jlp}	682 81% _{zb}	159 70%	67 78%	4 60%	8 47%	198 72%	799 77%	196 75%	1197 100% _{zj}	-	836 79% _{zl}	13 36%	23 61%	1128 77% _{zm}	915 81% _{zp}	75 49%	157 79%	1026 75%
Not Confident	293 18% _{agiko}	122 15%	51 22% _a	17 20%	2 29%	5 28%	64 23% _{zg}	176 17%	52 20%	-	293 100% _{zi}	160 15%	23 62% _{zk}	12 32% _{zn}	266 18%	165 15%	68 45% _{zo}	35 18%	259 19%
NET Confident	904 57% _{bjlmp}	560 67% _{zb}	108 48%	50 58%	2 31%	3 19%	134 49%	623 60% _{zf}	144 55%	1197 100% _{zj}	-293 -100%	677 64% _{zl}	-10 -27%	11 30%	862 59% _{zm}	750 66% _{zp}	7 4%	122 61%	767 56%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 45

Q6 - Now thinking about healthcare, how confident, if at all, are you that regulation of this works effectively?

BASE: All Respondents

	TOTAL (z)	GENDER		AGE						SOCIAL GRADE						MARITAL STATUS		
		MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	A (i)	B (j)	C1 (k)	C2 (l)	D (m)	E (n)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Unweighted Base	1640	784	856	256	213	222	268	283	398	50	323	477	336	284	170	924	456	259
Weighted Base	1587	769	818	258	264	252	263	225	325	53*	356	433	347	251	147	918	447	221
A. Very confident	270 17%	135 18%	135 16%	51 20%	46 17%	40 16%	36 14%	31 14%	66 20%fg	13 25%	49 14%	63 15%	64 18%	43 17%	37 25%zjk	142 15%	92 20%zo	37 17%
B. Fairly confident	914 58%	441 57%	473 58%	160 62% ^d	137 52%	153 61%	160 61%	127 56%	177 55%	30 56%	214 60%	257 59%	189 54%	147 58%	77 52%	542 59%	246 55%	124 56%
C. Not very confident	257 16% ^c	127 16%	130 16%	24 9%	54 20% ^c	40 16% ^c	40 15%	45 20% ^c	54 17% ^c	7 13%	55 15%	76 18%	64 19%	36 14%	19 13%	153 17%	65 15%	38 17%
D. Not at all confident	58 4% ^l	24 3%	33 4%	4 1%	7 3%	6 2%	18 7% ^{zcde}	11 5% ^c	12 4%	3 5%	18 5% ^l	17 4% ^l	5 1%	11 4% ^l	5 3%	30 3%	14 3%	14 6% ^{zop}
E. Don't know	89 6%	42 5%	47 6%	18 7%	21 8%	12 5%	10 4%	12 5%	15 5%	1 1%	19 5%	19 4%	25 7%	15 6%	10 7%	50 5%	31 7%	8 3%
Confident	1184 75%	576 75%	608 74%	212 82% ^{zdfg} ^h	182 69%	193 77%	196 74%	158 70%	243 75%	43 81%	264 74%	320 74%	253 73%	190 76%	114 77%	684 75%	338 76%	161 73%
Not Confident	315 20% ^c	151 20%	163 20%	28 11%	60 23% ^c	46 18% ^c	58 22% ^c	56 25% ^{zc}	66 20% ^c	10 18%	73 20%	93 21%	69 20%	46 18%	24 16%	183 20%	79 18%	52 24%
NET Confident	869 55% ^{dg}	425 55%	445 54%	184 71% ^{zdef} ^{gh}	122 46%	147 58% ^{dg}	138 52%	102 45%	177 54% ^g	33 63%	191 54%	227 53%	184 53%	144 57%	90 61%	500 55%	259 58% ^q	108 49%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
 Overlap formulae used. * small base

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Table 46

Q6 - Now thinking about healthcare, how confident, if at all, are you that regulation of this works effectively?

BASE: All Respondents

	TOTAL (z)	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
		WOR- KING (a)	NOT WOR- KING (b)	FULL- TIME (c)	PART- TIME (d)	SELF- EMPLOYE D (e)	HOUSE WIFE (f)	STILL IN EDU- CATION (g)	UNEM- PLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	1640	757	883	517	179	61	110	126	76	474	97	466	1174	174	109	170	221	1174
Weighted Base	1587	836	751	579	185	72*	103*	115	73*	381	80*	504	1083	204	122*	185	226	1083
A. Very confident	270 17%a	119 14%	151 20%za	84 15%	29 16%	6 8%	24 23%ce	24 21%e	11 15%	78 20%zce	14 18%	90 18%	180 17%	37 18%	18 14%	42 23%	40 18%	180 17%
B. Fairly confident	914 58%	490 59%	424 56%	350 60%	100 54%	40 56%	57 56%	70 61%	48 65%	210 55%	39 49%	288 57%	626 58%	119 59%	71 58%	107 58%	122 54%	626 58%
C. Not very confident	257 16%b	149 18%	108 14%	94 16%	39 21%fg	15 21%	12 12%	11 10%	11 15%	56 15%	18 22%g	84 17%	173 16%	34 17%	22 18%	23 12%	41 18%	173 16%
D. Not at all confident	58 4% ^m	28 3%	29 4%	18 3%	7 4%	4 6%	3 3%	1 1%	1 2%	18 5%	6 7% ^{cg}	12 2%	46 4%	* *	1 1%	3 2%	10 4% ^m	46 4% ^m
E. Don't know	89 6%	50 6%	39 5%	34 6%	10 6%	6 8%	7 7%	8 7%	2 2%	19 5%	3 3%	30 6%	59 5%	13 6%	11 9%	10 5%	13 6%	59 5%
Confident	1184 75%	608 73%	575 77%	434 75%	129 70%	46 65%	80 78%	95 83% ^{zdej}	59 80%	288 76%	54 67%	378 75%	805 74%	157 77%	88 72%	149 80% ^p	162 72%	805 74%
Not Confident	315 20% ^g	177 21%	137 18%	112 19% ^g	46 25% ^{fg}	19 27% ^g	15 14%	12 11%	13 17%	74 19% ^g	24 30% ^{zcfg} _i	96 19%	218 20%	35 17%	23 19%	26 14%	51 23% ^o	218 20%
NET Confident	869 55% ^{adej}	431 52%	438 58% ^{za}	322 56% ^{dej}	83 45%	27 37%	66 64% ^{dej}	83 72% ^{zcde} _{ij}	46 63% ^{dej}	214 56% ^{dej}	30 37%	282 56%	587 54%	122 60% ^p	65 54%	123 66% ^{zn} _{pq}	111 49%	587 54%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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Table 47

Q6 - Now thinking about healthcare, how confident, if at all, are you that regulation of this works effectively?

BASE: All Respondents

	TOTAL (z)	STANDARD REGION							ETHNICITY		ACCESS TO INTERNET				WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST		
		NORTHERN IRELAND (a)	SCOTLAND (b)	NORTH (c)	MIDLAND S (d)	WALES (e)	SOUTH (f)	LONDON (g)	WHITE (h)	NON- WHITE (i)	HOME (j)	WORK (k)	TOTAL (l)	NONE (m)	PATIENT S (LAST12 MONTHS) (n)	PUBLIC (LESS OFTEN) (o)	ONCE A YEAR OR MORE (p)	LESS OFTEN (q)	DON'T KNOW (r)
Unweighted Base	1640	100	153	396	275	102	385	229	1428	205	1332	419	1351	289	1067	573	1129	285	8
Weighted Base	1587	45	131	377	280	95*	446	213	1391	187	1337	457	1355	232	1026	561	1091	289	7**
A. Very confident	270 17%o	9 21%	27 20%	52 14%	56 20% _c	14 15%	75 17%	37 17%	233 17%	37 20%	222 17%	68 15%	223 16%	48 20%	197 19% _{zo}	73 13%	198 18%	40 14%	2 24%
B. Fairly confident	914 58%i	28 63%	91 70% _{zcde} fg	215 57%	156 56%	50 52%	248 56%	126 59%	817 59% _{zi}	94 50%	785 59%	278 61%	791 58%	123 53%	601 59%	312 56%	648 59% _z	170 59%	4 66%
C. Not very confident	257 16% _{ab}	4 9%	8 6%	83 22% _{zabd} g	36 13% _b	25 26% _{zabd} fg	73 16% _b	27 13% _b	215 15%	39 21%	215 16%	72 16%	222 16% _j	35 15%	157 15%	100 18%	169 15%	53 18%	- -
D. Not at all confident	58 4% _{dnp}	3 7% _d	4 3%	14 4%	4 1%	4 4%	22 5% _d	7 3%	50 4%	7 4%	48 4%	15 3%	49 4%	9 4%	29 3%	29 5% _{zn}	29 3%	11 4%	- -
E. Don't know	89 6% _{abnp}	- -	1 1%	14 4%	27 10% _{zabce}	2 2%	28 6% _{ab}	16 7% _{ab}	76 5%	11 6%	68 5%	23 5%	71 5%	18 8%	42 4%	47 8% _{zn}	47 4%	15 5%	1 10%
Confident	1184 75% _o	38 84% _{zcef}	118 90% _{zcde} fg	266 71%	212 76%	64 67%	322 72%	163 77%	1050 75%	131 70%	1007 75% _l	346 76%	1013 75%	170 73%	798 78% _{zo}	386 69%	846 78% _z	210 73%	6 90%
Not Confident	315 20% _{bdnp}	7 16%	12 9%	97 26% _{zabd} g	41 14%	29 31% _{zabd} g	95 21% _{bd}	34 16%	265 19%	45 24%	263 20%	88 19%	271 20% _j	44 19%	186 18%	129 23% _{zn}	198 18%	64 22%	- -
NET Confident	869 55% _{ceio}	31 68% _{zcef}	107 81% _{zacd} efg	170 45%	172 61% _{zcef}	35 36%	227 51% _e	129 61% _{cef}	785 56% _{zi}	85 46%	744 56% _l	259 57%	743 55%	127 54%	612 60% _{zo}	257 46%	648 59% _{zq}	146 51%	6 90%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g - z/h/i - z/j/k/l/m - z/n/o - z/p/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 48

Q6 - Now thinking about healthcare, how confident, if at all, are you that regulation of this works effectively?

BASE: All Respondents

	TOTAL (z)	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN REGULATION IN GENERAL		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		RECOMMEND DENTAL PRACTICE		SEEN GDC LEAFLET	
		NHS (a)	PRIVATE (b)	BOTH (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDE NT (i)	NOT CONFIDE NT (j)	SATISFI ED (k)	DISSATI SFIED (l)	YES (m)	NO (n)	LIKELY (o)	UNLIKEL Y (p)	YES (q)	NO (r)
Unweighted Base	1640	881	228	86	6	15	288	1068	270	1243	304	1089	39	41	1522	1172	164	218	1407
Weighted Base	1587	840	226	86*	7**	17**	273	1038	260	1197	293	1052	38*	38*	1470	1131	153	199	1373
A. Very confident	270 17%jl	151 18%	40 18%	16 19%	1 12%	-	50 18%	181 17%	38 15%	259 22%zj	7 2%	197 19%zl	1 3%	3 9%	251 17%	213 19%z	19 12%	36 18%	229 17%
B. Fairly confident	914 58%jlp	532 63%zbc	122 54%	43 49%	2 29%	8 48%	152 56%	603 58%	155 60%	828 69%zj	69 24%	634 60%zl	14 38%	21 57%	860 59%z	695 62%zp	61 40%	118 59%	789 57%
C. Not very confident	257 16%aiko	111 13%	43 19%a	21 25%za	3 47%	5 27%	48 18%	166 16%	43 16%	94 8%	157 54%zi	155 15%	13 35%zk	8 22%	237 16%	159 14%	42 28%zo	29 15%	224 16%
D. Not at all confident	58 4%aiko	17 2%	8 4%	4 5%	-	-	13 5%	35 3%	10 4%	4 *	52 18%zi	21 2%	8 22%zk	3 8%	50 3%	24 2%	19 13%zo	8 4%	50 4%
E. Don't know	89 6%aijkn o	29 3%	12 5%	2 2%	1 12%	4 26%	10 4%	54 5%	14 5%	12 1%	8 3%i	46 4%	1 2%	2 4%	71 5%	39 3%	11 7%o	8 4%	81 6%
Confident	1184 75%jlp	683 81%zbc	163 72%	59 68%	3 41%	8 48%	202 74%	784 75%	194 74%	1087 91%zj	76 26%	830 79%zl	16 42%	25 65%	1111 76%z	909 80%zp	80 52%	154 77%	1018 74%
Not Confident	315 20%aiko	128 15%	51 23%a	25 29%za	3 47%	5 27%	61 22%	201 19%	53 20%	98 8%	209 71%zi	176 17%	21 56%zk	11 30%	287 20%	183 16%	62 40%zo	37 19%	274 20%
NET Confident	869 55%cijm p	555 66%zbc	112 50%	33 39%	* -6%	4 21%	141 51%	583 56%	141 54%	989 83%zj	-133 -45%	654 62%zl	-6 -15%	13 35%	824 56%zm	726 64%zp	18 12%	117 59%	745 54%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 49

Q7 - Which of the following best describes how aware you were of the General Dental Council before this survey?

BASE: All Respondents

	TOTAL (z)	GENDER		AGE						SOCIAL GRADE						MARITAL STATUS		
		MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	A (i)	B (j)	C1 (k)	C2 (l)	D (m)	E (n)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Unweighted Base	1640	784	856	256	213	222	268	283	398	50	323	477	336	284	170	924	456	259
Weighted Base	1587	769	818	258	264	252	263	225	325	53*	356	433	347	251	147	918	447	221
A. I had definitely heard of the General Dental Council before	273 17%cdlmnp	125 16%	148 18%	7 3%	20 8% ^c	36 14% ^{cd}	51 19% ^{cd}	76 34% ^{zcde}	83 26% ^{zcde}	28 53% ^{zijklmn}	100 28% ^{zklmn}	76 18% ^{lmn}	39 11%	21 8%	9 6%	183 20% ^{zp}	43 10%	47 21% ^p
B. I think I had heard of the General Dental Council before	260 16%np	129 17%	131 16%	35 14%	38 14%	36 14%	51 19%	43 19%	58 18%	8 15%	62 17%	84 19% ⁿ	55 16%	36 14%	15 10%	166 18% ^p	57 13%	37 17%
C. I had not heard of the General Dental Council before	1038 65%ghij	502 65%	536 65%	212 82% ^{zefgh}	198 75% ^{zefgh}	178 71% ^{fgh}	161 61% ^g	105 47%	183 56% ^g	17 32%	189 53% ⁱ	270 62% ^{ij}	249 72% ^{zijk}	193 77% ^{zijk}	120 81% ^{zijk}	563 61%	338 76% ^{zoq}	136 62%
D. Not sure	15 1% ^b	11 1%	4 1%	3 1%	8 3% ^{zefgh}	2 1%	1 *	1 *	1 *	- -	4 1%	2 *	4 1%	2 1%	4 2% ^k	6 1%	9 2% ^{zo}	1 *

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
 Overlap formulae used. * small base

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Table 50

Q7 - Which of the following best describes how aware you were of the General Dental Council before this survey?

BASE: All Respondents

	TOTAL (z)	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
		WOR- KING (a)	NOT WOR- KING (b)	FULL- TIME (c)	PART- TIME (d)	SELF- EMPLOYE D (e)	HOUSE WIFE (f)	STILL IN EDU- CATION (g)	UNEM- PLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	1640	757	883	517	179	61	110	126	76	474	97	466	1174	174	109	170	221	1174
Weighted Base	1587	836	751	579	185	72*	103*	115	73*	381	80*	504	1083	204	122*	185	226	1083
A. I had definitely heard of the General Dental Council before	273 17% ^{fghk} m	145 17%	128 17%	96 16% ^{fgh}	37 20% ^{fgh}	13 18% ^{gh}	8 8%	6 5%	1 1%	105 28% ^{zcfg} hj	9 11% ^h	53 11%	220 20% ^{zk}	12 6%	14 11%	23 12% ^m	31 14% ^m	220 20% ^{zmnop}
B. I think I had heard of the General Dental Council before	260 16% ^{gk}	147 18%	113 15%	107 18% ^g	29 16%	11 16%	14 14%	9 8%	10 13%	68 18% ^g	12 15%	66 13%	194 18% ^{zk}	24 12%	14 11%	21 11%	32 14%	194 18% ^z
C. I had not heard of the General Dental Council before	1038 65% ^{ilq}	534 64%	504 67%	370 64% ⁱ	118 64% ⁱ	46 64%	78 76% ^{zcdi}	98 85% ^{zcde} ij	62 85% ^{zcde} i	207 54%	59 74% ⁱ	380 75% ^{zl}	658 61%	165 81% ^{zpq}	94 77% ^{zq}	140 75% ^{zq}	161 71% ^q	658 61%
D. Not sure	15 1%	9 1%	6 1%	7 1%	1 1%	1 2%	1 1%	2 2%	1 1%	1 *	1 1%	6 1%	10 1%	3 1%	1 1%	2 1%	2 1%	10 1%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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Table 51

Q7 - Which of the following best describes how aware you were of the General Dental Council before this survey?**BASE: All Respondents**

	TOTAL (z)	STANDARD REGION							ETHNICITY		ACCESS TO INTERNET				WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST		
		NORTHERN IRELAND (a)	SCOTLAND (b)	NORTH (c)	MIDLAND S (d)	WALES (e)	SOUTH (f)	LONDON (g)	WHITE (h)	NON- WHITE (i)	HOME (j)	WORK (k)	TOTAL (l)	NONE (m)	PATIENT S (LAST12 MONTHS) (n)	PUBLIC (LESS OFTEN) (o)	ONCE A YEAR OR MORE (p)	LESS OFTEN (q)	DON'T KNOW (r)
Unweighted Base	1640	100	153	396	275	102	385	229	1428	205	1332	419	1351	289	1067	573	1129	285	8
Weighted Base	1587	45	131	377	280	95*	446	213	1391	187	1337	457	1355	232	1026	561	1091	289	7**
A. I had definitely heard of the General Dental Council before	273 17%adgim oq	4 8%	23 18%a	73 19%adg	31 11%	16 17%	104 23%zadg	22 11%	257 18%zi	16 9%	243 18%m	90 20%m	244 18%m	29 13%	209 20%zo	64 11%	228 21%zq	29 10%	1 14%
B. I think I had heard of the General Dental Council before	260 16%o	8 17%	24 18%	57 15%	36 13%	17 18%	78 18%	40 19%	231 17%	26 14%	228 17%	81 18%	229 17%	31 13%	187 18%zo	73 13%	199 18%z	44 15%	1 18%
C. I had not heard of the General Dental Council before	1038 65%fhln p	34 75%zf	83 64%	247 65%	208 75%zbcf	62 65%	261 58%	143 67%f	895 64%	139 74%zh	859 64%	284 62%	871 64%	168 72%zjkl	627 61%	411 73%zn	663 61%	213 73%zp	5 68%
D. Not sure	15 1%hjn	- -	1 1%	- -	4 1%c	- -	3 1%	7 3%zcf	8 1%	5 3%zh	8 1%	2 *	11 1%j	5 2%jk	2 *	13 2%zn	1 *	3 1%p	- -

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g - z/h/i - z/j/k/l/m - z/n/o - z/p/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 52

Q7 - Which of the following best describes how aware you were of the General Dental Council before this survey?

BASE: All Respondents

	TOTAL (z)	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN REGULATION IN GENERAL		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		RECOMMEND DENTAL PRACTICE		SEEN GDC LEAFLET	
		NHS (a)	PRIVATE (b)	BOTH (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDE NT (i)	NOT CONFIDE NT (j)	SATISFI ED (k)	DISSATI SFIED (l)	YES (m)	NO (n)	LIKELY (o)	UNLIKEL Y (p)	YES (q)	NO (r)
Unweighted Base	1640	881	228	86	6	15	288	1068	270	1243	304	1089	39	41	1522	1172	164	218	1407
Weighted Base	1587	840	226	86*	7**	17**	273	1038	260	1197	293	1052	38*	38*	1470	1131	153	199	1373
A. I had definitely heard of the General Dental Council before	273 17%ghr	141 17%	68 30%za	25 29%za	2 29%	2 13%	273 100%zgh	- -	- -	198 17%	64 22%z	220 21%z	8 22%	10 27%	256 17%	220 19%z	20 13%	60 30%zr	213 15%
B. I think I had heard of the General Dental Council before	260 16%fgp	155 18%z	36 16%	24 28%zab	1 12%	4 24%	- -	- -	260 100%zfg	196 16%	52 18%	195 19%z	3 8%	3 8%	252 17%z	207 18%zp	12 8%	29 15%	226 16%
C. I had not heard of the General Dental Council before	1038 65%bcfh jkoq	540 64%bc	122 54%	37 43%	4 60%	11 63%	- -	1038 100%zfh	- -	799 67%j	176 60%	636 60%	27 70%	25 65%	954 65%	700 62%	122 80%zo	109 55%	920 67%zq
D. Not sure	15 1%agikn o	3 *	- -	- -	- -	- -	- -	- -	- -	5 *	2 1%	1 *	- -	- -	7 *	3 *	- -	1 *	15 1%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 53

Q8 - How confident, if at all, are you that the General Dental Council is regulating dentists and dental care professionals effectively?

BASE: People who have heard of the General Dental Council before

	TOTAL (z)	GENDER		AGE						SOCIAL GRADE						MARITAL STATUS		
		MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	A (i)	B (j)	C1 (k)	C2 (l)	D (m)	E (n)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Unweighted Base	558	264	294	39	47	61	96	152	163	33	160	176	93	66	30	361	99	98
Weighted Base	533	255	279	42*	58*	72*	101*	119	141	36**	162	160	94*	57*	24**	349	100*	84*
A. Very confident	77 14%k	30 12%	47 17%	7 16%	7 12%	10 14%	9 9%	17 15%	27 19%f	11 30%	24 15%	15 9%	15 16%	7 13%	5 21%	45 13%	17 17%	15 17%
B. Fairly confident	326 61%h	160 63%	167 60%	27 64%	36 62%	52 73%h	67 67%h	75 63%h	68 48%	22 61%	99 61%	105 66%	54 57%	34 60%	13 53%	222 64%	58 58%	46 55%
C. Not very confident	65 12%	36 14%	29 11%	4 10%	10 17%	4 6%	16 16%	14 11%	18 13%	- -	24 15%	17 11%	14 15%	8 14%	2 10%	42 12%	12 12%	12 14%
D. Not at all confident	7 1%	3 1%	5 2%	- -	- -	2 2%	- -	1 1%	5 3%z	1 2%	2 1%	2 1%	2 3%	- -	- -	6 2%	2 2%	- -
E. Don't know	57 11%	27 10%	31 11%	4 10%	5 9%	4 5%	9 9%	12 10%	24 17%ze	2 7%	14 8%	21 13%	9 10%	7 13%	4 15%	34 10%	11 11%	12 14%
Confident	403 76%h	189 74%	214 77%	34 80%	43 74%	62 87%zh	76 75%	93 78%h	95 67%	33 91%	123 76%	120 75%	68 73%	42 73%	18 75%	267 76%	75 75%	61 72%
Not Confident	73 14%	39 15%	34 12%	4 10%	10 17%	6 8%	16 16%	15 12%	23 16%	1 2%	26 16%	19 12%	16 17%	8 14%	2 10%	48 14%	13 13%	12 14%
NET Confident	330 62%h	151 59%	179 64%	29 70%h	33 57%	57 79%zdfh	61 60%	78 66%h	72 51%	32 88%	97 60%	101 63%	52 56%	33 58%	16 64%	219 63%	62 62%	49 59%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 54

Q8 - How confident, if at all, are you that the General Dental Council is regulating dentists and dental care professionals effectively?

BASE: People who have heard of the General Dental Council before

	TOTAL (z)	WORKING STATUS		OCCUPATION							CHILDREN IN HOUSEHOLD		CHILDREN'S AGES					
		WOR- KING (a)	NOT WOR- KING (b)	FULL- TIME (c)	PART- TIME (d)	SELF- EMPLOYE D (e)	HOUSE WIFE (f)	STILL IN EDU- CATION (g)	UNEM- PLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	558	273	285	186	65	22	25	16	12	207	25	108	450	31	22	41	60	450
Weighted Base	533	292	241	203	65*	24**	23**	15**	11**	172	20**	119*	414	36**	27**	44*	63*	414
A. Very confident	77 14%a	31 11%	46 19%za	21 11%	5 8%	4 17%	4 18%	4 24%	2 16%	35 20%zcd	2 8%	19 16%	58 14%	3 9%	3 10%	11 24%	9 14%	58 14%
B. Fairly confident	326 61%bi	197 67%zb	130 54%	139 68%zi	46 70%i	12 51%	14 60%	10 68%	7 64%	86 50%	13 65%	80 67%	246 59%	28 78%	18 66%	24 55%	42 67%	246 59%
C. Not very confident	65 12%	36 12%	29 12%	24 12%	8 12%	5 19%	4 18%	- -	2 20%	19 11%	4 19%	10 9%	55 13%	2 7%	4 14%	4 9%	5 8%	55 13%
D. Not at all confident	7 1%	2 1%	5 2%	2 1%	- -	- -	- -	- -	- -	5 3%	* 2%	2 1%	6 1%	* 1%	- -	* 1%	1 2%	6 1%
E. Don't know	57 11%	26 9%	31 13%	17 8%	6 10%	3 13%	1 3%	1 8%	- -	28 16%zc	1 6%	8 7%	49 12%	2 5%	3 10%	5 11%	6 9%	49 12%
Confident	403 76%ilq	228 78%	175 73%	160 79%	51 78%	16 68%	18 78%	14 92%	8 80%	121 70%	15 72%	99 83%	304 73%	31 86%	21 76%	35 79%	51 82%	304 73%
Not Confident	73 14%	39 13%	34 14%	26 13%	8 12%	5 19%	4 18%	- -	2 20%	24 14%	4 22%	12 10%	61 15%	3 8%	4 14%	5 10%	6 9%	61 15%
NET Confident	330 62%ilq	189 65%	141 58%	134 66%	43 66%	12 48%	14 60%	14 92%	6 60%	97 56%	10 51%	87 73%zl	243 59%	28 78%	17 63%	30 69%	45 72%	243 59%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 55

Q8 - How confident, if at all, are you that the General Dental Council is regulating dentists and dental care professionals effectively?

BASE: People who have heard of the General Dental Council before

	TOTAL (z)	STANDARD REGION							ETHNICITY		ACCESS TO INTERNET				WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST		
		NORTHERN IRELAND (a)	SCOTLAND (b)	NORTH (c)	MIDLAND S (d)	WALES (e)	SOUTH (f)	LONDON (g)	WHITE (h)	NON- WHITE (i)	HOME (j)	WORK (k)	TOTAL (l)	NONE (m)	PATIENT S (LAST 12 MONTHS) (n)	PUBLIC (LESS OFTEN) (o)	ONCE A YEAR OR MORE (p)	LESS OFTEN (q)	DON'T KNOW (r)
Unweighted Base	558	25	53	143	73	38	156	70	509	47	477	157	483	75	414	144	441	78	3
Weighted Base	533	11**	47*	130	67*	33*	182	63*	488	42*	470	171	473	60*	397	137	427	73*	2**
A. Very confident	77 14%	1 12%	12 25%z	17 13%	11 17%	3 8%	24 13%	8 14%	69 14%	8 18%	65 14%	18 11%	65 14%	11 19%	60 15%	17 12%	62 15%	10 13%	-
B. Fairly confident	326 61%	9 80%	31 66%	73 56%	42 63%	23 69%	110 60%	39 62%	302 62%	23 55%	287 61%	121 70%zjl	289 61%	37 61%	248 62%	79 57%	269 63%	42 57%	2 100%
C. Not very confident	65 12%p	* 4%	3 6%	22 17%	9 13%	2 8%	22 12%	7 11%	58 12%	6 14%	59 13%	20 12%	59 12%	6 11%	42 11%	23 17%	43 10%	16 22%zp	-
D. Not at all confident	7 1%	* 4%	- -	1 1%	- -	1 3%	4 2%	1 2%	6 1%	1 3%	6 1%	2 1%	6 1%	1 2%	3 1%	4 3%	4 1%	1 2%	-
E. Don't know	57 11%k	- -	1 3%	18 13%b	5 7%	4 12%	22 12%	7 11%	53 11%	4 10%	53 11%k	11 6%	53 11%k	4 7%	43 11%	14 10%	48 11%	4 6%	-
Confident	403 76%c	10 92%	42 90%zcfg	90 69%	54 80%	26 78%	134 74%	47 75%	371 76%	31 73%	351 75%	139 81%jl	355 75%	48 81%	308 78%	95 70%	332 78%z	52 71%	2 100%
Not Confident	73 14%np	1 8%	3 6%	23 18%	9 13%	3 10%	26 14%	8 13%	64 13%	7 17%	65 14%	22 13%	65 14%	8 13%	46 12%	27 20%zn	48 11%	17 23%zp	-
NET Confident	330 62%coq	9 84%	39 84%zcdf	67 51%	45 66%c	22 68%	108 60%	39 62%	306 63%	24 56%	286 61%	117 68%jl	289 61%	41 68%	262 66%zo	68 50%	284 66%zq	35 47%	2 100%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g - z/h/i - z/j/k/l/m - z/n/o - z/p/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 56

Q8 - How confident, if at all, are you that the General Dental Council is regulating dentists and dental care professionals effectively?

BASE: People who have heard of the General Dental Council before

	TOTAL (z)	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN REGULATION IN GENERAL		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		RECOMMEND DENTAL PRACTICE		SEEN GDC LEAFLET	
		NHS (a)	PRIVATE (b)	BOTH (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDE NT (i)	NOT CONFIDE NT (j)	SATISFI ED (k)	DISSATI SFIED (l)	YES (m)	NO (n)	LIKELY (o)	UNLIKEL Y (p)	YES (q)	NO (r)
Unweighted Base	558	308	112	47	2	5	288	-	270	414	118	427	13	14	532	450	33	97	454
Weighted Base	533	296	104	49*	3**	6**	273	-**	260	394	115	415	11**	13**	509	427	31**	89*	439
A. Very confident	77 14%hj	41 14%	14 13%	13 27%zab	-	-	54 20%zh	-	22 9%	70 18%zj	5 4%	62 15%	1 7%	2 18%	71 14%	70 16%z	-	17 19%	60 14%
B. Fairly confident	326 61%j	190 64%	65 63%	26 53%	2 71%	3 53%	161 59%	-	165 63%	272 69%zj	48 41%	268 65%z	1 8%	4 33%	318 63%z	278 65%z	7 23%	58 65%	263 60%
C. Not very confident	65 12%fikn oq	32 11%	9 9%	7 14%	-	-	23 8%	-	43 16%zf	26 7%	38 33%zi	38 9%	6 49%	5 42%	59 12%	36 8%	13 41%	4 5%	61 14%zq
D. Not at all confident	7 1%aikno	2 1%	3 3%	-	-	-	6 2%	-	1 1%	3 1%	5 4%zi	2 *	2 22%	1 8%	6 1%	2 1%	3 10%	1 1%	6 1%
E. Don't know	57 11%io	31 11%	13 13%	3 6%	1 29%	3 47%	29 11%	-	28 11%	22 6%	20 17%zi	46 11%	1 13%	-	56 11%	40 9%	8 26%	9 10%	48 11%
Confident	403 76%j	231 78%	79 76%	39 81%	2 71%	3 53%	215 79%	-	188 72%	342 87%zj	53 46%	330 79%z	2 16%	7 51%	389 76%	349 82%z	7 23%	74 84%	324 74%
Not Confident	73 14%fikn oq	34 11%	12 12%	7 14%	-	-	29 10%	-	44 17%zf	29 7%	43 37%zi	40 10%	8 71%	6 49%	65 13%	38 9%	16 51%	5 6%	67 15%zq
NET Confident	330 62%hjr	198 67%z	67 64%	33 67%	2 71%	3 53%	187 68%zh	0 0%	143 55%	314 80%zj	10 9%	290 70%z	-6 -55%	* 1%	324 64%z	310 73%z	-8 -27%	69 78%zr	257 58%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 57

Q9 - During the last year, have you been aware or not of the General Dental Council taking disciplinary action against a dental professional because they do not meet the standards required or are not fit to practise?

BASE: People who have heard of the General Dental Council before

	TOTAL (z)	GENDER		AGE						SOCIAL GRADE						MARITAL STATUS		
		MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	A (i)	B (j)	C1 (k)	C2 (l)	D (m)	E (n)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Unweighted Base	558	264	294	39	47	61	96	152	163	33	160	176	93	66	30	361	99	98
Weighted Base	533	255	279	42*	58*	72*	101*	119	141	36**	162	160	94*	57*	24**	349	100*	84*
A. Yes, definitely	121 23%cd	59 23%	61 22%	3 8%	6 10%	14 20%	26 26%cd	34 28%cd	37 27%cd	12 32%	37 23%	43 27%	19 21%	8 14%	2 10%	83 24%	17 17%	21 25%
B. Yes, maybe	72 14%	33 13%	39 14%	6 15%	9 16%	10 14%	11 11%	14 12%	21 15%	6 18%	22 14%	23 14%	7 7%	8 13%	6 24%	45 13%	14 14%	13 16%
C. No	337 63%	160 63%	176 63%	30 72%	43 74%	47 66%	64 63%	71 59%	81 57%	18 50%	102 63%	92 58%	68 72%k	42 73%	15 61%	219 63%	67 67%	50 60%
D. Don't know	4 1%	2 1%	2 1%	2 5%zf	- -	- -	- -	1 1%	1 1%	- -	1 1%	2 1%	- -	- -	1 5%	2 1%	2 2%	- -

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 58

Q9 - During the last year, have you been aware or not of the General Dental Council taking disciplinary action against a dental professional because they do not meet the standards required or are not fit to practise?

BASE: People who have heard of the General Dental Council before

	TOTAL (z)	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
		WOR- KING (a)	NOT WOR- KING (b)	FULL- TIME (c)	PART- TIME (d)	SELF- EMPLOYE D (e)	HOUSE WIFE (f)	STILL IN EDU- CATION (g)	UNEM- PLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	558	273	285	186	65	22	25	16	12	207	25	108	450	31	22	41	60	450
Weighted Base	533	292	241	203	65*	24**	23**	15**	11**	172	20**	119*	414	36**	27**	44*	63*	414
A. Yes, definitely	121 23%	66 22%	55 23%	45 22%	16 25%	4 17%	2 11%	2 14%	- -	46 27%	5 24%	24 20%	97 23%	4 11%	6 23%	9 20%	17 27%	97 23%
B. Yes, maybe	72 14%	35 12%	37 15%	23 11%	4 6%	8 35%	5 21%	- -	2 15%	28 16% ^d	2 12%	18 15%	54 13%	10 29%	5 18%	5 12%	8 14%	54 13%
C. No	337 63% ^{ei}	191 65%	145 60%	135 67%	45 69%	12 48%	15 65%	11 72%	9 85%	98 57%	13 65%	77 65%	260 63%	22 60%	16 59%	30 69%	38 60%	260 63%
D. Don't know	4 1%	- -	4 2% ^{za}	- -	- -	- -	1 3%	2 14%	- -	1 1%	- -	- -	4 1%	- -	- -	- -	- -	4 1%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 59

Q9 - During the last year, have you been aware or not of the General Dental Council taking disciplinary action against a dental professional because they do not meet the standards required or are not fit to practise?

BASE: People who have heard of the General Dental Council before

	TOTAL (z)	STANDARD REGION						ETHNICITY		ACCESS TO INTERNET				WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST			
		NORTHERN IRELAND (a)	SCOTLAND (b)	NORTH (c)	MIDLANDS (d)	WALES (e)	SOUTH (f)	LONDON (g)	WHITE (h)	NON- WHITE (i)	HOME (j)	WORK (k)	TOTAL (l)	NONE (m)	PATIENTS (LAST12 MONTHS) (n)	PUBLIC (LESS OFTEN) (o)	ONCE A YEAR OR MORE (p)	LESS OFTEN (q)	DON'T KNOW (r)
Unweighted Base	558	25	53	143	73	38	156	70	509	47	477	157	483	75	414	144	441	78	3
Weighted Base	533	11**	47*	130	67*	33*	182	63*	488	42*	470	171	473	60*	397	137	427	73*	2**
A. Yes, definitely	121 23%gi	4 32%	8 17%	28 21%g	12 18%	8 26%g	56 31%zg	5 8%	116 24%zi	4 10%	107 23%	41 24%	108 23%	12 21%	87 22%	33 24%	95 22%	20 28%	-
B. Yes, maybe	72 14%hj	5 44%	4 8%	19 14%	12 18%	4 11%	17 9%	12 20%f	68 14%	5 11%	62 13%	22 13%	63 13%	9 16%	45 11%	28 20%zn	57 13%	11 15%	-
C. No	337 63%o	3 24%	36 76%	82 63%	44 65%	21 63%	109 60%	43 69%	302 62%	32 76%	297 63%	108 63%	298 63%	38 64%	261 66%zo	75 55%	272 64%	41 56%	2 100%
D. Don't know	4 1%	-	-	2 2%	-	-	-	2 3%f	3 1%	1 3%	4 1%	1 1%	4 1%	-	3 1%	1 1%	3 1%	1 1%	-

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g - z/h/i - z/j/k/l/m - z/n/o - z/p/q/r
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 60

Q9 - During the last year, have you been aware or not of the General Dental Council taking disciplinary action against a dental professional because they do not meet the standards required or are not fit to practise?

BASE: People who have heard of the General Dental Council before

	TOTAL (z)	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN REGULATION IN GENERAL		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		RECOMMEND DENTAL PRACTICE		SEEN GDC LEAFLET	
		NHS (a)	PRIVATE (b)	BOTH (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDE NT (i)	NOT CONFIDE NT (j)	SATISFI ED (k)	DISSATI SFIED (l)	YES (m)	NO (n)	LIKELY (o)	UNLIKEL Y (p)	YES (q)	NO (r)
Unweighted Base	558	308	112	47	2	5	288	-	270	414	118	427	13	14	532	450	33	97	454
Weighted Base	533	296	104	49*	3**	6**	273	-**	260	394	115	415	11**	13**	509	427	31**	89*	439
A. Yes, definitely	121 23%hn	65 22%	27 26%	11 22%	-	-	91 33%zh	-	30 11%	84 21%	34 30%	91 22%	4 36%	8 60%	111 22%	95 22%	12 40%	20 22%	101 23%
B. Yes, maybe	72 14%bfr	52 17%zb	7 7%	5 10%	-	-	28 10%	-	44 17%zf	54 14%	16 14%	55 13%	2 20%	-	70 14%	56 13%	3 11%	19 21%zr	52 12%
C. No	337 63%fi	177 60%	70 68%	32 66%	3 100%	6 100%	154 56%	-	183 70%zf	251 64%	64 56%	266 64%	5 43%	5 40%	324 64%	273 64%	15 49%	51 57%	282 64%
D. Don't know	4 1%	2 1%	-	1 2%	-	-	1 *	-	3 1%	4 1%	-	3 1%	-	-	4 1%	4 1%	-	-	4 1%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/l/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 61

Q10 - Which of the following best describes how aware you were of the Dental Complaints Service before this survey?

BASE: All Respondents

	TOTAL (z)	GENDER		AGE						SOCIAL GRADE						MARITAL STATUS		
		MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	A (i)	B (j)	C1 (k)	C2 (l)	D (m)	E (n)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Unweighted Base	1640	784	856	256	213	222	268	283	398	50	323	477	336	284	170	924	456	259
Weighted Base	1587	769	818	258	264	252	263	225	325	53*	356	433	347	251	147	918	447	221
I have definitely heard of the Dental Complaints Service before	167 11%acd mn p	61 8%	106 13%za	3 1%	16 6% c	19 7% c	31 12% cd	42 19% zcde f	55 17% zcde	16 30% zijkl mn	47 13% mn	51 12% mn	30 9%	15 6%	7 5%	114 12% zp	20 4%	34 15% zp
I think I have heard of the Dental Complaints Service before	165 10%	76 10%	90 11%	22 9%	22 8%	26 10%	26 10%	33 15% zcd	36 11%	7 13%	33 9%	53 12%	38 11%	25 10%	10 7%	94 10%	46 10%	25 11%
I have not heard of the Dental Complaints Service before	1128 71%bghi	572 74%zb	556 68%	191 74% gh	203 77% gh	192 76% gh	187 71% g	141 63%	213 66%	30 57%	257 72% i	295 68%	250 72% i	188 75% i	108 73% i	658 72%	323 72%	146 66%
Not sure DO NOT PROMPT.	127 8%gijo	60 8%	66 8%	42 16% zdefg h	23 9%	14 6%	18 7%	9 4%	20 6%	- -	18 5%	34 8%	28 8%	24 9% i	23 15% zijkl	51 6%	59 13% zoq	16 7%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
 Overlap formulae used. * small base

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Table 62

Q10 - Which of the following best describes how aware you were of the Dental Complaints Service before this survey?

BASE: All Respondents

	TOTAL (z)	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
		WOR- KING (a)	NOT WOR- KING (b)	FULL- TIME (c)	PART- TIME (d)	SELF- EMPLOYE D (e)	HOUSE WIFE (f)	STILL IN EDU- CATION (g)	UNEM- PLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	1640	757	883	517	179	61	110	126	76	474	97	466	1174	174	109	170	221	1174
Weighted Base	1587	836	751	579	185	72*	103*	115	73*	381	80*	504	1083	204	122*	185	226	1083
I have definitely heard of the Dental Complaints Service before	167 11%ghk	81 10%	86 11%	52 9%g	22 12%gh	7 10%g	7 7%g	1 1%	2 2%	69 18%zcfgh j	7 9%g	39 8%	128 12%zk	12 6%	13 11%	17 9%	20 9%	128 12%zm
I think I have heard of the Dental Complaints Service before	165 10%km	97 12%	68 9%	70 12%	19 10%	9 12%	9 8%	7 6%	3 4%	41 11%	8 10%	36 7%	129 12%zk	11 5%	8 6%	17 9%	18 8%	129 12%zm
I have not heard of the Dental Complaints Service before	1128 71%ilq	600 72%	528 70%	413 71%i	132 71%	55 77%	82 80%zgi	77 67%	66 90%zcdg ij	247 65%	57 71%	395 78%zl	733 68%	171 84%znpq	91 74%	143 77%q	165 73%	733 68%
Not sure DO NOT PROMPT.	127 8%e	57 7%	69 9%	45 8%e	12 7%	- -	5 5%	29 26%zcd hij	3 4%	23 6%	8 10%e	34 7%	92 9%	10 5%	10 8%	9 5%	22 10%o	92 9%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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Table 63

Q10 - Which of the following best describes how aware you were of the Dental Complaints Service before this survey?

BASE: All Respondents

	TOTAL (z)	STANDARD REGION							ETHNICITY		ACCESS TO INTERNET				WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST		
		NORTHERN IRELAND (a)	SCOTLAND (b)	NORTH (c)	MIDLANDS (d)	WALES (e)	SOUTH (f)	LONDON (g)	WHITE (h)	NON-WHITE (i)	HOME (j)	WORK (k)	TOTAL (l)	NONE (m)	PATIENTS (LAST12 MONTHS) (n)	PUBLIC (LESS OFTEN) (o)	ONCE A YEAR OR MORE (p)	LESS OFTEN (q)	DON'T KNOW (r)
Unweighted Base	1640	100	153	396	275	102	385	229	1428	205	1332	419	1351	289	1067	573	1129	285	8
Weighted Base	1587	45	131	377	280	95*	446	213	1391	187	1337	457	1355	232	1026	561	1091	289	7**
I have definitely heard of the Dental Complaints Service before	167 11%iko	3 6%	12 9%	37 10%	22 8%	13 13%	64 14%zadg	17 8%	158 11%zi	9 5%	143 11%k	33 7%	144 11%k	23 10%	124 12%zo	43 8%	130 12%z	23 8%	- -
I think I have heard of the Dental Complaints Service before	165 10%ii	3 6%	20 15%ag	35 9%	25 9%	12 13%	56 13%	16 7%	156 11%zi	9 5%	140 11%	47 10%	142 10%	24 10%	119 12%	47 8%	131 12%z	26 9%	- -
I have not heard of the Dental Complaints Service before	1128 71%fi	36 80%zf	92 70%	282 75%fi	214 76%fi	67 71%	289 65%	148 70%	985 71%	138 74%	952 71%	355 78%zjlm	965 71%	162 70%	721 70%	407 72%	767 70%	210 73%	4 66%
Not sure DO NOT PROMPT.	127 8%hknp	4 8%	8 6%	23 6%	19 7%	3 3%	37 8%	32 15%zbcode f	92 7%	31 16%zh	101 8%k	22 5%	103 8%k	23 10%k	62 6%	64 11%zn	63 6%	30 10%p	2 34%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g - z/h/i - z/j/k/l/m - z/n/o - z/p/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 64

Q10 - Which of the following best describes how aware you were of the Dental Complaints Service before this survey?

BASE: All Respondents

	TOTAL (z)	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN REGULATION IN GENERAL		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		RECOMMEND DENTAL PRACTICE		SEEN GDC LEAFLET	
		NHS (a)	PRIVATE (b)	BOTH (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDE NT (i)	NOT CONFIDE NT (j)	SATISFI ED (k)	DISSATI SFIED (l)	YES (m)	NO (n)	LIKELY (o)	UNLIKEL Y (p)	YES (q)	NO (r)
Unweighted Base	1640	881	228	86	6	15	288	1068	270	1243	304	1089	39	41	1522	1172	164	218	1407
Weighted Base	1587	840	226	86*	7**	17**	273	1038	260	1197	293	1052	38*	38*	1470	1131	153	199	1373
I have definitely heard of the Dental Complaints Service before	167 11%gr	91 11%	30 13%	16 19%za	- -	- -	124 45%zgh	21 2%	23 9%g	123 10%	40 14%	124 12%z	6 16%	9 24%zn	153 10%	133 12%z	10 7%	45 23%zr	122 9%
I think I have heard of the Dental Complaints Service before	165 10%g	103 12%z	25 11%	10 11%	- -	2 13%	36 13%g	37 4%	92 35%zfg	122 10%	33 11%	131 12%z	* 1%	3 8%	161 11%z	133 12%z	13 9%	23 12%	137 10%
I have not heard of the Dental Complaints Service before	1128 71%fhq	587 70%	165 73%	55 64%	7 100%	11 61%	105 38%	900 87%zfh	118 45%	854 71%	204 70%	736 70%	30 79%	25 68%	1046 71%	793 70%	116 76%	118 59%	1003 73%zq
Not sure DO NOT PROMPT.	127 8%bfkno	58 7%b	6 3%	6 7%	- -	4 26%	8 3%	80 8%f	28 11%f	98 8%	17 6%	61 6%	1 4%	- -	110 7%	72 6%	13 8%	12 6%	111 8%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/l/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 65

Q11 - Have you ever complained about a dental professional?**BASE: People who have been to a dentist at some point**

	TOTAL (z)	GENDER		AGE						SOCIAL GRADE						MARITAL STATUS		
		MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	A (i)	B (j)	C1 (k)	C2 (l)	D (m)	E (n)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Unweighted Base	1564	735	829	241	188	212	259	277	387	49	316	462	320	254	163	874	435	254
Weighted Base	1509	717	792	243	234	241	253	221	317	51*	345	418	331	223	140	865	426	217
A. Yes	38 2%	15 2%	23 3%	6 3%	5 2%	4 2%	4 1%	10 4% ^z	9 3%	-	10 3%	12 3%	9 3%	3 1%	4 3%	18 2%	11 3%	8 4%
B. No	1470 97%	702 98%	768 97%	237 97%	229 98%	236 98%	248 98%	211 96%	308 97%	51 100%	335 97%	405 97%	322 97%	220 99%	136 97%	846 98%	415 97%	208 96%
C. Don't know	1 *	-	1 *	-	-	-	1 1%	-	-	-	-	1 *	-	-	-	-	-	1 1% ^{zo}
D. Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
 Overlap formulae used. * small base

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Table 66

Q11 - Have you ever complained about a dental professional?**BASE: People who have been to a dentist at some point**

	TOTAL (z)	WORKING STATUS		OCCUPATION							CHILDREN IN HOUSEHOLD		CHILDREN'S AGES					
		WOR- KING (a)	NOT WOR- KING (b)	FULL- TIME (c)	PART- TIME (d)	SELF- EMPLOYE D (e)	HOUSE WIFE (f)	STILL IN EDU- CATION (g)	UNEM- PLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	1564	716	848	483	172	61	106	118	70	462	92	431	1133	158	98	159	205	1133
Weighted Base	1509	787	722	539	177	72*	99*	108	68*	372	75*	465	1044	185	109*	175	210	1044
A. Yes	38	17	21	9	6	2	1	2	1	13	4	10	28	3	2	2	6	28
	2%	2%	3%	2%	3%	3%	1%	2%	1%	3%	5%	2%	3%	2%	2%	1%	3%	3%
B. No	1470	769	701	529	171	68	98	106	67	360	71	456	1014	182	107	174	203	1014
	97%	98%	97%	98%	97%	95%	99%	98%	99%	97%	95%	98%	97%	98%	98%	99%	97%	97%
C. Don't know	1	1	-	-	-	1	-	-	-	-	-	-	1	-	-	-	-	1
	*	*	-	-	-	2%zci	-	-	-	-	-	-	*	-	-	-	-	*
D. Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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Table 67

Q11 - Have you ever complained about a dental professional?**BASE: People who have been to a dentist at some point**

	TOTAL (z)	STANDARD REGION						ETHNICITY		ACCESS TO INTERNET				WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST			
		NORTHERN IRELAND (a)	SCOTLAND (b)	NORTH (c)	MIDLANDS (d)	WALES (e)	SOUTH (f)	LONDON (g)	WHITE (h)	NON- WHITE (i)	HOME (j)	WORK (k)	TOTAL (l)	NONE (m)	PATIENTS (LAST12 MONTHS) (n)	PUBLIC (LESS OFTEN) (o)	ONCE A YEAR OR MORE (p)	LESS OFTEN (q)	DON'T KNOW (r)
Unweighted Base	1564	100	148	390	255	100	377	194	1395	163	1273	408	1291	273	1067	497	1129	285	8
Weighted Base	1509	45	128	372	254	93*	436	181	1354	148	1278	443	1294	215	1026	483	1091	289	7**
A. Yes	38 2%k	1 3%	6 5%	7 2%	4 2%	2 2%	14 3%	4 2%	38 3%i	- -	33 3%k	4 1%	35 3%k	3 1%	30 3%	8 2%	33 3%	3 1%	- -
B. No	1470 97%	44 97%	121 95%	365 98%	250 98%	91 98%	421 97%	177 98%	1315 97%	148 100%h	1243 97%	440 99%zjl	1258 97%	212 99%	996 97%	474 98%	1058 97%	287 99%	7 100%
C. Don't know	1 *	- -	- -	- -	- -	- -	1 *	- -	1 *	- -	1 *	- -	1 *	- -	- -	1 *	- -	- -	- -
D. Prefer not to say	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g - z/h/i - z/j/k/l/m - z/n/o - z/p/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 68

Q11 - Have you ever complained about a dental professional?**BASE:** People who have been to a dentist at some point

	TOTAL (z)	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN REGULATION IN GENERAL		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		RECOMMEND DENTAL PRACTICE		SEEN GDC LEAFLET	
		NHS (a)	PRIVATE (b)	BOTH (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDE NT (i)	NOT CONFIDE NT (j)	SATISFI ED (k)	DISSATI SFIED (l)	YES (m)	NO (n)	LIKELY (o)	UNLIKEL Y (p)	YES (q)	NO (r)
Unweighted Base	1564	881	228	86	6	15	283	1010	264	1197	289	1089	39	41	1522	1172	164	218	1332
Weighted Base	1509	840	226	86*	7**	17**	268	979	255	1151	279	1052	38*	38*	1470	1131	153	199	1296
A. Yes	38 2%inq	17 2%	10 5%	5 6%a	- -	1 7%	10 4%	25 3%	3 1%	23 2%	12 4%i	29 3%	3 9%z	38 100%zn	- -	33 3%	2 1%	1 *	36 3%
B. No	1470 97%lm	822 98%c	215 95%	81 94%	7 100%	16 93%	256 96%	954 97%	252 99%f	1128 98%zj	266 95%	1023 97%	34 91%	- -	1470 100%zm	1098 97%	151 99%	198 100%zr	1259 97%
C. Don't know	1 *	-	-	-	-	-	1 1%g	-	-	-	1 1%i	-	-	-	-	-	-	-	1 *
D. Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/l/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 69

Q12 - Have you ever considered complaining about a dental professional?**BASE:** People who have not, don't know or prefer not to say if they have complained about a dental professional

	TOTAL (z)	GENDER		AGE						SOCIAL GRADE						MARITAL STATUS		
		MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	A (i)	B (j)	C1 (k)	C2 (l)	D (m)	E (n)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Unweighted Base	1523	720	803	235	184	208	255	265	376	49	306	449	311	250	158	853	424	245
Weighted Base	1471	702	769	237	229	236	249	211	308	51*	335	406	322	220	136	846	415	209
A. Yes	73 5%a	18 3%	55 7%za	7 3%	15 6%	12 5%	12 5%	13 6%	15 5%	-	30 9%zikl	17 4%	10 3%	10 5%	7 5%	49 6%	14 3%	10 5%
B. No	1397 95%bj	684 97%zb	713 93%	230 97%	214 94%	225 95%	236 95%	199 94%	293 95%	51 100%j	306 91%	388 95%j	312 97%j	210 95%	130 95%	797 94%	401 97%	198 95%
C. Don't know	1 *	-	1 *	-	-	-	1 1%	-	-	-	-	1 *	-	-	-	-	-	1 1%zo
D. Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/l/g/h - z/i/j/k/l/m/n - z/o/p/q
 Overlap formulae used. * small base

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Table 70

Q12 - Have you ever considered complaining about a dental professional?**BASE:** People who have not, don't know or prefer not to say if they have complained about a dental professional

	TOTAL (z)	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
		WOR- KING (a)	NOT WOR- KING (b)	FULL- TIME (c)	PART- TIME (d)	SELF- EMPLOYE D (e)	HOUSE WIFE (f)	STILL IN EDU- CATION (g)	UNEM- PLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	1523	700	823	474	166	60	105	115	69	447	87	421	1102	155	96	157	198	1102
Weighted Base	1471	770	701	529	171	70*	98*	106	67*	360	71*	456	1016	182	107*	174	203	1016
A. Yes	73 5%	39 5%	34 5%	20 4%	14 8% ^c	6 8%	5 5%	3 3%	2 3%	16 4%	9 12% ^z _{cgi}	29 6%	44 4%	12 7%	5 5%	16 9% ^z _q	11 5%	44 4%
B. No	1397 95% ^{jo}	729 95%	667 95%	509 96% ^{dej}	158 92%	62 89%	93 95%	103 97% ^j	65 97%	344 96% ^j	62 88%	427 94%	970 95%	170 93%	102 95%	158 91%	192 95%	970 95% ^o
C. Don't know	1 *	1 *	-	-	-	1 2% ^z _{ci}	-	-	-	-	-	-	1 *	-	-	-	-	1 *
D. Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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Table 71

Q12 - Have you ever considered complaining about a dental professional?**BASE:** People who have not, don't know or prefer not to say if they have complained about a dental professional

	TOTAL (z)	STANDARD REGION							ETHNICITY		ACCESS TO INTERNET				WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST		
		NORTHERN IRELAND (a)	SCOTLAND (b)	NORTH (c)	MIDLANDS (d)	WALES (e)	SOUTH (f)	LONDON (g)	WHITE (h)	NON- WHITE (i)	HOME (j)	WORK (k)	TOTAL (l)	NONE (m)	PATIENTS (LAST 12 MONTHS) (n)	PUBLIC (LESS OFTEN) (o)	ONCE A YEAR OR MORE (p)	LESS OFTEN (q)	DON'T KNOW (r)
Unweighted Base	1523	97	140	382	250	98	366	190	1354	163	1238	404	1255	268	1033	490	1094	282	8
Weighted Base	1471	44*	121	365	250	91*	423	177	1316	148	1245	440	1260	212	996	476	1058	287	7**
A. Yes	73 5% ^o	3 7% ^g	5 4%	17 5%	20 8% ^{zg}	6 6%	18 4%	4 2%	70 5%	3 2%	66 5%	17 4%	68 5%	6 3%	58 6%	15 3%	59 6%	12 4%	-
B. No	1397 95% ^{cd}	41 93%	116 96%	348 95%	230 92%	86 94%	403 95%	173 98% ^{ad}	1245 95%	146 98%	1177 95%	422 96%	1191 95%	206 97%	938 94%	459 96%	999 94%	275 96%	7 100%
C. Don't know	1 *	-	-	-	-	-	1 *	-	1 *	-	1 *	-	1 *	-	-	1 *	-	-	-
D. Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g - z/h/i - z/j/k/l/m - z/n/o - z/p/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 72

Q12 - Have you ever considered complaining about a dental professional?**BASE:** People who have not, don't know or prefer not to say if they have complained about a dental professional

	TOTAL (z)	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN REGULATION IN GENERAL		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		RECOMMEND DENTAL PRACTICE		SEEN GDC LEAFLET	
		NHS (a)	PRIVATE (b)	BOTH (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDE NT (i)	NOT CONFIDE NT (j)	SATISFI ED (k)	DISSATI SFIED (l)	YES (m)	NO (n)	LIKELY (o)	UNLIKEL Y (p)	YES (q)	NO (r)
Unweighted Base	1523	859	220	81	6	14	272	983	261	1173	275	1058	35	-	1522	1137	161	217	1293
Weighted Base	1471	822	215	81*	7**	16**	258	954	252	1128	267	1023	34**	-**	1470	1098	151	198	1260
A. Yes	73 5% ^{hio}	49 6%	8 4%	3 4%	-	-	19 7% ^h	50 5% ^h	4 2%	45 4%	23 9% ^{zi}	48 5%	11 33%	-	73 5%	44 4%	22 14% ^{zo}	9 4%	65 5%
B. No	1397 95% ^{fjp}	773 94%	207 96%	78 96%	7 100%	16 100%	238 92%	904 95%	248 98% ^{zfg}	1083 96% ^{zj}	243 91%	976 95%	23 67%	-	1397 95% ^z	1053 96% ^{zp}	130 86%	189 96%	1194 95%
C. Don't know	1 *	-	-	-	-	-	1 1% ^g	-	-	-	1 1% ⁱ	-	-	-	-	-	-	-	1 *
D. Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 73

Q13 - Thinking about the most recent time you complained or considered complaining, what type of dental professional did you complain or consider complaining about?

BASE: People who have complained or considered complaining about a dental professional

	TOTAL (z)	GENDER		AGE						SOCIAL GRADE						MARITAL STATUS		
		MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	A (i)	B (j)	C1 (k)	C2 (l)	D (m)	E (n)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Unweighted Base	119	37	82	13	19	16	17	28	26	-	37	33	20	15	14	71	28	20
Weighted Base	111	33*	78*	13**	19**	16**	16**	22**	24**	-**	39*	29**	19**	13**	11**	68*	25**	18**
A. Dentist	92	30	62	10	16	12	13	19	21	-	36	23	15	11	8	60	21	12
	83%	92%	79%	78%	85%	77%	84%	86%	85%	-	91%	79%	76%	84%	76%	88%	82%	67%
G. Orthodontic Therapist	6	1	5	*	-	4	-	2	-	-	2	1	3	-	-	3	2	1
	6%	3%	7%	3%	-	23%	-	9%	-	-	5%	5%	14%	-	-	5%	7%	7%
B. Dental Hygienist	3	1	2	-	1	-	1	-	1	-	-	1	1	-	1	2	1	-
	3%	2%	3%	-	8%	-	6%	-	2%	-	-	5%	5%	-	5%	3%	4%	-
F. Clinical Dental Technician	2	-	2	-	-	-	1	1	1	-	-	-	1	-	2	1	1	1
	2%	-	3%	-	-	-	4%	2%	4%	-	-	-	3%	-	15%	1%	2%	6%
E. Dental Nurse	2	-	2	1	*	-	-	1	-	-	-	-	*	1	-	*	1	1
	2%	-	2%	6%	2%	-	-	2%	-	-	-	-	2%	11%	-	1%	3%	3%
D. Dental Technician	2	-	2	-	-	-	1	-	1	-	-	1	-	1	-	-	-	2
	1%	-	2%	-	-	-	6%	-	3%	-	-	3%	-	6%	-	-	-	9%
H. Receptionist	2	1	*	2	-	-	-	-	-	-	-	1	-	-	*	1	*	-
	1%	3%	1%	12%	-	-	-	-	-	-	-	4%	-	-	4%	2%	2%	-
C. Dental Therapist	1	-	1	-	1	-	-	-	-	-	-	1	-	-	-	1	-	-
	1%	-	1%	-	5%	-	-	-	-	-	-	3%	-	-	-	1%	-	-
I. Don't know/Can't remember	1	-	1	-	-	-	-	-	1	-	1	-	-	-	-	-	-	1
	1%	-	2%	-	-	-	-	-	6%	-	4%	-	-	-	-	-	-	8%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 74

Q13 - Thinking about the most recent time you complained or considered complaining, what type of dental professional did you complain or consider complaining about?

BASE: People who have complained or considered complaining about a dental professional

	TOTAL (z)	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
		WOR- KING (a)	NOT WOR- KING (b)	FULL- TIME (c)	PART- TIME (d)	SELF- EMPLOYE D (e)	HOUSE WIFE (f)	STILL IN EDU- CATION (g)	UNEM- PLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	119	53	66	26	21	6	7	7	3	32	17	39	80	14	7	17	18	80
Weighted Base	111	56*	54*	29**	19**	8**	5**	5**	3**	28*	12**	38*	72*	15**	7**	17**	18**	72*
A. Dentist	92	45	47	23	17	6	5	4	2	25	11	30	62	14	5	14	14	62
	83%	80%	86%	78%	88%	71%	100%	77%	61%	87%	87%	79%	85%	90%	67%	80%	82%	85%
G. Orthodontic Therapist	6	6	*	4	1	1	-	*	-	-	-	2	4	-	-	1	1	4
	6%b	10%b	1%	13%	4%	16%	-	8%	-	-	-	6%	6%	-	-	6%	7%	6%
B. Dental Hygienist	3	2	1	1	-	1	-	-	-	1	-	2	1	-	1	2	-	1
	3%ld	4%	1%	5%	-	13%	-	-	-	2%	-	6%	1%	-	20%	14%	-	1%
F. Clinical Dental Technician	2	-	2	-	-	-	-	-	-	1	1	1	1	1	-	-	1	1
	2%	-	4%	-	-	-	-	-	-	4%	9%	3%	1%	4%	-	-	3%	1%
E. Dental Nurse	2	*	1	*	-	-	-	1	-	-	1	-	2	-	-	-	-	2
	2%	1%	2%	2%	-	-	-	15%	-	-	4%	-	2%	-	-	-	-	2%
D. Dental Technician	2	1	1	1	-	-	-	-	-	1	-	1	1	-	-	-	1	1
	1%	2%	1%	3%	-	-	-	-	-	3%	-	2%	1%	-	-	-	5%	1%
H. Receptionist	2	*	1	-	*	-	-	-	1	-	-	*	1	-	-	-	*	1
	1%	1%	2%	-	2%	-	-	-	39%	-	-	1%	2%	-	-	-	3%	2%
C. Dental Therapist	1	1	-	-	1	-	-	-	-	-	-	1	-	1	1	-	-	-
	1%	2%	-	-	5%	-	-	-	-	-	-	3%	-	7%	13%	-	-	-
I. Don't know/Can't remember	1	-	1	-	-	-	-	-	-	1	-	-	1	-	-	-	-	1
	1%	-	3%	-	-	-	-	-	-	5%	-	-	2%	-	-	-	-	2%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 75

Q13 - Thinking about the most recent time you complained or considered complaining, what type of dental professional did you complain or consider complaining about?

BASE: People who have complained or considered complaining about a dental professional

	TOTAL (z)	STANDARD REGION							ETHNICITY		ACCESS TO INTERNET				WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST		
		NORTHERN IRELAND (a)	SCOTLAND (b)	NORTH (c)	MIDLANDS (d)	WALES (e)	SOUTH (f)	LONDON (g)	WHITE (h)	NON-WHITE (i)	HOME (j)	WORK (k)	TOTAL (l)	NONE (m)	PATIENTS (LAST 12 MONTHS) (n)	PUBLIC (LESS OFTEN) (o)	ONCE A YEAR OR MORE (p)	LESS OFTEN (q)	DON'T KNOW (r)
Unweighted Base	119	10	14	27	21	9	29	9	115	4	104	22	107	12	95	24	97	17	-
Weighted Base	111	5**	11**	24**	24**	7**	32**	8**	108*	3**	99*	21**	102*	9**	88*	23**	92*	15**	-**
A. Dentist	92 83%	3 70%	8 73%	20 85%	20 82%	6 80%	29 90%	6 78%	90 83%	2 80%	84 84%	16 78%	86 84%	6 68%	76 87%	16 70%	78 86%	11 75%	-
G. Orthodontic Therapist	6 6%	* 10%	2 20%	-	2 9%	-	1 5%	-	6 6%	-	6 6%	2 12%	6 6%	-	5 6%	1 6%	5 5%	1 10%	-
B. Dental Hygienist	3 3%	-	-	1 6%	-	-	1 3%	1 7%	3 3%	-	2 2%	1 7%	2 2%	1 6%	2 2%	1 6%	3 3%	-	-
F. Clinical Dental Technician	2 2%	-	-	1 4%	-	1 7%	-	1 8%	2 2%	-	1 1%	-	1 1%	2 18%	-	2 9%	-	2 11%	-
E. Dental Nurse	2 2%h	* 10%	-	-	-	-	1 3%	1 7%	1 1%	1 20%	2 2%	1 4%	2 2%	-	1 1%	1 2%	2 2%	-	-
D. Dental Technician	2 1%	-	1 6%	-	-	1 13%	-	-	2 2%	-	1 1%	-	1 1%	1 8%	2 2%	-	1 1%	1 5%	-
H. Receptionist	2 1%	* 10%	-	1 5%	-	-	-	-	2 1%	-	2 2%	-	2 2%	-	2 2%	-	2 2%	-	-
C. Dental Therapist	1 1%	-	-	-	1 4%	-	-	-	1 1%	-	1 1%	-	1 1%	-	1 1%	-	1 1%	-	-
I. Don't know/Can't remember	1 1%	-	-	-	1 6%	-	-	-	1 1%	-	1 1%	-	1 1%	-	-	1 6%	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g - z/h/i - z/j/k/l/m - z/n/o - z/p/q/r
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Table 76

Q13 - Thinking about the most recent time you complained or considered complaining, what type of dental professional did you complain or consider complaining about?

BASE: People who have complained or considered complaining about a dental professional

	TOTAL (z)	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN REGULATION IN GENERAL		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		RECOMMEND DENTAL PRACTICE		SEEN GDC LEAFLET	
		NHS (a)	PRIVATE (b)	BOTH (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDE NT (i)	NOT CONFIDE NT (j)	SATISFI ED (k)	DISSATI SFIED (l)	YES (m)	NO (n)	LIKELY (o)	UNLIKEL Y (p)	YES (q)	NO (r)
Unweighted Base	119	74	16	9	-	1	31	79	9	73	40	82	15	41	78	82	28	10	108
Weighted Base	111	67*	18**	8**	-**	1**	29**	75*	7**	68*	35*	77*	15**	38*	73*	77*	23**	10**	101*
A. Dentist	92 83%	56 84%	18 98%	6 72%	-	1 100%	23 81%	62 83%	7 94%	58 85%	28 80%	66 86%	13 87%	32 85%	60 82%	66 86%	16 67%	7 78%	84 83%
G. Orthodontic Therapist	6 6%	4 5%	-	1 16%	-	-	3 12%	3 4%	-	2 3%	3 7%	4 6%	* 3%	3 7%	4 5%	4 6%	2 8%	1 13%	5 5%
B. Dental Hygienist	3 3%	3 4%	-	-	-	-	1 5%	2 2%	-	1 1%	2 7%	2 2%	1 10%	1 1%	2 3%	2 2%	1 6%	-	3 3%
F. Clinical Dental Technician	2 2%	-	-	-	-	-	1 2%	2 2%	-	1 2%	1 3%	-	-	-	2 3%	-	2 9%	-	2 2%
E. Dental Nurse	2 2%	1 2%	* 2%	-	-	-	-	1 2%	* 6%	2 3%	-	2 2%	-	-	2 2%	2 2%	-	1 8%	1 1%
D. Dental Technician	2 1%	-	-	1 12%	-	-	-	2 2%	-	1 1%	1 3%	1 1%	-	2 4%	-	1 1%	1 3%	-	2 2%
H. Receptionist	2 1%	2 2%	-	-	-	-	-	2 2%	-	2 2%	-	2 2%	-	-	2 2%	2 2%	-	-	2 2%
C. Dental Therapist	1 1%	1 1%	-	-	-	-	-	1 1%	-	1 1%	-	1 1%	-	1 3%	-	1 1%	-	-	1 1%
I. Don't know/Can't remember	1 1%	-	-	-	-	-	-	1 2%	-	1 2%	-	-	-	-	1 2%	-	1 6%	-	1 1%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 77

Q14 - Thinking about the most recent time you complained or considered complaining, when was this?**BASE: People who have complained or considered complaining about a dental professional**

	TOTAL (z)	GENDER		AGE						SOCIAL GRADE						MARITAL STATUS		
		MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	A (i)	B (j)	C1 (k)	C2 (l)	D (m)	E (n)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Unweighted Base	119	37	82	13	19	16	17	28	26	-	37	33	20	15	14	71	28	20
Weighted Base	111	33*	78*	13**	19**	16**	16**	22**	24**	-**	39*	29**	19**	13**	11**	68*	25**	18**
A. Within the last six months	14 13% ^a	1 3%	13 17% ^a	4 32%	5 27%	1 6%	1 4%	- -	3 14%	-	6 16%	3 9%	1 3%	3 26%	1 12%	11 17%	2 8%	1 4%
B. Within the last year	10 9%	2 6%	8 10%	1 10%	4 21%	1 9%	1 6%	2 9%	-	-	1 2%	1 2%	4 21%	3 27%	1 8%	4 6%	5 19%	1 4%
C. Within the last two years	20 18%	4 11%	16 21%	4 33%	1 5%	5 31%	2 12%	2 9%	6 25%	-	7 17%	9 32%	1 3%	2 17%	2 16%	9 13%	8 31%	4 20%
D. Within the last five years	20 18%	9 27%	11 14%	- -	5 23%	4 23%	5 33%	6 26%	1 2%	-	9 22%	3 9%	5 27%	3 21%	1 6%	16 23%	2 9%	2 10%
E. More than five years ago	47 42%	17 53%	30 38%	3 26%	5 23%	5 32%	7 45%	13 56%	14 59%	-	17 43%	14 48%	9 46%	1 10%	6 58%	28 41%	8 33%	11 62%
F. Don't know/Can't remember	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 78

Q14 - Thinking about the most recent time you complained or considered complaining, when was this?**BASE:** People who have complained or considered complaining about a dental professional

	TOTAL (z)	WORKING STATUS		OCCUPATION							CHILDREN IN HOUSEHOLD		CHILDREN'S AGES					
		WOR- KING (a)	NOT WOR- KING (b)	FULL- TIME (c)	PART- TIME (d)	SELF- EMPLOYE D (e)	HOUSE WIFE (f)	STILL IN EDU- CATION (g)	UNEM- PLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	119	53	66	26	21	6	7	7	3	32	17	39	80	14	7	17	18	80
Weighted Base	111	56*	54*	29**	19**	8**	5**	5**	3**	28*	12**	38*	72*	15**	7**	17**	18**	72*
A. Within the last six months	14 13% lq	9 17%	5 9%	6 20%	3 18%	- -	1 23%	1 15%	- -	2 6%	1 7%	11 29% zl	3 4%	6 41%	2 26%	6 35%	5 28%	3 4%
B. Within the last year	10 9% lq	5 8%	5 9%	1 5%	1 7%	2 25%	2 32%	1 23%	1 40%	- -	1 7%	6 16%	4 5%	2 11%	3 34%	5 29%	1 5%	4 5%
C. Within the last two years	20 18% b	8 14%	12 22%	4 15%	- -	4 47%	2 29%	1 15%	2 60%	7 25%	1 8%	8 20%	12 17%	3 18%	- -	4 26%	6 32%	12 17%
D. Within the last five years	20 18% b	14 25%	6 10%	10 35%	4 20%	- -	- -	- -	- -	4 13%	2 15%	5 14%	14 20%	2 10%	1 13%	1 6%	3 16%	14 20%
E. More than five years ago	47 42% k	20 36%	27 50%	7 25%	11 55%	2 28%	1 16%	2 46%	- -	16 56%	8 63%	8 21%	39 54% zk	3 20%	2 27%	1 5%	4 20%	39 54% z
F. Don't know/Can't remember	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 79

Q14 - Thinking about the most recent time you complained or considered complaining, when was this?**BASE:** People who have complained or considered complaining about a dental professional

	TOTAL (z)	STANDARD REGION							ETHNICITY		ACCESS TO INTERNET				WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST		
		NORTHERN IRELAND (a)	SCOTLAND (b)	NORTH (c)	MIDLANDS (d)	WALES (e)	SOUTH (f)	LONDON (g)	WHITE (h)	NON-WHITE (i)	HOME (j)	WORK (k)	TOTAL (l)	NONE (m)	PATIENTS (LAST12 MONTHS) (n)	PUBLIC (LESS OFTEN) (o)	ONCE A YEAR OR MORE (p)	LESS OFTEN (q)	DON'T KNOW (r)
Unweighted Base	119	10	14	27	21	9	29	9	115	4	104	22	107	12	95	24	97	17	-
Weighted Base	111	5**	11**	24**	24**	7**	32**	8**	108*	3**	99*	21**	102*	9**	88*	23**	92*	15**	-.**
A. Within the last six months	14 13%	1 20%	1 6%	4 17%	4 18%	- -	3 10%	1 12%	13 12%	1 50%	12 12%	1 7%	12 12%	2 21%	13 14%	1 6%	13 15%	1 5%	-
B. Within the last year	10 9%	1 20%	- -	3 12%	3 13%	- -	2 6%	1 11%	9 8%	1 30%	10 10%	1 5%	10 10%	- -	8 9%	2 8%	8 9%	2 11%	-
C. Within the last two years	20 18%	* 10%	1 6%	5 20%	3 12%	3 36%	7 21%	2 26%	20 19%	- -	18 18%	5 26%	18 18%	2 21%	16 19%	4 17%	16 18%	2 16%	-
D. Within the last five years	20 18%	- -	2 19%	6 25%	6 24%	1 11%	4 14%	1 8%	20 18%	- -	18 19%	5 24%	19 19%	1 7%	14 15%	6 27%	16 17%	4 27%	-
E. More than five years ago	47 42%	2 50%	8 69%	6 26%	8 33%	4 53%	15 48%	3 44%	46 43%	1 20%	41 41%	8 38%	43 42%	4 52%	37 42%	10 43%	38 41%	6 41%	-
F. Don't know/Can't remember	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g - z/h/i - z/j/k/l/m - z/n/o - z/p/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 80

Q14 - Thinking about the most recent time you complained or considered complaining, when was this?**BASE:** People who have complained or considered complaining about a dental professional

	TOTAL (z)	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN REGULATION IN GENERAL		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		RECOMMEND DENTAL PRACTICE		SEEN GDC LEAFLET	
		NHS (a)	PRIVATE (b)	BOTH (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDE NT (i)	NOT CONFIDE NT (j)	SATISFI ED (k)	DISSATI SFIED (l)	YES (m)	NO (n)	LIKELY (o)	UNLIKEL Y (p)	YES (q)	NO (r)
Unweighted Base	119	74	16	9	-	1	31	79	9	73	40	82	15	41	78	82	28	10	108
Weighted Base	111	67*	18**	8**	-**	1**	29**	75*	7**	68*	35*	77*	15**	38*	73*	77*	23**	10**	101*
A. Within the last six months	14 13%mo	13 20%z	-	-	-	-	3 9%	12 15%	-	10 15%	4 11%	7 10%	6 41%	1 2%	13 18%zm	6 8%	6 26%	1 11%	13 13%
B. Within the last year	10 9% _m	7 10%	1 8%	1 7%	-	-	3 10%	7 9%	* 6%	5 8%	4 12%	5 6%	4 24%	* 1%	9 13%	5 6%	5 22%	1 15%	8 8%
C. Within the last two years	20 18%	10 16%	3 16%	3 37%	-	-	5 16%	15 20%	1 10%	8 13%	8 23%	14 18%	2 17%	8 21%	12 17%	12 16%	4 17%	1 8%	19 19%
D. Within the last five years	20 18%	8 13%	7 39%	1 8%	-	-	3 12%	15 20%	2 21%	10 15%	8 22%	14 18%	2 14%	8 22%	11 16%	15 20%	2 11%	-	20 20%
E. More than five years ago	47 42%	27 41%	7 37%	4 48%	-	1 100%	15 54%	27 36%	4 62%	34 49%	11 32%	37 49%	1 4%	20 54%	27 37%	39 51%z	6 24%	6 65%	40 40%
F. Don't know/Can't remember	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/l/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 81

Q15 - Thinking about the most recent time you complained or considered complaining, who did you complain or consider complaining to?

BASE: People who have complained or considered complaining about a dental professional

	TOTAL (z)	GENDER		AGE						SOCIAL GRADE						MARITAL STATUS		
		MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	A (i)	B (j)	C1 (k)	C2 (l)	D (m)	E (n)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Unweighted Base	119	37	82	13	19	16	17	28	26	-	37	33	20	15	14	71	28	20
Weighted Base	111	33*	78*	13**	19**	16**	16**	22**	24**	-**	39*	29**	19**	13**	11**	68*	25**	18**
A. The practice where the treatment was carried out	44 40%	14 42%	30 38%	5 39%	10 52%	7 42%	5 31%	9 38%	9 35%	-	12 31%	13 45%	11 57%	3 25%	4 42%	26 39%	12 50%	5 28%
C. The Dental Complaints Service	8 7%	1 4%	6 8%	-	2 13%	* 3%	1 6%	2 9%	2 7%	-	5 12%	1 4%	2 9%	-	-	6 9%	1 6%	-
D. The NHS	7 6%	2 7%	5 6%	2 15%	2 11%	-	-	1 3%	2 8%	-	2 4%	2 5%	1 5%	1 7%	2 17%	5 7%	2 8%	-
B. The General Dental Council	4 4%	-	4 5%	-	-	-	-	1 5%	3 12%	-	2 5%	2 7%	-	-	-	3 4%	-	1 6%
G. Trading Standards	3 3%	-	3 4%	2 15%	-	-	-	-	1 4%	-	3 8%	-	-	-	-	2 3%	-	1 6%
F. The Care Quality Commission	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
E. A Health Ombudsman	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
H. Other	5 5%	3 10%	2 2%	-	-	-	1 7%	2 7%	2 10%	-	2 4%	1 5%	1 6%	-	1 10%	4 6%	-	1 6%
I. I wasn't sure who to complain to	45 41%	11 33%	34 44%	3 22%	5 24%	10 66%	8 51%	9 38%	11 44%	-	18 46%	11 38%	5 24%	9 68%	3 31%	26 39%	9 37%	10 55%
J. Don't know	1 1%	1 3%	-	1 9%	-	-	-	-	-	-	-	1 4%	-	-	-	1 2%	-	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 82

Q15 - Thinking about the most recent time you complained or considered complaining, who did you complain or consider complaining to?**BASE:** People who have complained or considered complaining about a dental professional

	TOTAL (z)	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
		WOR- KING (a)	NOT WOR- KING (b)	FULL- TIME (c)	PART- TIME (d)	SELF- EMPLOYE D (e)	HOUSE WIFE (f)	STILL IN EDU- CATION (g)	UNEM- PLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	119	53	66	26	21	6	7	7	3	32	17	39	80	14	7	17	18	80
Weighted Base	111	56*	54*	29**	19**	8**	5**	5**	3**	28*	12**	38*	72*	15**	7**	17**	18**	72*
A. The practice where the treatment was carried out	44 40%	24 42%	20 37%	11 36%	7 37%	6 75%	3 61%	1 26%	2 61%	10 35%	4 29%	17 44%	27 37%	7 47%	5 70%	7 41%	6 37%	27 37%
C. The Dental Complaints Service	8 7%	5 9%	2 4%	4 13%	1 3%	1 13%	- -	- -	- -	2 6%	* 4%	4 10%	4 5%	2 16%	- -	4 23%	2 14%	4 5%
D. The NHS	7 6%	2 4%	5 9%	1 5%	1 4%	- -	1 15%	1 20%	- -	2 7%	1 6%	2 6%	4 6%	1 8%	- -	- -	1 6%	4 6%
B. The General Dental Council	4 4%	1 3%	3 5%	- -	1 7%	- -	- -	- -	- -	3 9%	- -	- -	4 5%	- -	- -	- -	- -	4 5%
G. Trading Standards	3 3%	2 4%	1 2%	2 7%	- -	- -	- -	- -	- -	1 4%	- -	2 5%	1 1%	2 13%	- -	- -	- -	1 1%
F. The Care Quality Commission	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
E. A Health Ombudsman	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
H. Other	5 5%	1 2%	4 7%	- -	1 6%	- -	- -	- -	- -	3 12%	1 5%	1 3%	4 6%	1 7%	- -	- -	- -	4 6%
I. I wasn't sure who to complain to	45 41%	22 39%	24 43%	12 39%	8 39%	3 34%	1 24%	3 54%	- -	13 44%	7 55%	15 39%	30 42%	3 20%	2 30%	8 46%	9 49%	30 42%
J. Don't know	1 1%	- -	1 2%	- -	- -	- -	- -	- -	1 39%	- -	- -	- -	1 2%	- -	- -	- -	- -	1 2%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 83

Q15 - Thinking about the most recent time you complained or considered complaining, who did you complain or consider complaining to?**BASE: People who have complained or considered complaining about a dental professional**

	TOTAL (z)	STANDARD REGION							ETHNICITY		ACCESS TO INTERNET				WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST		
		NORTHERN IRELAND (a)	SCOTLAND (b)	NORTH (c)	MIDLAND S (d)	WALES (e)	SOUTH (f)	LONDON (g)	WHITE (h)	NON- WHITE (i)	HOME (j)	WORK (k)	TOTAL (l)	NONE (m)	PATIENT S (LAST 12 MONTHS) (n)	PUBLIC (LESS OFTEN) (o)	ONCE A YEAR OR MORE (p)	LESS OFTEN (q)	DON'T KNOW (r)
Unweighted Base	119	10	14	27	21	9	29	9	115	4	104	22	107	12	95	24	97	17	-
Weighted Base	111	5**	11**	24**	24**	7**	32**	8**	108*	3**	99*	21**	102*	9**	88*	23**	92*	15**	-.**
A. The practice where the treatment was carried out	44 40%	2 50%	4 37%	9 36%	9 37%	4 49%	13 41%	3 41%	43 40%	*	39 40%	6 30%	41 40%	3 37%	36 41%	7 32%	40 43%	3 18%	-
C. The Dental Complaints Service	8 7%	-	-	2 8%	4 15%	-	2 6%	-	8 7%	-	7 7%	-	7 7%	1 9%	6 7%	1 6%	6 7%	1 9%	-
D. The NHS	7 6%	* 10%	1 8%	2 6%	1 3%	-	2 7%	1 15%	7 6%	-	6 6%	2 11%	6 6%	1 12%	6 7%	1 5%	6 6%	1 7%	-
B. The General Dental Council	4 4%	-	1 12%	-	-	1 9%	2 6%	-	4 4%	-	3 3%	1 7%	4 4%	-	4 5%	-	4 4%	-	-
G. Trading Standards	3 3%	-	-	-	2 8%	1 15%	-	-	3 3%	-	3 3%	-	3 3%	-	3 3%	-	3 3%	-	-
F. The Care Quality Commission	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
E. A Health Ombudsman	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
H. Other	5 5%	-	1 6%	3 11%	-	1 9%	1 3%	-	5 5%	-	4 4%	-	4 4%	1 12%	3 3%	2 9%	3 3%	1 7%	-
I. I wasn't sure who to complain to	45 41%	2 40%	3 31%	8 34%	11 44%	1 18%	17 52%	3 45%	43 40%	2 83%	41 41%	13 61%	42 41%	4 43%	34 39%	11 48%	35 38%	9 58%	-
J. Don't know	1 1%	-	-	1 5%	-	-	-	-	1 1%	-	1 1%	-	1 1%	-	1 1%	-	1 1%	-	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g - z/h/i - z/j/k/l/m - z/n/o - z/p/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 84

Q15 - Thinking about the most recent time you complained or considered complaining, who did you complain or consider complaining to?**BASE:** People who have complained or considered complaining about a dental professional

	TOTAL (z)	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN REGULATION IN GENERAL		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		RECOMMEND DENTAL PRACTICE		SEEN GDC LEAFLET	
		NHS (a)	PRIVATE (b)	BOTH (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDE NT (i)	NOT CONFIDE NT (j)	SATISFI ED (k)	DISSATI SFIED (l)	YES (m)	NO (n)	LIKELY (o)	UNLIKEL Y (p)	YES (q)	NO (r)
Unweighted Base	119	74	16	9	-	1	31	79	9	73	40	82	15	41	78	82	28	10	108
Weighted Base	111	67*	18**	8**	-**	1**	29**	75*	7**	68*	35*	77*	15**	38*	73*	77*	23**	10**	101*
A. The practice where the treatment was carried out	44 40%in	27 41%	8 42%	4 47%	-	1 100%	12 40%	32 42%	* 6%	21 31%	19 53%zi	31 41%	8 56%	25 68%zn	18 25%	31 40%	8 36%	1 13%	43 42%
C. The Dental Complaints Service	8 7%	5 8%	1 5%	-	-	-	3 12%	4 6%	-	4 6%	2 7%	4 5%	2 16%	3 8%	5 6%	6 7%	1 3%	-	8 8%
D. The NHS	7 6%	6 9%	1 5%	-	-	-	3 10%	2 3%	2 24%	5 8%	2 5%	4 5%	2 12%	2 6%	5 6%	5 7%	1 5%	2 16%	5 5%
B. The General Dental Council	4 4%	3 4%	1 5%	-	-	-	2 7%	2 3%	-	2 3%	2 6%	3 4%	1 7%	3 7%	1 2%	4 5%	-	-	4 4%
G. Trading Standards	3 3%	2 3%	-	1 13%	-	-	-	3 4%	-	3 4%	-	1 1%	2 14%	-	3 4%	-	1 5%	-	3 3%
F. The Care Quality Commission	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
E. A Health Ombudsman	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
H. Other	5 5%	2 3%	1 4%	-	-	-	2 6%	3 3%	1 10%	4 6%	1 2%	3 4%	-	3 7%	2 3%	4 5%	1 4%	1 10%	4 3%
I. I wasn't sure who to complain to	45 41%am	22 33%	11 60%	3 40%	-	-	11 40%	30 40%	4 59%	27 40%	14 38%	31 41%	3 24%	6 16%	40 54%zm	29 38%	12 53%	7 72%	39 38%
J. Don't know	1 1%	1 2%	-	-	-	-	-	1 1%	-	1 2%	-	1 1%	-	-	1 2%	1 1%	-	-	1 1%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 85

Q16 - What motivated you to complain?

BASE: People who have complained about a dental professional

	TOTAL (z)	GENDER		AGE						SOCIAL GRADE						MARITAL STATUS		
		MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	A (i)	B (j)	C1 (k)	C2 (l)	D (m)	E (n)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Unweighted Base	41	15	26	6	4	4	4	12	11	-	10	13	9	4	5	21	11	9
Weighted Base	38*	15**	23**	6**	5**	4**	4**	10**	9**	-**	10**	12**	9**	3**	4**	18**	11**	8**
F. To raise concerns about the dental professional's performance	15 40%	7 50%	8 34%	2 39%	1 22%	1 28%	3 72%	6 59%	2 24%	-	4 43%	4 36%	4 41%	-	3 72%	11 58%	3 27%	1 18%
G. To ensure that other patients don't have the problems that I had	13 34%	3 23%	9 41%	* 7%	- -	2 57%	2 46%	4 42%	4 44%	-	4 36%	4 36%	4 46%	-	1 14%	9 49%	* 4%	3 40%
I. So that the dental professional can improve his / her performance	11 30%	2 11%	10 42%	3 47%	- -	2 57%	3 72%	2 19%	2 16%	-	1 15%	6 54%	3 31%	-	* 12%	3 17%	3 26%	5 64%
J. To get an explanation for what happened	7 18%	* 3%	6 28%	* 7%	- -	2 57%	1 28%	* 5%	3 27%	-	1 12%	3 24%	1 13%	1 42%	* 12%	-	2 19%	5 58%
H. To change dental professional at the practice	4 10%	2 11%	2 9%	- -	- -	1 28%	- -	1 14%	1 13%	-	1 9%	1 10%	- -	- -	2 43%	3 16%	1 6%	- -
A. To get a refund	3 7%	1 6%	2 8%	- -	- -	- -	- -	- -	3 29%	-	1 11%	- -	2 18%	- -	- -	2 9%	- -	1 13%
E. To get a contribution to corrective treatment	3 7%	1 9%	1 6%	* 7%	1 20%	- -	- -	1 7%	1 6%	-	1 6%	- -	* 5%	2 58%	-	2 12%	* 4%	- -
C. To get a written apology	1 4%	* 3%	1 4%	* 7%	- -	- -	- -	- -	1 11%	-	1 10%	- -	- -	* 16%	-	1 5%	* 4%	- -
B. To gain compensation	1 3%	- -	1 4%	- -	- -	- -	- -	- -	1 11%	-	1 10%	- -	- -	- -	- -	1 5%	- -	- -
D. To get a verbal apology	1 2%	- -	1 4%	- -	- -	- -	1 25%	- -	- -	-	- -	1 8%	- -	- -	- -	- -	- -	1 11%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 85

Q16 - What motivated you to complain?

BASE: People who have complained about a dental professional

	TOTAL (z)	GENDER		AGE						SOCIAL GRADE						MARITAL STATUS		
		MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	A (i)	B (j)	C1 (k)	C2 (l)	D (m)	E (n)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Weighted Base	38*	15**	23**	6**	5**	4**	4**	10**	9**	-**	10**	12**	9**	3**	4**	18**	11**	8**
To get corrective treatment	1 2%	-	1 3%	-	-	1 15%	-	-	-	-	-	-	-	-	1 16%	-	1 6%	-
K. Other	5 12%	4 24%	1 5%	-	3 58%	-	1 28%	1 9%	-	-	1 9%	1 13%	2 23%	-	-	1 5%	4 33%	-
L. Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 86

Q16 - What motivated you to complain?

BASE: People who have complained about a dental professional

	TOTAL (z)	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
		WOR- KING (a)	NOT WOR- KING (b)	FULL- TIME (c)	PART- TIME (d)	SELF- EMPLOYE D (e)	HOUSE WIFE (f)	STILL IN EDU- CATION (g)	UNEM- PLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	41	16	25	9	6	1	1	3	1	15	5	10	31	3	2	2	7	31
Weighted Base	38*	17**	21**	9**	6**	2**	1**	2**	1**	13**	4**	10**	28**	3**	2**	2**	6**	28**
F. To raise concerns about the dental professional's performance	15 40%	7 42%	8 39%	3 31%	4 73%	- -	- -	1 44%	- -	4 28%	3 88%	5 49%	10 37%	2 69%	2 100%	- -	2 24%	10 37%
G. To ensure that other patients don't have the problems that I had	13 34%	5 29%	8 37%	3 32%	2 34%	- -	- -	* 18%	- -	7 52%	1 18%	4 42%	9 31%	1 36%	- -	- -	3 46%	9 31%
I. So that the dental professional can improve his / her performance	11 30%	8 45%	3 17%	4 42%	2 33%	2 100%	- -	1 38%	- -	2 12%	1 27%	5 51%	6 22%	1 36%	- -	- -	4 60%	6 22%
J. To get an explanation for what happened	7 18%	4 22%	3 15%	4 41%	- -	- -	- -	- -	- -	3 20%	* 12%	3 35%	3 12%	- -	- -	- -	3 52%	3 12%
H. To change dental professional at the practice	4 10%	- -	4 18%	- -	- -	- -	- -	- -	- -	3 20%	1 30%	1 12%	3 9%	- -	1 54%	- -	- -	3 9%
A. To get a refund	3 7%	- -	3 13%	- -	- -	- -	- -	- -	- -	3 21%	- -	- -	3 10%	- -	- -	- -	- -	3 10%
E. To get a contribution to corrective treatment	3 7%	1 4%	2 10%	- -	1 12%	- -	1 100%	* 18%	- -	1 5%	- -	1 9%	2 6%	1 31%	- -	1 59%	1 14%	2 6%
C. To get a written apology	1 4%	* 3%	1 5%	* 5%	- -	- -	- -	- -	- -	1 8%	- -	- -	1 5%	- -	- -	- -	- -	1 5%
B. To gain compensation	1 3%	- -	1 5%	- -	- -	- -	- -	- -	- -	1 8%	- -	- -	1 4%	- -	- -	- -	- -	1 4%
D. To get a verbal apology	1 2%	1 5%	- -	1 10%	- -	- -	- -	- -	- -	- -	- -	1 10%	- -	- -	- -	- -	1 14%	- -

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 86

Q16 - What motivated you to complain?**BASE: People who have complained about a dental professional**

	TOTAL (z)	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
		WOR- KING (a)	NOT WOR- KING (b)	FULL- TIME (c)	PART- TIME (d)	SELF- EMPLOYE D (e)	HOUSE WIFE (f)	STILL IN EDU- CATION (g)	UNEM- PLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Weighted Base	38*	17**	21**	9**	6**	2**	1**	2**	1**	13**	4**	10**	28**	3**	2**	2**	6**	28**
To get corrective treatment	1 2%	-	1 3%	-	-	-	-	-	1 100%	-	-	1 7%	-	-	-	1 41%	1 10%	-
K. Other	5 12%	4 22%	1 4%	4 39%	-	-	-	-	-	1 7%	-	1 11%	4 13%	-	-	-	1 16%	4 13%
L. Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 87

Q16 - What motivated you to complain?

BASE: People who have complained about a dental professional

	TOTAL (z)	STANDARD REGION							ETHNICITY		ACCESS TO INTERNET				WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST		
		NORTHERN IRELAND (a)	SCOTLAND (b)	NORTH (c)	MIDLANDS (d)	WALES (e)	SOUTH (f)	LONDON (g)	WHITE (h)	NON-WHITE (i)	HOME (j)	WORK (k)	TOTAL (l)	NONE (m)	PATIENTS (LAST12 MONTHS) (n)	PUBLIC (LESS OFTEN) (o)	ONCE A YEAR OR MORE (p)	LESS OFTEN (q)	DON'T KNOW (r)
Unweighted Base	41	3	8	8	5	2	11	4	41	-	35	4	36	5	34	7	35	3	-
Weighted Base	38*	1**	6**	7**	4**	2**	14**	4**	38*	-**	33*	4**	35*	3**	30*	8**	33*	3**	-**
F. To raise concerns about the dental professional's performance	15 40%	- -	1 18%	4 61%	2 51%	2 100%	4 32%	2 45%	15 40%	- -	13 40%	1 31%	15 42%	1 17%	12 39%	3 43%	13 40%	1 43%	- -
G. To ensure that other patients don't have the problems that I had	13 34%	* 33%	4 63%	3 38%	- -	- -	5 37%	1 15%	13 34%	- -	12 34%	- -	12 33%	1 37%	12 39%	1 14%	12 36%	- -	- -
I. So that the dental professional can improve his / her performance	11 30%	- -	4 60%	1 17%	1 31%	1 59%	4 30%	- -	11 30%	- -	10 30%	1 27%	10 29%	1 35%	10 34%	1 14%	10 31%	- -	- -
J. To get an explanation for what happened	7 18%	* 33%	2 32%	- -	* 11%	1 41%	2 17%	1 29%	7 18%	- -	6 17%	1 29%	6 16%	1 38%	5 18%	1 19%	5 14%	1 28%	- -
H. To change dental professional at the practice	4 10%	- -	* 8%	1 13%	1 27%	1 41%	- -	1 15%	4 10%	- -	2 6%	- -	3 9% ^j	1 17%	3 9%	1 15%	4 11%	- -	- -
A. To get a refund	3 7%	- -	- -	- -	1 18%	- -	2 15%	- -	3 7%	- -	2 6%	- -	2 6%	1 25%	2 7%	1 10%	2 6%	1 30%	- -
E. To get a contribution to corrective treatment	3 7%	* 33%	1 10%	1 10%	- -	- -	- -	1 26%	3 7%	- -	2 6%	- -	2 6%	1 20%	3 9%	- -	3 8%	- -	- -
C. To get a written apology	1 4%	* 33%	- -	- -	- -	- -	1 7%	- -	1 4%	- -	1 4%	- -	1 4%	- -	1 3%	* 6%	1 3%	- -	- -
B. To gain compensation	1 3%	- -	- -	- -	- -	- -	1 7%	- -	1 3%	- -	1 3%	- -	1 3%	- -	1 3%	- -	1 3%	- -	- -

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g - z/h/i - z/j/k/l/m - z/n/o - z/p/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 87

Q16 - What motivated you to complain?

BASE: People who have complained about a dental professional

	TOTAL (z)	STANDARD REGION							ETHNICITY		ACCESS TO INTERNET				WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST		
		NORTHERN IRELAND (a)	SCOTLAND (b)	NORTH (c)	MIDLAND S (d)	WALES (e)	SOUTH (f)	LONDON (g)	WHITE (h)	NON- WHITE (i)	HOME (j)	WORK (k)	TOTAL (l)	NONE (m)	PATIENTS (LAST 12 MONTHS) (n)	PUBLIC (LESS OFTEN) (o)	ONCE A YEAR OR MORE (p)	LESS OFTEN (q)	DON'T KNOW (r)
Weighted Base	38*	1**	6**	7**	4**	2**	14**	4**	38*	-**	33*	4**	35*	3**	30*	8**	33*	3**	-**
D. To get a verbal apology	1 2%	-	-	-	-	1	-	-	1	-	1	-	1	-	1	-	1	-	-
		-	-	-	-	59%	-	-	2%	-	3%	-	3%	-	3%	-	3%	-	-
To get corrective treatment	1 2%	-	1	-	-	-	-	-	1	-	1	-	1	-	1	-	1	-	-
		-	10%	-	-	-	-	-	2%	-	2%	-	2%	-	2%	-	2%	-	-
K. Other	5 12%	*	-	1	-	-	2	1	5	-	5	1	5	-	1	3	4	-	-
		33%	-	13%	-	-	16%	29%	12%	-	14%	42%	13%	-	5%	42%	11%	-	-
L. Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g - z/h/i - z/j/k/l/m - z/n/o - z/p/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 88

Q16 - What motivated you to complain?

BASE: People who have complained about a dental professional

	TOTAL (z)	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN REGULATION IN GENERAL		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		RECOMMEND DENTAL PRACTICE		SEEN GDC LEAFLET	
		NHS (a)	PRIVATE (b)	BOTH (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDE NT (i)	NOT CONFIDE NT (j)	SATISFI ED (k)	DISSATI SFIED (l)	YES (m)	NO (n)	LIKELY (o)	UNLIKEL Y (p)	YES (q)	NO (r)
Unweighted Base	41	22	8	5	-	1	11	27	3	24	14	31	4	41	-	35	3	1	39
Weighted Base	38*	17**	10**	5**	-**	1**	10**	25**	3**	23**	12**	29**	3**	38*	-**	33*	2**	1**	36*
F. To raise concerns about the dental professional's performance	15 40%	8 45%	4 41%	1 19%	-	1 100%	4 40%	10 41%	1 36%	9 41%	6 48%	11 38%	2 56%	15 40%	-	13 40%	1 32%	-	14 40%
G. To ensure that other patients don't have the problems that I had	13 34%	6 34%	4 38%	2 38%	-	-	6 58%	6 23%	1 36%	8 36%	4 38%	10 35%	1 44%	13 34%	-	12 37%	* 26%	-	12 33%
I. So that the dental professional can improve his / her performance	11 30%	5 26%	3 28%	3 57%	-	-	5 46%	7 27%	-	6 28%	5 41%	10 33%	1 17%	11 30%	-	11 32%	1 32%	-	11 31%
J. To get an explanation for what happened	7 18%	2 13%	-	2 50%	-	-	2 19%	4 15%	1 40%	5 20%	1 9%	5 16%	-	7 18%	-	5 14%	1 42%	-	7 19%
H. To change dental professional at the practice	4 10%	2 9%	1 9%	-	-	1 100%	1 11%	3 10%	-	1 2%	3 27%	4 13%	-	4 10%	-	4 11%	-	-	4 10%
A. To get a refund	3 7%	2 11%	-	-	-	-	1 9%	2 7%	-	1 5%	1 8%	2 7%	-	3 7%	-	3 8%	-	-	3 8%
E. To get a contribution to corrective treatment	3 7%	1 7%	-	2 31%	-	-	-	2 8%	1 24%	1 3%	1 9%	2 8%	* 14%	3 7%	-	2 7%	* 26%	-	3 7%
C. To get a written apology	1 4%	-	1 10%	-	-	-	1 10%	* 2%	-	-	1 12%	-	1 30%	1 4%	-	1 3%	-	-	1 4%
B. To gain compensation	1 3%	-	1 10%	-	-	-	1 10%	-	-	-	1 8%	-	1 30%	1 3%	-	1 3%	-	-	1 3%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 88

Q16 - What motivated you to complain?

BASE: People who have complained about a dental professional

	TOTAL (z)	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN REGULATION IN GENERAL		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		RECOMMEND DENTAL PRACTICE		SEEN GDC LEAFLET	
		NHS (a)	PRIVATE (b)	BOTH (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDE NT (i)	NOT CONFIDE NT (j)	SATISFI ED (k)	DISSATI SFIED (l)	YES (m)	NO (n)	LIKELY (o)	UNLIKEL Y (p)	YES (q)	NO (r)
Weighted Base	38*	17**	10**	5**	-**	1**	10**	25**	3**	23**	12**	29**	3**	38*	-**	33*	2**	1**	36*
D. To get a verbal apology	1	-	-	1	-	-	-	1	-	-	1	1	-	1	-	1	-	-	1
	2%	-	-	19%	-	-	-	4%	-	-	8%	3%	-	2%	-	3%	-	-	3%
To get corrective treatment	1	1	-	-	-	-	-	1	-	1	-	1	-	1	-	1	-	-	1
	2%	4%	-	-	-	-	-	3%	-	3%	-	2%	-	2%	-	2%	-	-	2%
K. Other	5	1	2	-	-	-	-	5	-	4	-	4	-	5	-	4	-	1	4
	12%	8%	21%	-	-	-	-	19%	-	15%	-	12%	-	12%	-	11%	-	100%	10%
L. Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/l/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
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Table 89

Q17 - What prevented you from complaining?

BASE: People who have considered complaining about a dental professional

	TOTAL (z)	GENDER		AGE						SOCIAL GRADE						MARITAL STATUS		
		MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	A (i)	B (j)	C1 (k)	C2 (l)	D (m)	E (n)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Unweighted Base	78	22	56	7	15	12	13	16	15	-	27	20	11	11	9	50	17	11
Weighted Base	73*	18**	55*	7**	15**	12**	12**	13**	15**	-**	30**	17**	10**	10**	7**	49*	14**	10**
H. I didn't know where to start	26	4	22	2	5	5	4	5	5	-	10	7	4	2	3	16	6	4
	35%	20%	40%	24%	31%	45%	29%	44%	33%	-	34%	42%	41%	17%	41%	32%	42%	40%
A. I didn't have the time	16	3	13	1	5	3	4	1	2	-	5	4	2	3	2	9	4	3
	22%	17%	23%	12%	33%	24%	33%	11%	15%	-	17%	25%	16%	33%	25%	18%	28%	30%
I. I didn't know who or where to go to for information on how to complain	15	4	11	*	4	3	3	4	1	-	5	2	5	2	1	10	4	1
	20%	20%	21%	7%	28%	25%	22%	32%	5%	-	17%	11%	46%	25%	14%	20%	27%	14%
D. I didn't want to confront the dental professional as I'll have to continue seeing them in the future	9	5	5	2	1	1	2	2	1	-	3	2	-	3	1	5	3	1
	12%	25%	8%	36%	5%	8%	16%	12%	10%	-	10%	11%	-	34%	11%	11%	23%	6%
B. I didn't believe that the matter would be investigated	8	-	8	2	3	-	-	4	-	-	3	3	1	2	1	5	3	1
	12%	-	15%	24%	18%	-	-	34%	-	-	8%	16%	12%	16%	8%	9%	25%	6%
G. I prefer to talk to someone face-to-face about my concerns rather than to go through a formal complaints process	5	1	4	-	*	1	1	2	2	-	3	-	*	1	1	3	1	1
	7%	5%	8%	-	3%	7%	5%	15%	10%	-	11%	-	5%	6%	12%	7%	6%	8%
E. The process for complaining is too long-winded	5	1	4	2	1	-	1	1	-	-	3	-	2	-	-	5	-	-
	7%	5%	7%	29%	6%	-	9%	8%	-	-	10%	-	21%	-	-	10%	-	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 89

Q17 - What prevented you from complaining?

BASE: People who have considered complaining about a dental professional

	TOTAL (z)	GENDER		AGE						SOCIAL GRADE						MARITAL STATUS		
		MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	A (i)	B (j)	C1 (k)	C2 (l)	D (m)	E (n)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Weighted Base	73*	18**	55*	7**	15**	12**	12**	13**	15**	-**	30**	17**	10**	10**	7**	49*	14**	10**
F. I didn't understand the information that was given to me or that I found out about how to complain	3 4%	2 11%	1 2%	1 16%	- -	- -	1 9%	- -	1 6%	- -	2 7%	1 7%	- -	- -	- -	3 6%	- -	- -
I changed dentists	2 3%	- -	2 4%	- -	1 10%	- -	- -	- -	1 5%	- -	- -	1 5%	- -	1 14%	- -	1 2%	1 10%	- -
C. The opening hours of the complaints service were not convenient for me	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
J. Other	8 11%	3 18%	5 8%	- -	2 16%	- -	- -	1 6%	5 30%	- -	4 14%	3 15%	- -	- -	1 15%	6 12%	1 6%	1 11%
K. Don't know/Can't remember	1 1%	1 4%	- -	- -	- -	- -	- -	- -	1 4%	- -	1 2%	- -	- -	- -	- -	1 1%	- -	- -

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 90

Q17 - What prevented you from complaining?

BASE: People who have considered complaining about a dental professional

	TOTAL (z)	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
		WOR- KING (a)	NOT WOR- KING (b)	FULL- TIME (c)	PART- TIME (d)	SELF- EMPLOYE D (e)	HOUSE WIFE (f)	STILL IN EDU- CATION (g)	UNEM- PLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	78	37	41	17	15	5	6	4	2	17	12	29	49	11	5	15	11	49
Weighted Base	73*	39*	34*	20**	14**	6**	5**	3**	2**	16**	9**	29**	44*	12**	5**	16**	11**	44*
H. I didn't know where to start	26 35%	15 38%	11 31%	8 41%	3 21%	4 67%	1 28%	2 57%	-	4 27%	3 40%	14 48%	12 26%	4 29%	2 43%	7 45%	7 62%	12 26%
A. I didn't have the time	16 22%	7 17%	9 28%	6 28%	-	1 17%	2 54%	1 43%	-	3 19%	3 31%	7 23%	9 21%	3 27%	2 36%	5 34%	-	9 21%
I. I didn't know who or where to go to for information on how to complain	15 20%	11 27%	4 13%	6 32%	3 23%	1 22%	-	-	1 51%	2 10%	2 19%	6 21%	9 20%	1 5%	1 22%	1 6%	4 34%	9 20%
D. I didn't want to confront the dental professional as I'll have to continue seeing them in the future	9 12%	3 7%	6 19%	-	2 12%	1 16%	1 18%	2 56%	-	3 21%	1 9%	3 9%	6 15%	1 7%	-	2 11%	2 15%	6 15%
B. I didn't believe that the matter would be investigated	8 12%	5 12%	4 11%	1 7%	2 14%	1 22%	-	2 56%	1 51%	1 4%	1 6%	4 14%	5 10%	-	3 49%	2 14%	1 12%	5 10%
G. I prefer to talk to someone face-to- face about my concerns rather than to go through a formal complaints process	5 7%	3 7%	2 7%	* 2%	2 11%	1 16%	-	-	-	1 6%	1 16%	-	5 12%	-	-	-	-	5 12%
E. The process for complaining is too long-winded	5 7%	3 7%	2 6%	3 15%	-	-	-	-	-	1 6%	1 13%	2 7%	3 7%	2 16%	-	-	-	3 7%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 90

Q17 - What prevented you from complaining?

BASE: People who have considered complaining about a dental professional

	TOTAL (z)	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
		WOR- KING (a)	NOT WOR- KING (b)	FULL- TIME (c)	PART- TIME (d)	SELF- EMPLOYE D (e)	HOUSE WIFE (f)	STILL IN EDU- CATION (g)	UNEM- PLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Weighted Base	73*	39*	34*	20**	14**	6**	5**	3**	2**	16**	9**	29**	44*	12**	5**	16**	11**	44*
F. I didn't understand the information that was given to me or that I found out about how to complain	3 4%	1 3%	2 6%	-	1 8%	-	-	-	1 49%	1 6%	-	-	3 7%	-	-	-	-	3 7%
I changed dentists	2 3%	2 6%	-	-	2 16%	-	-	-	-	-	-	1 5%	1 2%	-	1 27%	1 9%	-	1 2%
C. The opening hours of the complaints service were not convenient for me	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
J. Other	8 11%	3 8%	5 13%	3 16%	-	-	-	-	-	5 29%	-	4 12%	4 10%	2 20%	-	2 15%	4 32%	4 10%
K. Don't know/Can't remember	1 1%	-	1 2%	-	-	-	-	-	-	1 4%	-	-	1 1%	-	-	-	-	1 1%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
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Table 91

Q17 - What prevented you from complaining?

BASE: People who have considered complaining about a dental professional

	TOTAL (z)	STANDARD REGION						ETHNICITY		ACCESS TO INTERNET				WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST			
		NORTHERN IRELAND (a)	SCOTLAND (b)	NORTH (c)	MIDLAND S (d)	WALES (e)	SOUTH (f)	LONDON (g)	WHITE (h)	NON- WHITE (i)	HOME (j)	WORK (k)	TOTAL (l)	NONE (m)	PATIENT S (LAST12 MONTHS) (n)	PUBLIC (LESS OFTEN) (o)	ONCE A YEAR OR MORE (p)	LESS OFTEN (q)	DON'T KNOW (r)
Unweighted Base	78	7	6	19	16	7	18	5	74	4	69	18	71	7	61	17	62	14	-
Weighted Base	73*	3**	5**	17**	20**	6**	18**	4**	70*	3**	66*	17**	68*	6**	58*	15**	59*	12**	-.**
H. I didn't know where to start	26	-	3	3	7	1	9	1	25	1	22	9	23	3	21	5	22	1	-
	35%	-	69%	18%	37%	25%	49%	35%	35%	30%	34%	52%	34%	45%	36%	32%	38%	11%	-
A. I didn't have the time	16	1	-	3	5	2	4	1	16	*	15	7	15	1	11	5	12	4	-
	22%	43%	-	18%	23%	32%	21%	29%	22%	17%	23%	39%	23%	13%	19%	31%	20%	34%	-
I. I didn't know who or where to go to for information on how to complain	15	1	3	3	4	1	2	1	14	1	14	4	14	1	11	4	11	3	-
	20%	43%	52%	19%	22%	10%	12%	14%	21%	20%	22%	25%	21%	10%	18%	29%	19%	28%	-
D. I didn't want to confront the dental professional as I'll have to continue seeing them in the future	9	-	1	4	1	-	2	2	7	2	8	1	8	1	8	1	7	2	-
	12%h	-	15%	23%	4%	-	11%	43%	10%	63%	12%	5%	11%	23%	13%	9%	12%	17%	-
B. I didn't believe that the matter would be investigated	8	-	-	4	1	1	1	1	8	1	7	4	7	1	5	3	6	2	-
	12%	-	-	26%	6%	20%	4%	21%	11%	30%	11%	20%	11%	19%	9%	20%	10%	16%	-
G. I prefer to talk to someone face-to-face about my concerns rather than to go through a formal complaints process	5	*	-	2	-	-	3	-	5	-	5	-	5	-	4	1	4	1	-
	7%	14%	-	10%	-	-	16%	-	7%	-	8%	-	8%	-	7%	9%	6%	11%	-
E. The process for complaining is too long-winded	5	-	1	1	2	-	1	-	5	-	5	-	5	-	5	-	5	-	-
	7%	-	19%	6%	10%	-	6%	-	7%	-	8%	-	7%	-	9%	-	9%	-	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g - z/h/i - z/j/k/l/m - z/n/o - z/p/q/r
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Table 91

Q17 - What prevented you from complaining?

BASE: People who have considered complaining about a dental professional

	TOTAL (z)	STANDARD REGION						ETHNICITY		ACCESS TO INTERNET				WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST			
		NORTHERN IRELAND (a)	SCOTLAND (b)	NORTH (c)	MIDLANDS (d)	WALES (e)	SOUTH (f)	LONDON (g)	WHITE (h)	NON- WHITE (i)	HOME (j)	WORK (k)	TOTAL (l)	NONE (m)	PATIENTS (LAST12 MONTHS) (n)	PUBLIC (LESS OFTEN) (o)	ONCE A YEAR OR MORE (p)	LESS OFTEN (q)	DON'T KNOW (r)
Weighted Base	73*	3**	5**	17**	20**	6**	18**	4**	70*	3**	66*	17**	68*	6**	58*	15**	59*	12**	-**
F. I didn't understand the information that was given to me or that I found out about how to complain	3	-	-	1	-	2	-	-	3	-	2	-	2	1	3	-	3	-	-
	4%	-	-	7%	-	35%	-	-	4%	-	3%	-	3%	16%	5%	-	5%	-	-
I changed dentists	2	-	1	-	1	-	-	-	2	-	1	1	2	-	2	-	2	-	-
	3%	-	16%	-	7%	-	-	-	3%	-	2%	5%	3%j	-	4%	-	4%	-	-
C. The opening hours of the complaints service were not convenient for me	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
J. Other	8	-	-	2	2	1	3	-	8	-	6	-	6	2	7	1	7	1	-
	11%	-	-	11%	12%	12%	15%	-	11%	-	9%	-	8%	38%	12%	7%	11%	9%	-
K. Don't know/Can't remember	1	-	-	-	1	-	-	-	1	-	1	-	1	-	1	-	1	-	-
	1%	-	-	-	3%	-	-	-	1%	-	1%	-	1%	-	1%	-	1%	-	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g - z/h/i - z/j/k/l/m - z/n/o - z/p/q/r
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Table 92

Q17 - What prevented you from complaining?

BASE: People who have considered complaining about a dental professional

	TOTAL (z)	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN REGULATION IN GENERAL		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		RECOMMEND DENTAL PRACTICE		SEEN GDC LEAFLET	
		NHS (a)	PRIVATE (b)	BOTH (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDE NT (i)	NOT CONFIDE NT (j)	SATISFI ED (k)	DISSATI SFIED (l)	YES (m)	NO (n)	LIKELY (o)	UNLIKEL Y (p)	YES (q)	NO (r)
Unweighted Base	78	52	8	4	-	-	20	52	6	49	26	51	11	-	78	47	25	9	69
Weighted Base	73*	49*	8**	3**	-**	-**	19**	50*	4**	45*	23**	48*	11**	-**	73*	44*	22**	9**	65*
H. I didn't know where to start	26 35%	19 38%	3 32%	2 51%	-	-	9 49%	15 29%	2 41%	18 39%	6 27%	18 38%	4 35%	-	26 35%	15 35%	7 34%	4 45%	22 34%
A. I didn't have the time	16 22%ⁱ	8 16%	4 44%	1 35%	-	-	4 20%	11 23%	1 19%	6 14%	7 28%	9 18%	3 27%	-	16 22%	6 14%	8 35%	3 33%	13 20%
I. I didn't know who or where to go to for information on how to complain	15 20%	9 19%	2 21%	* 15%	-	-	2 10%	11 22%	2 51%	9 20%	6 27%	10 21%	1 8%	-	15 20%	11 25%	3 13%	2 20%	13 21%
D. I didn't want to confront the dental professional as I'll have to continue seeing them in the future	9 12%	8 16%	-	-	-	-	2 9%	6 12%	1 36%	6 13%	3 13%	6 12%	1 8%	-	9 12%	5 11%	4 18%	1 9%	8 13%
B. I didn't believe that the matter would be investigated	8 12%	7 14%	-	-	-	-	5 28%	3 7%	-	3 7%	5 22%	4 8%	2 19%	-	8 12%	4 9%	4 18%	2 24%	6 10%
G. I prefer to talk to someone face-to-face about my concerns rather than to go through a formal complaints process	5 7%^k	4 8%	* 5%	-	-	-	2 9%	3 6%	* 11%	2 4%	3 14%	* 1%	3 30%	-	5 7%	2 4%	2 11%	-	5 8%
E. The process for complaining is too long-winded	5 7%	5 10%	-	-	-	-	2 11%	2 4%	1 23%	4 9%	1 4%	3 6%	2 18%	-	5 7%	3 7%	-	-	5 8%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 92

Q17 - What prevented you from complaining?

BASE: People who have considered complaining about a dental professional

	TOTAL (z)	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN REGULATION IN GENERAL		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		RECOMMEND DENTAL PRACTICE		SEEN GDC LEAFLET	
		NHS (a)	PRIVATE (b)	BOTH (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDE NT (i)	NOT CONFIDE NT (j)	SATISFI ED (k)	DISSATI SFIED (l)	YES (m)	NO (n)	LIKELY (o)	UNLIKEL Y (p)	YES (q)	NO (r)
Weighted Base	73*	49*	8**	3**	-**	-**	19**	50*	4**	45*	23**	48*	11**	-**	73*	44*	22**	9**	65*
F. I didn't understand the information that was given to me or that I found out about how to complain	3 4%	3 6%	-	-	-	-	-	3 6%	-	3 7%	-	3 6%	-	-	3 4%	3 7%	-	-	3 5%
I changed dentists	2 3%	2 5%	-	-	-	-	-	2 4%	-	2 5%	-	2 5%	-	-	2 3%	2 5%	-	1 16%	1 1%
C. The opening hours of the complaints service were not convenient for me	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
J. Other	8 11%	5 11%	1 18%	-	-	-	2 10%	6 12%	-	7 16%	1 3%	7 14%	-	-	8 11%	6 13%	2 10%	1 13%	7 10%
K. Don't know/Can't remember	1 1%	1 1%	-	-	-	-	-	1 1%	-	-	1 3%	-	1 6%	-	1 1%	-	1 3%	-	1 1%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
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Table 93

Q18 - What would or did you expect to achieve from complaining to the General Dental Council's Dental Complaints Service in particular?
Please select the top three reasons from the following list:

BASE: All Respondents

	TOTAL (z)	GENDER		AGE						SOCIAL GRADE						MARITAL STATUS		
		MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	A (i)	B (j)	C1 (k)	C2 (l)	D (m)	E (n)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Unweighted Base	1640	784	856	256	213	222	268	283	398	50	323	477	336	284	170	924	456	259
Weighted Base	1587	769	818	258	264	252	263	225	325	53*	356	433	347	251	147	918	447	221
G. To ensure that other patients don't have the problems that I had	450 28%cmp	198 26%	252 31%za	52 20%	80 30%c	84 33%c	81 31%c	70 31%c	83 26%	16 31%	121 34%zm	124 29%	92 27%	58 23%	40 27%	293 32%zp	93 21%	65 29%p
J. To get an explanation for what happened	385 24%cp	188 24%	197 24%	48 19%	59 22%	61 24%	74 28%c	61 27%c	82 25%	23 43%zjkl mn	84 24%	109 25%	84 24%	51 20%	34 23%	234 25%p	88 20%	63 29%p
F. To raise concerns about the dental professional's performance	376 24%cp	179 23%	198 24%	39 15%	63 24%c	75 30%zch	68 26%c	64 28%ch	68 21%	13 25%	95 27%	119 28%zlmn	72 21%	50 20%	27 18%	253 28%zpq	79 18%	44 20%
C. A written apology	366 23%	165 21%	200 24%	64 25%	66 25%	55 22%	61 23%	53 24%	66 20%	8 15%	67 19%	105 24%	73 21%	69 28%j	43 29%j	206 22%	108 24%	51 23%
E. A contribution to corrective treatment	346 22%fn	177 23%	168 21%	59 23%	63 24%	57 23%	44 17%	58 26%f	65 20%	13 25%n	96 27%zn	94 22%n	72 21%n	52 21%n	17 12%	213 23%	89 20%	43 19%
I. To help the dental professional improve his or her performance	331 21%nn	150 20%	181 22%	48 19%	48 18%	63 25%	55 21%	54 24%	63 19%	11 21%nn	95 27%zmn	97 22%nn	73 21%nn	41 16%	14 10%	209 23%p	79 18%	43 19%
B. Compensation	236 15%bhq	134 17%zb	102 13%	46 18%gh	42 16%h	50 20%zgh	41 16%h	25 11%	31 10%	3 5%	49 14%	67 16%	52 15%	42 17%i	23 16%	129 14%	85 19%zoq	23 10%
A. A refund	208 13%bh	117 15%zb	91 11%	40 16%h	36 14%h	44 17%h	37 14%h	26 11%	25 8%	5 9%	47 13%	69 16%z	38 11%	34 14%	14 9%	120 13%	67 15%	21 9%
D. A verbal apology	166 10%j	84 11%	82 10%	28 11%	33 13%	24 9%	26 10%	25 11%	29 9%	5 9%	14 4%	45 10%j	47 14%j	36 14%zj	19 13%j	87 10%	50 11%	29 13%
H. To change dental professional at the practice	102 6%	47 6%	55 7%	10 4%	13 5%	14 6%	25 9%zc	18 8%c	22 7%	4 8%	25 7%	28 6%	19 6%	13 5%	13 8%	61 7%	27 6%	14 6%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
 Overlap formulae used. * small base

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Q18 - What would or did you expect to achieve from complaining to the General Dental Council's Dental Complaints Service in particular?
Please select the top three reasons from the following list:

BASE: All Respondents

	TOTAL (z)	GENDER		AGE						SOCIAL GRADE						MARITAL STATUS		
		MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	A (i)	B (j)	C1 (k)	C2 (l)	D (m)	E (n)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Weighted Base	1587	769	818	258	264	252	263	225	325	53*	356	433	347	251	147	918	447	221
Not complained / would not complain	30 2%	14 2%	16 2%	1 1%	3 1%	5 2%	4 1%	6 3%	12 4% ^{zc}	3 5% ^l	7 2%	10 2%	4 1%	4 2%	2 1%	15 2%	7 2%	8 4%
K. Other	87 5% ^o	37 5%	50 6%	12 5%	10 4%	11 4%	13 5%	9 4%	32 10% ^{zcd}	4 7%	19 5%	19 4%	17 5%	17 7%	11 8%	40 4%	26 6%	21 10% ^{zo}
L. Don't know/Can't remember	166 10% ^k	91 12%	74 9%	30 12%	34 13%	19 7%	26 10%	22 10%	35 11%	7 13%	50 14% ^{zk}	29 7%	43 12% ^k	25 10%	12 8%	91 10%	54 12%	20 9%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
 Overlap formulae used. * small base

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Table 94

Q18 - What would or did you expect to achieve from complaining to the General Dental Council's Dental Complaints Service in particular?
Please select the top three reasons from the following list:

BASE: All Respondents

	TOTAL (z)	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
		WOR- KING (a)	NOT WOR- KING (b)	FULL- TIME (c)	PART- TIME (d)	SELF- EMPLOYE D (e)	HOUSE WIFE (f)	STILL IN EDU- CATION (g)	UNEM- PLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	1640	757	883	517	179	61	110	126	76	474	97	466	1174	174	109	170	221	1174
Weighted Base	1587	836	751	579	185	72*	103*	115	73*	381	80*	504	1083	204	122*	185	226	1083
G. To ensure that other patients don't have the problems that I had	450 28%qlq	248 30%	202 27%	174 30%g	48 26%	26 36%g	32 31%	23 20%	27 37%g	103 27%	18 23%	165 33%zl	286 26%	67 33%	43 35%	66 36%zq	68 30%	286 26%
J. To get an explanation for what happened	385 24%	208 25%	177 24%	143 25%	39 21%	26 37%zdgj	25 25%	22 19%	17 23%	97 26%	16 20%	113 22%	272 25%	46 23%	21 17%	43 23%	47 21%	272 25%
F. To raise concerns about the dental professional's performance	376 24%qlq	209 25%	167 22%	148 26%g	40 22%	21 29%g	27 26%g	17 14%	21 29%g	86 23%	16 21%	137 27%	240 22%	55 27%	37 30%	50 27%	57 25%	240 22%
C. A written apology	366 23%	195 23%	171 23%	138 24%	40 22%	16 22%	33 32%zjz	29 25%	16 22%	77 20%	15 19%	129 25%	237 22%	49 24%	32 26%	53 29%	61 27%	237 22%
E. A contribution to corrective treatment	346 22%	194 23%	152 20%	136 23%	42 23%	16 22%	19 19%	25 22%	14 19%	79 21%	14 18%	102 20%	243 22%	47 23%	29 24%	37 20%	38 17%	243 22%
I. To help the dental professional improve his or her performance	331 21%j	188 23%	143 19%	119 21%j	47 25%j	22 31%j	20 20%j	24 21%j	12 17%	80 21%j	6 8%	116 23%	215 20%	35 17%	25 20%	42 23%	62 28%zmq	215 20%
B. Compensation	236 15%i	130 16%	106 14%	91 16%i	27 15%	12 16%	15 15%	23 20%i	16 22%i	36 10%	15 19%i	75 15%	161 15%	31 15%	19 16%	25 14%	38 17%	161 15%
A. A refund	208 13%bi	130 16%zb	78 10%	103 18%zefi j	24 13%	4 5%	9 9%	18 15%i	12 16%	32 8%	6 8%	56 11%	152 14%	20 10%	13 10%	17 9%	27 12%	152 14%
D. A verbal apology	166 10%	81 10%	85 11%	57 10%	18 10%	6 8%	10 10%	13 11%	12 16%	37 10%	13 17%	53 11%	113 10%	22 11%	13 10%	22 12%	23 10%	113 10%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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Table 94

Q18 - What would or did you expect to achieve from complaining to the General Dental Council's Dental Complaints Service in particular?
Please select the top three reasons from the following list:
BASE: All Respondents

	TOTAL (z)	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
		WOR- KING (a)	NOT WOR- KING (b)	FULL- TIME (c)	PART- TIME (d)	SELF- EMPLOYE D (e)	HOUSE WIFE (f)	STILL IN EDU- CATION (g)	UNEM- PLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Weighted Base	1587	836	751	579	185	72*	103*	115	73*	381	80*	504	1083	204	122*	185	226	1083
H. To change dental professional at the practice	102 6%	55 7%	48 6%	41 7%	12 6%	2 3%	3 3%	6 5%	3 4%	27 7%	9 11% ^f	29 6%	73 7%	7 3%	6 5%	11 6%	18 8%	73 7%
Not complained / would not complain	30 2%	13 2%	17 2%	5 1%	6 3%	2 3%	- -	1 1%	- -	15 4% ^{zcf}	1 1%	8 2%	22 2%	- -	2 1%	5 3% ^m	6 2% ^m	22 2%
K. Other	87 5% ^k	38 5%	49 7%	24 4%	10 5%	4 6%	3 3%	4 4%	2 2%	34 9% ^{zcf}	6 8%	18 3%	69 6% ^{zk}	7 3%	4 3%	7 4%	10 4%	69 6% ^z
L. Don't know/Can't remember	166 10%	92 11%	74 10%	63 11%	23 12%	6 9%	9 8%	11 9%	5 7%	41 11%	9 11%	56 11%	110 10%	24 12%	14 12%	15 8%	23 10%	110 10%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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Table 95

Q18 - What would or did you expect to achieve from complaining to the General Dental Council's Dental Complaints Service in particular?
Please select the top three reasons from the following list:

BASE: All Respondents

	TOTAL (z)	STANDARD REGION							ETHNICITY		ACCESS TO INTERNET				WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST		
		NORTHERN IRELAND (a)	SCOTLAND (b)	NORTH (c)	MIDLANDS (d)	WALES (e)	SOUTH (f)	LONDON (g)	WHITE (h)	NON- WHITE (i)	HOME (j)	WORK (k)	TOTAL (l)	NONE (m)	PATIENTS (LAST 12 MONTHS) (n)	PUBLIC (LESS OFTEN) (o)	ONCE A YEAR OR MORE (p)	LESS OFTEN (q)	DON'T KNOW (r)
Unweighted Base	1640	100	153	396	275	102	385	229	1428	205	1332	419	1351	289	1067	573	1129	285	8
Weighted Base	1587	45	131	377	280	95*	446	213	1391	187	1337	457	1355	232	1026	561	1091	289	7**
G. To ensure that other patients don't have the problems that I had	450 28% dgmo	9 21%	63 48% zacd efg	123 33% zadg	54 19%	33 34% adg	122 27% d	46 21%	407 29%	43 23%	403 30% zm	152 33% zm	410 30% zm	40 17%	319 31% zo	132 23%	340 31% z	74 26%	- -
J. To get an explanation for what happened	385 24% g	15 34% zbd f	29 22%	112 30% zdg	59 21%	28 30% g	103 23%	38 18%	350 25% zi	34 18%	334 25%	126 28%	336 25%	49 21%	264 26%	121 22%	280 26%	65 22%	2 36%
F. To raise concerns about the dental professional's performance	376 24% afgi moq	6 14%	43 33% zafg	119 31% zafg	70 25% ag	22 23% g	88 20%	29 14%	343 25% zi	33 17%	335 25% zm	132 29% zjlm	340 25% zm	36 16%	270 26% zo	107 19%	296 27% zq	50 17%	2 26%
C. A written apology	366 23%	8 18%	24 18%	83 22%	57 20%	28 29%	102 23%	64 30% zabc d	321 23%	44 23%	317 24%	102 22%	319 24%	46 20%	235 23%	131 23%	253 23%	75 26%	2 22%
E. A contribution to corrective treatment	346 22% gm	7 15%	22 17%	84 22%	67 24% g	29 30% zabg	102 23%	35 16%	296 21%	50 27%	300 22% m	116 25% m	308 23% jm	37 16%	233 23%	112 20%	256 23% z	57 20%	3 49%
I. To help the dental professional improve his or her performance	331 21% afgi mo	5 11%	43 33% zadf g	104 28% zadf g	46 17%	25 26% adfg	74 17%	33 16%	307 22% zi	24 13%	296 22% zm	118 26% zjlm	298 22% zm	32 14%	240 23% zo	91 16%	257 24% zq	47 16%	- -
B. Compensation	236 15% ehnp	5 10%	23 18% e	47 13%	31 11%	6 7%	72 16% e	52 24% zacd ef	191 14%	43 23% zh	198 15%	64 14%	201 15%	35 15%	127 12%	109 20% zn	136 12%	64 22% zp	1 12%
A. A refund	208 13% d	10 23% zbcd ef	10 8%	53 14% d	21 7%	11 12%	62 14% d	41 19% zbd	184 13%	22 12%	180 13%	72 16%	183 13%	25 11%	122 12%	86 15%	132 12%	40 14%	- -

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g - z/h/i - z/j/k/l/m - z/n/o - z/p/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 95

Q18 - What would or did you expect to achieve from complaining to the General Dental Council's Dental Complaints Service in particular?
Please select the top three reasons from the following list:

BASE: All Respondents

	TOTAL (z)	STANDARD REGION							ETHNICITY		ACCESS TO INTERNET				WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST		
		NORTHERN IRELAND (a)	SCOTLAND (b)	NORTH (c)	MIDLAND S (d)	WALES (e)	SOUTH (f)	LONDON (g)	WHITE (h)	NON- WHITE (i)	HOME (j)	WORK (k)	TOTAL (l)	NONE (m)	PATIENT S (LAST12 MONTHS) (n)	PUBLIC (LESS OFTEN) (o)	ONCE A YEAR OR MORE (p)	LESS OFTEN (q)	DON'T KNOW (r)
Weighted Base	1587	45	131	377	280	95*	446	213	1391	187	1337	457	1355	232	1026	561	1091	289	7**
D. A verbal apology	166 10%gl	8 17%zfg	17 13%g	45 12%g	31 11%	9 9%	43 10%	13 6%	148 11%	17 9%	130 10%	40 9%	131 10%	35 15%zjkl	106 10%	60 11%	115 11%	32 11%	-
H. To change dental professional at the practice	102 6%	2 5%	9 7%	26 7%	17 6%	12 13%zfg	25 6%	11 5%	90 6%	12 7%	88 7%	28 6%	89 7%	13 6%	69 7%	33 6%	74 7%	16 5%	-
Not complained / would not complain	30 2%	* 1%	1 1%	8 2%	4 2%	- -	14 3%	3 1%	27 2%	3 2%	25 2%	9 2%	25 2%	6 2%	18 2%	13 2%	20 2%	7 3%	-
K. Other	87 5%cl	5 11%zbc	5 4%	11 3%	22 8%cl	7 7%	26 6%	12 6%	79 6%	7 4%	64 5%	19 4%	64 5%	23 10%zjkl	54 5%	33 6%	57 5%	18 6%	-
L. Don't know/Can't remember	166 10%chp	4 9%	11 8%	29 8%	33 12%	5 5%	58 13%ce	27 13%	136 10%	28 15%zh	136 10%	49 11%	137 10%	28 12%	99 10%	67 12%	99 9%	35 12%	2 28%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g - z/h/i - z/j/k/l/m - z/n/o - z/p/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 96

Q18 - What would or did you expect to achieve from complaining to the General Dental Council's Dental Complaints Service in particular?
Please select the top three reasons from the following list:

BASE: All Respondents

	TOTAL (z)	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN REGULATION IN GENERAL		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		RECOMMEND DENTAL PRACTICE		SEEN GDC LEAFLET	
		NHS (a)	PRIVATE (b)	BOTH (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDE NT (i)	NOT CONFIDE NT (j)	SATISFI ED (k)	DISSATI SFIED (l)	YES (m)	NO (n)	LIKELY (o)	UNLIKEL Y (p)	YES (q)	NO (r)
Unweighted Base	1640	881	228	86	6	15	288	1068	270	1243	304	1089	39	41	1522	1172	164	218	1407
Weighted Base	1587	840	226	86*	7**	17**	273	1038	260	1197	293	1052	38*	38*	1470	1131	153	199	1373
G. To ensure that other patients don't have the problems that I had	450 28%	247 29%	86 38%za	29 34%	2 31%	4 22%	92 34%z	283 27%	74 28%	348 29%	88 30%	330 31%z	9 25%	13 35%	426 29%	361 32%zp	35 23%	61 31%	387 28%
J. To get an explanation for what happened	385 24%g	223 27%z	57 25%	20 23%	3 40%	5 27%	93 34%zgh	228 22%	64 25%	308 26%z	62 21%	274 26%z	6 17%	4 10%	364 25% m	298 26%z	29 19%	37 19%	344 25%
F. To raise concerns about the dental professional's performance	376 24%	213 25%	73 32%za	24 28%	1 12%	3 16%	82 30%zg	232 22%	63 24%	296 25%	67 23%	286 27%z	10 27%	9 25%	360 24%z	284 25%	38 25%	45 23%	330 24%
C. A written apology	366 23%b	213 25%zb	39 17%	20 24%	- -	1 8%	60 22%	237 23%	66 26%	290 24%	59 20%	245 23%	8 20%	6 17%	349 24%z	274 24%	30 20%	47 24%	317 23%
E. A contribution to corrective treatment	346 22%g	189 22%	66 29%za	16 18%	4 62%	1 5%	62 23%	205 20%	77 30%zg	261 22%	71 24%	250 24%z	6 16%	6 17%	328 22%	269 24%zp	25 16%	48 24%	295 22%
I. To help the dental professional improve his or her performance	331 21%g	187 22%	58 26%	17 20%	3 47%	6 33%	88 32%zgh	189 18%	54 21%	256 21%	67 23%	246 23%z	11 29%	7 19%	319 22%z	258 23%z	31 20%	48 24%	280 20%
B. Compensation	236 15%b^{fk}	116 14%	22 10%	13 15%	- -	5 30%	21 8%	158 15% f	55 21% zfg	174 15%	47 16%	131 12%	5 13%	2 4%	220 15%	162 14%	25 17%	33 17%	202 15%
A. A refund	208 13%^{fn}	99 12%	31 14%	11 13%	1 15%	1 6%	19 7%	145 14% f	42 16% f	154 13%	47 16%	125 12%	7 19%	3 9%	184 13%	138 12%	16 11%	27 14%	180 13%
D. A verbal apology	166 10%^{fi}	100 12%	17 8%	4 5%	2 27%	1 4%	17 6%	123 12% zf	26 10%	134 11% j	19 6%	112 11%	2 4%	5 12%	153 10%	118 10%	16 10%	19 10%	146 11%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 96

Q18 - What would or did you expect to achieve from complaining to the General Dental Council's Dental Complaints Service in particular?

Please select the top three reasons from the following list:

BASE: All Respondents

	TOTAL (z)	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN REGULATION IN GENERAL		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		RECOMMEND DENTAL PRACTICE		SEEN GDC LEAFLET	
		NHS (a)	PRIVATE (b)	BOTH (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDE NT (i)	NOT CONFIDE NT (j)	SATISFI ED (k)	DISSATI SFIED (l)	YES (m)	NO (n)	LIKELY (o)	UNLIKEL Y (p)	YES (q)	NO (r)
Weighted Base	1587	840	226	86*	7**	17**	273	1038	260	1197	293	1052	38*	38*	1470	1131	153	199	1373
H. To change dental professional at the practice	102 6%	49 6%	18 8%	6 7%	- -	1 7%	25 9%g	58 6%	19 7%	73 6%	27 9%z	73 7%	2 4%	8 21%zn	91 6%	78 7%	11 7%	12 6%	89 6%
Not complained / would not complain	30 2%	12 1%	4 2%	2 3%	1 12%	1 6%	9 3%	15 1%	6 2%	26 2%	2 1%	19 2%	1 3%	1 3%	29 2%	23 2%	3 2%	1 1%	29 2%
K. Other	87 5%ai	36 4%	20 9%za	5 6%	- -	- -	9 3%	68 7%z	9 4%	53 4%	26 9%zi	51 5%	6 15%zk	1 2%	82 6%	59 5%	15 9%zo	12 6%	75 5%
L. Don't know/Can't remember	166 10%ako	72 9%	16 7%	13 15%b	1 14%	3 20%	23 9%	114 11%	24 9%	118 10%	22 7%	96 9%	3 8%	1 3%	150 10%	94 8%	19 12%	14 7%	145 11%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 97

Q19 - Thinking about the last time you went to the dentist, before you had the check-up or treatment, how clear, if at all, were you on what the costs would be for you?

BASE: People who go to the dentist at least once every two years

	TOTAL (z)	GENDER		AGE						SOCIAL GRADE						MARITAL STATUS		
		MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	A (i)	B (j)	C1 (k)	C2 (l)	D (m)	E (n)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Unweighted Base	1216	556	660	185	143	174	203	226	285	46	283	376	234	173	104	712	326	177
Weighted Base	1176	543	632	183	175	198	199	182	238	49*	306	336	237	155	92*	704	316	154
A. Very clear	627 53% ^c	277 51%	350 55%	80 43%	86 49%	120 61% ^{zcd}	99 50%	102 56% ^c	139 58% ^c	28 57%	179 58% ^k	165 49%	130 55%	76 49%	50 54%	376 53%	159 50%	91 59%
B. Fairly clear	350 30% ^{aj}	163 30%	187 30%	64 35%	54 31%	54 27%	63 32%	49 27%	66 28%	11 23%	72 23%	121 36% ^{zj}	69 29%	52 33% ^j	25 27%	214 30%	94 30%	42 27%
C. Not very clear	118 10% ^{bn}	67 12% ^{zb}	51 8%	22 12%	22 13%	11 6%	22 11%	20 11%	20 9%	6 13%	40 13% ⁿ	30 9%	22 9%	17 11%	4 4%	70 10%	34 11%	14 9%
D. Not at all clear	64 5%	28 5%	37 6%	12 7%	8 5%	13 6%	13 6%	10 5%	8 3%	3 6%	14 5%	15 5%	14 6%	6 4%	13 14% ^{zklm}	38 5%	21 7%	5 3%
E. Don't know	17 1% ^o	9 2%	8 1%	5 3% ^e	4 3%	- -	3 1%	1 *	4 2%	1 2%	2 1%	4 1%	4 2%	5 3%	1 1%	6 1%	9 3% ^{zo}	2 2%
Clear	976 83%	440 81%	536 85%	144 79%	140 80%	174 88% ^c	162 81%	151 83%	205 86% ^c	40 80%	250 82%	286 85%	198 84%	128 82%	75 81%	590 84%	253 80%	133 86%
Not clear	183 16%	95 17%	88 14%	34 19%	31 18%	24 12%	35 17%	30 17%	28 12%	9 18%	54 18%	45 14%	35 15%	23 15%	16 18%	108 15%	55 17%	19 12%
Clear NET	794 68% ^{acp}	346 64%	448 71% ^{za}	110 60%	109 62%	150 75% ^{zcdf}	127 64%	121 66%	177 74% ^{zcdf}	31 62%	197 64%	241 72%	163 69%	105 67%	58 63%	482 68%	197 62%	114 74% ^p

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
 Overlap formulae used. * small base

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Table 98

Q19 - Thinking about the last time you went to the dentist, before you had the check-up or treatment, how clear, if at all, were you on what the costs would be for you?

BASE: People who go to the dentist at least once every two years

	TOTAL (z)	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
		WOR- KING (a)	NOT WOR- KING (b)	FULL- TIME (c)	PART- TIME (d)	SELF- EMPLOYE D (e)	HOUSE WIFE (f)	STILL IN EDU- CATION (g)	UNEM- PLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	1216	572	644	382	141	49	84	102	47	353	58	351	865	125	79	136	168	865
Weighted Base	1176	623	552	420	145	58*	79*	91*	45*	289	49*	384	792	150	89*	150	174	792
A. Very clear	627 53%g	322 52%	305 55%	210 50%g	81 56%g	31 54%	45 57%g	34 37%	25 55%	173 60%zcg	28 57%g	205 53%	422 53%	81 54%	48 53%	86 57%	97 56%	422 53%
B. Fairly clear	350 30%	196 31%	154 28%	135 32%j	47 33%	13 22%	25 32%	35 38%ij	9 21%	76 26%	9 18%	113 30%	236 30%	43 29%	30 34%	37 25%	51 30%	236 30%
C. Not very clear	118 10%	66 11%	52 9%	47 11%	8 5%	11 20%zdfi	3 4%	13 15%df	4 8%	27 9%	6 11%	32 8%	87 11%	15 10%	5 5%	14 9%	11 6%	87 11%
D. Not at all clear	64 5%i	35 6%	29 5%	26 6%	7 5%	2 4%	3 4%	5 6%	6 13%i	9 3%	6 12%zi	26 7%	38 5%	9 6%	6 6%	8 5%	11 6%	38 5%
E. Don't know	17 1%a	4 1%	12 2%za	2 1%	2 1%	-	3 3%c	4 4%zc	1 3%	4 1%	1 1%	8 2%	9 1%	1 1%	1 1%	6 4%zq	4 2%	9 1%
Clear	976 83%g	518 83%	459 83%	346 82%	128 88%gj	44 76%	70 89%gj	68 75%	34 76%	249 86%gj	37 75%	319 83%	658 83%	124 83%	78 87%	123 82%	149 85%	658 83%
Not clear	183 16%f	101 16%	82 15%	72 17%f	15 10%	14 24%df	6 7%	19 21%df	9 21%f	36 12%	12 24%dfi	57 15%	125 16%	24 16%	10 12%	22 14%	21 12%	125 16%
Clear NET	794 68%egj	417 67%	377 68%	273 65%	113 78%zceg	30 52%	65 82%zceg	50 55%	25 56%	213 74%zceg	25 51%	261 68%	533 67%	100 67%	67 75%	101 67%	127 73%	533 67%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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Table 99

Q19 - Thinking about the last time you went to the dentist, before you had the check-up or treatment, how clear, if at all, were you on what the costs would be for you?

BASE: People who go to the dentist at least once every two years

	TOTAL (z)	STANDARD REGION							ETHNICITY		ACCESS TO INTERNET				WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST		
		NORTHERN IRELAND (a)	SCOTLAND (b)	NORTH (c)	MIDLANDS (d)	WALES (e)	SOUTH (f)	LONDON (g)	WHITE (h)	NON-WHITE (i)	HOME (j)	WORK (k)	TOTAL (l)	NONE (m)	PATIENTS (LAST 12 MONTHS) (n)	PUBLIC (LESS OFTEN) (o)	ONCE A YEAR OR MORE (p)	LESS OFTEN (q)	DON'T KNOW (r)
Unweighted Base	1216	88	116	283	196	80	313	140	1090	121	1036	354	1048	168	1041	175	1129	87	-
Weighted Base	1176	40*	103	269	196	77*	360	131	1062	108	1034	379	1043	132	1004	172	1091	85*	-**
A. Very clear	627 53%agio q	13 32%	48 47%a	146 54%ag	105 54%ag	49 63%abg	212 59%zabg	54 41%	586 55%zi	39 36%	550 53%	196 52%	555 53%	72 54%	567 57%zo	60 35%	596 55%zq	30 36%	-
B. Fairly clear	350 30%hnp	14 36%ce	28 27%	68 25%	73 37%zcef	16 21%	99 28%	51 39%zbce f	297 28%	51 47%zh	305 30%	107 28%	308 29%	42 32%	283 28%	67 39%zn	315 29%	35 41%zp	-
C. Not very clear	118 10%ni	5 14%nd	15 15%df	31 12%	12 6%	9 12%	29 8%	17 13%nd	112 11%	6 6%	107 10%	51 13%zjl	108 10%	10 7%	92 9%	27 15%zn	108 10%	10 12%	-
D. Not at all clear	64 5%dhnf g	7 18%zcde fg	12 12%zdefg	20 7%nd	4 2%	2 2%	14 4%	6 4%	53 5%	9 8%	59 6%	21 6%	59 6%	5 4%	49 5%	15 9%	57 5%	7 9%	-
E. Don't know	17 1%	- -	- -	4 1%	2 1%	2 2%	6 2%	3 2%	14 1%	3 2%	13 1%	3 1%	13 1%	4 3%	13 1%	4 2%	15 1%	2 2%	-
Clear	976 83%abo	27 68%	76 74%	214 80%a	178 91%zabc g	65 84%a	312 86%abc	106 81%a	884 83%	91 84%	855 83%	304 80%	863 83%	114 86%	850 85%zo	126 74%	911 84%	65 77%	-
Not clear	183 16%dfn fg	13 32%zcde fg	27 26%zdef	51 19%df	16 8%	11 14%	43 12%	22 17%nd	164 15%	15 14%	166 16%	72 19%zm	168 16%	15 11%	141 14%	41 24%zn	165 15%	18 21%	-
Clear NET	794 68%abck oq	14 36%	48 47%	164 61%ab	161 82%zabc eg	54 70%ab	269 75%zabc g	83 63%ab	719 68%	76 70%	689 67%k	231 61%	695 67%k	99 75%zk	709 71%zo	85 49%	747 68%zq	47 56%	0 0%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g - z/h/i - z/j/k/l/m - z/n/o - z/p/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 100

Q19 - Thinking about the last time you went to the dentist, before you had the check-up or treatment, how clear, if at all, were you on what the costs would be for you?

BASE: People who go to the dentist at least once every two years

	TOTAL (z)	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN REGULATION IN GENERAL		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		RECOMMEND DENTAL PRACTICE		SEEN GDC LEAFLET	
		NHS (a)	PRIVATE (b)	BOTH (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDE NT (i)	NOT CONFIDE NT (j)	SATISFI ED (k)	DISSATI SFIED (l)	YES (m)	NO (n)	LIKELY (o)	UNLIKEL Y (p)	YES (q)	NO (r)
Unweighted Base	1216	881	228	86	6	15	247	738	227	956	203	1089	39	36	1180	1043	71	190	1016
Weighted Base	1176	840	226	86*	7**	17**	238	714	220	920	197	1052	38*	34*	1142	1006	68*	174	990
A. Very clear	627 53%p	440 52%	139 62%za	42 49%	1 15%	4 24%	142 60%zg	369 52%	115 52%	502 55%	94 48%	582 55%z	15 39%	20 60%	607 53%	558 55%zp	23 35%	97 56%	524 53%
B. Fairly clear	350 30%bf	263 31%b	50 22%	31 36%b	2 31%	4 23%	49 21%	219 31%f	79 36%zf	280 30%	51 26%	308 29%	6 17%	6 18%	344 30%	300 30%	15 23%	57 33%	290 29%
C. Not very clear	118 10%iko	76 9%	25 11%	13 15%	2 26%	3 17%	28 12%	69 10%	21 9%	79 9%	37 19%zi	98 9%	9 24%zk	3 10%	115 10%	91 9%	14 20%zo	16 9%	101 10%
D. Not at all clear	64 5%chkoq	51 6%c	9 4%	* 1%	2 29%	2 9%	13 5%	47 7%h	5 2%	49 5%	14 7%	49 5%	8 20%zk	3 10%	61 5%	47 5%	12 18%zo	2 1%	62 6%zq
E. Don't know	17 1%o	10 1%	3 1%	-	-	4 26%	5 2%	11 1%	1 *	10 1%	2 1%	15 1%	-	1 2%	16 1%	11 1%	3 5%zo	2 1%	15 1%
Clear	976 83%jlp	704 84%	188 83%	73 85%	3 45%	8 47%	192 80%	588 82%	194 88%zf	782 85%zj	144 73%	890 85%zl	21 55%	26 78%	950 83%	858 85%zp	39 57%	154 88%zr	813 82%
Not clear	183 16%ikoq	127 15%	35 15%	13 15%	4 55%	5 27%	41 17%	116 16%	25 12%	128 14%	50 26%zi	147 14%	17 45%zk	7 20%	176 15%	138 14%	26 38%zo	18 10%	162 16%
Clear NET	794 68%jlp	577 69%	154 68%	60 70%	-1 -9%	4 21%	150 63%	472 66%	168 77%zfg	654 71%zj	94 48%	743 71%zl	4 11%	19 58%	775 68%	720 72%zp	13 20%	136 78%zr	651 66%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 101

Q20 - Dental professionals have to make it clear in their practice that they are registered with the General Dental Council in order to practise.
Would knowing they are registered with the General Dental Council make you more likely to trust them or would it make no difference?

BASE: People who go to the dentist

	TOTAL (z)	GENDER		AGE						SOCIAL GRADE						MARITAL STATUS		
		MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	A (i)	B (j)	C1 (k)	C2 (l)	D (m)	E (n)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Unweighted Base	1422	655	767	226	180	201	234	254	327	47	307	431	283	217	137	819	390	212
Weighted Base	1387	650	737	229	224	229	231	203	271	50*	335	390	297	194	120	818	385	183
A. More likely	787	360	427	118	112	137	139	129	152	39	209	225	159	96	59	470	216	100
	57% _m	55%	58%	51%	50%	60%	60% _d	64% _{zcd}	56%	78% _{zklm}	62% _{zlmn}	58%	54%	49%	49%	57%	56%	55%
B. It would make no difference	587	287	300	108	108	91	90	73	116	11	123	160	136	96	60	340	167	80
	42% _{gij}	44%	41%	47% _g	48% _g	40%	39%	36%	43%	21%	37% _{ei}	41% _i	46% _{ij}	49% _{zij}	50% _{ij}	42%	43%	44%
C. Don't know	13	4	10	3	4	1	1	1	3	1	3	4	2	2	1	8	3	3
	1%	1%	1%	1%	2%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
 Overlap formulae used. * small base

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Table 102

Q20 - Dental professionals have to make it clear in their practice that they are registered with the General Dental Council in order to practise.
Would knowing they are registered with the General Dental Council make you more likely to trust them or would it make no difference?

BASE: People who go to the dentist

	TOTAL (z)	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
		WOR- KING (a)	NOT WOR- KING (b)	FULL- TIME (c)	PART- TIME (d)	SELF- EMPLOYE D (e)	HOUSE WIFE (f)	STILL IN EDU- CATION (g)	UNEM- PLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	1422	666	756	451	160	55	101	115	62	399	79	408	1014	150	94	155	193	1014
Weighted Base	1387	736	651	505	166	64*	94*	106	61*	325	65*	444	943	178	106*	171	200	943
A. More likely	787	419	368	281	106	32	50	57	33	192	35	242	545	90	60	91	109	545
	57%	57%	56%	56%	64%	50%	53%	54%	54%	59%	54%	54%	58%	51%	56%	53%	55%	58%
B. It would make no difference	587	312	275	221	59	32	41	46	28	131	30	198	389	86	45	75	87	389
	42%	42%	42%	44%	35%	50%	44%	43%	45%	40%	46%	45%	41%	48%	43%	44%	44%	41%
C. Don't know	13	5	8	3	2	-	2	3	1	2	-	5	8	2	1	5	3	8
	1%	1%	1%	1%	1%	-	3%	3%	1%	1%	-	1%	1%	1%	1%	3%zq	1%	1%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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Table 103

Q20 - Dental professionals have to make it clear in their practice that they are registered with the General Dental Council in order to practise.
Would knowing they are registered with the General Dental Council make you more likely to trust them or would it make no difference?

BASE: People who go to the dentist

	TOTAL (z)	STANDARD REGION						ETHNICITY		ACCESS TO INTERNET				WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST			
		NORTHERN IRELAND (a)	SCOTLAND (b)	NORTH (c)	MIDLANDS (d)	WALES (e)	SOUTH (f)	LONDON (g)	WHITE (h)	NON-WHITE (i)	HOME (j)	WORK (k)	TOTAL (l)	NONE (m)	PATIENTS (LAST12 MONTHS) (n)	PUBLIC (LESS OFTEN) (o)	ONCE A YEAR OR MORE (p)	LESS OFTEN (q)	DON'T KNOW (r)
Unweighted Base	1422	96	131	345	235	89	351	175	1266	150	1193	394	1207	215	1067	355	1129	285	8
Weighted Base	1387	43*	115	334	236	85*	410	164	1244	137	1207	430	1218	169	1026	361	1091	289	7**
A. More likely	787 57%o	29 67%zdfg	75 65%dfg	205 61%dg	119 50%	52 61%	223 54%	85 52%	713 57%	71 52%	687 57%	260 61%	696 57%	91 54%	600 58%zo	187 52%	636 58%zq	148 51%	3 46%
B. It would make no difference	587 42%np	14 33%	40 35%	129 39%	114 48%abc	33 39%	182 44%	74 45%	521 42%	61 45%	509 42%	167 39%	511 42%	76 45%	417 41%	170 47%	444 41%	140 49%zp	3 44%
C. Don't know	13 1%h	- -	- -	1 *	3 1%	- -	5 1%	5 3%zc	9 1%	4 3%zh	12 1%	2 1%	12 1%	2 1%	9 1%	4 1%	12 1%	1 *	1 10%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g - z/h/i - z/j/k/l/m - z/n/o - z/p/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 104

Q20 - Dental professionals have to make it clear in their practice that they are registered with the General Dental Council in order to practise.
Would knowing they are registered with the General Dental Council make you more likely to trust them or would it make no difference?

BASE: People who go to the dentist

	TOTAL (z)	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN REGULATION IN GENERAL		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		RECOMMEND DENTAL PRACTICE		SEEN GDC LEAFLET	
		NHS (a)	PRIVATE (b)	BOTH (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDENT (i)	NOT CONFIDENT (j)	SATISFIED (k)	DISSATISFIED (l)	YES (m)	NO (n)	LIKELY (o)	UNLIKELY (p)	YES (q)	NO (r)
Unweighted Base	1422	881	228	86	6	15	271	895	251	1108	247	1089	39	38	1384	1143	121	208	1202
Weighted Base	1387	840	226	86*	7**	17**	258	880	245	1074	243	1052	38*	35*	1352	1106	118*	190	1184
A. More likely	787 57% _{qp}	475 57%	142 63%	53 61%	7 100%	8 46%	186 72% _{zg}	439 50%	161 66% _{zg}	619 58%	127 52%	616 59% _z	19 51%	17 49%	769 57%	654 59% _{zp}	52 45%	115 61%	664 56%
B. It would make no difference	587 42% _{bhko}	358 43%	81 36%	33 38%	- -	8 48%	71 28%	430 49% _{zfh}	82 34%	448 42%	113 47%	427 41%	17 44%	17 48%	570 42%	446 40%	60 51% _o	73 38%	509 43%
C. Don't know	13 1% _o	7 1%	3 1%	1 1%	- -	1 6%	2 1%	10 1%	2 1%	8 1%	3 1%	10 1%	2 5% _{zk}	1 3%	12 1%	6 1%	5 4% _{zo}	2 1%	12 1%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/l/g/h - z/l/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 105

Q21 - During dental appointments, some patients may want to ask their dental professional questions to help them feel informed enough to make decisions about their care and treatment. We have some listed some examples of such questions on this screen. Looking at this list, which questions do you think would be most useful to ask? Please choose up to 3

BASE: People who have been to a dentist at some point

	TOTAL (z)	GENDER		AGE						SOCIAL GRADE						MARITAL STATUS		
		MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	A (i)	B (j)	C1 (k)	C2 (l)	D (m)	E (n)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Unweighted Base	1564	735	829	241	188	212	259	277	387	49	316	462	320	254	163	874	435	254
Weighted Base	1509	717	792	243	234	241	253	221	317	51*	345	418	331	223	140	865	426	217
A. What are all of my treatment options?	826 55% _n	379 53%	447 56%	119 49%	131 56%	137 57%	153 60% _{ch}	123 56%	164 52%	35 67% _{mn}	204 59% _{mn}	234 56% _n	184 56% _n	111 50%	58 42%	499 58% _{zp}	217 51%	109 50%
E. How much does each treatment option cost?	776 51% _{bhmn}	401 56% _{zb}	374 47%	111 46%	141 61% _{zch}	139 58% _{ch}	128 51%	115 52%	141 44%	27 52%	204 59% _{zkmn}	211 50% _n	183 55% _{mn}	94 42%	56 40%	460 53%	212 50%	104 48%
B. What are the benefits and risks of each treatment option?	524 35% _{hq}	249 35%	275 35%	99 40% _h	88 38% _h	77 32%	93 37% _h	83 38% _h	84 27%	27 52% _{zklm} n	132 38% _l	154 37%	99 30%	71 32%	42 30%	306 35% _q	162 38% _q	56 26%
H. Which treatment options are available on the NHS and which would I have to pay for privately?	260 17% _{mn}	132 18%	128 16%	43 18%	44 19%	53 22% _{gh}	44 17%	32 14%	45 14%	11 22% _n	72 21% _{mn}	78 19% _{mn}	59 18% _n	27 12%	14 10%	142 16%	83 19%	35 16%
G. If there are complications and I need more treatment, would there be extra costs and who would pay?	186 12% _h	87 12%	99 12%	26 11%	30 13%	33 14%	37 14% _h	34 15% _h	27 9%	5 9%	42 12%	49 12%	45 14%	33 15%	13 9%	117 14%	44 10%	24 11%
K. What would happen if I was unhappy with the results of my treatment?	184 12% _h	90 13%	94 12%	41 17% _{zh}	32 14% _h	29 12%	30 12% _h	28 13% _h	23 7%	3 5%	35 10%	50 12%	33 10%	40 18% _{zijk} l	23 16%	102 12%	60 14%	22 10%
F. When would I have to pay?	161 11% _{fgj}	87 12%	74 9%	38 15% _{zfg}	27 12%	35 15% _{fgh}	18 7%	16 7%	27 9%	4 7%	22 6%	37 9%	45 14% _{ijk}	32 14% _{jk}	22 15% _{jk}	84 10%	59 14% _{zoq}	18 8%
D. Who could I contact for advice after my treatment?	159 11% _a	59 8%	100 13% _{za}	33 13%	26 11%	23 10%	26 10%	21 9%	30 10%	5 11%	28 8%	41 10%	33 10%	35 16% _{zjk}	17 12%	85 10%	50 12%	24 11%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
 Overlap formulae used. * small base

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Table 105

Q21 - During dental appointments, some patients may want to ask their dental professional questions to help them feel informed enough to make decisions about their care and treatment. We have some listed some examples of such questions on this screen. Looking at this list, which questions do you think would be most useful to ask? Please choose up to 3

BASE: People who have been to a dentist at some point

	TOTAL (z)	GENDER		AGE						SOCIAL GRADE						MARITAL STATUS		
		MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	A (i)	B (j)	C1 (k)	C2 (l)	D (m)	E (n)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Weighted Base	1509	717	792	243	234	241	253	221	317	51*	345	418	331	223	140	865	426	217
I. How many times have you carried out the treatment(s)?	136 9%ghq	58 8%	78 10%	32 13%zegh	22 9%	15 6%	37 15%zegh	11 5%	19 6%	2 4%	29 8%	36 9%	33 10%	24 11%	11 8%	77 9%	49 11%q	11 5%
J. Who will be carrying out the treatment(s)?	123 8%	49 7%	74 9%	23 9%	25 11%	20 8%	15 6%	18 8%	21 7%	7 13%	24 7%	35 8%	22 7%	21 9%	15 11%	60 7%	46 11%zo	17 8%
M. Is the work guaranteed for a certain length of time?	110 7%mp	53 7%	56 7%	10 4%	16 7%	24 10%c	16 6%	21 9%c	22 7%	6 12% m	28 8% m	38 9% m	20 6%	8 4%	9 7%	71 8% p	19 5%	19 9% p
C. Can I have more time to make a decision about my treatment options?	93 6%a	33 5%	60 8%za	11 4%	11 5%	14 6%	19 7%	15 7%	23 7%	3 6%	17 5%	23 5%	21 6%	18 8%	12 8%	54 6%	21 5%	18 8%
L. What kind of insurance do you have?	41 3%fq	19 3%	23 3%	15 6%zfigh	7 3%	7 3%	2 1%	4 2%	7 2%	3 5%	6 2%	15 3%	6 2%	8 4%	4 3%	20 2%	20 5%zoq	1 1%
N. I would not ask any of these questions	136 9%dep	68 9%	68 9%	15 6%	8 3%	12 5%	16 6%	25 11%def	60 19%zcd efg	2 4%	34 10%	34 8%	26 8%	20 9%	19 14%	77 9%	28 6%	32 15%zop
O. Don't know	19 1%b	14 2%	6 1%	4 2%	3 1%	3 1%	2 1%	1 1%	6 2%	- -	- -	4 1%	6 2% j	5 2% j	4 3% j	10 1%	5 1%	3 1%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
 Overlap formulae used. * small base

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Table 106

Q21 - During dental appointments, some patients may want to ask their dental professional questions to help them feel informed enough to make decisions about their care and treatment. We have some listed some examples of such questions on this screen. Looking at this list, which questions do you think would be most useful to ask? Please choose up to 3

BASE: People who have been to a dentist at some point

	TOTAL (z)	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
		WORK- KING (a)	NOT WORK- KING (b)	FULL- TIME (c)	PART- TIME (d)	SELF- EMPLOYE D (e)	HOUSE WIFE (f)	STILL IN EDU- CATION (g)	UNEM- PLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	1564	716	848	483	172	61	106	118	70	462	92	431	1133	158	98	159	205	1133
Weighted Base	1509	787	722	539	177	72*	99*	108	68*	372	75*	465	1044	185	109*	175	210	1044
A. What are all of my treatment options?	826 55%b	448 57%	378 52%	315 58%	91 51%	43 60%	55 56%	55 51%	32 48%	198 53%	38 51%	257 55%	569 55%	108 58%	57 52%	98 56%	110 53%	569 55%
E. How much does each treatment option cost?	776 51%bij	463 59%zb	313 43%	331 61%zdfg ij	82 47%j	49 69%zdfg hij	43 44%j	47 43%j	33 48%j	169 45%j	21 29%	244 52%	532 51%	99 54%	58 53%	95 54%	106 50%	532 51%
B. What are the benefits and risks of each treatment option?	524 35%i	288 37%	236 33%	193 36%i	71 40%i	24 33%	32 32%	45 42%i	24 36%	106 28%	30 40%i	166 36%	357 34%	74 40%	43 39%	55 31%	72 34%	357 34%
H. Which treatment options are available on the NHS and which would I have to pay for privately?	260 17%	146 19%	114 16%	93 17%	35 20%	18 25%	15 16%	14 13%	14 21%	56 15%	15 19%	86 18%	174 17%	27 15%	23 21%	25 14%	42 20%	174 17%
G. If there are complications and I need more treatment, would there be extra costs and who would pay?	186 12%bi	111 14%b	75 10%	73 13%i	28 16%i	10 15%	15 15%	9 8%	8 11%	33 9%	11 14%	60 13%	127 12%	25 13%	14 12%	26 15%	22 11%	127 12%
K. What would happen if I was unhappy with the results of my treatment?	184 12%i	94 12%	90 13%	60 11%	30 17%ei	4 5%	17 17%ei	20 18%ei	12 18%ei	31 8%	11 14%	66 14%	118 11%	34 18%zq	15 14%	30 17%q	26 13%	118 11%
F. When would I have to pay?	161 11%	81 10%	80 11%	58 11%	14 8%	9 13%	9 10%	18 16%di	11 16%	34 9%	8 11%	52 11%	109 10%	22 12%	15 13%	20 11%	22 11%	109 10%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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BASE: People who have been to a dentist at some point

	TOTAL (z)	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
		WOR- KING (a)	NOT WOR- KING (b)	FULL- TIME (c)	PART- TIME (d)	SELF- EMPLOYE D (e)	HOUSE WIFE (f)	STILL IN EDU- CATION (g)	UNEM- PLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Weighted Base	1509	787	722	539	177	72*	99*	108	68*	372	75*	465	1044	185	109*	175	210	1044
D. Who could I contact for advice after my treatment?	159 11%	75 10%	84 12%	54 10%	19 11%	2 3%	15 15%e	20 18%zcei	5 8%	35 10%	9 12%e	59 13%	100 10%	19 10%	19 18%zoq	16 9%	27 13%	100 10%
I. How many times have you carried out the treatment(s)?	136 9%ijlq	80 10%	56 8%	58 11%ij	20 11%ij	3 4%	13 13%ij	14 13%ij	6 9%	20 5%	2 3%	55 12%zl	81 8%	21 11%	12 11%	15 9%	30 14%zq	81 8%
J. Who will be carrying out the treatment(s)?	123 8%	63 8%	60 8%	37 7%	21 12%i	5 6%	9 9%	13 12%i	10 14%i	23 6%	6 9%	44 9%	79 8%	14 8%	8 7%	18 10%	21 10%	79 8%
M. Is the work guaranteed for a certain length of time?	110 7%	52 7%	57 8%	32 6%	10 6%	10 13%	12 12%c	6 5%	6 9%	29 8%	4 6%	40 9%	69 7%	15 8%	12 11%	18 10%	13 6%	69 7%
C. Can I have more time to make a decision about my treatment options?	93 6%	44 6%	49 7%	29 5%	11 6%	4 6%	8 8%	3 2%	5 8%	25 7%	8 11%g	28 6%	66 6%	8 4%	7 7%	9 5%	13 6%	66 6%
L. What kind of insurance do you have?	41 3%	18 2%	24 3%	9 2%	6 3%	2 3%	1 1%	7 7%zci	4 6%c	9 2%	3 3%	15 3%	26 3%	2 1%	2 2%	6 3%	10 5% m	26 3%
N. I would not ask any of these questions	136 9%ackm	46 6%	90 12%za	27 5%	12 7%	7 9%	7 7%	4 4%	4 6%	65 18%zcdf gh	9 12%cg	22 5%	114 11%zk	5 3%	5 4%	9 5%	14 7%	114 11%zmo
O. Don't know	19 1%	9 1%	10 1%	9 2%	- -	- -	1 1%	2 2%	1 1%	6 2%	1 1%	4 1%	16 1%	1 1%	- -	3 1%	2 1%	16 1%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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BASE: People who have been to a dentist at some point

	TOTAL (z)	STANDARD REGION							ETHNICITY		ACCESS TO INTERNET				WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST		
		NORTHERN IRELAND (a)	SCOTLAND (b)	NORTH (c)	MIDLANDS (d)	WALES (e)	SOUTH (f)	LONDON (g)	WHITE (h)	NON-WHITE (i)	HOME (j)	WORK (k)	TOTAL (l)	NONE (m)	PATIENTS (LAST 12 MONTHS) (n)	PUBLIC (LESS OFTEN) (o)	ONCE A YEAR OR MORE (p)	LESS OFTEN (q)	DON'T KNOW (r)
Unweighted Base	1564	100	148	390	255	100	377	194	1395	163	1273	408	1291	273	1067	497	1129	285	8
Weighted Base	1509	45	128	372	254	93*	436	181	1354	148	1278	443	1294	215	1026	483	1091	289	7**
A. What are all of my treatment options?	826 55%aimo q	18 41%	63 50%	194 52%	125 49%	59 63%ad	264 60%zabc d	102 57%a	757 56%zi	67 45%	722 57%zm	253 57%zm	731 57%zm	95 44%	599 58%zo	227 47%	633 58%zq	141 49%	2 36%
E. How much does each treatment option cost?	776 51%aegi m	18 41%	64 50%	206 55%aeg	130 51%eg	35 37%	251 57%zaeg	73 40%	717 53%zi	56 38%	682 53%zm	253 57%zm	688 53%zm	87 41%	542 53%	234 48%	574 53%	149 51%	2 30%
B. What are the benefits and risks of each treatment option?	524 35%dm o	13 29%	40 31%	151 41%zad	71 28%	31 33%	150 34%	69 38% d	459 34%	62 42% z	467 37%zm	196 44%zjlm	471 36%zm	52 24%	377 37%zo	147 30%	408 37%z	93 32%	5 80%
H. Which treatment options are available on the NHS and which would I have to pay for privately?	260 17%ai	4 8%	18 14%	75 20%a	36 14%	19 21%a	82 19%a	25 14%	242 18% i	17 11%	230 18%	96 22%zjlm	231 18%	28 13%	176 17%	84 17%	185 17%	56 20%	2 36%
G. If there are complications and I need more treatment, would there be extra costs and who would pay?	186 12%fh m	4 9%	20 16%f	57 15%f	27 11%	18 19%f	39 9%	21 12%	158 12%	28 19% zh	166 13%	54 12%	168 13%	18 8%	129 13%	57 12%	138 13%	36 13%	2 32%
K. What would happen if I was unhappy with the results of my treatment?	184 12% m	7 15%	17 14%	52 14%	28 11%	10 11%	50 12%	19 10%	163 12%	21 14%	165 13% m	58 13% m	169 13% zm	15 7%	123 12%	61 13%	137 13%	41 14%	- -
F. When would I have to pay?	161 11%	8 18% zefg	14 11%	45 12%	28 11%	8 8%	42 10%	16 9%	142 11%	19 13%	131 10%	42 9%	135 10%	26 12%	100 10%	61 13%	108 10%	30 11%	- -

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g - z/h/i - z/j/k/l/m - z/n/o - z/p/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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BASE: People who have been to a dentist at some point

	TOTAL (z)	STANDARD REGION							ETHNICITY		ACCESS TO INTERNET				WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST		
		NORTHERN IRELAND (a)	SCOTLAND (b)	NORTH (c)	MIDLAND (d)	WALES (e)	SOUTH (f)	LONDON (g)	WHITE (h)	NON- WHITE (i)	HOME (j)	WORK (k)	TOTAL (l)	NONE (m)	PATIENT S (LAST12 MONTHS) (n)	PUBLIC (LESS OFTEN) (o)	ONCE A YEAR OR MORE (p)	LESS OFTEN (q)	DON'T KNOW (r)
Weighted Base	1509	45	128	372	254	93*	436	181	1354	148	1278	443	1294	215	1026	483	1091	289	7**
D. Who could I contact for advice after my treatment?	159 11%h	5 11%	9 7%	38 10%	26 10%	12 13%	38 9%	31 17%zbcdf	134 10%	25 17%zh	134 10%	42 9%	136 11%	23 11%	108 11%	52 11%	112 10%	29 10%	1 20%
I. How many times have you carried out the treatment(s)?	136 9%eh	4 9%e	12 9%e	37 10%e	18 7%	2 2%	31 7%	31 17%zbcdef	107 8%	29 20%zh	117 9%	44 10%	117 9%	19 9%	90 9%	46 10%	95 9%	31 11%	1 12%
J. Who will be carrying out the treatment(s)?	123 8%lm	5 11%e	10 8%	37 10%e	19 8%	3 3%	33 8%	15 9%	116 9%	8 5%	112 9%	39 9%	112 9%	11 5%	85 8%	38 8%	91 8%	22 8%	-
M. Is the work guaranteed for a certain length of time?	110 7%	2 4%	8 6%	19 5%	16 6%	7 7%	42 10%c	16 9%	99 7%	10 7%	99 8%	30 7%	99 8%	10 5%	82 8%	27 6%	86 8%	21 7%	-
C. Can I have more time to make a decision about my treatment options?	93 6%f	5 10%f	10 8%f	28 8%f	15 6%	12 13%zdf	14 3%	11 6%	80 6%	11 7%	74 6%	21 5%	77 6%	16 7%	60 6%	33 7%	60 6%	28 10%zp	-
L. What kind of insurance do you have?	41 3%	1 3%	1 1%	14 4%	10 4%	1 2%	9 2%	3 2%	37 3%	5 3%	37 3%	14 3%	37 3%	5 2%	28 3%	14 3%	30 3%	10 4%	-
N. I would not ask any of these questions	136 9%ckl np	6 14%c	16 13%c	18 5%	30 12%c	12 13%c	38 9%	15 8%	123 9%	12 8%	96 8%	25 6%	97 8%	39 18%zjkl	74 7%	62 13%zn	79 7%	24 8%	1 10%
O. Don't know	19 1%np	-	1 1%	6 2%	5 2%	-	6 1%	1 1%	18 1%	1 1%	14 1%	2 1%	14 1%	5 2%k	9 1%	11 2%n	9 1%	7 2%p	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g - z/h/i - z/j/k/l/m - z/n/o - z/p/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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BASE: People who have been to a dentist at some point

	TOTAL (z)	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN REGULATION IN GENERAL		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		RECOMMEND DENTAL PRACTICE		SEEN GDC LEAFLET	
		NHS (a)	PRIVATE (b)	BOTH (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDE NT (i)	NOT CONFIDE NT (j)	SATISFI ED (k)	DISSATI SFIED (l)	YES (m)	NO (n)	LIKELY (o)	UNLIKEL Y (p)	YES (q)	NO (r)
Unweighted Base	1564	881	228	86	6	15	283	1010	264	1197	289	1089	39	41	1522	1172	164	218	1332
Weighted Base	1509	840	226	86*	7**	17**	268	979	255	1151	279	1052	38*	38*	1470	1131	153	199	1296
A. What are all of my treatment options?	826 55%gpr	482 57%z	139 62%z	53 62%	2 26%	10 55%	166 62%zg	513 52%	147 58%	650 57%z	144 51%	616 59%z	17 45%	18 49%	806 55%	646 57%zp	54 35%	130 65%zr	692 53%
E. How much does each treatment option cost?	776 51%q	435 52%	130 58%	40 46%	3 38%	11 63%	143 53%	486 50%	143 56%	592 51%	132 47%	556 53%	17 46%	16 42%	760 52%	586 52%	71 46%	86 43%	683 53%zq
B. What are the benefits and risks of each treatment option?	524 35%g	299 36%	97 43%z	33 39%	3 43%	7 41%	108 40%zg	316 32%	99 39%	404 35%	95 34%	391 37%z	17 44%	12 31%	512 35%	420 37%z	46 30%	64 32%	452 35%
H. Which treatment options are available on the NHS and which would I have to pay for privately?	260 17%bgq	161 19%zb	15 6%	20 23%b	1 14%	2 9%	52 20%	150 15%	58 23%zg	195 17%	49 18%	181 17%	4 12%	8 21%	252 17%	189 17%	26 17%	23 12%	234 18%zq
G. If there are complications and I need more treatment, would there be extra costs and who would pay?	186 12%g	100 12%	32 14%	13 15%	3 47%	1 7%	44 16%zg	105 11%	36 14%	152 13%	27 10%	133 13%	5 13%	4 12%	182 12%	148 13%	16 11%	32 16%	152 12%
K. What would happen if I was unhappy with the results of my treatment?	184 12%	110 13%	28 12%	8 9%	4 62%	4 21%	26 10%	124 13%	34 13%	139 12%	42 15%	126 12%	12 31%zk	7 19%	177 12%	137 12%	25 16%	19 10%	163 13%
F. When would I have to pay?	161 11%bf	88 11%b	13 6%	10 11%	1 15%	1 5%	19 7%	116 12%f	25 10%	124 11%	30 11%	106 10%	1 3%	4 10%	157 11%	118 10%	12 8%	26 13%	135 10%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
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Q21 - During dental appointments, some patients may want to ask their dental professional questions to help them feel informed enough to make decisions about their care and treatment. We have some listed some examples of such questions on this screen. Looking at this list, which questions do you think would be most useful to ask? Please choose up to 3

BASE: People who have been to a dentist at some point

	TOTAL (z)	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN REGULATION IN GENERAL		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		RECOMMEND DENTAL PRACTICE		SEEN GDC LEAFLET	
		NHS (a)	PRIVATE (b)	BOTH (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDE NT (i)	NOT CONFIDE NT (j)	SATISFI ED (k)	DISSATI SFIED (l)	YES (m)	NO (n)	LIKELY (o)	UNLIKEL Y (p)	YES (q)	NO (r)
Weighted Base	1509	840	226	86*	7**	17**	268	979	255	1151	279	1052	38*	38*	1470	1131	153	199	1296
D. Who could I contact for advice after my treatment?	159 11%r	82 10%	24 11%	9 10%	1 19%	5 30%	24 9%	113 12%	22 9%	132 11%	22 8%	112 11%	- -	4 10%	155 11%	123 11%	12 8%	30 15%zr	127 10%
I. How many times have you carried out the treatment(s)?	136 9%	74 9%	17 7%	9 11%	- -	1 8%	19 7%	96 10%	21 8%	114 10%	20 7%	91 9%	4 11%	2 4%	135 9%	114 10%z	15 10%	23 12%	112 9%
J. Who will be carrying out the treatment(s)?	123 8%	75 9%	16 7%	5 6%	- -	2 11%	27 10%	83 8%	14 5%	91 8%	26 9%	88 8%	3 8%	2 6%	121 8%	95 8%	12 8%	19 10%	102 8%
M. Is the work guaranteed for a certain length of time?	110 7%	60 7%	26 11%za	8 9%	- -	- -	23 9%	72 7%	14 6%	86 7%	19 7%	82 8%	4 10%	2 6%	107 7%	86 8%	13 8%	15 7%	94 7%
C. Can I have more time to make a decision about my treatment options?	93 6%k	43 5%	15 7%	6 6%	- -	2 11%	20 7%	55 6%	18 7%	72 6%	18 7%	56 5%	4 11%	4 12%	89 6%	71 6%	15 10%	11 5%	82 6%
L. What kind of insurance do you have?	41 3%	18 2%	9 4%	2 2%	- -	- -	5 2%	32 3%	5 2%	30 3%	10 4%	29 3%	1 3%	3 7%	39 3%	34 3%	7 5%	7 3%	35 3%
N. I would not ask any of these questions	136 9%aiko	56 7%	18 8%	7 8%	- -	1 8%	17 6%	102 10%z	16 6%	88 8%	34 12%i	75 7%	3 9%	5 13%	131 9%	80 7%	27 18%zo	14 7%	121 9%
O. Don't know	19 1%ik	9 1%	2 1%	* 1%	- -	- -	3 1%	14 1%	1 *	10 1%	9 3%zi	9 1%	- -	- -	19 1%	12 1%	2 1%	1 *	19 1%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 109

Q22 - Are there any other questions, not already mentioned, which you think would be useful to ask a dental professional to ensure you feel informed enough to make decisions about your care and treatment?

BASE: People who have been to a dentist at some point

	TOTAL (z)	GENDER		AGE						SOCIAL GRADE						MARITAL STATUS		
		MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	A (i)	B (j)	C1 (k)	C2 (l)	D (m)	E (n)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Unweighted Base	1564	735	829	241	188	212	259	277	387	49	316	462	320	254	163	874	435	254
Weighted Base	1509	717	792	243	234	241	253	221	317	51*	345	418	331	223	140	865	426	217
Would it be painful?	10 1%	3 *	8 1%	1 *	- -	1 *	4 1%	1 *	4 1%	1 2%	1 *	3 1%	2 1%	1 1%	1 1%	7 1%	2 1%	1 1%
General advice on dental problems / dental health	10 1%	6 1%	5 1%	- -	2 1%	1 1%	- -	3 1%	4 1%	1 2%	2 1%	4 1%	2 1%	- -	1 1%	6 1%	3 1%	2 1%
Other	45 3%a	13 2%	32 4%za	6 2%	3 1%	10 4%	8 3%	6 3%	12 4%	3 5%	7 2%	15 4%	10 3%	5 2%	5 4%	21 2%	11 3%	13 6%zo
B. No	1443 96%bhq	695 97%zb	748 94%	236 97%	229 98%h	228 95%	241 95%	212 96%	297 94%	47 91%	335 97%	396 95%	317 96%	216 97%	133 95%	831 96%q	410 96%	202 93%
C. Don't know	1 *	1 *	- -	- -	- -	- -	- -	- -	1 *	- -	- -	* *	- -	- -	1 *	1 *	- -	* *

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
 Overlap formulae used. * small base

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Table 110

Q22 - Are there any other questions, not already mentioned, which you think would be useful to ask a dental professional to ensure you feel informed enough to make decisions about your care and treatment?

BASE: People who have been to a dentist at some point

	TOTAL (z)	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
		WOR- KING (a)	NOT WOR- KING (b)	FULL- TIME (c)	PART- TIME (d)	SELF- EMPLOYE D (e)	HOUSE WIFE (f)	STILL IN EDU- CATION (g)	UNEM- PLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	1564	716	848	483	172	61	106	118	70	462	92	431	1133	158	98	159	205	1133
Weighted Base	1509	787	722	539	177	72*	99*	108	68*	372	75*	465	1044	185	109*	175	210	1044
Would it be painful?	10	4	7	2	1	-	-	2	-	4	1	3	7	-	-	-	3	7
	1%	*	1%	*	1%	-	-	2%	-	1%	1%	1%	1%	-	-	-	1%	1%
General advice on dental problems / dental health	10	6	4	4	1	1	2	-	-	2	-	3	7	1	-	1	2	7
	1%	1%	1%	1%	*	1%	2%	-	-	1%	-	1%	1%	*	-	1%	1%	1%
Other	45	24	21	14	9	1	2	1	1	12	5	12	33	4	5	5	6	33
	3%	3%	3%	3%	5%	2%	2%	1%	2%	3%	6%g	3%	3%	2%	4%	3%	3%	3%
B. No	1443	753	690	518	165	70	95	105	67	354	70	447	996	181	105	169	198	996
	96%	96%	96%	96%	93%	97%	96%	97%	98%	95%	93%	96%	95%	98%	96%	97%	94%	95%
C. Don't know	1	-	1	-	-	-	-	-	-	1	-	-	1	-	-	-	-	1
	*	-	*	-	-	-	-	-	-	*	-	-	*	-	-	-	-	*

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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Table 111

Q22 - Are there any other questions, not already mentioned, which you think would be useful to ask a dental professional to ensure you feel informed enough to make decisions about your care and treatment?

BASE: People who have been to a dentist at some point

	TOTAL (z)	STANDARD REGION						ETHNICITY		ACCESS TO INTERNET				WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST			
		NORTHERN IRELAND (a)	SCOTLAND (b)	NORTH (c)	MIDLANDS (d)	WALES (e)	SOUTH (f)	LONDON (g)	WHITE (h)	NON-WHITE (i)	HOME (j)	WORK (k)	TOTAL (l)	NONE (m)	PATIENTS (LAST12 MONTHS) (n)	PUBLIC (LESS OFTEN) (o)	ONCE A YEAR OR MORE (p)	LESS OFTEN (q)	DON'T KNOW (r)
Unweighted Base	1564	100	148	390	255	100	377	194	1395	163	1273	408	1291	273	1067	497	1129	285	8
Weighted Base	1509	45	128	372	254	93*	436	181	1354	148	1278	443	1294	215	1026	483	1091	289	7**
Would it be painful?	10	-	1	3	1	1	4	1	10	-	9	3	9	1	7	3	8	1	-
	1%	-	*	1%	1%	1%	1%	*	1%	-	1%	1%	1%	1%	1%	1%	1%	*	-
General advice on dental problems / dental health	10	-	-	3	1	2	4	*	8	2	9	2	9	2	9	1	9	1	-
	1%	-	-	1%	*	3%z	1%	*	1%	1%	1%	*	1%	1%	1%	*	1%	*	-
Other	45	3	2	10	2	4	18	6	37	8	38	18	39	6	26	19	29	14	-
	3% ^d	6% ^{bd}	1%	3%	1%	4% ^d	4% ^d	4%	3%	5%	3%	4%	3%	3%	3%	4%	3%	5%	-
B. No	1443	42	125	357	250	85	411	173	1298	138	1223	421	1238	205	983	460	1044	274	7
	96%	94%	98% ^e	96%	98% ^{zaef}	92%	94%	96%	96%	93%	96%	95%	96%	96%	96%	95%	96%	95%	100%
C. Don't know	1	-	-	1	-	-	-	*	1	-	*	-	*	1	1	*	1	-	-
	*	-	-	*	-	-	-	*	*	-	*	-	*	*	*	*	*	-	-

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g - z/h/i - z/j/k/l/m - z/n/o - z/p/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 112

Q22 - Are there any other questions, not already mentioned, which you think would be useful to ask a dental professional to ensure you feel informed enough to make decisions about your care and treatment?

BASE: People who have been to a dentist at some point

	TOTAL (z)	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN REGULATION IN GENERAL		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		RECOMMEND DENTAL PRACTICE		SEEN GDC LEAFLET	
		NHS (a)	PRIVATE (b)	BOTH (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDE NT (i)	NOT CONFIDE NT (j)	SATISFI ED (k)	DISSATI SFIED (l)	YES (m)	NO (n)	LIKELY (o)	UNLIKEL Y (p)	YES (q)	NO (r)
Unweighted Base	1564	881	228	86	6	15	283	1010	264	1197	289	1089	39	41	1522	1172	164	218	1332
Weighted Base	1509	840	226	86*	7**	17**	268	979	255	1151	279	1052	38*	38*	1470	1131	153	199	1296
Would it be painful?	10 1%	8 1%	1 1%	- -	- -	- -	2 1%	6 1%	2 1%	6 1%	3 1%	8 1%	- -	- -	10 1%	8 1%	2 1%	- -	10 1%
General advice on dental problems / dental health	10 1%	8 1%	1 *	- -	- -	- -	3 1%	7 1%	- -	8 1%	2 1%	9 1%	- -	- -	10 1%	8 1%	1 1%	1 1%	9 1%
Other	45 3%	23 3%	6 3%	4 5%	- -	- -	10 4%	26 3%	8 3%	34 3%	10 3%	27 3%	3 7%	- -	45 3%	30 3%	8 5%	6 3%	39 3%
B. No	1443 96%	800 95%	218 96%	82 95%	7 100%	17 100%	253 94%	939 96%	245 96%	1102 96%	264 95%	1008 96%	35 93%	38 100%	1404 96%	1084 96%	142 93%	192 96%	1238 95%
C. Don't know	1 *	1 *	- -	- -	- -	- -	* *	1 *	- -	1 *	* *	1 *	- -	- -	1 *	1 *	- -	- -	1 *

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/l/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 113

Q23 - Now thinking about these questions again, would you feel confident, or not, asking them to a dental professional before making a decision about your dental care or treatment?

BASE: People who have been to a dentist at some point

	TOTAL (z)	GENDER		AGE						SOCIAL GRADE						MARITAL STATUS		
		MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	A (i)	B (j)	C1 (k)	C2 (l)	D (m)	E (n)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Unweighted Base	1564	735	829	241	188	212	259	277	387	49	316	462	320	254	163	874	435	254
Weighted Base	1509	717	792	243	234	241	253	221	317	51*	345	418	331	223	140	865	426	217
Yes - I would feel confident asking any of these questions	1086 72%cmnp	515 72%	571 72%	148 61%	173 74% c	183 76% c	186 73% c	172 78% zch	224 71% c	44 86% zklm n	283 82% zklm n	290 69%	236 71%	145 65%	88 63%	661 76% zpq	278 65%	147 68%
Yes - I would feel confident asking some of these questions	293 19%jo	139 19%	154 19%	71 29% zdef gh	43 18%	41 17%	52 20%	35 16%	51 16%	5 10%	41 12%	96 23% zj	68 21% j	51 23% j	32 23% j	143 17%	111 26% zoq	39 18%
No - I would not feel confident asking any of these questions	124 8%o	61 9%	63 8%	24 10%	17 7%	16 7%	16 6%	12 5%	40 13% zefg	2 4%	21 6%	31 7%	25 8%	25 11% j	20 14% zjkl	58 7%	36 8%	29 13% zo
Don't know	6 *	2 *	4 *	1 1%	1 *	- -	- -	1 1%	2 1%	- -	- -	1 *	2 1%	2 1%	1 *	2 *	1 *	2 1%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
 Overlap formulae used. * small base

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Table 114

Q23 - Now thinking about these questions again, would you feel confident, or not, asking them to a dental professional before making a decision about your dental care or treatment?

BASE: People who have been to a dentist at some point

	TOTAL (z)	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
		WOR- KING (a)	NOT WOR- KING (b)	FULL- TIME (c)	PART- TIME (d)	SELF- EMPLOYE D (e)	HOUSE WIFE (f)	STILL IN EDU- CATION (g)	UNEM- PLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	1564	716	848	483	172	61	106	118	70	462	92	431	1133	158	98	159	205	1133
Weighted Base	1509	787	722	539	177	72*	99*	108	68*	372	75*	465	1044	185	109*	175	210	1044
Yes - I would feel confident asking any of these questions	1086 72%g	581 74%	506 70%	397 74%g	131 74%g	53 74%	70 71%	64 59%	50 74%	273 73%g	49 66%	337 72%	749 72%	136 74%	80 73%	120 68%	151 72%	749 72%
Yes - I would feel confident asking some of these questions	293 19%h	155 20%	138 19%	107 20%	34 19%	13 18%	20 20%	30 28%zi	13 20%	57 15%	18 24%h	90 19%	203 19%	32 17%	19 17%	38 22%	39 19%	203 19%
No - I would not feel confident asking any of these questions	124 8%ac	48 6%	76 11%za	33 6%	11 6%	4 6%	9 9%	14 13%ci	5 7%	41 11%zc	8 10%	37 8%	87 8%	17 9%	11 10%	16 9%	18 9%	87 8%
Don't know	6 *	4 *	2 *	2 *	- -	1 2%	- -	- -	- -	2 1%	- -	1 *	5 *	- -	- -	1 1%	1 1%	5 *

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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Table 115

Q23 - Now thinking about these questions again, would you feel confident, or not, asking them to a dental professional before making a decision about your dental care or treatment?

BASE: People who have been to a dentist at some point

	TOTAL (z)	STANDARD REGION							ETHNICITY		ACCESS TO INTERNET				WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST		
		NORTHERN IRELAND (a)	SCOTLAND (b)	NORTH (c)	MIDLAND S (d)	WALES (e)	SOUTH (f)	LONDON (g)	WHITE (h)	NON- WHITE (i)	HOME (j)	WORK (k)	TOTAL (l)	NONE (m)	PATIENT S (LAST12 MONTHS) (n)	PUBLIC (LESS OFTEN) (o)	ONCE A YEAR OR MORE (p)	LESS OFTEN (q)	DON'T KNOW (r)
Unweighted Base	1564	100	148	390	255	100	377	194	1395	163	1273	408	1291	273	1067	497	1129	285	8
Weighted Base	1509	45	128	372	254	93*	436	181	1354	148	1278	443	1294	215	1026	483	1091	289	7**
Yes - I would feel confident asking any of these questions	1086 72%agim oq	61%	71%	77%zadg	67%	72%	77%zadg	60%	992 73%zi	92 62%	952 74%zm	357 80%zjlm	960 74%zm	126 59%	787 77%zo	300 62%	836 77%zq	182 63%	4 58%
Yes - I would feel confident asking some of these questions	293 19%nh	13 29%zcf	26 20%	62 17%	51 20%	19 20%	70 16%	52 29%zcdf	257 19%	33 23%	241 19%	75 17%	247 19%	46 21%	182 18%	111 23%zn	200 18%	70 24%zp	1 10%
No - I would not feel confident asking any of these questions	124 8%hijkl np	5 10%	10 8%	22 6%	32 13%zcf	8 8%	29 7%	19 10%	100 7%	23 16%zh	83 7%k	11 3%	85 7%k	40 18%zijkl	57 6%	67 14%zn	56 5%	35 12%zp	2 32%
Don't know	6 *jl	-	1 1%	1 *	-	-	2 1%	1 1%	6 *	-	1 *	-	2 *	3 2%zijkl	-	6 1%zn	-	3 1%p	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g - z/h/i - z/j/k/l/m - z/n/o - z/p/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 116

Q23 - Now thinking about these questions again, would you feel confident, or not, asking them to a dental professional before making a decision about your dental care or treatment?

BASE: People who have been to a dentist at some point

	TOTAL (z)	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN REGULATION IN GENERAL		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		RECOMMEND DENTAL PRACTICE		SEEN GDC LEAFLET	
		NHS (a)	PRIVATE (b)	BOTH (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDE NT (i)	NOT CONFIDE NT (j)	SATISFI ED (k)	DISSATI SFIED (l)	YES (m)	NO (n)	LIKELY (o)	UNLIKEL Y (p)	YES (q)	NO (r)
Unweighted Base	1564	881	228	86	6	15	283	1010	264	1197	289	1089	39	41	1522	1172	164	218	1332
Weighted Base	1509	840	226	86*	7**	17**	268	979	255	1151	279	1052	38*	38*	1470	1131	153	199	1296
Yes - I would feel confident asking any of these questions	1086 72%ghp	606 72%	197 87%za	69 80%	2 27%	14 81%	237 88%zgh	682 70%	167 65%	839 73%	193 69%	805 76%z	31 82%	27 72%	1059 72%	857 76%zp	93 61%	154 77%	923 71%
Yes - I would feel confident asking some of these questions	293 19%bf	185 22%zb	21 9%	15 17%	5 73%	1 8%	21 8%	196 20%f	73 28%zfg	218 19%	56 20%	193 18%	6 15%	9 24%	284 19%	216 19%	31 20%	31 16%	258 20%
No - I would not feel confident asking any of these questions	124 8%abcfk o	48 6%	8 3%	2 2%	- -	2 11%	9 3%	99 10%zf	15 6%	91 8%	28 10%	55 5%	1 3%	2 5%	121 8%	57 5%	29 19%zo	14 7%	110 8%
Don't know	6 *io	- -	- -	- -	- -	- -	1 1%	2 *	1 *	2 *	2 1%	- -	- -	- -	6 *	1 *	- -	- -	6 *

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e - z/l/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 117

Q24 - Have you ever seen this leaflet before? IF YES: Where?

BASE: All Respondents

	TOTAL (z)	GENDER		AGE						SOCIAL GRADE						MARITAL STATUS		
		MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	A (i)	B (j)	C1 (k)	C2 (l)	D (m)	E (n)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Unweighted Base	1640	784	856	256	213	222	268	283	398	50	323	477	336	284	170	924	456	259
Weighted Base	1587	769	818	258	264	252	263	225	325	53*	356	433	347	251	147	918	447	221
C. Yes, at my dental practice	164 10%	66 9%	98 12%za	26 10%	22 8%	26 10%	28 11%	22 10%	41 13%	5 9%	28 8%	41 9%	40 11%	37 15%zjk	14 10%	96 10%	47 10%	21 9%
B. Yes, online on a different website	13 1%	9 1%	5 1%	5 2%h	2 1%	- -	3 1%	4 2%h	1 *	1 1%	1 *	7 2%	4 1%	1 *	1 *	7 1%	5 1%	2 1%
A. Yes, online on the General Dental Council website	9 1%	5 1%	4 *	3 1%	- -	* *	1 *	3 1%	2 *	- -	3 1%	5 1%	1 *	1 *	- -	5 1%	3 1%	1 *
Yes, somewhere else	24 2%	8 1%	16 2%	2 1%	3 1%	5 2%	4 2%	6 3%	4 1%	- -	6 2%	7 2%	5 1%	2 1%	4 3%	13 1%	4 1%	6 3%
E. No	1373 87%	676 88%	698 85%	222 86%	238 90%	216 86%	230 87%	191 85%	277 85%	48 90%	317 89%	373 86%	296 85%	211 84%	128 87%	793 86%	388 87%	192 87%
F. Don't know/Can't remember	15 1%	10 1%	5 1%	4 2%	1 *	4 2%	1 *	2 1%	2 1%	- -	1 *	6 1%	4 1%	2 1%	2 1%	10 1%	4 1%	1 *

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
 Overlap formulae used. * small base

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Table 118

Q24 - Have you ever seen this leaflet before? IF YES: Where?**BASE: All Respondents**

	TOTAL (z)	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
		WOR- KING (a)	NOT WOR- KING (b)	FULL- TIME (c)	PART- TIME (d)	SELF- EMPLOYE D (e)	HOUSE WIFE (f)	STILL IN EDU- CATION (g)	UNEM- PLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	1640	757	883	517	179	61	110	126	76	474	97	466	1174	174	109	170	221	1174
Weighted Base	1587	836	751	579	185	72*	103*	115	73*	381	80*	504	1083	204	122*	185	226	1083
C. Yes, at my dental practice	164 10%	88 11%	76 10%	58 10%	20 11%	10 14%	10 10%	9 8%	7 9%	44 12%	7 9%	54 11%	111 10%	19 10%	16 13%	19 10%	28 12%	111 10%
B. Yes, online on a different website	13 1%	8 1%	6 1%	7 1%	- -	1 1%	- -	3 3%zdi	- -	2 *	1 1%	3 1%	10 1%	- -	- -	- -	3 1%	10 1%
A. Yes, online on the General Dental Council website	9 1%	6 1%	3 *	6 1%	- -	- -	- -	2 2%	- -	2 *	- -	* *	9 1%	- -	- -	* *	- -	9 1%
Yes, somewhere else	24 2%	12 1%	12 2%	6 1%	4 2%	2 3%	4 4%c	1 1%	- -	5 1%	2 2%	9 2%	15 1%	5 2%	3 2%	6 3%	6 3%	15 1%
E. No	1373 87%	724 87%	649 86%	504 87%	160 87%	59 83%	90 88%	98 85%	64 87%	327 86%	71 88%	432 86%	941 87%	177 87%	101 83%	161 87%	188 83%	941 87%
F. Don't know/Can't remember	15 1%	6 1%	9 1%	5 1%	1 1%	- -	- -	3 2%	3 4%zci	2 1%	1 1%	8 2%	7 1%	5 2%q	2 1%	- -	3 1%	7 1%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/l/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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Table 119

Q24 - Have you ever seen this leaflet before? IF YES: Where?**BASE: All Respondents**

	TOTAL (z)	STANDARD REGION							ETHNICITY		ACCESS TO INTERNET				WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST		
		NORTHERN IRELAND (a)	SCOTLAND (b)	NORTH (c)	MIDLAND S (d)	WALES (e)	SOUTH (f)	LONDON (g)	WHITE (h)	NON- WHITE (i)	HOME (j)	WORK (k)	TOTAL (l)	NONE (m)	PATIENT S (LAST12 MONTHS) (n)	PUBLIC (LESS OFTEN) (o)	ONCE A YEAR OR MORE (p)	LESS OFTEN (q)	DON'T KNOW (r)
Unweighted Base	1640	100	153	396	275	102	385	229	1428	205	1332	419	1351	289	1067	573	1129	285	8
Weighted Base	1587	45	131	377	280	95*	446	213	1391	187	1337	457	1355	232	1026	561	1091	289	7**
C. Yes, at my dental practice	164 10%cko	9 19%zbcde	9 7%	27 7%	27 10%	7 7%	59 13%bc	27 13%c	142 10%	23 12%	136 10%k	30 7%	137 10%k	28 12%k	131 13%zo	33 6%	136 12%zq	22 7%	1 10%
B. Yes, online on a different website	13 1%	* 1%	2 1%	5 1%	4 1%	- -	1 *	2 1%	10 1%	3 2%	11 1%	4 1%	12 1%	1 1%	8 1%	5 1%	11 1%	1 *	1 18%
A. Yes, online on the General Dental Council website	9 1%	* 1%	1 *	3 1%	2 1%	- -	1 *	2 1%	7 1%	2 1%	9 1%	6 1%	9 1%	- -	7 1%	2 *	9 1%	- -	- -
Yes, somewhere else	24 2%	1 3%g	3 3%g	6 2%	6 2%	2 2%g	6 1%	- -	22 2%	2 1%	22 2%	7 1%	22 2%	2 1%	17 2%	7 1%	17 2%	4 1%	- -
E. No	1373 87%anp	35 77%	113 86%	340 90%zaf	239 86%	86 91%a	378 85%	182 86%	1207 87%	157 84%	1157 87%	411 90%zjl	1173 87%	200 86%	857 84%	516 92%zn	918 84%	261 90%p	5 82%
F. Don't know/Can't remember	15 1%	- -	4 3%zcf	2 1%	4 2%	- -	3 1%	1 1%	12 1%	3 1%	14 1%	3 1%	14 1%	1 1%	11 1%	4 1%	9 1%	4 1%	- -

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g - z/h/i - z/j/k/l/m - z/n/o - z/p/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 120

Q24 - Have you ever seen this leaflet before? IF YES: Where?

BASE: All Respondents

	TOTAL (z)	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN REGULATION IN GENERAL		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		RECOMMEND DENTAL PRACTICE		SEEN GDC LEAFLET	
		NHS (a)	PRIVATE (b)	BOTH (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDE NT (i)	NOT CONFIDE NT (j)	SATISFI ED (k)	DISSATI SFIED (l)	YES (m)	NO (n)	LIKELY (o)	UNLIKEL Y (p)	YES (q)	NO (r)
Unweighted Base	1640	881	228	86	6	15	288	1068	270	1243	304	1089	39	41	1522	1172	164	218	1407
Weighted Base	1587	840	226	86*	7**	17**	273	1038	260	1197	293	1052	38*	38*	1470	1131	153	199	1373
C. Yes, at my dental practice	164 10%gr	112 13%z	27 12%	6 7%	- -	1 7%	49 18%zgh	91 9%	24 9%	132 11%	25 9%	135 13%z	1 2%	1 2%	163 11%z	138 12%zp	9 6%	164 83%zr	- -
B. Yes, online on a different website	13 1%r	8 1%	1 1%	2 2%	- -	- -	3 1%	6 1%	4 2%	11 1%	2 1%	10 1%	1 4%	- -	13 1%	10 1%	1 1%	13 7%zr	- -
A. Yes, online on the General Dental Council website	9 1%r	5 1%	3 1%	1 1%	- -	- -	2 1%	4 *	3 1%	9 1%	- -	9 1%	- -	- -	9 1%	8 1%	- -	9 5%zr	- -
Yes, somewhere else	24 2%r	12 1%	5 2%	1 1%	- -	- -	8 3%h	15 1%	1 *	17 1%	7 3%	16 2%	1 3%	- -	24 2%	16 1%	3 2%	24 12%zr	- -
E. No	1373 87%afkn oq	701 83%	192 85%	76 88%	7 100%	15 88%	213 78%	920 89%zf	226 87%f	1026 86%	259 88%	883 84%	34 91%	36 96%	1259 86%	957 85%	140 92%o	- -	1373 100%zq
F. Don't know/Can't remember	15 1%r	9 1%	1 1%	- -	- -	1 5%	1 *	9 1%	5 2%	15 1%	- -	9 1%	- -	1 2%	13 1%	11 1%	- -	- -	- -

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 121

Q25 - The General Dental Council would like as many people as possible to see this leaflet.**With this in mind, which, if any of these, do you think would be the best places for this leaflet to be made available?****BASE: All Respondents**

	TOTAL (z)	GENDER		AGE						SOCIAL GRADE						MARITAL STATUS		
		MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	A (i)	B (j)	C1 (k)	C2 (l)	D (m)	E (n)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Unweighted Base	1640	784	856	256	213	222	268	283	398	50	323	477	336	284	170	924	456	259
Weighted Base	1587	769	818	258	264	252	263	225	325	53*	356	433	347	251	147	918	447	221
C. Leaflets in dental practices	1270	606	664	186	198	210	213	190	272	45	296	347	277	195	110	743	339	187
80%cp		79%	81%	72%	75%	84%cd	81%cd	84%cd	84%zcd	86%	83%n	80%	80%	77%	74%	81%p	76%	85%p
A. Online on the General Dental Council website	339	168	170	58	47	74	64	52	43	13	85	99	71	47	24	209	90	40
21%h		22%	21%	23%h	18%	29%zdh	24%h	23%h	13%	24%	24%	23%	21%	19%	16%	23%	20%	18%
F. Via social media e.g. Facebook or Twitter	323	148	175	72	85	65	43	34	24	9	77	87	74	55	22	175	112	36
20%gh		19%	21%	28%zfg	32%zfg	26%zfg	17%h	15%h	7%	16%	22%	20%	21%	22%	15%	19%	25%zoq	16%
D. On electronic information screens in dental practices	195	96	98	34	38	36	37	26	25	8	55	56	44	24	8	114	57	23
12%hn		13%	12%	13%h	14%h	14%h	14%h	11%	8%	14%	15%mn	13%h	13%h	9%	6%	12%	13%	11%
E. Via a mobile phone app	99	51	48	31	19	12	20	9	9	1	18	35	25	17	3	44	41	15
6%hno		7%	6%	12%zeg	7%h	5%	8%h	4%	3%	2%	5%	8%h	7%h	7%h	2%	5%	9%zo	7%
G. Other - Doctor's surgery	80	26	54	9	10	8	23	11	19	1	14	27	27	8	3	40	21	18
5%a		3%	7%za	4%	4%	3%	9%zcde	5%	6%	2%	4%	6%h	8%zjmn	3%	2%	4%	5%	8%zo
G. Other - Posted through door / direct mail	40	19	21	6	3	5	9	6	12	1	13	8	13	4	*	33	4	3
3%p		3%	3%	2%	1%	2%	3%	3%	4%	2%	4%h	2%	4%h	2%	*	4%zp	1%	1%
G. Other - Library	24	4	20	1	3	1	5	2	12	2	6	2	1	5	7	14	5	4
1%akl		1%	2%za	*	1%	*	2%	1%	4%zceg	4%kl	2%	1%	*	2%	5%zkl	2%	1%	2%
G. Other - Pharmacy / chemists shop	15	5	11	1	*	1	5	3	4	-	3	7	4	1	1	9	4	2
1%		1%	1%	1%	*	*	2%	1%	1%	-	1%	2%	1%	*	*	1%	1%	1%
G. Other - Supermarkets / shops	14	6	8	2	3	-	3	2	5	1	2	5	1	2	3	9	5	1
1%		1%	1%	1%	1%	-	1%	1%	2%	1%	1%	1%	*	1%	2%l	1%	1%	*
G. Other - Hospitals	13	5	8	2	1	2	4	1	2	-	2	3	3	3	1	2	7	3
1%o		1%	1%	1%	*	1%	2%	1%	1%	-	1%	1%	1%	1%	1%	*	2%o	2%o

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
Overlap formulae used. * small base

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Table 121

Q25 - The General Dental Council would like as many people as possible to see this leaflet.**With this in mind, which, if any of these, do you think would be the best places for this leaflet to be made available?****BASE: All Respondents**

	TOTAL (z)	GENDER		AGE						SOCIAL GRADE						MARITAL STATUS		
		MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	A (i)	B (j)	C1 (k)	C2 (l)	D (m)	E (n)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Weighted Base	1587	769	818	258	264	252	263	225	325	53*	356	433	347	251	147	918	447	221
G. Other - TV advert	11 1%	4 1%	7 1%	-	1 *	2 1%	1 *	4 2%zc	3 1%	-	1 *	6 1%z	3 1%	-	1 *	10 1%z	1 *	-
B. Another website - Google	11 1%	7 1%	4 1%	1 *	* *	4 2%	1 1%	3 1%	1 *	-	5 1%	2 1%	1 *	2 1%	-	6 1%	3 1%	2 1%
G. Other - Post Office	10 1%	7 1%	3 *	-	-	3 1%	2 1%	2 1%	3 1%	-	2 *	2 *	4 1%	2 1%	1 *	5 1%	5 1%	-
B. Another website - NHS website	9 1%	3 *	7 1%	3 1%	-	1 *	2 1%	2 1%	1 *	-	3 1%	4 1%	-	-	2 1%l	3 *	4 1%	3 1%
B. Another website - Health / medical websites	8 *	3 *	5 1%	1 *	1 1%	3 1%	-	1 1%	1 *	1 2%	2 1%	1 *	2 *	2 1%	-	5 1%	2 *	1 *
B. Another website - Dental practice website	8 *a	1 *	7 1%	-	-	2 1%	-	1 *	4 1%z	2 5%zjklm n	1 *	1 *	3 1%	-	-	5 1%	-	3 1%p
G. Other - Schools	7 *	1 *	6 1%	3 1%	-	-	1 *	1 *	2 1%	2 4%zjklm	1 *	1 *	1 *	1 *	1 1%	4 *	1 *	2 1%
G. Other - Newspapers / newspaper advert	6 *	4 1%	2 *	1 *	1 *	1 *	1 *	1 *	1 *	-	1 *	3 1%	1 *	-	2 1%	4 *	2 *	-
G. Other - Health centres	6 *	2 *	4 *	-	2 1%	3 1%	-	1 *	-	-	-	* *	3 1%	-	2 1%	5 1%	* *	* *
G. Other - On public transport / bus stops	5 *	3 *	2 *	-	-	1 *	2 1%	-	1 *	1 1%	1 *	1 *	-	1 *	2 1%zl	1 *	2 1%	1 1%
G. Other - Leaflet drop	5 *	3 *	3 *	2 1%	-	-	1 *	1 1%	1 *	-	2 *	-	3 1%	-	-	3 *	2 *	-
B. Another website - News websites	5 *	5 1%b	-	-	4 2%zh	-	-	1 *	-	1 2%zklm	3 1%	-	-	-	-	3 *	2 *	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
Overlap formulae used. * small base

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With this in mind, which, if any of these, do you think would be the best places for this leaflet to be made available?

BASE: All Respondents

	TOTAL (z)	GENDER		AGE						SOCIAL GRADE						MARITAL STATUS		
		MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	A (i)	B (j)	C1 (k)	C2 (l)	D (m)	E (n)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Weighted Base	1587	769	818	258	264	252	263	225	325	53*	356	433	347	251	147	918	447	221
G. Other - NHS	5 *	2 *	3 *	- -	2 1%	1 *	1 *	- -	1 *	- -	1 *	1 *	2 *	- -	1 1%	1 *	3 1%	- -
G. Other - Posters / notice board	3 *	3 *	1 *	2 1%	1 *	- -	- -	- -	1 *	- -	- -	1 *	2 *	1 *	- -	1 *	3 1%	- -
B. Another website - BBC website	3 *	3 *	- -	1 *	- -	- -	1 *	1 *	- -	- -	2 1%	1 *	- -	- -	- -	1 *	2 *	- -
G. Other - Community centres	2 *	- -	2 *	1 *	- -	- -	- -	1 *	- -	- -	- -	1 *	- -	1 *	- -	2 *	- -	- -
Other/Online on different websites	25 2%	12 2%	12 1%	3 1%	2 1%	3 1%	2 1%	5 2%	10 3%z	1 1%	8 2%	4 1%	7 2%	3 1%	2 1%	14 2%	8 2%	3 1%
H. None of these	50 3%	27 3%	23 3%	9 3%	6 2%	8 3%	9 3%	5 2%	12 4%	2 4%	17 5%	11 2%	7 2%	6 3%	7 4%	29 3%	14 3%	7 3%
I. Don't know	44 3%fgo	26 3%	19 2%	12 4%fg	18 7%zefgh	4 1%	1 *	2 1%	9 3%fi	- -	4 1%	17 4%jl	5 1%	8 3%	10 7%zjl	18 2%	23 5%zoq	3 1%
No answer	12 1%	6 1%	6 1%	- -	3 1%	3 1%	1 *	1 *	4 1%	1 2%	1 *	2 *	6 2%	3 1%	- -	6 1%	3 1%	3 1%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
 Overlap formulae used. * small base

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	TOTAL (z)	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
		WOR- KING (a)	NOT WOR- KING (b)	FULL- TIME (c)	PART- TIME (d)	SELF- EMPLOYE D (e)	HOUSE WIFE (f)	STILL IN EDU- CATION (g)	UNEM- PLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	1640	757	883	517	179	61	110	126	76	474	97	466	1174	174	109	170	221	1174
Weighted Base	1587	836	751	579	185	72*	103*	115	73*	381	80*	504	1083	204	122*	185	226	1083
C. Leaflets in dental practices	1270	680	590	463	156	61	77	75	58	321	59	389	881	152	95	151	179	881
80%g		81%	78%	80%g	84%gj	86%g	75%	65%	79%	84%zfgj	74%	77%	81%z	75%	78%	82%	79%	81%z
A. Online on the General Dental Council website	339	202	137	135	44	23	18	24	18	57	19	124	215	54	36	48	48	215
21%bilq		24%zb	18%	23%i	24%i	33%zfi	18%	21%	24%	15%	24%i	25%	20%	27%	29%zq	26%	21%	20%
F. Via social media e.g. Facebook or Twitter	323	208	114	137	46	25	21	28	21	30	14	142	181	58	37	52	61	181
20%bilq		25%zb	15%	24%zi	25%i	35%zij	21%i	25%i	29%i	8%	18%i	28%zi	17%	28%zq	30%zq	28%zq	27%zq	17%
D. On electronic information screens in dental practices	195	124	71	87	22	15	13	14	5	34	5	59	135	20	11	22	29	135
12%bi		15%zb	9%	15%zij	12%	22%zhij	13%	12%	7%	9%	6%	12%	12%	10%	9%	12%	13%	12%
E. Via a mobile phone app	99	68	31	52	13	4	1	12	4	12	3	34	66	11	8	8	17	66
6%bfi		8%zb	4%	9%zfi	7%fi	6%	1%	10%fi	6%	3%	3%	7%	6%	6%	6%	4%	8%	6%
G. Other - Doctor's surgery	80	40	40	27	9	4	4	6	2	20	7	18	61	6	5	6	7	61
5%		5%	5%	5%	5%	6%	4%	5%	3%	5%	9%	4%	6%	3%	4%	3%	3%	6%
G. Other - Posted through door / direct mail	40	15	25	10	3	2	3	*	3	14	5	12	29	4	1	4	6	29
3%		2%	3%z	2%	2%	3%	3%	*	4%	4%	6%zcg	2%	3%	2%	1%	2%	3%	3%
G. Other - Library	24	6	17	4	3	-	4	-	1	11	2	9	15	4	3	3	4	15
1%a		1%	2%za	1%	1%	-	3%cg	-	1%	3%zc	2%	2%	1%	2%	3%	1%	2%	1%
G. Other - Pharmacy / chemists shop	15	9	6	7	2	-	-	1	-	3	2	2	14	-	1	-	2	14
1%		1%	1%	1%	1%	-	-	1%	-	1%	3%	*	1%	-	1%	-	1%	1%
G. Other - Supermarkets / shops	14	5	9	4	-	1	-	*	3	6	-	3	12	2	1	1	1	12
1%		1%	1%	1%	-	1%	-	*	4%zcdf	2%	-	*	1%	1%	1%	*	*	1%
G. Other - Hospitals	13	6	7	3	1	2	-	2	-	2	3	1	12	1	-	-	1	12
1%		1%	1%	1%	*	3%	-	2%	-	1%	4%zcdfi	*	1%	1%	-	-	*	1%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
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Weighted Base	1587	836	751	579	185	72*	103*	115	73*	381	80*	504	1083	204	122*	185	226	1083
G. Other - TV advert	11	6	5	4	1	1	-	-	-	5	-	2	9	-	-	1	2	9
	1%	1%	1%	1%	*	1%	-	-	-	1%	-	*	1%	-	-	1%	1%	1%
B. Another website - Google	11	6	5	5	1	*	-	1	-	4	*	3	8	-	1	1	3	8
	1%	1%	1%	1%	1%	1%	-	1%	-	1%	1%	1%	1%	-	1%	*	1%	1%
G. Other - Post Office	10	4	6	3	1	-	-	-	1	3	2	2	8	-	-	2	-	8
	1%	*	1%	*	1%	-	-	-	1%	1%	2%	*	1%	-	-	1%	-	1%
B. Another website - NHS website	9	5	4	4	-	1	-	-	2	2	-	1	9	-	-	1	-	9
	1%	1%	1%	1%	-	2%	-	-	3% ^d	1%	-	*	1%	-	-	*	-	1%
B. Another website - Health / medical websites	8	7	1	3	1	2	-	-	-	1	-	3	4	-	-	1	3	4
	* ^b	1%	*	1%	1%	3% ^{zi}	-	-	-	*	-	1%	*	-	-	1%	1%	*
B. Another website - Dental practice website	8	2	5	1	1	-	1	-	-	4	-	1	7	-	1	-	1	7
	*	*	1%	*	1%	-	1%	-	-	1% ^z	-	*	1%	-	1%	-	*	1%
G. Other - Schools	7	2	5	1	-	1	1	2	-	2	-	4	3	1	-	1	3	3
	*	*	1%	*	-	1%	1%	2% ^{zc}	-	*	-	1%	*	*	-	*	1% ^q	*
G. Other - Newspapers / newspaper advert	6	3	3	-	2	1	1	-	-	1	2	2	4	1	2	1	-	4
	*	*	*	-	1% ^c	1% ^c	1% ^c	-	-	*	2% ^{zci}	*	*	1%	2% ^z	1%	-	*
G. Other - Health centres	6	4	2	*	3	-	*	-	-	-	1	4	1	1	1	-	2	1
	* ^{lq}	*	*	*	2% ^{zci}	-	*	-	-	-	1% ^{ci}	1% ^l	*	1%	1%	-	1%	*
G. Other - On public transport / bus stops	5	2	4	2	-	-	1	-	-	1	1	2	3	-	-	1	1	3
	*	*	*	*	-	-	1%	-	-	*	1%	*	*	-	-	1%	*	*
G. Other - Leaflet drop	5	2	3	2	1	-	1	-	-	2	-	1	4	-	-	-	1	4
	*	*	*	*	*	-	1%	-	-	*	-	*	*	-	-	-	*	*

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
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Weighted Base	1587	836	751	579	185	72*	103*	115	73*	381	80*	504	1083	204	122*	185	226	1083
B. Another website - News websites	5 *	4 *	1 *	- -	- -	4 6%zcdg i	- -	- -	- -	1 *	- -	3 1%	2 *	3 1%zq	- -	- -	- -	2 *
G. Other - NHS	5 *	2 *	3 *	2 *	- -	- -	1 1%	- -	- -	1 *	1 1%	1 *	3 *	- -	- -	1 1%	1 1%	3 *
G. Other - Posters / notice board	3 *	2 *	2 *	- -	2 1%c	- -	- -	1 1%	- -	1 *	- -	2 *	2 *	1 *	1 1%	1 1%	- -	2 *
B. Another website - BBC website	3 *	2 *	1 *	2 *	- -	- -	- -	- -	- -	1 *	- -	- -	3 *	- -	- -	- -	- -	3 *
G. Other - Community centres	2 *	1 *	1 *	- -	1 *	- -	1 1%	- -	- -	- -	- -	1 *	1 *	- -	- -	- -	1 *	1 *
Other/Online on different websites	25 2%	12 1%	13 2%	6 1%	4 2%	2 3%	1 1%	2 1%	- -	8 2%	2 3%	3 1%	21 2%z	1 *	1 1%	2 1%	* *	21 2%z
H. None of these	50 3%	25 3%	24 3%	18 3%	8 4%	- -	1 1%	4 4%	2 3%	13 3%	4 5%	15 3%	35 3%	9 4%o	1 1%	2 1%	7 3%	35 3%
I. Don't know	44 3%a	15 2%	29 4%za	13 2%	3 1%	- -	4 4%	12 10%zcdei j	3 4%	9 2%	1 1%	13 3%	31 3%	5 3%	1 1%	2 1%	7 3%	31 3%
No answer	12 1%	5 1%	6 1%	4 1%	2 1%	- -	- -	- -	- -	4 1%	2 3%z	3 1%	8 1%	* *	1 1%	- -	2 1%	8 1%

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		NORTHERN IRELAND (a)	SCOTLAND (b)	NORTH (c)	MIDLANDS (d)	WALES (e)	SOUTH (f)	LONDON (g)	WHITE (h)	NON- WHITE (i)	HOME (j)	WORK (k)	TOTAL (l)	NONE (m)	PATIENTS (LAST 12 MONTHS) (n)	PUBLIC (LESS OFTEN) (o)	ONCE A YEAR OR MORE (p)	LESS OFTEN (q)	DON'T KNOW (r)
Unweighted Base	1640	100	153	396	275	102	385	229	1428	205	1332	419	1351	289	1067	573	1129	285	8
Weighted Base	1587	45	131	377	280	95*	446	213	1391	187	1337	457	1355	232	1026	561	1091	289	7**
C. Leaflets in dental practices	1270	37	105	327	209	83	363	146	1133	132	1078	376	1087	183	880	390	925	214	5
	80%dgio	82%g	80%g	87%zdg	75%	87%dg	81%g	69%	81%zi	70%	81%l	82%	80%	79%	86%zo	69%	85%zq	74%	80%
A. Online on the General Dental Council website	339	4	32	92	46	17	91	57	295	41	315	122	317	22	220	119	236	74	2
	21%adm	9%	25%ad	24%ad	16%	17%	20%a	27%zad	21%	22%	24%zm	27%zm	23%zm	9%	21%	21%	22%	25%	26%
F. Via social media e.g. Facebook or Twitter	323	5	35	109	50	18	75	30	294	28	308	128	311	12	203	120	222	69	-
	20%agim	11%	27%afg	29%zadf	18%	19%	17%	14%	21%	15%	23%zm	28%zjlm	23%zm	5%	20%	21%	20%	24%	-
D. On electronic information screens in dental practices	195	1	19	73	21	6	59	16	176	17	184	82	184	10	133	62	137	43	1
	12%adgm	3%	15%adeg	19%zadef	7%	6%	13%adg	7%	13%	9%	14%zm	18%zjlm	14%zm	4%	13%	11%	13%	15%	10%
E. Via a mobile phone app	99	3	3	43	7	4	25	14	88	10	94	52	94	6	58	42	60	32	-
	6%bdm	7%bd	2%	12%zbddef	3%	4%	6%	6%bd	6%	5%	7%zm	11%zjlm	7%zm	2%	6%	7%	5%	11%zp	-
G. Other - Doctor's surgery	80	5	7	20	20	5	15	7	75	4	67	28	69	11	52	27	54	18	-
	5%	10%zfg	6%	5%	7%zf	6%	3%	3%	5%	2%	5%	6%	5%	5%	5%	5%	5%	6%	-
G. Other - Posted through door / direct mail	40	1	1	6	15	2	11	4	28	12	30	7	30	10	22	18	26	8	-
	3%h	3%	1%	1%	5%zbc	3%	2%	2%	2%	6%zh	2%	1%	2%	4%zkl	2%	3%	2%	3%	-
G. Other - Library	24	*	2	3	5	1	8	4	21	3	18	4	19	4	19	4	20	1	-
	1%	1%	2%	1%	2%	1%	2%	2%	2%	1%	1%	1%	1%	2%	2%	1%	2%	*	-
G. Other - Pharmacy / chemists shop	15	1	2	3	3	1	4	2	13	2	13	4	14	1	10	5	9	2	-
	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-
G. Other - Supermarkets / shops	14	1	3	3	3	1	1	3	12	2	11	2	11	3	9	5	10	2	-
	1%	2%f	2%f	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g - z/h/i - z/j/k/l/m - z/n/o - z/p/q/r
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Weighted Base	1587	45	131	377	280	95*	446	213	1391	187	1337	457	1355	232	1026	561	1091	289	7**
G. Other - Hospitals	13	-	3	4	1	1	1	2	13	-	11	7	12	2	9	4	11	1	-
	1%	-	3%zf	1%	*	1%	*	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	*	-
G. Other - TV advert	11	-	2	5	1	-	3	1	11	-	10	4	10	1	7	4	8	3	-
	1%	-	1%	1%	*	-	1%	*	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	-
B. Another website - Google	11	1	2	-	*	-	4	3	9	2	10	4	10	1	7	4	8	2	-
	1%	3%zcde	1%c	-	*	-	1%	1%c	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	-
G. Other - Post Office	10	*	2	4	1	2	1	-	10	-	5	4	6	4	4	6	5	4	-
	1%jn	1%g	1%	1%	*	2%fg	*	-	1%	-	*	1%	*j	2%zjl	*	1%	*	1%	-
B. Another website - NHS website	9	*	-	4	-	1	1	3	8	1	9	5	9	-	6	3	7	2	-
	1%	1%d	-	1%	-	1%	*	2%d	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	-
B. Another website - Health / medical websites	8	-	-	1	2	1	3	1	7	1	7	4	7	1	5	2	6	2	-
	*	-	-	*	1%	2%	1%	*	*	1%	1%	1%	1%	*	1%	*	1%	1%	-
B. Another website - Dental practice website	8	-	-	1	1	-	6	-	8	-	8	1	8	-	5	3	6	1	-
	*	-	-	*	*	-	1%z	-	1%	-	1%	*	1%	-	*	*	1%	*	-
G. Other - Schools	7	-	1	2	2	1	1	-	7	-	6	4	6	1	5	2	5	2	-
	*	-	1%	1%	1%	1%	*	-	*	-	*	1%	*	*	*	*	*	1%	-
G. Other - Newspapers / newspaper advert	6	-	1	2	2	1	-	-	4	2	5	1	6	-	1	5	2	3	-
	*np	-	1%f	*	1%	1%f	-	-	*	1%	*	*	*j	-	*	1%zn	*	1%	-
G. Other - Health centres	6	1	-	3	2	-	-	-	6	-	3	2	4	1	4	2	5	-	-
	*	2%zbf	-	1%	1%	-	-	-	*	-	*	*	*j	1%	*	*	*	-	-
G. Other - On public transport / bus stops	5	*	-	2	-	2	1	-	5	-	3	-	3	2	2	3	3	-	-
	*	1%dg	-	*	-	2%zdfg	*	-	*	-	*	-	*	1%	*	1%	*	-	-

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Weighted Base	1587	45	131	377	280	95*	446	213	1391	187	1337	457	1355	232	1026	561	1091	289	7**
G. Other - Leaflet drop	5*	-	-	1	-	2	2	-	5	-	4	-	4	1	3	2	3	2	-
	*	-	-	*	-	2%zd	1%	-	*	-	*	-	*	*	*	*	*	1%	-
B. Another website - News websites	5*	-	-	3	1	-	-	-	5	-	5	3	5	-	2	3	5	-	-
	*	-	-	1%z	*	-	-	-	*	-	*	1%	*	-	*	*	*	-	-
G. Other - NHS	5*	-	-	1	-	3	-	1	5	-	4	-	4	1	4	1	3	2	-
	*	-	-	*	-	3%zcdf	-	*	*	-	*	-	*	*	*	*	*	1%	-
G. Other - Posters / notice board	3*	-	-	2	2	-	-	-	3	-	3	2	3	-	2	2	2	1	-
	*	-	-	*	1%	-	-	-	*	-	*	*	*	-	*	*	*	*	-
B. Another website - BBC website	3*	-	-	1	-	1	1	-	3	-	3	2	3	-	2	1	3	-	-
	*	-	-	*	-	1%	*	-	*	-	*	1%	*	-	*	*	*	-	-
G. Other - Community centres	2*	-	-	1	-	1	-	-	2	-	2	1	2	-	-	2	1	-	-
	*	-	-	*	-	1%	-	-	*	-	*	*	*	-	-	*	*	-	-
Other/Online on different websites	25*	2	6	4	2	1	7	1	24	1	22	10	22	2	18	6	18	3	-
	2%	5%zcdg	5%zcdg	1%	1%	1%	2%	1%	2%	*	2%	2%	2%	1%	2%	1%	2%	1%	-
H. None of these	50	-	6	3	6	-	22	13	40	8	33	10	36	14	20	30	22	10	-
	3%clnp	-	5%ce	1%	2%	-	5%ace	6%zacde	3%	4%	2%	2%	3%j	6%zijkl	2%	5%zn	2%	3%	-
I. Don't know	44	*	2	3	9	1	18	12	30	11	31	6	33	12	15	30	16	10	1
	3%chjkn	1%	1%	1%	3%c	1%	4%c	6%zc	2%	6%zh	2%	1%	2%	5%zijkl	1%	5%zn	1%	3%	10%
	p																		
No answer	12	*	1	1	4	-	4	1	12	-	8	2	8	4	4	8	6	2	-
	1%n	1%	*	*	2%	-	1%	1%	1%	-	1%	*	1%	2%zjl	*	1%n	1%	1%	-

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g - z/h/i - z/j/k/l/m - z/n/o - z/p/q/r
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Table 124

Q25 - The General Dental Council would like as many people as possible to see this leaflet.**With this in mind, which, if any of these, do you think would be the best places for this leaflet to be made available?****BASE: All Respondents**

	TOTAL (z)	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN REGULATION IN GENERAL		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		RECOMMEND DENTAL PRACTICE		SEEN GDC LEAFLET	
		NHS (a)	PRIVATE (b)	BOTH (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDE NT (i)	NOT CONFIDE NT (j)	SATISFI ED (k)	DISSATI SFIED (l)	YES (m)	NO (n)	LIKELY (o)	UNLIKEL Y (p)	YES (q)	NO (r)
Unweighted Base	1640	881	228	86	6	15	288	1068	270	1243	304	1089	39	41	1522	1172	164	218	1407
Weighted Base	1587	840	226	86*	7**	17**	273	1038	260	1197	293	1052	38*	38*	1470	1131	153	199	1373
C. Leaflets in dental practices	1270 80%gl	710 85%z	191 85%	75 87%	5 69%	13 74%	232 85%zg	812 78%	222 85%zg	966 81%	230 78%	900 86%zl	24 64%	30 79%	1198 81%z	949 84%zp	117 76%	166 84%	1092 80%
A. Online on the General Dental Council website	339 21%	196 23%	49 22%	20 23%	3 40%	3 17%	54 20%	212 20%	72 28%zfg	272 23%z	57 19%	222 21%	13 35%	8 20%	322 22%	244 22%	32 21%	44 22%	287 21%
F. Via social media e.g. Facebook or Twitter	323 20%	187 22%	39 17%	12 14%	1 19%	4 22%	57 21%	219 21%	47 18%	251 21%	62 21%	213 20%	8 22%	6 15%	308 21%z	244 22%	35 23%	38 19%	282 21%
D. On electronic information screens in dental practices	195 12%g	120 14%z	25 11%	6 6%	2 29%	- -	36 13%	114 11%	45 17%zg	144 12%	44 15%	130 12%	8 20%	4 10%	184 13%	139 12%	19 13%	22 11%	169 12%
E. Via a mobile phone app	99 6%il	53 6%	11 5%	2 2%	- -	- -	19 7%	61 6%	20 8%	66 6%	28 10%zi	59 6%	1 3%	1 2%	95 6%	73 6%	9 6%	12 6%	86 6%
G. Other - Doctor's surgery	80 5%	37 4%	13 6%	8 9%	1 12%	- -	18 7%	50 5%	12 4%	63 5%	12 4%	48 5%	6 16%zk	7 19%zn	70 5%	61 5%	8 5%	10 5%	70 5%
G. Other - Posted through door / direct mail	40 3%	15 2%	11 5%za	1 1%	- -	- -	5 2%	30 3%	5 2%	29 2%	9 3%	25 2%	1 2%	- -	36 2%	29 3%	3 2%	7 3%	34 2%
G. Other - Library	24 1%	12 1%	6 3%	1 1%	- -	1 7%	6 2%	16 2%	1 *	15 1%	8 3%	16 2%	5 12%zk	3 7%zn	21 1%	18 2%	5 3%	2 1%	22 2%
G. Other - Pharmacy / chemists shop	15 1%g	6 1%	3 2%	- -	- -	- -	6 2%zg	4 *	5 2%g	11 1%	4 1%	9 1%	- -	- -	14 1%	10 1%	2 1%	1 *	14 1%
G. Other - Supermarkets / shops	14 1%	6 1%	3 1%	* *	- -	- -	2 1%	10 1%	2 1%	9 1%	3 1%	10 1%	- -	1 2%	11 1%	9 1%	2 1%	1 1%	13 1%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/l/g/h - z/l/j - z/k/l - z/m/n - z/o/p - z/q/r
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	TOTAL (z)	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN REGULATION IN GENERAL		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		RECOMMEND DENTAL PRACTICE		SEEN GDC LEAFLET	
		NHS (a)	PRIVATE (b)	BOTH (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDE NT (i)	NOT CONFIDE NT (j)	SATISFI ED (k)	DISSATI SFIED (l)	YES (m)	NO (n)	LIKELY (o)	UNLIKEL Y (p)	YES (q)	NO (r)
Weighted Base	1587	840	226	86*	7**	17**	273	1038	260	1197	293	1052	38*	38*	1470	1131	153	199	1373
G. Other - Hospitals	13 1%	8 1%	3 1%	- -	- -	- -	2 1%	9 1%	2 1%	10 1%	2 1%	11 1%	- -	1 4%	12 1%	11 1%	2 1%	4 2%	9 1%
G. Other - TV advert	11 1%a	3 *	2 1%	3 3%za	- -	- -	2 1%	6 1%	3 1%	7 1%	4 1%	7 1%	1 3%	- -	11 1%	8 1%	2 1%	1 *	10 1%
B. Another website - Google	11 1%	5 1%	3 1%	- -	- -	- -	2 1%	5 1%	3 1%	9 1%	2 1%	8 1%	- -	- -	11 1%	8 1%	1 1%	2 1%	9 1%
G. Other - Post Office	10 1%	5 1%	- -	- -	- -	- -	- -	9 1%	1 *	9 1%	2 1%	5 *	- -	- -	10 1%	8 1%	* *	* *	10 1%
B. Another website - NHS website	9 1%	6 1%	3 1%	- -	- -	- -	3 1%	6 1%	* *	7 1%	2 1%	7 1%	- -	- -	9 1%	7 1%	- -	1 1%	8 1%
B. Another website - Health / medical websites	8 *	6 1%	- -	- -	- -	- -	1 1%	5 *	1 1%	8 1%	- -	6 1%	- -	- -	8 1%	7 1%	- -	1 1%	7 *
B. Another website - Dental practice website	8 *i	3 *	3 2%z	- -	- -	- -	4 1%	4 *	- -	3 *	4 1%zi	6 1%	- -	- -	8 1%	6 1%	1 1%	1 *	7 *
G. Other - Schools	7 *	5 1%	1 *	- -	- -	- -	2 1%	3 *	2 1%	5 *	2 1%	4 *	1 3%zk	- -	7 *	6 1%	- -	1 1%	6 *
G. Other - Newspapers / newspaper advert	6 *kno	- -	- -	1 1%a	- -	1 7%	- -	4 *	2 1%	4 *	2 1%	2 *	- -	1 3%zn	4 *	2 *	2 1%	1 1%	5 *
G. Other - Health centres	6 *r	3 *	- -	1 1%	- -	1 7%	1 *	4 *	1 1%	3 *	2 1%	5 *	- -	2 4%zn	4 *	5 *	* *	3 1%zr	3 *
G. Other - On public transport / bus stops	5 *	2 *	1 1%	- -	- -	- -	1 *	3 *	1 *	4 *	1 *	3 *	- -	- -	5 *	4 *	1 1%	1 *	4 *

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
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With this in mind, which, if any of these, do you think would be the best places for this leaflet to be made available?

BASE: All Respondents

	TOTAL (z)	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN REGULATION IN GENERAL		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		RECOMMEND DENTAL PRACTICE		SEEN GDC LEAFLET	
		NHS (a)	PRIVATE (b)	BOTH (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDE NT (i)	NOT CONFIDE NT (j)	SATISFI ED (k)	DISSATI SFIED (l)	YES (m)	NO (n)	LIKELY (o)	UNLIKEL Y (p)	YES (q)	NO (r)
Weighted Base	1587	840	226	86*	7**	17**	273	1038	260	1197	293	1052	38*	38*	1470	1131	153	199	1373
G. Other - Leaflet drop	5*	3*	1*	-	-	-	-	3*	2*	3*	1*	3*	-	-	5*	5*	-	2*	3*
B. Another website - News websites	5*	4*	1*	-	-	-	5*	-	-	5*	-	5*	-	-	5*	5*	-	-	5*
G. Other - NHS	5*	3*	-	1*	-	-	1*	4*	-	5*	-	3*	-	-	5*	4*	1*	-	5*
G. Other - Posters / notice board	3*	1*	1*	-	-	-	-	3*	1*	3*	-	2*	-	-	3*	2*	1*	-	3*
B. Another website - BBC website	3*	2*	1*	-	-	-	2*	1*	-	2*	1*	3*	-	-	3*	2*	1*	-	3*
G. Other - Community centres	2*	1*	-	-	-	-	-	2*	-	2*	-	1*	-	-	2*	2*	-	-	2*
Other/Online on different websites	25* 2%	11* 1%	5* 2%	1* 1%	-	-	7* 3%	14* 1%	3* 1%	18* 1%	7* 2%	16* 1%	2* 5%	1* 2%	23* 2%	18* 2%	6* 4%z	4* 2%	21* 2%
H. None of these	50* 3%akno	14* 2%	8* 4%	1* 1%	-	-	5* 2%	40* 4%z	4* 2%	36* 3%	9* 3%	21* 2%	1* 3%	-	42* 3%	24* 2%	3* 2%	2* 1%	47* 3%
I. Don't know	44* 3%abfkn opq	15* 2%	1* 1%	1* 1%	-	1* 4%	2* 1%	24* 2%	6* 2%	30* 3%	6* 2%	16* 1%	-	-	30* 2%	19* 2%	-	-	42* 3%q
No answer	12* 1%a	2* *	3* 2%a	1* 1%	-	-	1* *	10* 1%	1* *	8* 1%	3* 1%	5* *	1* 2%	2* 6%zn	10* 1%	6* 1%	3* 2%	1* *	10* 1%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
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Table 125

Q26 - And of the places you selected, which do you think would be the best place for the leaflet to be made available?**BASE:** People who suggested more than one place for the leaflet to be made available

	TOTAL (z)	GENDER		AGE						SOCIAL GRADE						MARITAL STATUS		
		MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	A (i)	B (j)	C1 (k)	C2 (l)	D (m)	E (n)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Unweighted Base	652	290	362	103	89	108	113	112	127	23	146	209	130	95	49	376	181	95
Weighted Base	659	306	353	109*	116*	126*	111	89	108	24**	168	191	148	86*	41*	394	181	83*
C. Leaflets in dental practices	375 57%cp	172 56%	203 58%	46 42%	59 51%	82 65% _c	68 61% _c	56 63% _c	64 59% _c	13 54%	104 62%	106 55%	77 52%	45 52%	30 74% _{zklm}	238 60% _p	85 47%	52 62% _p
F. Via social media e.g. Facebook or Twitter	116 18% _{bgho} q	63 21%	53 15%	32 29% _{zefg} h	37 32% _{zefg} h	17 13%	15 14% _h	9 10%	6 6%	2 8%	27 16%	31 16%	29 20%	22 26% _z	4 10%	55 14%	53 29% _{zoq}	8 10%
D. On electronic information screens in dental practices	41 6%	25 8%	17 5%	9 8%	6 5%	3 3%	4 3%	11 12% _{zef}	8 7%	3 10%	16 10%	8 4%	10 7%	4 4%	-	22 6%	13 7%	6 8%
A. Online on the GDC website	32 5% _j	13 4%	19 5%	7 6%	3 3%	8 6%	3 3%	3 3%	9 8%	3 13%	3 2%	10 5%	8 6%	5 6%	3 7%	21 5%	9 5%	3 3%
G. Other - Doctor's surgery	26 4% _a	7 2%	20 6% _{za}	5 4%	2 2%	1 1%	8 8% _e	4 5%	6 5%	1 3%	2 1%	11 6% _j	8 5%	4 5%	1 2%	11 3%	6 3%	9 11% _{zop}
G. Other - Posted through door / direct mail	17 3% _p	8 3%	9 3%	2 2%	3 3%	1 1%	5 5%	1 1%	4 4%	-	7 4%	6 3%	5 3%	-	-	16 4% _{zp}	-	1 1%
E. Via a mobile phone app	11 2%	6 2%	5 2%	3 2%	1 1%	4 3%	1 1%	1 1%	1 1%	-	1 1%	5 3%	3 2%	2 2%	-	8 2%	3 2%	-
G. Other - Library	7 1%	2 1%	5 2%	-	1 1%	-	1 1%	-	5 4% _{zceg}	-	2 1%	1 1%	-	2 2%	2 4% _l	2 1%	2 1%	3 3% _o
G. Other - Supermarkets / shops	7 1%	3 1%	4 1%	2 1%	3 2%	-	1 1%	1 1%	1 1%	-	-	2 1%	* *	2 2%	2 5% _{zjl}	4 1%	3 1%	-
G. Other - TV advert	7 1%	2 1%	5 1%	-	1 1%	2 2%	1 1%	1 1%	2 1%	-	1 1%	3 2%	2 1%	-	-	7 2%	-	-
G. Other - Post Office	6 1% _b	5 2%	1 *	-	-	2 2%	1 1%	1 1%	1 1%	-	-	1 *	4 3% _z	1 1%	-	2 1%	4 2%	-
G. Other - Pharmacy / chemists shop	5 1%	* *	5 1%	* *	* *	1 1%	2 1%	-	2 1%	-	-	3 2%	1 1%	1 1%	-	2 1%	1 *	2 3%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
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		MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	A (i)	B (j)	C1 (k)	C2 (l)	D (m)	E (n)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Weighted Base	659	306	353	109*	116*	126*	111	89	108	24**	168	191	148	86*	41*	394	181	83*
B. Another website - Google	3*	1*	2	1	-	2	-	-	-	-	1	-	-	2	-	1	2	-
			1%	1%	-	2%	-	-	-	-	1%	-	-	2%	-	*	1%	-
B. Another website - NHS website	2*	-	2	1	-	-	1	-	-	-	-	2	-	-	-	-	1	1
			1%	1%	-	-	1%	-	-	-	-	1%	-	-	-	-	1%	1%o
G. Other - NHS	2*	-	2	-	-	1	-	-	1	-	1	1	-	-	-	1	1	-
			1%	-	-	1%	-	-	1%	-	1%	*	-	-	-	*	*	-
B. Another website - Health / medical websites	2*	-	2	1	-	-	-	1	-	1	-	1	-	-	-	1	1	-
			1%	1%	-	-	-	1%	-	3%	-	1%	-	-	-	*	1%	-
G. Other - Schools	2*	1	1	-	-	-	-	1	1	2	-	-	-	-	-	1	-	1
		*	*	-	-	-	-	1%	1%	8%	-	-	-	-	-	*	-	1%
G. Other - Leaflet drop	2*	2	-	2	-	-	-	-	-	-	-	-	2	-	-	-	2	-
		1%	-	2%z	-	-	-	-	-	-	-	-	1%	-	-	-	1%	-
G. Other - Hospitals	2*	1	1	1	-	-	-	1	-	-	-	1	1	-	-	-	1	1
		*	*	1%	-	-	-	1%	-	-	-	*	1%	-	-	-	*	1%
G. Other - Health centres	1*	-	1	-	1	-	-	-	-	-	-	-	1	-	-	1	-	-
			*	-	1%	-	-	-	-	-	-	-	1%	-	-	*	-	-
B. Another website - BBC website	1*	1	-	-	-	-	1	-	-	-	1	-	-	-	-	1	-	-
		*	-	-	-	-	1%	-	-	-	1%	-	-	-	-	*	-	-
G. Other - Community centres	1*	-	1	1	-	-	-	-	-	-	-	1	-	-	-	1	-	-
			*	1%	-	-	-	-	-	-	-	*	-	-	-	*	-	-
G. Other - Posters / notice board	1*	1	-	-	-	-	-	-	1	-	-	-	1	-	-	1	-	-
		*	-	-	-	-	-	-	1%	-	-	-	1%	-	-	*	-	-
G. Other - Newspapers / newspaper advert	1*	1	-	-	-	-	-	-	1	-	1	-	-	-	-	1	-	-
		*	-	-	-	-	-	-	1%	-	*	-	-	-	-	*	-	-
Other/Online on different websites	2*	1	1	*	-	-	-	1	*	-	-	*	*	1	-	1	*	-
		*	*	*	-	-	-	1%	*	-	-	*	*	1%	-	*	*	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
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Table 125

Q26 - And of the places you selected, which do you think would be the best place for the leaflet to be made available?

BASE: People who suggested more than one place for the leaflet to be made available

	TOTAL (z)	GENDER		AGE						SOCIAL GRADE						MARITAL STATUS		
		MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	A (i)	B (j)	C1 (k)	C2 (l)	D (m)	E (n)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Weighted Base	659	306	353	109*	116*	126*	111	89	108	24**	168	191	148	86*	41*	394	181	83*
H. Don't know	2	1	2	1	-	-	1	-	1	-	1	2	-	-	-	2	1	-
	*	*	1%	1%	-	-	1%	-	1%	-	1%	1%	-	-	-	*	*	-

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
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Table 126

Q26 - And of the places you selected, which do you think would be the best place for the leaflet to be made available?**BASE:** People who suggested more than one place for the leaflet to be made available

	TOTAL (z)	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
		WOR- KING (a)	NOT WOR- KING (b)	FULL- TIME (c)	PART- TIME (d)	SELF- EMPLOYE D (e)	HOUSE WIFE (f)	STILL IN EDU- CATION (g)	UNEM- PLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	652	341	311	222	83	36	38	46	33	155	39	195	457	71	46	72	94	457
Weighted Base	659	385	274	252	87*	46**	35*	44*	35**	128	33*	225	434	89*	53*	90*	102*	434
C. Leaflets in dental practices	375 57%g	220 57%	155 57%	145 57%g	49 57%	26 57%	21 60%	18 40%	17 48%	79 62%g	21 63%	131 58%	244 56%	53 59%	28 52%	56 62%	60 58%	244 56%
F. Via social media e.g. Facebook or Twitter	116 18%ilq	73 19%	43 16%	48 19%i	17 20%i	7 16%	8 22%i	16 38%zcdi j	7 20%	7 6%	5 16%	55 25%zl	61 14%	24 27%q	12 23%	21 24%	22 22%	61 14%
D. On electronic information screens in dental practices	41 6%kl	23 6%	18 7%	17 7%	4 4%	2 5%	1 4%	3 6%	1 3%	12 9%	1 2%	7 3%	35 8%zk	2 3%	3 6%	2 2%	5 4%	35 8%z
A. Online on the GDC website	32 5%	14 4%	19 7%	10 4%	2 2%	2 5%	1 2%	2 5%	4 11%	10 8%	2 7%	9 4%	23 5%	2 2%	6 11%mo	1 1%	3 3%	23 5%
G. Other - Doctor's surgery	26 4%	13 3%	14 5%	7 3%	3 3%	3 7%	2 6%	2 6%	1 2%	6 5%	2 8%	6 3%	21 5%	3 3%	1 2%	1 1%	3 3%	21 5%
G. Other - Posted through door / direct mail	17 3%	8 2%	9 3%	3 1%	3 3%	2 5%	1 3%	- -	2 7%	4 3%	2 5%	5 2%	12 3%	2 3%	- -	2 2%	3 3%	12 3%
E. Via a mobile phone app	11 2%	7 2%	4 1%	6 3%	1 1%	- -	- -	2 4%	- -	2 2%	- -	3 1%	8 2%	* 1%	1 2%	1 1%	2 2%	8 2%
G. Other - Library	7 1%	3 1%	5 2%	1 *	2 2%	- -	- -	- -	1 3%	4 3%zc	- -	1 *	6 1%	1 1%	- -	- -	- -	6 1%
G. Other - Supermarkets / shops	7 1%	3 1%	4 1%	2 1%	- -	1 1%	- -	- -	3 9%	1 1%	- -	3 1%	4 1%	2 2%	1 2%	1 1%	1 1%	4 1%
G. Other - TV advert	7 1%	5 1%	2 1%	4 2%	1 1%	- -	- -	- -	- -	2 1%	- -	1 *	6 1%	- -	- -	1 1%	1 1%	6 1%
G. Other - Post Office	6 1%	3 1%	3 1%	2 1%	1 1%	- -	- -	- -	1 3%	1 *	1 4%	2 1%	4 1%	- -	- -	2 2%	- -	4 1%
G. Other - Pharmacy / chemists shop	5 1%	5 1%	* *	3 1%	2 2%	- -	- -	* 1%	- -	- -	- -	- -	5 1%	- -	- -	- -	- -	5 1%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
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Table 126

Q26 - And of the places you selected, which do you think would be the best place for the leaflet to be made available?**BASE:** People who suggested more than one place for the leaflet to be made available

	TOTAL (z)	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
		WOR- KING (a)	NOT WOR- KING (b)	FULL- TIME (c)	PART- TIME (d)	SELF- EMPLOYE D (e)	HOUSE WIFE (f)	STILL IN EDU- CATION (g)	UNEM- PLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Weighted Base	659	385	274	252	87*	46**	35*	44*	35**	128	33*	225	434	89*	53*	90*	102*	434
B. Another website - Google	3*	2 1%	1*	1 1%	1 1%	-	-	1 1%	-	-	-	2 1%	1*	-	1 2%	1 1%	2 2%	1*
B. Another website - NHS website	2*	2 1%	-	1*	-	1 2%	-	-	-	-	-	-	2*	-	-	-	-	2*
G. Other - NHS	2*	-	2 1%	-	-	-	1 4%zc	-	-	1 1%	-	1 1%	1*	-	-	1 1%	1 1%	1*
B. Another website - Health / medical websites	2*	2 1%	-	1*	-	1 2%	-	-	-	-	-	-	2*	-	-	-	-	2*
G. Other - Schools	2*	1*	1*	-	-	1 2%	-	-	-	1 1%	-	-	2*	-	-	-	-	2*
G. Other - Leaflet drop	2*	2*	-	2 1%	-	-	-	-	-	-	-	-	2*	-	-	-	-	2*
G. Other - Hospitals	2*	1*	1*	-	-	1 2%	-	1 2%c	-	-	-	-	2*	-	-	-	-	2*
G. Other - Health centres	1*	1*	-	-	1 2%z	-	-	-	-	-	-	1 1%	-	1 2%q	-	-	-	-
B. Another website - BBC website	1*	1*	-	1 1%	-	-	-	-	-	-	-	-	1*	-	-	-	-	1*
G. Other - Community centres	1*	1*	-	-	1 1%	-	-	-	-	-	-	-	1*	-	-	-	-	1*
G. Other - Posters / notice board	1*	-	1*	-	-	-	-	-	-	1 1%	-	-	1*	-	-	-	-	1*
G. Other - Newspapers / newspaper advert	1*	-	1*	-	-	-	-	-	-	1*	-	-	1*	-	-	-	-	1*
Other/Online on different websites	2*	1*	*	1*	-	-	-	-	-	*	-	-	2*	-	-	-	-	2*

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
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Q26 - And of the places you selected, which do you think would be the best place for the leaflet to be made available?

BASE: People who suggested more than one place for the leaflet to be made available

	TOTAL (z)	WORKING STATUS		OCCUPATION							CHILDREN IN HOUSEHOLD		CHILDREN'S AGES					
		WOR- KING (a)	NOT WOR- KING (b)	FULL- TIME (c)	PART- TIME (d)	SELF- EMPLOYE D (e)	HOUSE WIFE (f)	STILL IN EDU- CATION (g)	UNEM- PLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Weighted Base	659	385	274	252	87*	46**	35*	44*	35**	128	33*	225	434	89*	53*	90*	102*	434
H. Don't know	2	2	1	-	2	-	-	-	-	1	-	-	2	-	-	-	-	2
	*	*	*	-	2%	-	-	-	-	1%	-	-	1%	-	-	-	-	1%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
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Table 127

Q26 - And of the places you selected, which do you think would be the best place for the leaflet to be made available?**BASE:** People who suggested more than one place for the leaflet to be made available

	TOTAL (z)	STANDARD REGION							ETHNICITY		ACCESS TO INTERNET				WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST		
		NORTHERN IRELAND (a)	SCOTLAND (b)	NORTH (c)	MIDLAND S (d)	WALES (e)	SOUTH (f)	LONDON (g)	WHITE (h)	NON- WHITE (i)	HOME (j)	WORK (k)	TOTAL (l)	NONE (m)	PATIENT S (LAST12 MONTHS) (n)	PUBLIC (LESS OFTEN) (o)	ONCE A YEAR OR MORE (p)	LESS OFTEN (q)	DON'T KNOW (r)
Unweighted Base	652	34	73	199	84	34	162	66	594	56	580	228	585	67	431	221	462	130	1
Weighted Base	659	15*	65*	199	91*	34**	189	65*	601	55*	602	250	605	54*	432	227	464	141	2**
C. Leaflets in dental practices	375 57%doq	9 62%d	37 57%	110 55%d	37 40%	24 70%	119 63%d	39 59%d	343 57%	32 57%	339 56%	135 54%	339 56%	36 66%	269 62%zo	106 47%	283 61%zq	67 47%	2 100%
F. Via social media e.g. Facebook or Twitter	116 18%fmn	3 18%	14 22%	42 21%f	20 22%	8 24%	22 12%	7 11%	110 18%	5 10%	114 19%zm	51 20%m	114 19%zm	2 5%	65 15%	51 22%zn	76 16%	32 23%	-
D. On electronic information screens in dental practices	41 6%	-	2 3%	15 8%	6 7%	-	17 9%g	1 1%	41 7%	-	39 6%	20 8%	39 6%	2 4%	31 7%	10 5%	33 7%	5 4%	-
A. Online on the GDC website	32 5%np	* 3%	1 1%	9 4%	10 10%zbf	1 3%	5 3%	7 10%bf	29 5%	4 7%	30 5%	10 4%	31 5%	2 3%	15 4%	17 7%	17 4%	10 7%	-
G. Other - Doctor's surgery	26 4%jp	2 12%zbcf	2 3%	7 3%	5 5%	-	7 4%	4 6%	24 4%	3 5%	20 3%	8 3%	21 4%j	5 9%zjl	13 3%	14 6%	14 3%	8 5%	-
G. Other - Posted through door / direct mail	17 3%h	-	1 2%	2 1%	6 7%zc	-	6 3%	1 2%	12 2%	5 9%zh	13 2%	3 1%	13 2%	4 7%zjkl	9 2%	8 4%	11 2%	5 3%	-
E. Via a mobile phone app	11 2%h	* 3%	-	3 2%	3 3%	-	4 2%	1 2%	7 1%	3 5%h	11 2%	4 1%	11 2%	1 1%	7 2%	5 2%	8 2%	3 2%	-
G. Other - Library	7 1%jl	* 3%d	1 2%	3 1%	-	1 2%	2 1%	-	7 1%	-	5 1%	1 *	5 1%	2 5%zjkl	5 1%	2 1%	5 1%	1 1%	-
G. Other - Supermarkets / shops	7 1%h	* 3%cf	2 4%zcf	1 *	1 1%	-	-	3 4%zcf	5 1%	2 4%h	6 1%	1 *	6 1%	1 1%	4 1%	3 1%	4 1%	1 1%	-
G. Other - TV advert	7 1%	-	1 2%	2 1%	1 1%	-	1 *	1 1%	7 1%	-	7 1%	4 2%	7 1%	-	4 1%	2 1%	4 1%	2 2%	-
G. Other - Post Office	6 1%np	-	2 3%	3 1%	-	-	1 1%	-	6 1%	-	3 1%	3 1%	4 1%j	2 3%j	1 *	5 2%n	2 *	3 2%p	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g - z/h/i - z/j/k/l/m - z/n/o - z/p/q/r
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Table 127

Q26 - And of the places you selected, which do you think would be the best place for the leaflet to be made available?**BASE:** People who suggested more than one place for the leaflet to be made available

	TOTAL (z)	STANDARD REGION							ETHNICITY		ACCESS TO INTERNET				WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST		
		NORTHERN IRELAND (a)	SCOTLAND (b)	NORTH (c)	MIDLAND S (d)	WALES (e)	SOUTH (f)	LONDON (g)	WHITE (h)	NON- WHITE (i)	HOME (j)	WORK (k)	TOTAL (l)	NONE (m)	PATIENT S (LAST12 MONTHS) (n)	PUBLIC (LESS OFTEN) (o)	ONCE A YEAR OR MORE (p)	LESS OFTEN (q)	DON'T KNOW (r)
Weighted Base	659	15*	65*	199	91*	34**	189	65*	601	55*	602	250	605	54*	432	227	464	141	2**
G. Other - Pharmacy / chemists shop	5 1%p	1 6%zcfg	1 2%	1 *	2 2%	- -	1 *	-	4 1%	1 2%	5 1%	2 1%	5 1%	1 1%	2 *	4 2%	1 *	2 1%	-
B. Another website - Google	3 *hp	-	1 1%	-	-	-	-	2 3%zcf	1 *	2 4%zh	3 *	1 *	3 *	-	1 *	2 1%	1 *	1 1%	-
B. Another website - NHS website	2 *h	-	-	1 1%	-	-	1 1%	-	1 *	1 2%h	2 *	2 1%	2 *	-	1 *	1 *	1 *	1 1%	-
G. Other - NHS	2 *	-	-	1 1%	-	-	-	1 1%	2 *	-	2 *	-	2 *	-	2 *	-	1 *	1 1%	-
B. Another website - Health / medical websites	2 *h	-	-	-	1 1%	-	1 1%	-	1 *	1 2%h	2 *	2 1%	2 *	-	1 *	1 *	1 *	1 1%	-
G. Other - Schools	2 *	-	-	1 1%	-	-	1 *	-	2 *	-	2 *	2 1%	2 *	-	2 *	-	2 *	-	-
G. Other - Leaflet drop	2 *	-	-	-	-	-	2 1%	-	2 *	-	2 *	-	2 *	-	-	2 1%	-	2 1%p	-
G. Other - Hospitals	2 *	-	-	1 *	-	-	-	1 1%	2 *	-	1 *	2 1%	2 *j	-	-	2 1%	1 *	1 1%	-
G. Other - Health centres	1 *	-	-	1 1%	-	-	-	-	1 *	-	1 *	1 1%	1 *	-	1 *	-	1 *	-	-
B. Another website - BBC website	1 *	-	-	-	-	-	1 1%	-	1 *	-	1 *	1 1%	1 *	-	1 *	-	1 *	-	-
G. Other - Community centres	1 *	-	-	1 *	-	-	-	-	1 *	-	1 *	1 *	1 *	-	-	1 *	1 *	-	-
G. Other - Posters / notice board	1 *	-	-	1 *	-	-	-	-	1 *	-	1 *	-	1 *	-	1 *	-	1 *	-	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g - z/h/i - z/j/k/l/m - z/n/o - z/p/q/r
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Q26 - And of the places you selected, which do you think would be the best place for the leaflet to be made available?**BASE:** People who suggested more than one place for the leaflet to be made available

	TOTAL (z)	STANDARD REGION							ETHNICITY		ACCESS TO INTERNET				WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST		
		NORTHERN IRELAND (a)	SCOTLAND (b)	NORTH (c)	MIDLAND S (d)	WALES (e)	SOUTH (f)	LONDON (g)	WHITE (h)	NON- WHITE (i)	HOME (j)	WORK (k)	TOTAL (l)	NONE (m)	PATIENTS (LAST 12 MONTHS) (n)	PUBLIC (LESS OFTEN) (o)	ONCE A YEAR OR MORE (p)	LESS OFTEN (q)	DON'T KNOW (r)
Weighted Base	659	15*	65*	199	91*	34**	189	65*	601	55*	602	250	605	54*	432	227	464	141	2**
G. Other - Newspapers / newspaper advert	1 *	-	1 1%	-	-	-	-	-	1 *	-	1 *	-	1 *	-	1 *	-	1 *	-	-
Other/Online on different websites	2 *	* 3%zcd	1 2%z	-	-	-	-	-	2 *	-	2 *	-	2 *	-	1 *	* *	1 *	* *	-
H. Don't know	2 *	-	-	1 *	2 2%	-	-	-	2 *	-	2 *	2 1%	2 *	-	2 *	1 *	2 *	1 1%	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g - z/h/i - z/j/k/l/m - z/n/o - z/p/q/r
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Q26 - And of the places you selected, which do you think would be the best place for the leaflet to be made available?**BASE:** People who suggested more than one place for the leaflet to be made available

	TOTAL (z)	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN REGULATION IN GENERAL		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		RECOMMEND DENTAL PRACTICE		SEEN GDC LEAFLET	
		NHS (a)	PRIVATE (b)	BOTH (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDE NT (i)	NOT CONFIDE NT (j)	SATISFI ED (k)	DISSATI SFIED (l)	YES (m)	NO (n)	LIKELY (o)	UNLIKEL Y (p)	YES (q)	NO (r)
Unweighted Base	652	370	101	33	2	4	133	398	121	506	121	445	16	21	614	495	60	79	563
Weighted Base	659	378	101*	31*	3**	4**	125	409	125	511	123	448	16**	17**	625	501	59*	75*	576
C. Leaflets in dental practices	375 57% _j	235 62% _z	63 62%	16 50%	3 100%	1 24%	66 53%	228 56%	82 65%	302 59% _{zj}	56 45%	275 61% _z	7 47%	13 76%	358 57%	283 56%	31 52%	40 53%	329 57%
F. Via social media e.g. Facebook or Twitter	116 18% _h	60 16%	14 14%	6 19%	-	2 55%	23 18% _h	82 20% _h	11 9%	87 17%	28 22%	72 16%	4 24%	-	114 18%	93 19%	13 22%	14 18%	101 18%
D. On electronic information screens in dental practices	41 6% _g	30 8%	7 7%	1 4%	-	-	8 7%	19 5%	14 12% _{zg}	31 6%	10 8%	32 7%	1 7%	1 5%	39 6%	35 7%	3 5%	5 6%	36 6%
A. Online on the GDC website	32 5% _a	12 3%	4 4%	4 12% _a	-	1 21%	10 8%	17 4%	5 4%	26 5%	5 4%	17 4%	-	1 6%	29 5%	24 5%	2 4%	7 9%	24 4%
G. Other - Doctor's surgery	26 4% _{akn}	9 2%	3 3%	2 6%	-	-	5 4%	18 4%	3 2%	19 4%	6 5%	13 3%	1 6%	2 12%	21 3%	17 3%	3 6%	4 5%	23 4%
G. Other - Posted through door / direct mail	17 3%	8 2%	3 3%	-	-	-	3 2%	14 3%	-	12 2%	5 4%	11 2%	-	-	15 2%	12 2%	1 2%	2 3%	15 3%
E. Via a mobile phone app	11 2%	7 2%	2 2%	-	-	-	2 1%	7 2%	2 2%	7 1%	2 2%	8 2%	-	-	10 2%	6 1%	3 5%	1 1%	10 2%
G. Other - Library	7 1% _k	5 1%	-	-	-	-	2 1%	6 1%	-	4 1%	4 3%	2 1%	3 16%	-	7 1%	5 1%	2 4%	1 1%	6 1%
G. Other - Supermarkets / shops	7 1% _n	3 1%	1 1%	-	-	-	-	6 1%	1 1%	3 1%	3 2%	4 1%	-	-	5 1%	4 1%	1 2%	1 1%	6 1%
G. Other - TV advert	7 1% _a	1 *	2 2%	2 5% _{za}	-	-	2 1%	2 1%	2 2%	5 1%	2 1%	4 1%	-	-	7 1%	6 1%	-	1 1%	6 1%
G. Other - Post Office	6 1% _k	2 *	-	-	-	-	-	6 1%	-	5 1%	1 1%	2 *	-	-	6 1%	5 1%	-	-	6 1%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 128

Q26 - And of the places you selected, which do you think would be the best place for the leaflet to be made available?**BASE:** People who suggested more than one place for the leaflet to be made available

	TOTAL (z)	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN REGULATION IN GENERAL		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		RECOMMEND DENTAL PRACTICE		SEEN GDC LEAFLET	
		NHS (a)	PRIVATE (b)	BOTH (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDE NT (i)	NOT CONFIDE NT (j)	SATISFI ED (k)	DISSATI SFIED (l)	YES (m)	NO (n)	LIKELY (o)	UNLIKEL Y (p)	YES (q)	NO (r)
Weighted Base	659	378	101*	31*	3**	4**	125	409	125	511	123	448	16**	17**	625	501	59*	75*	576
G. Other - Pharmacy / chemists shop	5 1%k	-	2 2%a	-	-	-	1 1%	2 *	3 2%	5 1%	*	1 *	-	-	4 1%	2 *	* 1%	-	5 1%
B. Another website - Google	3 *	1 *	-	-	-	-	-	2 *	1 1%	2 *	1 1%	1 *	-	-	3 *	2 *	-	1 1%	2 *
B. Another website - NHS website	2 *	-	1 1%	-	-	-	-	2 1%	-	1 *	1 1%	1 *	-	-	2 *	2 *	-	-	2 *
G. Other - NHS	2 *	1 *	-	1 2%	-	-	1 1%	1 *	-	2 *	-	1 *	-	-	2 *	2 *	-	-	2 *
B. Another website - Health / medical websites	2 *	1 *	-	-	-	-	-	2 *	-	2 *	-	1 *	-	-	2 *	2 *	-	-	2 *
G. Other - Schools	2 *	2 *	-	-	-	-	2 2%zg	-	-	2 *	-	2 *	-	-	2 *	2 *	-	-	2 *
G. Other - Leaflet drop	2 *	-	-	-	-	-	-	2 *	-	2 *	-	-	-	-	2 *	2 *	-	2 2%zr	-
G. Other - Hospitals	2 *	1 *	-	-	-	-	-	1 *	1 1%	2 *	-	1 *	-	-	2 *	2 *	-	-	2 *
G. Other - Health centres	1 *	1 *	-	-	-	-	-	-	1 1%	-	1 1%l	1 *	-	-	1 *	1 *	-	-	1 *
B. Another website - BBC website	1 *	1 *	-	-	-	-	1 1%	-	-	-	1 1%l	1 *	-	-	1 *	-	1 2%zo	-	1 *
G. Other - Community centres	1 *	1 *	-	-	-	-	-	1 *	-	1 *	-	1 *	-	-	1 *	1 *	-	-	1 *
G. Other - Posters / notice board	1 *	1 *	-	-	-	-	-	1 *	-	1 *	-	1 *	-	-	1 *	1 *	-	-	1 *

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/l/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 128

Q26 - And of the places you selected, which do you think would be the best place for the leaflet to be made available?

BASE: People who suggested more than one place for the leaflet to be made available

	TOTAL (z)	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN REGULATION IN GENERAL		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		RECOMMEND DENTAL PRACTICE		SEEN GDC LEAFLET	
		NHS (a)	PRIVATE (b)	BOTH (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDE NT (i)	NOT CONFIDE NT (j)	SATISFI ED (k)	DISSATI SFIED (l)	YES (m)	NO (n)	LIKELY (o)	UNLIKEL Y (p)	YES (q)	NO (r)
Weighted Base	659	378	101*	31*	3**	4**	125	409	125	511	123	448	16**	17**	625	501	59*	75*	576
G. Other -	1	-	-	1	-	-	-	-	1	1	-	1	-	-	1	-	-	-	1
Newspapers /	*	-	-	2%za	-	-	-	-	*	*	-	*	-	-	*	-	-	-	*
newspaper advert																			
Other/Online on	2	1	-	-	-	-	1	1	-	1	-	1	-	-	1	1	*	-	2
different websites	*	*	-	-	-	-	1%	*	-	*	-	*	-	-	*	*	1%	-	*
H. Don't know	2	-	2	-	-	-	1	2	-	2	1	2	-	-	2	2	-	1	2
	*	-	2%a	-	-	-	1%	*	-	*	1%	*	-	-	*	*	-	1%	*

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e - z/l/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 129

Q27 - You can make an appointment to see a dental hygienist without having been referred by a dentist beforehand. How likely or unlikely would you be to do this?

BASE: All Respondents

	TOTAL (z)	GENDER		AGE						SOCIAL GRADE						MARITAL STATUS		
		MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	A (i)	B (j)	C1 (k)	C2 (l)	D (m)	E (n)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Unweighted Base	1640	784	856	256	213	222	268	283	398	50	323	477	336	284	170	924	456	259
Weighted Base	1587	769	818	258	264	252	263	225	325	53*	356	433	347	251	147	918	447	221
A. Very likely	202 13%ahnq	83 11%	119 15%za	24 9%	35 13%	50 20%zcgh	40 15%h	23 10%	31 9%	12 22%mn	54 15%n	56 13%n	49 14%n	24 9%	7 5%	136 15%zpq	47 11%	18 8%
B. Fairly likely	375 24%h	172 22%	203 25%	72 28%h	67 25%	65 26%	65 25%	46 20%	61 19%	9 17%	82 23%	103 24%	76 22%	68 27%	37 25%	214 23%	113 25%	48 22%
C. Neither likely nor unlikely	315 20%ej	166 22%	149 18%	65 25%zeh	71 27%zegh	34 14%	49 19%	41 18%	56 17%	7 14%	50 14%	89 21%j	72 21%j	53 21%j	44 30%zijk	169 18%	107 24%zo	39 17%
D. Fairly unlikely	326 21%bm	174 23%	152 19%	53 21%	42 16%	51 20%	63 24%d	56 25%d	62 19%	11 21%	85 24%mn	92 21%m	80 23%m	35 14%	22 15%	183 20%	94 21%	49 22%
E. Very unlikely	348 22%cdp	165 21%	183 22%	41 16%	40 15%	50 20%	45 17%	60 27%zcdf	112 34%zcde fg	14 27%	83 23%	91 21%	66 19%	60 24%	34 23%	203 22%	80 18%	64 29%zop
F. Don't know	21 1%k	8 1%	13 2%	3 1%	10 4%zefg	1 1%	2 1%	* *	4 1%	- -	2 *	1 *	4 1%	11 4%zjkl	4 3%jk	11 1%	6 1%	3 2%
Likely	577 36%aghq	255 33%	322 39%za	96 37%h	102 39%h	115 46%zgh	104 40%gh	68 30%	91 28%	20 39%	136 38%	159 37%	125 36%	92 37%	44 30%	351 38%q	160 36%	66 30%
Unlikely	674 42%cd	339 44%	335 41%	94 37%	82 31%	101 40%	108 41%d	116 51%zcde f	173 53%zcde f	25 47%	169 47%m	184 42%	146 42%	95 38%	56 38%	387 42%	175 39%	113 51%zop
Likely NET	-98 -6%	-84 -11%	-13 -2%	2 1%	20 8%cf	14 6%cf	-4 -1%	-48 -21%	-82 -25%	-5 -9%	-33 -9%	-24 -6%	-21 -6%	-3 -1%	-12 -8%	-36 -4%	-15 -3%	-47 -21%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
 Overlap formulae used. * small base

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Table 130

Q27 - You can make an appointment to see a dental hygienist without having been referred by a dentist beforehand. How likely or unlikely would you be to do this?

BASE: All Respondents

	TOTAL (z)	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
		WOR- KING (a)	NOT WOR- KING (b)	FULL- TIME (c)	PART- TIME (d)	SELF- EMPLOYE D (e)	HOUSE WIFE (f)	STILL IN EDU- CATION (g)	UNEM- PLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	1640	757	883	517	179	61	110	126	76	474	97	466	1174	174	109	170	221	1174
Weighted Base	1587	836	751	579	185	72*	103*	115	73*	381	80*	504	1083	204	122*	185	226	1083
A. Very likely	202 13%ilq	117 14%	85 11%	78 13%	29 16%i	9 13%	16 16%	9 8%	7 10%	38 10%	15 18%gi	79 16%zl	123 11%	36 17%q	18 15%	31 17%	36 16%	123 11%
B. Fairly likely	375 24%ilq	196 23%	179 24%	147 25%i	36 20%	13 19%	30 29%i	38 33%zdi	17 23%	71 19%	24 30%i	143 28%zl	232 21%	63 31%zq	35 28%	42 23%	64 28%q	232 21%
C. Neither likely nor unlikely	315 20%	164 20%	151 20%	121 21%	35 19%	8 11%	22 21%	30 26%e	17 23%	68 18%	14 17%	99 20%	216 20%	37 18%	30 24%	41 22%	39 17%	216 20%
D. Fairly unlikely	326 21%bfk	192 23%zb	134 18%	129 22%f	42 23%f	21 29%fj	10 10%	23 20%f	18 25%f	73 19%f	10 13%	84 17%	242 22%zk	30 15%	17 14%	35 19%	39 17%	242 22%zmn
E. Very unlikely	348 22%acgk o	159 19%	189 25%za	98 17%	42 23%g	19 26%g	18 17%	14 12%	13 17%	127 33%zcdf ghj	18 22%	90 18%	258 24%zk	34 17%	19 16%	29 15%	41 18%	258 24%zo
F. Don't know	21 1%	8 1%	13 2%	6 1%	- -	1 2%	6 6%zcdij	2 1%	1 1%	4 1%	- -	10 2%	11 1%	5 2%	3 3%	8 4%zq	7 3%zq	11 1%
Likely	577 36%ilq	313 37%	264 35%	225 39%i	65 35%	23 32%	46 45%i	46 40%i	24 33%	108 28%	38 48%zi	221 44%zl	355 33%	98 48%zq	53 43%q	73 39%	99 44%zq	355 33%
Unlikely	674 42%fgkm nop	351 42%	323 43%	227 39%f	84 46%fg	40 55%cfgj	28 27%	37 32%	31 42%	200 52%zcfg j	28 35%	174 34%	500 46%zk	64 31%	36 30%	64 34%	81 36%	500 46%zmnop
Likely NET	-98 -6%	-38 -5%	-59 -8%	-2 *	-19 -10%	-17 -24%	19 18%cegh	10 8%ch	-7 -9%	-91 -24%	10 13%ch	47 9%	-145 -13%	35 17%op	17 14%o	10 5%	19 8%	-145 -13%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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Table 131

Q27 - You can make an appointment to see a dental hygienist without having been referred by a dentist beforehand. How likely or unlikely would you be to do this?

BASE: All Respondents

	TOTAL (z)	STANDARD REGION							ETHNICITY		ACCESS TO INTERNET				WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST		
		NORTHERN IRELAND (a)	SCOTLAND (b)	NORTH (c)	MIDLANDS (d)	WALES (e)	SOUTH (f)	LONDON (g)	WHITE (h)	NON- WHITE (i)	HOME (j)	WORK (k)	TOTAL (l)	NONE (m)	PATIENTS (LAST12 MONTHS) (n)	PUBLIC (LESS OFTEN) (o)	ONCE A YEAR OR MORE (p)	LESS OFTEN (q)	DON'T KNOW (r)
Unweighted Base	1640	100	153	396	275	102	385	229	1428	205	1332	419	1351	289	1067	573	1129	285	8
Weighted Base	1587	45	131	377	280	95*	446	213	1391	187	1337	457	1355	232	1026	561	1091	289	7**
A. Very likely	202 13%amo	3 6%	17 13%	50 13%	31 11%	9 10%	63 14%a	28 13%	172 12%	30 16%	185 14%zm	68 15%m	187 14%zm	15 6%	151 15%zo	51 9%	162 15%z	29 10%	-
B. Fairly likely	375 24%fhm	10 22%	30 23%	75 20%	80 29%cf	21 22%	82 18%	77 36%zabc ef	312 22%	63 34%zh	335 25%zm	112 24%m	337 25%zm	37 16%	254 25%	121 22%	272 25%	71 25%	5 68%
C. Neither likely nor unlikely	315 20%bkn p	8 18%	16 12%	85 23%be	56 20%	10 11%	88 20%	52 25%be	273 20%	39 21%	258 19%k	65 14%	263 19%k	53 23%k	180 18%	135 24%zn	188 17%	65 23%	1 10%
D. Fairly unlikely	326 21%gi	11 25%g	27 21%g	77 20%g	67 24%g	23 24%g	96 22%g	24 12%	303 22%zi	18 10%	272 20%	110 24%jl	275 20%	51 22%	213 21%	113 20%	234 21%	61 21%	1 12%
E. Very unlikely	348 22%dgij l	13 29%dg	41 31%zdg	87 23%dg	41 15%	32 34%zcdg	113 25%dg	21 10%	321 23%zi	27 15%	276 21%	99 22%	278 21%	70 30%zjkl	220 21%	128 23%	229 21%	61 21%	-
F. Don't know	21 1%hjlnp	-	-	4 1%	4 1%	-	3 1%	9 4%zbcef	11 1%	10 5%zh	11 1%	3 1%	14 1%j	7 3%zjkl	7 1%	14 2%zn	7 1%	1 1%	1 10%
Likely	577 36%hmo	13 28%	47 36%	124 33%	112 40%a	30 31%	146 33%	105 49%zabc def	484 35%	93 50%zh	520 39%zm	179 39%m	524 39%zm	52 22%	405 39%zo	172 31%	434 40%z	100 35%	5 68%
Unlikely	674 42%gijl	24 54%zdg	68 52%zdg	164 43%g	108 39%g	55 58%zcdg	209 47%g	46 21%	624 45%zi	46 24%	548 41%	209 46%jl	554 41%	121 52%zjl	433 42%	241 43%	462 42%	123 42%	1 12%
Likely NET	-98 -6%	-12 -26%	-21 -16%	-40 -10%	4 1%	-25 -26%	-63 -14%	60 28%abc de	-140 -10%	47 25%	-28 -2%	-30 -6%	-29 -2%	-68 -29%	-28 -3%	-69 -12%	-28 -3%	-22 -8%	4 55%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g - z/h/i - z/j/k/l/m - z/n/o - z/p/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 132

Q27 - You can make an appointment to see a dental hygienist without having been referred by a dentist beforehand. How likely or unlikely would you be to do this?

BASE: All Respondents

	TOTAL (z)	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN REGULATION IN GENERAL		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		RECOMMEND DENTAL PRACTICE		SEEN GDC LEAFLET	
		NHS (a)	PRIVATE (b)	BOTH (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDE NT (i)	NOT CONFIDE NT (j)	SATISFI ED (k)	DISSATI SFIED (l)	YES (m)	NO (n)	LIKELY (o)	UNLIKELY Y (p)	YES (q)	NO (r)
Unweighted Base	1640	881	228	86	6	15	288	1068	270	1243	304	1089	39	41	1522	1172	164	218	1407
Weighted Base	1587	840	226	86*	7**	17**	273	1038	260	1197	293	1052	38*	38*	1470	1131	153	199	1373
A. Very likely	202 13%	111 13%	50 22%zac	10 11%	- -	1 4%	34 12%	137 13%	31 12%	159 13%	30 10%	157 15%z	4 12%	5 13%	192 13%	165 15%z	13 8%	21 11%	177 13%
B. Fairly likely	375 24%pr	217 26%z	48 21%	30 35%zb	3 41%	5 30%	60 22%	241 23%	72 28%	305 25%zj	57 20%	261 25%	12 31%	9 23%	351 24%	291 26%zp	23 15%	64 32%zr	305 22%
C. Neither likely nor unlikely	315 20%bkmo	153 18%	33 14%	10 11%	1 19%	4 25%	45 17%	211 20%	55 21%	234 20%	55 19%	181 17%	7 18%	2 4%	285 19%mm	196 17%	28 18%	47 24%	266 19%
D. Fairly unlikely	326 21%ic	187 22%	48 21%	11 13%	1 12%	7 41%	46 17%	213 21%	62 24%	231 19%	75 25%zi	222 21%	11 28%	10 26%	306 21%	226 20%	36 24%	30 15%	295 21%zq
E. Very unlikely	348 22%ah	167 20%	47 21%	24 28%	2 29%	- -	89 32%zgh	221 21%h	39 15%	260 22%	73 25%	224 21%	4 12%	12 32%	326 22%	246 22%	51 34%zo	35 18%	312 23%
F. Don't know	21 1%aikno	5 1%	- -	2 2%	- -	- -	- -	15 1%	* *	9 1%	4 1%	7 1%	- -	1 2%	10 1%	6 1%	2 1%	2 1%	19 1%
Likely	577 36%jpr	328 39%z	98 44%z	40 46%	3 41%	6 34%	93 34%	378 36%	104 40%	463 39%zj	87 30%	418 40%z	16 43%	14 36%	543 37%	456 40%zp	36 24%	85 43%zr	481 35%
Unlikely	674 42%ic	354 42%	95 42%	35 41%	3 40%	7 41%	135 49%zgh	434 42%	101 39%	491 41%	148 50%zi	447 42%	15 40%	22 58%	631 43%	472 42%	87 57%zo	65 33%	607 44%zq
Likely NET	-98 -6%	-26 -3%	3 1%	5 6%	* *	-1 -7%	-41 -15%	-56 -5%	3 1%	-28 -2%	-60 -21%	-29 -3%	1 3%	-8 -22%	-89 -6%	-16 -1%	-51 -34%	20 10%	-126 -9%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 133

Q28 - You say you would be likely to do this. Which of the following reasons, if any, best describe why you would do so?

BASE: People who would be likely to make an appointment to see a dental hygienist without having been referred by a dentist beforehand

	TOTAL (z)	GENDER		AGE						SOCIAL GRADE						MARITAL STATUS		
		MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	A (i)	B (j)	C1 (k)	C2 (l)	D (m)	E (n)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Unweighted Base	585	255	330	99	89	96	107	86	108	19	120	171	118	106	51	344	166	75
Weighted Base	577	255	322	96*	102*	115*	104*	68*	91	20**	136	159	125	92*	44*	351	160	66*
B. It would be more convenient	245 43%	113 44%	133 41%	40 42%	43 42%	55 48%	38 37%	27 40%	41 45%	6 31%	58 43%	69 44%	50 40%	38 41%	23 51%	149 42%	63 40%	33 50%
A. It would be easier	203 35%	99 39%	104 32%	34 36%	36 35%	45 39%	38 37%	23 34%	26 29%	5 22%	45 33%	48 30%	56 45%zk	36 39%	14 33%	132 38%	52 33%	19 28%
D. I would have more choice over my dental treatment	72 12%	36 14%	36 11%	12 13%	12 12%	13 11%	11 11%	9 13%	14 15%	3 16%	22 16%	21 13%	14 11%	9 10%	2 6%	44 13%	22 14%	5 8%
C. It could be cheaper for me	67 12%	35 14%	33 10%	9 9%	20 19%zh	11 10%	12 11%	8 12%	8 9%	2 9%	16 12%	23 15%	11 9%	12 13%	3 6%	36 10%	25 15%	6 9%
F. I could receive better quality care	64 11% c	24 10%	39 12%	5 5%	13 13%	17 15% c	12 11%	5 7%	12 13%	2 12%	21 16% n	14 9%	15 12%	9 10%	1 3%	46 13%	12 8%	5 8%
E. I would need to make and attend fewer appointments	49 8% p	21 8%	28 9%	6 6%	7 7%	12 10%	10 9%	8 12%	7 8%	5 24%	12 9% l	18 11% l	3 2%	9 10% l	2 4%	34 10%	8 5%	7 11%
G. Other	26 5%	7 3%	19 6%	1 1%	6 6%	3 3%	5 5%	7 11% zce	3 4%	- -	7 5%	10 6%	5 4%	3 3%	1 3%	15 4%	8 5%	3 5%
H. None of these	3 *	1 *	2 1%	- -	- -	- -	2 2%	- -	1 1%	- -	1 1%	1 1%	- -	1 1%	- -	1 *	1 *	1 2%
I. Don't know	5 1%	3 1%	2 1%	2 2%	1 1%	1 1%	1 1%	- -	1 1%	- -	- -	3 2%	- -	2 2%	- -	1 *	3 2%	* 1%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 134

Q28 - You say you would be likely to do this. Which of the following reasons, if any, best describe why you would do so?

BASE: People who would be likely to make an appointment to see a dental hygienist without having been referred by a dentist beforehand

	TOTAL (z)	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
		WOR- KING (a)	NOT WOR- KING (b)	FULL- TIME (c)	PART- TIME (d)	SELF- EMPLOYE D (e)	HOUSE WIFE (f)	STILL IN EDU- CATION (g)	UNEM- PLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	585	283	302	200	63	20	48	55	26	133	40	207	378	85	47	67	100	378
Weighted Base	577	313	264	225	65*	23**	46*	46*	24**	108	38*	221	355	98*	53*	73*	99*	355
B. It would be more convenient	245 43%	141 45%	104 39%	101 45%	28 42%	12 54%	18 38%	24 52%j	6 26%	45 41%	11 29%	99 45%	146 41%	44 45%	26 48%	26 36%	45 45%	146 41%
A. It would be easier	203 35%	109 35%	94 36%	76 34%	25 39%	8 34%	20 42%	12 25%	8 34%	33 31%	21 56%zcgj	81 37%	121 34%	42 43%p	23 44%p	25 35%	27 27%	121 34%
D. I would have more choice over my dental treatment	72 12%	43 14%	29 11%	30 13%	11 17%f	2 7%	2 4%	7 15%	1 5%	14 13%	5 12%	25 11%	47 13%	10 10%	5 10%	11 15%	13 13%	47 13%
C. It could be cheaper for me	67 12%	39 12%	29 11%	24 11%	12 19%j	2 11%	5 10%	6 12%	5 20%	13 12%	1 2%	29 13%	38 11%	11 11%	11 20%	10 13%	14 14%	38 11%
F. I could receive better quality care	64 11%g	40 13%	23 9%	33 15%g	6 10%	1 5%	7 14%g	1 2%	* 2%	11 10%	5 12%	26 12%	38 11%	13 13%	4 7%	15 21%znq	14 14%	38 11%
E. I would need to make and attend fewer appointments	49 8% ^m	27 9%	22 8%	20 9%	6 9%	1 4%	4 8%	2 5%	5 21%	8 7%	3 8%	16 7%	33 9%	2 2%	3 6%	5 7%	8 8%	33 9% ^m
G. Other	26 5%	15 5%	12 4%	7 3%	7 11%zcg	1 4%	2 5%	* 1%	3 11%	6 5%	- -	8 4%	18 5%	4 4%	4 7% ^o	- -	2 2%	18 5%
H. None of these	3 *	2 1%	1 *	2 1%	- -	- -	- -	- -	- -	1 1%	- -	- -	3 1%	- -	- -	- -	- -	3 1%
I. Don't know	5 1%	1 *	4 2%	1 *	- -	- -	1 2%	2 4%zc	- -	1 1%	1 2%	2 1%	3 1%	1 1%	1 1%	1 1%	2 2%	3 1%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 135

Q28 - You say you would be likely to do this. Which of the following reasons, if any, best describe why you would do so?

BASE: People who would be likely to make an appointment to see a dental hygienist without having been referred by a dentist beforehand

	TOTAL (z)	STANDARD REGION							ETHNICITY		ACCESS TO INTERNET				WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST		
		NORTHERN IRELAND (a)	SCOTLAND (b)	NORTH (c)	MIDLAND S (d)	WALES (e)	SOUTH (f)	LONDON (g)	WHITE (h)	NON- WHITE (i)	HOME (j)	WORK (k)	TOTAL (l)	NONE (m)	PATIENT S (LAST12 MONTHS) (n)	PUBLIC (LESS OFTEN) (o)	ONCE A YEAR OR MORE (p)	LESS OFTEN (q)	DON'T KNOW (r)
Unweighted Base	585	28	50	125	110	33	129	110	483	102	517	168	524	61	412	173	440	98	5
Weighted Base	577	13**	47*	124	112*	30*	146	105	484	93*	520	179	524	52*	405	172	434	100*	5**
B. It would be more convenient	245 43%	5 43%	23 50%	51 41%	43 39%	9 29%	56 38%	57 54%zdef	206 43%	39 42%	223 43%	77 43%	223 43%	22 42%	171 42%	74 43%	185 43%	45 45%	2 35%
A. It would be easier	203 35%	1 11%	20 42%	39 32%	42 38%	8 28%	56 38%	36 34%	175 36%	28 31%	176 34%	56 31%	179 34%	24 47%k	142 35%	61 35%	155 36%	34 34%	1 27%
D. I would have more choice over my dental treatment	72 12%	3 21%	3 6%	21 17%	12 11%	2 6%	15 10%	16 15%	56 12%	16 17%	66 13%	27 15%	66 13%	5 10%	54 13%	17 10%	54 12%	14 14%	-
C. It could be cheaper for me	67 12%	2 14%	4 8%	12 9%	12 11%	5 15%	21 15%	12 12%	55 11%	12 13%	64 12%	20 11%	64 12%	3 5%	46 11%	22 13%	48 11%	10 10%	-
F. I could receive better quality care	64 11%	1 11%	5 11%	15 12%	15 13%	3 8%	18 12%	6 6%	49 10%	15 16%	59 11%	17 9%	60 11%	4 7%	50 12%	14 8%	50 12%	9 9%	2 38%
E. I would need to make and attend fewer appointments	49 8%	* 4%	5 10%	8 6%	10 9%	3 10%	18 12%	6 6%	45 9%	4 4%	43 8%	23 13%zjl	45 9%	4 7%	32 8%	16 10%	34 8%	14 14%	-
G. Other	26 5%gi	1 7%	1 2%	8 6%g	1 1%	4 14%zbdg	11 7%dg	-	26 5%	1 1%	25 5%	14 8%z	25 5%	2 3%	21 5%	5 3%	21 5%	5 5%	-
H. None of these	3 *	-	-	1 1%	2 1%	-	-	-	3 1%	-	2 *	2 1%	3 1%j	-	2 *	1 1%	3 1%	-	-
I. Don't know	5 1%	-	1 2%	1 1%	-	-	2 1%	1 1%	4 1%	1 1%	4 1%	1 *	4 1%	1 1%	3 1%	2 1%	4 1%	1 1%	-

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g - z/h/i - z/j/k/l/m - z/n/o - z/p/q/r
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Table 136

Q28 - You say you would be likely to do this. Which of the following reasons, if any, best describe why you would do so?

BASE: People who would be likely to make an appointment to see a dental hygienist without having been referred by a dentist beforehand

	TOTAL (z)	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN REGULATION IN GENERAL		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		RECOMMEND DENTAL PRACTICE		SEEN GDC LEAFLET	
		NHS (a)	PRIVATE (b)	BOTH (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDE NT (i)	NOT CONFIDE NT (j)	SATISFI ED (k)	DISSATI SFIED (l)	YES (m)	NO (n)	LIKELY (o)	UNLIKEL Y (p)	YES (q)	NO (r)
Unweighted Base	585	337	92	43	3	6	100	378	105	472	88	423	17	15	549	462	39	94	482
Weighted Base	577	328	98*	40*	3**	6**	93*	378	104*	463	87*	418	16**	14**	543	456	36*	85*	481
B. It would be more convenient	245 43%	144 44%	41 42%	19 48%	2 64%	3 53%	39 42%	153 40%	52 50%	202 44%	30 34%	176 42%	9 57%	6 47%	230 42%	195 43%	20 56%	39 46%	202 42%
A. It would be easier	203 35%	111 34%	26 27%	22 56% ^{zab}	1 29%	3 59%	31 34%	140 37%	31 30%	163 35%	32 36%	145 35%	9 58%	4 32%	193 36%	163 36%	17 46%	29 34%	174 36%
D. I would have more choice over my dental treatment	72 12% ^g	41 13%	11 12%	7 18%	1 36%	-	13 14%	37 10%	22 21% ^{zg}	61 13%	9 11%	52 13%	1 7%	-	70 13%	57 12%	4 12%	10 12%	61 13%
C. It could be cheaper for me	67 12% ^f	38 12%	10 10%	2 6%	1 35%	-	5 6%	44 12%	17 17% ^f	51 11%	14 16%	48 12%	-	2 15%	60 11%	52 11%	3 7%	10 11%	57 12%
F. I could receive better quality care	64 11% ^g	38 11%	11 11%	5 11%	-	-	13 14%	33 9%	17 16% ^g	53 12%	9 10%	49 12%	1 6%	2 15%	59 11%	51 11%	2 5%	9 11%	51 11%
E. I would need to make and attend fewer appointments	49 8%	27 8%	8 8%	4 10%	-	-	7 8%	29 8%	13 12%	42 9%	4 5%	34 8%	-	1 4%	48 9%	39 9%	-	8 9%	40 8%
G. Other	26 5% ⁱ	13 4%	10 10% ^{zac}	-	-	-	6 7%	18 5%	2 2%	16 3%	8 9% ^{zi}	20 5%	1 5%	1 8%	24 4%	21 5%	3 8%	2 2%	24 5%
H. None of these	3 *i	2 1%	1 1%	-	-	-	-	3 1%	-	1 *	1 1%	3 1%	-	-	3 *	2 *	-	1 1%	2 *
I. Don't know	5 1%	3 1%	2 2%	-	-	-	2 2%	3 1%	-	4 1%	*	4 1%	-	-	5 1%	3 1%	-	-	5 1%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 137

Q29 - You say you would be unlikely to do this. Which of the following reasons, if any, best describe why you would not do so?

BASE: People who would be unlikely to make an appointment to see a dental hygienist without having been referred by a dentist beforehand

	TOTAL (z)	GENDER		AGE						SOCIAL GRADE						MARITAL STATUS		
		MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	A (i)	B (j)	C1 (k)	C2 (l)	D (m)	E (n)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Unweighted Base	707	353	354	90	59	93	109	145	211	24	155	207	144	111	66	401	179	127
Weighted Base	674	339	335	94*	82*	101*	108*	116	173	25**	169	184	146	95*	56*	387	175	113
F. I trust the dentist to make this decision for me	358 53%	184 54%	174 52%	46 49%	35 43%	55 54%	66 61% ^d	70 61% ^d	86 50%	20 79%	106 63% ^{zlmn}	95 52%	70 48%	44 46%	23 42%	217 56%	82 47%	59 52%
C. It could be more expensive for me	98 14% ^{ghj}	55 16%	43 13%	21 23% ^{zgh}	16 20% ^{gh}	20 19% ^{gh}	17 16%	9 8%	15 8%	2 7%	16 9%	26 14%	35 24% ^{zjkn}	14 14%	6 10%	48 12%	38 22% ^{zoq}	12 10%
B. Only dentists have sufficient training to decide whether I should be referred to a dental care professional	70 10%	33 10%	37 11%	8 9%	7 9%	8 8%	16 15%	10 9%	20 11%	3 13%	15 9%	21 11%	14 10%	11 12%	5 9%	36 9%	21 12%	13 11%
E. It could increase the number of appointments I need to make and attend	49 7%	29 9%	20 6%	6 7%	9 11%	10 10%	7 7%	6 6%	9 5%	1 5%	13 8%	11 6%	19 13% ^{zkmn}	3 3%	2 3%	24 6%	17 10%	8 7%
D. I could receive wrong/unnecessary treatment	38 6%	19 6%	19 6%	6 7%	9 11% ^f	7 7%	3 2%	4 3%	9 5%	2 8%	4 2%	13 7%	8 6%	4 4%	6 11% ^j	19 5%	14 8%	5 5%
A. I could make an appointment with the wrong type of dental care professional	26 4% ^o	13 4%	13 4%	7 8%	4 5%	2 2%	2 2%	3 3%	7 4%	- -	6 4%	5 3%	9 6%	3 4%	3 5%	9 2%	11 6% ^o	6 5%
No need / not necessary	24 4%	13 4%	12 3%	2 2%	5 6%	5 5%	2 2%	5 4%	7 4%	- -	2 1%	8 5%	5 4%	5 5%	4 7% ^j	15 4%	6 3%	3 3%
I have no teeth / false teeth / dentures	15 2%	5 1%	10 3%	- -	- -	- -	- -	2 2%	13 g	- 8% ^{zcdef}	4 3%	2 1%	4 2%	3 3%	2 4%	8 2%	2 1%	6 5% ^{zp}
I do not go to the dentist	12 2%	5 2%	6 2%	- -	2 3%	1 1%	1 1%	1 1%	6 4% ^z	- -	1 1%	2 1%	3 2%	4 4%	2 4%	6 2%	2 1%	4 3%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 137

Q29 - You say you would be unlikely to do this. Which of the following reasons, if any, best describe why you would not do so?

BASE: People who would be unlikely to make an appointment to see a dental hygienist without having been referred by a dentist beforehand

	TOTAL (z)	GENDER		AGE						SOCIAL GRADE						MARITAL STATUS		
		MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	A (i)	B (j)	C1 (k)	C2 (l)	D (m)	E (n)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Weighted Base	674	339	335	94*	82*	101*	108*	116	173	25**	169	184	146	95*	56*	387	175	113
G. Other	51 8%h	24 7%	27 8%	10 10%	7 8%	8 8%	7 6%	12 10%h	7 4%	2 8%	12 7%	17 9%	5 3%	11 12%l	4 7%	29 8%	16 9%	5 5%
H. None of these	10 1%	5 1%	5 1%	1 1%	- -	- -	- -	2 1%	7 4%zf	- -	2 1%	2 1%	2 1%	4 4%z	- -	4 1%	2 1%	3 3%
I. Don't know	12 2%	6 2%	6 2%	3 3%	3 3%	- -	- -	1 1%	5 3%	- -	4 2%	4 2%	1 1%	1 1%	* 1%	5 1%	3 2%	4 4%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 138

Q29 - You say you would be unlikely to do this. Which of the following reasons, if any, best describe why you would not do so?

BASE: People who would be unlikely to make an appointment to see a dental hygienist without having been referred by a dentist beforehand

	TOTAL (z)	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
		WOR- KING (a)	NOT WOR- KING (b)	FULL- TIME (c)	PART- TIME (d)	SELF- EMPLOYE D (e)	HOUSE WIFE (f)	STILL IN EDU- CATION (g)	UNEM- PLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	707	320	387	204	82	34	32	38	32	247	38	154	553	50	31	54	79	553
Weighted Base	674	351	323	227	84*	40**	28**	37*	31**	200	28*	174	500	64*	36**	64*	81*	500
F. I trust the dentist to make this decision for me	358 53%bg	201 57%b	157 49%	123 54%g	54 64%gj	24 61%	12 44%	12 33%	17 54%	106 53%g	11 38%	101 58%	257 51%	34 54%	20 55%	39 62%	54 67%zq	257 51%
C. It could be more expensive for me	98 14%bi	59 17%	39 12%	45 20%zdi	8 9%	6 15%	3 12%	10 28%zdi	3 8%	19 9%	4 13%	23 13%	75 15%	9 15%	5 15%	8 12%	8 10%	75 15%
B. Only dentists have sufficient training to decide whether I should be referred to a dental care professional	70 10%	35 10%	34 11%	24 10%	8 9%	4 10%	4 15%	2 6%	2 5%	22 11%	4 14%	18 11%	51 10%	9 13%	5 13%	6 10%	4 4%	51 10%
E. It could increase the number of appointments I need to make and attend	49 7%	31 9%	18 6%	21 9%	6 7%	4 11%	2 6%	3 7%	3 10%	11 5%	- -	12 7%	37 7%	2 3%	3 7%	3 5%	6 7%	37 7%
D. I could receive wrong/unnecessary treatment	38 6%	19 5%	19 6%	13 6%	5 6%	1 2%	3 9%	3 8%	1 4%	9 5%	3 11%	11 6%	26 5%	4 6%	3 8%	5 8%	3 4%	26 5%
A. I could make an appointment with the wrong type of dental care professional	26 4%	14 4%	12 4%	9 4%	3 4%	1 3%	* 2%	5 14%zcij	- -	7 3%	- -	8 5%	19 4%	2 3%	2 6%	* 1%	3 4%	19 4%
No need / not necessary	24 4%	13 4%	11 3%	8 3%	4 5%	1 3%	1 3%	1 2%	3 10%	6 3%	1 3%	4 3%	20 4%	2 3%	1 3%	2 4%	2 3%	20 4%
I have no teeth / false teeth / dentures	15 2%ac	1 *	14 4%za	1 *	-	-	-	-	-	14 7%zcd	-	-	15 3%zk	-	-	-	-	15 3%z
I do not go to the dentist	12 2%	3 1%	9 3%	3 1%	-	-	1 4%	-	-	6 3%z	1 3%	2 1%	10 2%	-	1 3%	2 3%	1 2%	10 2%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
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Table 138

Q29 - You say you would be unlikely to do this. Which of the following reasons, if any, best describe why you would not do so?

BASE: People who would be unlikely to make an appointment to see a dental hygienist without having been referred by a dentist beforehand

	TOTAL (z)	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
		WOR- KING (a)	NOT WOR- KING (b)	FULL- TIME (c)	PART- TIME (d)	SELF- EMPLOYE D (e)	HOUSE WIFE (f)	STILL IN EDU- CATION (g)	UNEM- PLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Weighted Base	674	351	323	227	84*	40**	28**	37*	31**	200	28*	174	500	64*	36**	64*	81*	500
G. Other	51 8% ⁱ	27 8%	24 7%	19 8%	5 5%	3 7%	3 13%	4 12%	3 9%	8 4%	5 20% ^{zcdi}	13 7%	38 8%	4 6%	3 8%	3 5%	7 8%	38 8%
H. None of these	10 1% ^a	2 *	8 2% ^{za}	2 1%	-	-	-	1 3%	-	7 3% ^z	-	1 1%	9 2%	-	-	-	1 1%	9 2%
I. Don't know	12 2%	4 1%	8 2%	4 2%	-	-	-	1 2%	-	5 3%	2 6% ^d	3 2%	9 2%	3 4%	-	-	-	9 2%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 139

Q29 - You say you would be unlikely to do this. Which of the following reasons, if any, best describe why you would not do so?

BASE: People who would be unlikely to make an appointment to see a dental hygienist without having been referred by a dentist beforehand

	TOTAL (z)	STANDARD REGION							ETHNICITY		ACCESS TO INTERNET				WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST		
		NORTHERN IRELAND (a)	SCOTLAND (b)	NORTH (c)	MIDLAND (d)	WALES (e)	SOUTH (f)	LONDON (g)	WHITE (h)	NON- WHITE (i)	HOME (j)	WORK (k)	TOTAL (l)	NONE (m)	PATIENT S (LAST12 MONTHS) (n)	PUBLIC (LESS OFTEN) (o)	ONCE A YEAR OR MORE (p)	LESS OFTEN (q)	DON'T KNOW (r)
Unweighted Base	707	54	83	178	106	60	175	51	656	47	551	190	557	150	460	247	491	117	1
Weighted Base	674	24*	68*	164	108*	55*	209	46*	624	46*	548	209	554	121	433	241	462	123*	1**
F. I trust the dentist to make this decision for me	358 53%imoq	13 52%	42 62%dg	80 49%	48 44%	36 66%cdg	121 58%dg	19 41%	340 54%zi	17 36%	306 56%zm	137 66%zjlm	310 56%zm	49 40%	258 60%zo	100 42%	277 60%zq	54 44%	-
C. It could be more expensive for me	98 14%bhnp	6 26%zbcd	4 6%	22 13%	9 8%	7 14%	37 18%bd	12 27%zbcd	82 13%	14 30%zh	82 15%	24 11%	82 15%	16 13%	49 11%	49 20%zn	55 12%	26 21%p	-
B. Only dentists have sufficient training to decide whether I should be referred to a dental care professional	70 10%o	2 7%	7 11%	16 10%	13 12%	5 8%	25 12%	1 3%	66 11%	3 8%	59 11%	21 10%	59 11%	11 9%	53 12%zo	17 7%	55 12%z	8 6%	-
E. It could increase the number of appointments I need to make and attend	49 7%b	* 2%	1 1%	15 9%b	13 12%b	5 9%	14 7%	1 2%	43 7%	5 10%	43 8%	20 10%	44 8%	5 4%	29 7%	20 8%	37 8%	9 8%	-
D. I could receive wrong/unnecessary treatment	38 6%	1 4%	2 3%	16 10%ze	4 4%	- -	13 6%	2 4%	34 5%	3 7%	35 6%	11 5%	35 6%	3 2%	21 5%	16 7%	25 5%	9 7%	1 100%
A. I could make an appointment with the wrong type of dental care professional	26 4%	1 4%	* 1%	8 5%	3 3%	2 3%	10 5%	2 5%	22 4%	3 6%	19 3%	12 6%	20 4%j	6 5%	14 3%	12 5%	19 4%	5 4%	-
No need / not necessary	24 4%	1 6%	3 5%	5 3%	2 2%	4 7%	5 2%	3 7%	23 4%	2 4%	19 4%	4 2%	19 4%	5 4%	14 3%	10 4%	14 3%	5 4%	-
I have no teeth / false teeth / dentures	15 2%jlnp	- -	1 2%	5 3%	4 4%	3 6%f	2 1%	- -	15 2%	1 1%	4 1%	- -	4 1%	11 9%zjkl	5 1%	10 4%zn	5 1%	3 2%	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g - z/h/i - z/j/k/l/m - z/n/o - z/p/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 139

Q29 - You say you would be unlikely to do this. Which of the following reasons, if any, best describe why you would not do so?

BASE: People who would be unlikely to make an appointment to see a dental hygienist without having been referred by a dentist beforehand

	TOTAL (z)	STANDARD REGION							ETHNICITY		ACCESS TO INTERNET				WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST		
		NORTHERN IRELAND (a)	SCOTLAND (b)	NORTH (c)	MIDLANDS (d)	WALES (e)	SOUTH (f)	LONDON (g)	WHITE (h)	NON-WHITE (i)	HOME (j)	WORK (k)	TOTAL (l)	NONE (m)	PATIENTS (LAST12 MONTHS) (n)	PUBLIC (LESS OFTEN) (o)	ONCE A YEAR OR MORE (p)	LESS OFTEN (q)	DON'T KNOW (r)
Weighted Base	674	24*	68*	164	108*	55*	209	46*	624	46*	548	209	554	121	433	241	462	123*	1**
I do not go to the dentist	12 2%jlnp	-	2	6	1	1	2	-	10	1	6	-	6	6	1	11	-	3	-
G. Other	51 8%	1	8	9	13	3	9	8	48	3	44	19	45	6	26	24	30	17	-
		6%	12%f	6%	12%f	6%	4%	17%zcf	8%	6%	8%	9%	8%	5%	6%	10%	6%	14%zp	-
H. None of these	10 1%np	-	1	1	2	-	5	1	9	1	6	-	6	4	3	7	4	1	-
		-	1%	*	2%	-	3%	1%	1%	2%	1%	-	1%	3%k	1%	3%	1%	1%	-
I. Don't know	12 2%ilnp	-	1	*	6	-	3	1	11	-	5	-	5	7	4	8	4	1	-
		-	2%	*	6%zcc	-	1%	2%	2%	-	1%	-	1%	6%zjkl	1%	3%	1%	1%	-

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g - z/h/i - z/j/k/l/m - z/n/o - z/p/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 140

Q29 - You say you would be unlikely to do this. Which of the following reasons, if any, best describe why you would not do so?

BASE: People who would be unlikely to make an appointment to see a dental hygienist without having been referred by a dentist beforehand

	TOTAL (z)	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN REGULATION IN GENERAL		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		RECOMMEND DENTAL PRACTICE		SEEN GDC LEAFLET	
		NHS (a)	PRIVATE (b)	BOTH (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDE NT (i)	NOT CONFIDE NT (j)	SATISFI ED (k)	DISSATI SFIED (l)	YES (m)	NO (n)	LIKELY (o)	UNLIKEL Y (p)	YES (q)	NO (r)
Unweighted Base	707	381	102	31	2	4	142	453	109	518	157	476	14	23	665	502	91	74	630
Weighted Base	674	354	95*	35**	3**	7**	135	434	101*	491	148	447	15**	22**	631	472	87*	65*	607
F. I trust the dentist to make this decision for me	358 53%p	205 58%z	59 62%	22 64%	2 71%	5 70%	78 58%	224 52%	55 54%	272 55%	72 49%	269 60%z	8 54%	15 68%	338 53%	283 60%zp	29 33%	30 47%	327 54%
C. It could be more expensive for me	98 14%bikno	44 12%	7 7%	7 19%	3 100%	4 63%	17 13%	64 15%	17 17%	58 12%	28 19%l	53 12%	1 9%	4 21%	86 14%	51 11%	19 22%o	10 16%	87 14%
B. Only dentists have sufficient training to decide whether I should be referred to a dental care professional	70 10%g	39 11%	13 14%	4 10%	- -	2 33%	20 15%g	36 8%	13 13%	54 11%	9 6%	55 12%z	- -	- -	68 11%	55 12%	8 9%	10 15%	60 10%
E. It could increase the number of appointments I need to make and attend	49 7%	25 7%	9 10%	2 6%	2 71%	2 33%	10 7%	30 7%	9 9%	36 7%	10 7%	35 8%	1 8%	* 2%	47 7%	31 7%	5 6%	5 7%	44 7%
D. I could receive wrong/unnecessary treatment	38 6%g	20 6%	5 6%	2 5%	- -	2 33%	14 10%zg	16 4%	8 8%	26 5%	8 6%	22 5%	3 18%	2 10%	35 6%	23 5%	9 11%o	5 8%	32 5%
A. I could make an appointment with the wrong type of dental care professional	26 4%	12 3%	3 3%	2 6%	- -	2 33%	7 5%	16 4%	4 4%	17 3%	6 4%	18 4%	1 8%	- -	26 4%	19 4%	4 5%	4 7%	22 4%
No need / not necessary	24 4%o	11 3%	2 2%	1 2%	- -	- -	6 4%	16 4%	2 2%	20 4%	4 3%	12 3%	2 10%	- -	22 4%	12 3%	8 9%zo	4 6%	21 3%
I have no teeth / false teeth / dentures	15 2%k	5 1%	1 1%	- -	- -	- -	4 3%	9 2%	3 3%	10 2%	5 3%	5 1%	- -	- -	15 2%	9 2%	3 4%	1 1%	14 2%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 140

Q29 - You say you would be unlikely to do this. Which of the following reasons, if any, best describe why you would not do so?

BASE: People who would be unlikely to make an appointment to see a dental hygienist without having been referred by a dentist beforehand

	TOTAL (z)	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN REGULATION IN GENERAL		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		RECOMMEND DENTAL PRACTICE		SEEN GDC LEAFLET	
		NHS (a)	PRIVATE (b)	BOTH (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDE NT (i)	NOT CONFIDE NT (j)	SATISFI ED (k)	DISSATI SFIED (l)	YES (m)	NO (n)	LIKELY (o)	UNLIKEL Y (p)	YES (q)	NO (r)
Weighted Base	674	354	95*	35**	3**	7**	135	434	101*	491	148	447	15**	22**	631	472	87*	65*	607
I do not go to the dentist	12 2%ako	1	-	-	-	-	1	9	1	6	5	-	-	-	10	1	5	1	11
G. Other	51 8%	21	9	*	-	-	8	38	5	37	9	28	1	-	51	38	9	6	45
		6%	10%	1%	-	-	6%	9%	5%	8%	6%	6%	8%	-	8%	8%	11%	9%	7%
H. None of these	10 1%no	3	-	1	-	-	1	8	1	6	4	4	-	-	7	3	2	-	9
		1%	-	3%	-	-	1%	2%	1%	1%	3%	1%	-	-	1%	1%	3%	-	2%
I. Don't know	12 2%kno	5	-	-	-	-	1	6	2	7	2	4	-	1	8	5	2	-	11
		1%	-	-	-	-	1%	1%	2%	1%	1%	1%	-	3%	1%	1%	2%	-	2%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/l/g/h - z/l/j - z/k/l - z/m/n - z/o/p - z/q/r
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Table 141

Q30 - Both Ipsos MORI and the General Dental Council may wish to carry out some follow up research about this subject within the next 12 months. Would you be willing for us, Ipsos MORI, and the General Dental Council to securely keep hold of your contact details for this period so that either organisation can invite you to take part in the research? Would you be interested in taking part?

BASE: All Respondents

	TOTAL (z)	GENDER		AGE						SOCIAL GRADE						MARITAL STATUS		
		MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	A (i)	B (j)	C1 (k)	C2 (l)	D (m)	E (n)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Unweighted Base	1640	784	856	256	213	222	268	283	398	50	323	477	336	284	170	924	456	259
Weighted Base	1587	769	818	258	264	252	263	225	325	53*	356	433	347	251	147	918	447	221
Yes	571	254	317	72	92	107	104	86	109	22	141	167	117	74	50	352	135	83
	36%acmp	33%	39%za	28%	35%	42%zch	40%c	38%c	34%	42%	40%am	39%am	34%	29%	34%	38%zp	30%	38%
No	1016	515	502	186	172	145	159	139	216	30	215	266	230	178	97	565	313	138
	64%beo	67%zb	61%	72%zefg	65%	58%	60%	62%	66%e	58%	60%	61%	66%	71%zjk	66%	62%	70%zo	62%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
 Overlap formulae used. * small base

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Table 142

Q30 - Both Ipsos MORI and the General Dental Council may wish to carry out some follow up research about this subject within the next 12 months. Would you be willing for us, Ipsos MORI, and the General Dental Council to securely keep hold of your contact details for this period so that either organisation can invite you to take part in the research? Would you be interested in taking part?

BASE: All Respondents

	TOTAL (z)	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
		WOR- KING (a)	NOT WOR- KING (b)	FULL- TIME (c)	PART- TIME (d)	SELF- EMPLOYE D (e)	HOUSE WIFE (f)	STILL IN EDU- CATION (g)	UNEM- PLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	1640	757	883	517	179	61	110	126	76	474	97	466	1174	174	109	170	221	1174
Weighted Base	1587	836	751	579	185	72*	103*	115	73*	381	80*	504	1083	204	122*	185	226	1083
Yes	571 36%g	304 36%	267 36%	197 34%g	72 39%g	35 49%cg	39 38%g	27 24%	26 36%	135 36%g	39 48%zcgj	196 39%	375 35%	74 36%	50 41%	74 40%	91 40%	375 35%
No	1016 64%j	532 64%	484 64%	383 66%ej	112 61%	36 51%	64 62%	88 76%zcde fij	47 64%	245 64%j	41 52%	309 61%	708 65%	130 64%	72 59%	111 60%	134 60%	708 65%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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Table 143

Q30 - Both Ipsos MORI and the General Dental Council may wish to carry out some follow up research about this subject within the next 12 months.

Would you be willing for us, Ipsos MORI, and the General Dental Council to securely keep hold of your contact details for this period so that either organisation can invite you to take part in the research? Would you be interested in taking part?

BASE: All Respondents

	TOTAL (z)	STANDARD REGION							ETHNICITY		ACCESS TO INTERNET				WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST		
		NORTHERN IRELAND (a)	SCOTLAND (b)	NORTH (c)	MIDLANDS (d)	WALES (e)	SOUTH (f)	LONDON (g)	WHITE (h)	NON-WHITE (i)	HOME (j)	WORK (k)	TOTAL (l)	NONE (m)	PATIENTS (LAST12 MONTHS) (n)	PUBLIC (LESS OFTEN) (o)	ONCE A YEAR OR MORE (p)	LESS OFTEN (q)	DON'T KNOW (r)
Unweighted Base	1640	100	153	396	275	102	385	229	1428	205	1332	419	1351	289	1067	573	1129	285	8
Weighted Base	1587	45	131	377	280	95*	446	213	1391	187	1337	457	1355	232	1026	561	1091	289	7**
Yes	571 36%gmo	31 68%zabcd efg	49 37%	156 41%zeg	94 34%	26 27%	157 35%	59 28%	511 37%	60 32%	499 37%zm	165 36%	504 37%zm	67 29%	411 40%zo	160 28%	436 40%z	97 33%	- -
No	1016 64%acjlnp	14 32%	82 63%a	221 59%a	186 66%a	69 73%ac	289 65%a	154 72%zac	880 63%	127 68%	838 63%	292 64%	851 63%	166 71%zjl	615 60%	401 72%zn	655 60%	192 67%	7 100%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g - z/h/i - z/j/k/l/m - z/n/o - z/p/q/r
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 144

Q30 - Both Ipsos MORI and the General Dental Council may wish to carry out some follow up research about this subject within the next 12 months. Would you be willing for us, Ipsos MORI, and the General Dental Council to securely keep hold of your contact details for this period so that either organisation can invite you to take part in the research? Would you be interested in taking part?

BASE: All Respondents

	TOTAL (z)	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN REGULATION IN GENERAL		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		RECOMMEND DENTAL PRACTICE		SEEN GDC LEAFLET	
		NHS (a)	PRIVATE (b)	BOTH (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDE NT (i)	NOT CONFIDE NT (j)	SATISFI ED (k)	DISSATI SFIED (l)	YES (m)	NO (n)	LIKELY (o)	UNLIKEL Y (p)	YES (q)	NO (r)
Unweighted Base	1640	881	228	86	6	15	288	1068	270	1243	304	1089	39	41	1522	1172	164	218	1407
Weighted Base	1587	840	226	86*	7**	17**	273	1038	260	1197	293	1052	38*	38*	1470	1131	153	199	1373
Yes	571 36%	335 40%z	102 45%z	31 36%	2 29%	3 17%	133 49%zgh	355 34%	83 32%	449 38%z	105 36%	423 40%z	13 34%	23 62%zn	529 36%	461 41%z	51 33%	75 38%	493 36%
No	1016 64%abfi kmo	505 60%	124 55%	55 64%	5 71%	14 83%	140 51%	683 66%f	177 68%f	748 62%	189 64%	629 60%	25 66%	14 38%	941 64%mo	670 59%	102 67%	124 62%	880 64%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/l/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 145
DEMOGRAPHICS
BASE: All Respondents

	GENDER			AGE						SOCIAL GRADE						MARITAL STATUS		
	TOTAL (z)	MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	A (i)	B (j)	C1 (k)	C2 (l)	D (m)	E (n)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Unweighted Base	1640	784	856	256	213	222	268	283	398	50	323	477	336	284	170	924	456	259
Weighted Base	1587	769	818	258	264	252	263	225	325	53*	356	433	347	251	147	918	447	221
GENDER																		
MALE	769	769	-	129	129	121	132	111	146	22	188	196	188	115	58	481	223	64
	48%bnq	100%zb	-	50%	49%	48%	50%	49%	45%	42%	53%n	45%	54%zkn	46%	40%	52%zq	50%q	29%
FEMALE	818	-	818	129	135	131	131	114	179	30	167	236	159	136	89	437	224	157
	52%alo	-	100%za	50%	51%	52%	50%	51%	55%	58%	47%	55%l	46%	54%	60%zjl	48%	50%	71%zop
AGE																		
15-24	258	129	129	258	-	-	-	-	-	-	28	90	60	44	36	44	213	1
	16%defg	17%	16%	100%zdefg	-	-	-	-	-	-	8%	21%zij	17%ij	17%ij	25%zij	5%q	48%zoq	*
	hjq			h														
25-34	264	129	135	-	264	-	-	-	-	1	46	56	72	56	32	172	86	6
	17%cefg	17%	17%	-	100%zcefg	-	-	-	-	2%	13%i	13%i	21%zijk	22%zijk	22%ijk	19%zq	19%q	3%
	hikq			h														
35-44	252	121	131	-	-	252	-	-	-	6	70	66	58	28	23	179	57	16
	16%cdfg	16%	16%	-	-	100%zcdfg	-	-	-	12%	20%m	15%	17%	11%	16%	20%zpq	13%q	7%
	hmpq				h													
45-54	263	132	131	-	-	-	263	-	-	11	54	83	61	40	14	182	46	34
	17%cddeg	17%	16%	-	-	-	100%zcdeg	-	-	20%	15%	19%n	18%n	16%	10%	20%zp	10%	16%
	hnp				h													
55-64	225	111	114	-	-	-	-	225	-	15	75	57	39	31	8	167	23	36
	14%cddef	15%	14%	-	-	-	-	100%zcdef	-	28%zklm	21%zklm	13%n	11%	12%n	6%	18%zp	5%	16%p
	hnp					h				n	n							
65+	325	146	179	-	-	-	-	-	325	20	82	81	57	52	33	174	23	128
	20%cddef	19%	22%	-	-	-	-	-	100%zcde	38%zjkl	23%l	19%	16%	21%	22%	19%p	5%	58%zop
	gp						fg		mn									
SOCIAL GRADE																		
A	53	22	30	-	1	6	11	15	20	53	-	-	-	-	-	40	6	6
	3%cdjkl	3%	4%	-	*	3%c	4%cd	6%zcde	6%zcd	100%zjklm	-	-	-	-	-	4%zp	1%	3%
	mnp									n								

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
 Overlap formulae used. * small base

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BASE: All Respondents

	GENDER		AGE						SOCIAL GRADE						MARITAL STATUS			
	TOTAL (z)	MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	A (i)	B (j)	C1 (k)	C2 (l)	D (m)	E (n)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Weighted Base	1587	769	818	258	264	252	263	225	325	53*	356	433	347	251	147	918	447	221
B	356 22%bcik lmnp	188 25%	167 20%	28 11%	46 17%	70 28%cd	54 21%cd	75 33%zcd h	82 25%cd	-	356 n	-	-	-	-	272 30%zpq	45 10%	39 18%p
C1	433 27%ijlm no	196 26%	236 29%	90 35%zdgh	56 21%	66 26%	83 31%cd	57 25%	81 25%	-	-	433 n	-	-	-	228 25%	143 32%zo	61 28%
C2	347 22%bghi jkmn	188 24%zb	159 19%	60 23%	72 27%gh	58 23%	61 23%	39 17%	57 18%	-	-	-	347 n	-	-	212 23%	95 21%	40 18%
D	251 16%ijkl no	115 15%	136 17%	44 17%	56 21%ze	28 11%	40 15%	31 14%	52 16%	-	-	-	-	251 n	-	130 14%	80 18%	42 19%
E	147 9%afgij klmo	58 8%	89 11%za	36 14%zfg	32 12%fg	23 9%g	14 5%	8 4%	33 10%fg	-	-	-	-	-	147 m	36 4%	77 17%zo	33 15%zo
MARITAL STATUS																		
MARRIED/ LIVING AS	918 58%bckm npq	481 63%zb	437 53%	44 17%	172 65%zch	179 71%zch	182 69%zch	167 74%zcdh	174 53%cd	40 76%zkmn n	272 76%zklm	228 53%cd	212 61%kmn	130 52%cd	36 24%	918 100%zpq	-	-
SINGLE	447 28%fghi joq	223 29%	224 27%	213 83%zdef gh	86 32%efgh	57 23%gh	46 17%gh	23 10%	23 7%	6 12%	45 13%	143 33%zij	95 28%ij	80 32%ij	77 53%zijkl m	-	447 100%zoq	-
WIDOWED/ DIVORCED/ SEPARATED	221 14%acdeo p	64 8%	157 19%za	1 *	6 2%	16 6%cd	34 13%cd	36 16%cd	128 39%zcd fg	6 12%	39 11%	61 14%	40 11%	42 17%	33 22%zijkl	-	-	221 100%zop
WORKING STATUS																		
WORKING	836 53%bchn q	447 58%zb	389 47%	100 39%h	194 74%zcgh	189 75%zcgh	214 81%zcgh	121 54%ch	18 5%	24 46%cd	212 60%zn	231 53%cd	227 66%zikh n	135 54%cd	6 4%	555 61%zpq	220 49%q	61 27%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
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DEMOGRAPHICS
BASE: All Respondents

	TOTAL (z)	GENDER		AGE						SOCIAL GRADE						MARITAL STATUS		
		MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	A (i)	B (j)	C1 (k)	C2 (l)	D (m)	E (n)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Weighted Base	1587	769	818	258	264	252	263	225	325	53*	356	433	347	251	147	918	447	221
NOT WORKING	751 47% jlo	321 42% adef	430 53% za	158 61% g	70 26% zdef	63 25% z	49 19% z	104 46% def	307 95% zcd	29 54% l	144 40% l	202 47% l	120 34% l	116 46% l	141 96% zijk lm	362 39% o	228 51% o	160 73% zop
OCCUPATION																		
FULL-TIME	579 37% bchi nq	357 46% zb	222 27% n	76 30% h	145 55% zcgh	138 55% zcgh	144 55% zcgh	72 32% h	5 2% n	8 15% n	156 44% zin	162 37% in	160 46% zikm n	89 36% in	4 3% n	389 42% zpq	151 34% q	40 18% q
PART-TIME	185 12% achnq	50 6% achnq	135 16% za	19 7% h	33 12% h	40 16% zch	47 18% zch	35 16% zch	11 3% n	11 20% jn	36 10% n	50 11% n	48 14% n	38 15% n	2 1% n	118 13% q	54 12% q	12 5% q
SELF-EMPLOYED	72 5% chn	40 5% chn	31 4% n	4 2% h	17 6% ch	11 4% h	24 9% zceh	14 6% ch	2 1% n	5 10% mn	19 5% n	20 5% n	20 6% n	7 3% n	- - n	48 5% n	14 3% n	9 4% n
NOT WORKING - HOUSEWIFE	103 6% ahq	6 1% ahq	97 12% za	15 6% h	40 15% zcfg h	25 10% zcfg	13 5% h	10 4% h	- - h	1 1% h	16 4% h	25 6% h	16 5% h	20 8% h	25 17% zijkl m	76 8% zpq	21 5% q	6 3% q
STILL IN EDUCATION	115 7% defgh jloq	57 7% defgh jloq	58 7% defgh jloq	110 42% zdefgh h	3 1% zdefgh h	1 * zdefgh h	2 1% zdefgh h	- - h	- - h	- - h	5 1% zdefgh h	63 15% zijlm	9 3% zijlm	16 6% jl	22 15% zijlm	7 1% zpq	108 24% zoq	1 * zpq
UNEMPLOYED	73 5% ghjk	41 5% ghjk	32 4% jk	20 8% zgh	19 7% gh	21 8% zgh	10 4% h	3 2% h	- - h	2 4% h	6 2% h	10 2% h	10 3% h	11 5% j	33 23% zijkl m	34 4% zpq	32 7% zoq	7 3% q
RETIRED	381 24% cdef lp	179 23% cdef lp	202 25% cdef lp	- - h	- - h	- - h	3 1% zcd	72 32% zcd	305 94% zcd	26 48% zijkl mn	110 31% zklm	92 21% zklm	63 18% zklm	56 22% zklm	34 23% zklm	216 24% p	31 7% p	134 61% zop
OTHER	80 5% hiko	39 5% hiko	41 5% iko	14 5% h	8 3% h	16 6% h	21 8% zdh	18 8% zdh	2 1% h	- - h	8 2% h	11 3% h	21 6% jk	12 5% h	28 19% zijkl m	30 3% zpq	36 8% zo	13 6% q
CHILDREN IN HOUSEHOLD																		
YES	504 32% aghi kpq	204 27% aghi kpq	300 37% za	73 28% gh	161 61% zcfg h	174 69% zcfg h	81 31% gh	10 4% h	6 2% h	8 15% h	114 32% ik	107 25% h	125 36% ik	99 40% zik	52 35% ik	358 39% zpq	119 27% q	27 12% q

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
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DEMOGRAPHICS
BASE: All Respondents

	TOTAL (z)	GENDER		AGE						SOCIAL GRADE						MARITAL STATUS		
		MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	A (i)	B (j)	C1 (k)	C2 (l)	D (m)	E (n)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Weighted Base	1587	769	818	258	264	252	263	225	325	53*	356	433	347	251	147	918	447	221
NO	1083	565	518	185	103	78	182	216	319	45	242	326	222	152	95	560	328	193
	68%bdem o	73%zb	63%	72%de	39%	31%	69%de	96%zcde f	98%zcde f	85%zjlm n	68%	75%zjlm n	64%	60%	65%	61%	73%zo	88%zop
CHILDREN'S AGES																		
AGED 0-3	204	78	126	35	110	51	6	-	2	-	44	39	60	36	25	165	36	4
	13%afgh ikpq	10%	15%za	14%fgh	42%zcef gh	20%zfg	2%g	-	1%	-	13%i	9%i	17%zik	14%ik	17%ilk	18%zpq	8%q	2%
AGED 4-5	122	44	78	11	51	54	4	2	-	2	27	26	27	28	13	91	27	4
	8%acfg q	6%	10%za	4%gh	19%zcfg h	22%zcfg	2%h	1%	-	3%	8%	6%	8%	11%zk	9%	10%zpq	6%q	2%
AGED 6-9	185	79	106	19	68	73	22	3	*	3	46	35	34	46	20	135	41	9
	12%cg q	10%	13%	7%gh	26%zcf h	29%zcf	8%gh	1%	*	7%	13%k	8%	10%	18%zkl	14%k	15%zpq	9%q	4%
AGED 10-15	226	90	136	33	30	85	67	7	4	5	51	53	46	46	24	144	61	21
	14%agh q	12%	17%za	13%gh	11%gh	34%zcdg h	26%zcdg	3%	1%	10%	14%	12%	13%	18%k	17%	16%q	14%	9%
NONE < 16	1083	565	518	185	103	78	182	216	319	45	242	326	222	152	95	560	328	193
	68%bdem o	73%zb	63%	72%de	39%	31%	69%de	96%zcde f	98%zcde f	85%zjlm n	68%	75%zjlm n	64%	60%	65%	61%	73%zo	88%zop
STANDARD REGION																		
NORTHERN IRELAND	45	22	23	9	9	9	6	5	7	-	6	18	8	6	7	21	20	5
	3%	3%	3%	4%	3%	4%	2%	2%	2%	-	2%	4%z	2%	2%	5%	2%	4%zo	2%
SCOTLAND	131	67	64	8	21	34	23	21	25	3	37	28	27	24	12	88	24	20
	8%cp	9%	8%	3%	8%c	13%zch	9%c	9%c	8%c	6%	10%	6%	8%	9%	8%	10%p	5%	9%
NORTH	377	183	194	70	64	51	62	63	67	7	88	95	92	54	41	209	114	52
	24%	24%	24%	27%	24%	20%	24%	28%h	21%	12%	25%	22%	27%i	21%	28%i	23%	26%	24%
MIDLANDS	280	140	140	53	59	44	34	28	61	6	59	70	68	50	27	175	77	28
	18%fgq	18%	17%	20%fg	22%fg	18%	13%	13%	19%g	12%	17%	16%	20%	20%	18%	19%q	17%	13%
WALES	95	46	49	15	6	9	18	17	30	5	31	17	16	17	8	53	23	19
	6%dk	6%	6%	6%	2%	3%	7%d	8%d	9%zde	10%	9%zk	4%	5%	7%	6%	6%	5%	9%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
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Table 145
DEMOGRAPHICS
BASE: All Respondents

	TOTAL (z)	GENDER		AGE						SOCIAL GRADE						MARITAL STATUS		
		MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	A (i)	B (j)	C1 (k)	C2 (l)	D (m)	E (n)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Weighted Base	1587	769	818	258	264	252	263	225	325	53*	356	433	347	251	147	918	447	221
SOUTH	446 28%mn	210 27%	236 29%	61 23%	60 23%	61 24%	84 32%cd	75 33%zcde	106 33%zcde	30 57%zijkl mn	99 28%mn	141 33%zmn	99 28%mn	50 20%	28 19%	260 28%	110 25%	76 35%zop
LONDON	213 13%ghiq	101 13%	112 14%	43 17%gh	44 17%gh	44 18%gh	35 13%g	16 7%	30 9%	2 3%	35 10%	63 15%i	37 11%	51 20%zijl	24 17%i	111 12%	80 18%zoq	21 9%
ETHNICITY																		
WHITE	1391 88%cdem p	669 87%	722 88%	211 82%	204 77%	206 82%	242 92%zcde	214 95%zcde	314 97%zcde f	52 99%zklm n	322 91%m	376 87%	307 89%	208 83%	126 86%	808 88%p	369 82%	214 97%zop
NON-WHITE	187 12%fghi q	92 12%	95 12%	45 17%zfg	57 22%zfg	45 18%zfg	19 7%h	11 5%	11 3%	1 1%	34 9%	54 12%i	38 11%i	40 16%zij	20 13%i	105 11%q	74 17%zoq	7 3%
ACCESS TO INTERNET																		
HOME	1337 84%hmnq	658 86%	679 83%	249 96%zefg h	251 95%zgh	229 91%zgh	238 90%zh	191 85%h	179 55%	50 94%lmn	333 94%zklm n	378 87%zmn	286 82%mn	185 73%	105 71%	815 89%zq	397 89%zq	125 57%
WORK	457 29%himn q	233 30%	224 27%	99 39%zdgh	75 28%h	98 39%zdgh	112 43%zdgh	55 24%h	18 5%	20 38%lmn	168 47%zlmn	173 40%zlmn	60 17%n	30 12%n	4 3%	289 31%zq	140 31%q	28 13%
TOTAL	1355 85%hmnq	668 87%	687 84%	252 98%zefg h	255 96%zfg	231 92%zh	240 91%zh	195 87%h	182 56%	50 94%mn	336 95%zklm n	384 89%zmn	291 84%mn	187 74%	107 73%	819 89%zq	406 91%zq	130 59%
NONE	232 15%cd jkop	101 13%	131 16%	6 2%	9 4%	20 8%c	23 9%cd	30 13%cd	143 44%zcdef g	3 6%	20 5%	49 11%j	56 16%j	65 26%zijk l	40 27%zijk l	99 11%	41 9%	91 41%zop

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 BASE: All Respondents

	TOTAL (z)	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
		WOR- KING (a)	NOT WOR- KING (b)	FULL- TIME (c)	PART- TIME (d)	SELF- EMPLOYE D (e)	HOUSE WIFE (f)	STILL IN EDU- CATION (g)	UNEM- PLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	1640	757	883	517	179	61	110	126	76	474	97	466	1174	174	109	170	221	1174
Weighted Base	1587	836	751	579	185	72*	103*	115	73*	381	80*	504	1083	204	122*	185	226	1083
GENDER																		
MALE	769 48%bdfk mnp	447 54%zb	321 43%	357 62%zdfg ij	50 27%f	40 56%df	6 6%	57 49%df	41 56%df	179 47%df	39 49%df	204 40%	565 52%zk	78 38%	44 36%	79 43%	90 40%	565 52%zmnop
FEMALE	818 52%aclq	389 46%	430 57%za	222 38%	135 73%zceg hij	31 44%	97 94%zcde ghij	58 51%c	32 44%	202 53%c	41 51%c	300 60%zl	518 48%	126 62%zq	78 64%zq	106 57%q	136 60%zq	518 48%
AGE																		
15-24	258 16%acde ino	100 12%	158 21%za	76 13%i	19 10%i	4 6%i	15 15%i	110 95%zcde fhij	20 27%zcdei	-	14 17%i	73 14%	185 17%	35 17%no	11 9%	19 10%	33 15%	185 17%no
25-34	264 17%bgil q	194 23%zb	70 9%	145 25%zgij	33 18%gi	17 23%gij	40 39%zcdgi j	3 3%i	19 26%zgij	-	8 10%gi	161 32%zl	103 9%	110 54%znop q	51 42%zpq	68 36%zpq	30 13%	103 9%
35-44	252 16%bgil q	189 23%zb	63 8%	138 24%zgi	40 22%zgi	11 15%gi	25 25%zgi	1 1%	21 28%zgi	-	16 20%gi	174 34%zl	78 7%	51 25%zq	54 45%zmq	73 40%zmq	85 38%zmq	78 7%
45-54	263 17%bgim n	214 26%zb	49 7%	144 25%zfgi	47 25%zfgi	24 33%zfgi i	13 12%gi	2 1%	10 14%gi	3 1%	21 27%zfgi	81 16%	182 17%	6 3%	4 4%	22 12%mn	67 30%zmno q	182 17%mn
55-64	225 14%ghkm nop	121 15%	104 14%	72 12%g	35 19%cgh	14 19%gh	10 10%g	-	3 5%g	72 19%zcfg h	18 23%zcfg	10 2%	216 20%zk	-	2 1%	3 2%	7 3% m	216 20%zmnop
65+	325 20%acdef ghjkmnop	18 2%	307 41%za	5 1%	11 6%cfg	2 3%	-	-	-	305 80%zdef ghj	2 3%	6 1%	319 29%zk	2 1%	-	*	4 2%	319 29%zmnop
SOCIAL GRADE																		
A	53 3%cgkm	24 3%	29 4%	8 1%	11 6%cfgj	5 7%cfgj	1 1%	-	2 3%	26 7%zcfgj	-	8 2%	45 4%zk	-	2 1%	3 2%	5 2%	45 4%zm

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DEMOGRAPHICS
BASE: All Respondents

	TOTAL (z)	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
		WOR- KING (a)	NOT WOR- KING (b)	FULL- TIME (c)	PART- TIME (d)	SELF- EMPLOYE D (e)	HOUSE WIFE (f)	STILL IN EDU- CATION (g)	UNEM- PLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Weighted Base	1587	836	751	579	185	72*	103*	115	73*	381	80*	504	1083	204	122*	185	226	1083
	356 22%bg hj	212 25%zb	144 19%	156 27%zfg h	36 20%ghj	19 27%ghj	16 15%g	5 4%	6 8%	110 29%zdfg hj	8 10%	114 23%	242 22%	44 22%	27 22%	46 25%	51 23%	242 22%
C1	433 27%hjk mo	231 28%	202 27%	162 28%hj	50 27%hj	20 27%	25 25%	63 55%zcde fhij	10 13%	92 24%j	11 14%	107 21%	326 30%zkl	39 19%	26 21%	35 19%	53 24%	326 30%zmo
C2	347 22%bgil q	227 27%zb	120 16%	160 28%zfg hi	48 26%gi	20 28%gi	16 16%	9 8%	10 14%	63 17%g	21 27%gi	125 25%	222 21%	60 29%zopq	27 22%	34 18%	46 20%	222 21%
D	251 16%lq	135 16%	116 15%	89 15%	38 21%	7 10%	20 20%	16 14%	11 16%	56 15%	12 15%	99 20%zl	152 14%	36 18%	28 23%q	46 25%zq	46 20%q	152 14%
E	147 9%acde	6 1%	141 19%za	4 1%	2 1%	- -	25 24%zcde i	22 19%zcde i	33 46%zcde gi	34 9%cde	28 35%zcde gi	52 10%	95 9%	25 12%	13 11%	20 11%	24 11%	95 9%
MARITAL STATUS																		
MARRIED/ LIVING AS	918 58%bgil q	555 66%zb	362 48%	389 67%zghi j	118 64%ghj	48 67%ghj	76 74%zghij	7 6%	34 46%g	216 57%gj	30 38%g	358 71%zl	560 52%	165 81%zpq	91 75%zpq	135 73%zpq	144 64%q	560 52%
SINGLE	447 28%ikm	220 26%	228 30%z	151 26%i	54 29%i	14 20%i	21 20%i	108 94%zcde fhij	32 44%zcde fi	31 8%	36 45%zcde fi	119 24%	328 30%zkl	36 17%	27 22%	41 22%	61 27% m	328 30%zm
WIDOWED/ DIVORCED/ SEPARATED	221 14%acdfg kmnop	61 7%	160 21%za	40 7%g	12 6%g	9 13%g	6 6%g	1 1%	7 10%g	134 35%zcde fghj	13 16%cdfg	27 5%	193 18%zkl	4 2%	4 3%	9 5%	21 9% m	193 18%zmnop
WORKING STATUS																		
WORKING	836 53%bfg hijlq	836 100%zb	- -	579 100%zfg hij	185 100%zfg hij	72 100%zfg hi	- -	- -	- -	- -	- -	324 64%zl	512 47%	121 59%q	74 60%q	116 62%zq	145 64%zq	512 47%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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PUBLIC - FINAL
GENERAL DENTAL COUNCIL PATIENTS AND PUBLIC ANNUAL SURVEY

28 Nov 2014

Table 146
DEMOGRAPHICS
BASE: All Respondents

	TOTAL (z)	WORKING STATUS		OCCUPATION							CHILDREN IN HOUSEHOLD		CHILDREN'S AGES					
		WOR- KING (a)	NOT WOR- KING (b)	FULL- TIME (c)	PART- TIME (d)	SELF- EMPLOYE D (e)	HOUSE WIFE (f)	STILL IN EDU- CATION (g)	UNEM- PLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Weighted Base	1587	836	751	579	185	72*	103*	115	73*	381	80*	504	1083	204	122*	185	226	1083
NOT WORKING	751	-	751	-	-	-	103	115	73	381	80	180	571	83	48	70	80	571
	47%acdek op	-	100%za	-	-	-	100%zcd e	100%zcd e	100%zcd e	100%zcd e	100%zcd e	36%	53%zk	41%	40%	38%	36%	53%zmnop
OCCUPATION																		
FULL-TIME	579	579	-	579	-	-	-	-	-	-	-	214	365	83	45	70	96	365
	37%bdef ghijlq	69%zb	-	100%zdefg hij	-	-	-	-	-	-	-	42%zl	34%	41%	37%	38%	42%q	34%
PART-TIME	185	185	-	-	185	-	-	-	-	-	-	84	101	25	25	29	42	101
	12%bcef ghijlq	22%zb	-	-	100%zcefg hij	-	-	-	-	-	-	17%zl	9%	12%	21%zmq	16%q	19%zq	9%
SELF-EMPLOYED	72	72	-	-	-	72	-	-	-	-	-	26	45	13	3	16	7	45
	5%bcdfg ij	9%zb	-	-	-	100%zcdfg hij	-	-	-	-	-	5%	4%	7%	2%	9%znpq	3%	4%
NOT WORKING - HOUSEWIFE	103	-	103	-	-	-	103	-	-	-	-	78	25	50	27	38	24	25
	6%acdgh ijlq	-	14%za	-	-	-	100%zcdeg hij	-	-	-	-	15%zl	2%	24%zpq	22%zpq	21%zpq	10%zq	2%
STILL IN EDUCATION	115	-	115	-	-	-	-	115	-	-	-	32	83	6	5	10	22	83
	7%acdef hijm	-	15%za	-	-	-	-	100%zcd hij	-	-	-	6%	8%	3%	4%	5%	10% m	8% m
UNEMPLOYED	73	-	73	-	-	-	-	-	73	-	-	39	35	16	10	14	17	35
	5%acdfg ijlq	-	10%za	-	-	-	-	-	100%zcd gij	-	-	8%zl	3%	8%q	8%q	8%q	8%zq	3%
RETIRED	381	-	381	-	-	-	-	-	-	381	-	8	372	2	-	1	6	372
	24%acdef ghjkmnop	-	51%za	-	-	-	-	-	-	100%zcd ghj	-	2%	34%zk	1%	-	1%	3%	34%zmnop
OTHER	80	-	80	-	-	-	-	-	-	-	80	24	56	10	6	6	11	56
	5%acdfg i	-	11%za	-	-	-	-	-	-	-	100%zcd ghi	5%	5%	5%	5%	3%	5%	5%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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Table 146
DEMOGRAPHICS
BASE: All Respondents

	TOTAL (z)	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
		WOR- KING (a)	NOT WOR- KING (b)	FULL- TIME (c)	PART- TIME (d)	SELF- EMPLOYE D (e)	HOUSE WIFE (f)	STILL IN EDU- CATION (g)	UNEM- PLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Weighted Base	1587	836	751	579	185	72*	103*	115	73*	381	80*	504	1083	204	122*	185	226	1083
CHILDREN IN HOUSEHOLD																		
YES	504 32%bilq	324 39%zb	180 24%	214 37%zi	84 45%zgij	26 36%i	78 76%zcde ghij	32 27%i	39 53%zcgij	8 2%	24 30%i	504 100%zl	-	204 100%zq	122 100%zq	185 100%zq	226 100%zq	-
NO	1083 68%acdf hkmnop	512 61%	571 76%za	365 63%fh	101 55%f	45 64%f	25 24%	83 73%dfh	35 47%f	372 98%zcde fghj	56 70%dfh	-	1083 100%zk	-	-	-	-	1083 100%zmnp
CHILDREN'S AGES																		
AGED 0-3	204 13%bgil q	121 15%	83 11%	83 14%gi	25 13%gi	13 19%gi	50 48%zcdeg hij	6 5%i	16 22%zgi	2 *	10 12%i	204 40%zl	-	204 100%znop q	51 42%zopq	56 30%zpq	31 14%q	-
AGED 4-5	122 8%bilq	74 9%	48 6%	45 8%i	25 14%zcgi	3 4%i	27 26%zcdeg ij	5 4%i	10 14%gi	-	6 8%i	122 24%zl	-	51 25%zpq q	122 100%zmop	44 24%zpq	18 8%q	-
AGED 6-9	185 12%bilq	116 14%zb	70 9%	70 12%i	29 16%i	16 22%zcgij	38 37%zcdgh ij	10 8%i	14 20%zgij	1 *	6 8%i	185 37%zl	-	56 27%zq	44 36%zq	185 100%zmn q	71 31%zq	-
AGED 10-15	226 14%bilq	145 17%zb	80 11%	96 16%i	42 23%zei	7 10%i	24 23%zi	22 19%i	17 24%zi	6 2%	11 13%i	226 45%zl	-	31 15%q	18 15%q	71 38%zmn q	226 100%zmnoq	-
NONE < 16	1083 68%acdf hkmnop	512 61%	571 76%za	365 63%fh	101 55%f	45 64%f	25 24%	83 73%dfh	35 47%f	372 98%zcde fghj	56 70%dfh	-	1083 100%zk	-	-	-	-	1083 100%zmnp
STANDARD REGION																		
NORTHERN IRELAND	45 3%	23 3%	23 3%	18 3%	4 2%	1 2%	2 2%	5 5%	3 4%	9 2%	4 4%	14 3%	32 3%	4 2%	3 2%	5 3%	6 3%	32 3%
SCOTLAND	131 8%	76 9%	55 7%	58 10%f	13 7%	5 7%	4 4%	5 4%	10 14%fg	28 7%	9 11%	46 9%	85 8%	19 9%	10 8%	22 12%	15 7%	85 8%
NORTH	377 24%	196 24%	181 24%	135 23%	39 21%	23 32%	25 25%	29 25%	21 29%	87 23%	18 23%	107 21%	270 25%	41 20%	27 22%	41 22%	46 20%	270 25%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
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28 Nov 2014

Table 146
DEMOGRAPHICS
BASE: All Respondents

	TOTAL (z)	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
		WOR- KING (a)	NOT WOR- KING (b)	FULL- TIME (c)	PART- TIME (d)	SELF- EMPLOYE D (e)	HOUSE WIFE (f)	STILL IN EDU- CATION (g)	UNEM- PLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Weighted Base	1587	836	751	579	185	72*	103*	115	73*	381	80*	504	1083	204	122*	185	226	1083
MIDLANDS	280 18%lq	156 19%	124 16%	120 21%	26 14%	10 15%	23 23%	14 13%	9 13%	64 17%	13 16%	107 21%zl	173 16%	52 25%zq	22 18%	33 18%	50 22%q	173 16%
WALES	95 6%	40 5%	56 7%za	26 5%	10 6%	3 4%	5 5%	2 2%	2 3%	40 10%zcg	6 8%	26 5%	69 6%	7 4%	6 5%	13 7%	14 6%	69 6%
SOUTH	446 28%ckm	235 28%	211 28%	135 23%	76 41%zcfg ij	25 35%	22 21%	31 27%	21 28%	121 32%zcfj	16 20%	112 22%	334 31%zk	41 20%	31 25%	40 21%	51 23%	334 31%zmop
LONDON	213 13%ilq	109 13%	103 14%	89 15%di	17 9%	4 5%	21 21%zdei	28 24%zcdeh i	7 9%	32 8%	15 19%dei	94 19%zl	119 11%	40 20%zq	24 20%q	32 17%q	43 19%zq	119 11%
ETHNICITY																		
WHITE	1391 88%fgkm nop	724 87%	668 89%	499 86%g	158 86%	67 93%fg	81 79%	88 76%	65 89%g	368 97%zcdf ghj	66 83%	400 79%	992 92%zk	156 76%	90 74%	149 80%	178 79%	992 92%zmnop
NON-WHITE	187 12%ilq	106 13%	81 11%	77 13%i	25 14%i	3 5%	22 21%zei	25 22%zceh i	7 10%i	13 3%	14 17%ei	102 20%zl	84 8%	48 24%zq	32 26%zq	36 20%zq	46 20%zq	84 8%
ACCESS TO INTERNET																		
HOME	1337 84%bjl q	784 94%zb	553 74%	545 94%zfij	170 92%zij	69 97%zij	90 88%ij	113 98%zdfh ij	66 91%ij	225 59%	58 73%ij	476 94%zl	861 79%	196 96%zq	116 95%zq	177 95%zq	211 93%zq	861 79%
WORK	457 29%bfhi j	366 44%zb	91 12%	269 46%zfhi j	71 38%zfhi j	26 37%fhij	2 2%	62 54%zdefh ij	6 8%j	21 6%	1 1%	160 32%	297 27%	51 25%	31 26%	54 29%	79 35%zmq	297 27%
TOTAL	1355 85%bjl q	796 95%zb	559 74%	552 95%zfij	172 93%zij	72 100%zdfh ij	90 88%ij	113 98%zfhi j	66 91%ij	229 60%	60 75%ij	478 95%zl	877 81%	196 96%zq	117 96%zq	177 95%zq	211 93%zq	877 81%
NONE	232 15%acdeg kmnop	40 5%	192 26%za	27 5%	13 7%e	- -	12 12%ceg	2 2%	7 9%eg	151 40%zcde fghj	20 25%zcdef gh	27 5%	205 19%zk	8 4%	5 4%	8 5%	15 7%	205 19%zmnop

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
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	Page	Table	Title	Base Description	Base
●	1	1	A1 - When was the last time you went to the dentist?	BASE: All Respondents	1640
●	2	2	A1 - When was the last time you went to the dentist?	BASE: All Respondents	1640
●	3	3	A1 - When was the last time you went to the dentist?	BASE: All Respondents	1640
●	4	4	A1 - When was the last time you went to the dentist?	BASE: All Respondents	1640
●	5	5	A2 - On average, how often do you go to the dentist?	BASE: People who go to the dentist	1422
●	6	6	A2 - On average, how often do you go to the dentist?	BASE: People who go to the dentist	1422
●	7	7	A2 - On average, how often do you go to the dentist?	BASE: People who go to the dentist	1422
●	8	8	A2 - On average, how often do you go to the dentist?	BASE: People who go to the dentist	1422
●	9	9	A3 - And how long have you been with your current dentist or dental practice?	BASE: People who go to the dentist	1422
●	10	10	A3 - And how long have you been with your current dentist or dental practice?	BASE: People who go to the dentist	1422
●	11	11	A3 - And how long have you been with your current dentist or dental practice?	BASE: People who go to the dentist	1422
●	12	12	A3 - And how long have you been with your current dentist or dental practice?	BASE: People who go to the dentist	1422
●	13	13	A4 - Thinking about the last time you visited your dentist or dental practice, which of these options best describes the type of care you think you received?	BASE: People who go to the dentist at least once every two years	1216
●	14	14	A4 - Thinking about the last time you visited your dentist or dental practice, which of these options best describes the type of care you think you received?	BASE: People who go to the dentist at least once every two years	1216
●	15	15	A4 - Thinking about the last time you visited your dentist or dental practice, which of these options best describes the type of care you think you received?	BASE: People who go to the dentist at least once every two years	1216

	Page	Table	Title	Base Description	Base
●	16	16	A4 - Thinking about the last time you visited your dentist or dental practice, which of these options best describes the type of care you think you received?	BASE: People who go to the dentist at least once every two years	1216
●	17	17	A5 - Have you ever had an appointment with a dental care professional other than a dentist? By this we mean an appointment where the dentist was not present.	BASE: People who have been to a dentist at some point	1564
●	18	18	A5 - Have you ever had an appointment with a dental care professional other than a dentist? By this we mean an appointment where the dentist was not present.	BASE: People who have been to a dentist at some point	1564
●	19	19	A5 - Have you ever had an appointment with a dental care professional other than a dentist? By this we mean an appointment where the dentist was not present.	BASE: People who have been to a dentist at some point	1564
●	20	20	A5 - Have you ever had an appointment with a dental care professional other than a dentist? By this we mean an appointment where the dentist was not present.	BASE: People who have been to a dentist at some point	1564
●	21	21	A6 - You said you have had an appointment with a dental care professional other than a dentist. Which dental care professional or professionals did you see?	BASE: People who have had an appointment with a dental care professional other than a dentist	481
●	22	22	A6 - You said you have had an appointment with a dental care professional other than a dentist. Which dental care professional or professionals did you see?	BASE: People who have had an appointment with a dental care professional other than a dentist	481
●	23	23	A6 - You said you have had an appointment with a dental care professional other than a dentist. Which dental care professional or professionals did you see?	BASE: People who have had an appointment with a dental care professional other than a dentist	481
●	24	24	A6 - You said you have had an appointment with a dental care professional other than a dentist. Which dental care professional or professionals did you see?	BASE: People who have had an appointment with a dental care professional other than a dentist	481
●	25	25	Q1 - Now thinking about your own experience, how satisfied or otherwise are you with your dental care or treatment?	BASE: People who go to the dentist at least once a year	1129
●	26	26	Q1 - Now thinking about your own experience, how satisfied or otherwise are you with your dental care or treatment?	BASE: People who go to the dentist at least once a year	1129
●	27	27	Q1 - Now thinking about your own experience, how satisfied or otherwise are you with your dental care or treatment?	BASE: People who go to the dentist at least once a year	1129

	Page	Table	Title	Base Description	Base
●	28	28	Q1 - Now thinking about your own experience, how satisfied or otherwise are you with your dental care or treatment?	BASE: People who go to the dentist at least once a year	1129
●	29	29	Q2 - Which of the following, if any, best describe why you feel satisfied with your dental care or treatment?	BASE: People who are satisfied with their dental care or treatment	1089
●	30	29	Q2 - Which of the following, if any, best describe why you feel satisfied with your dental care or treatment?	BASE: People who are satisfied with their dental care or treatment	1052
●	31	30	Q2 - Which of the following, if any, best describe why you feel satisfied with your dental care or treatment?	BASE: People who are satisfied with their dental care or treatment	1089
●	32	30	Q2 - Which of the following, if any, best describe why you feel satisfied with your dental care or treatment?	BASE: People who are satisfied with their dental care or treatment	1052
●	33	31	Q2 - Which of the following, if any, best describe why you feel satisfied with your dental care or treatment?	BASE: People who are satisfied with their dental care or treatment	1089
●	34	31	Q2 - Which of the following, if any, best describe why you feel satisfied with your dental care or treatment?	BASE: People who are satisfied with their dental care or treatment	1052
●	35	32	Q2 - Which of the following, if any, best describe why you feel satisfied with your dental care or treatment?	BASE: People who are satisfied with their dental care or treatment	1089
●	36	32	Q2 - Which of the following, if any, best describe why you feel satisfied with your dental care or treatment?	BASE: People who are satisfied with their dental care or treatment	1052
	37	33	Q3 - Which of the following, if any, best describe why you feel dissatisfied with your dental care or treatment?	BASE: People who are dissatisfied with their dental care or treatment	39
	38	33	Q3 - Which of the following, if any, best describe why you feel dissatisfied with your dental care or treatment?	BASE: People who are dissatisfied with their dental care or treatment	38
	39	34	Q3 - Which of the following, if any, best describe why you feel dissatisfied with your dental care or treatment?	BASE: People who are dissatisfied with their dental care or treatment	39
	40	34	Q3 - Which of the following, if any, best describe why you feel dissatisfied with your dental care or treatment?	BASE: People who are dissatisfied with their dental care or treatment	38

	Page	Table	Title	Base Description	Base
	41	35	Q3 - Which of the following, if any, best describe why you feel dissatisfied with your dental care or treatment?	BASE: People who are dissatisfied with their dental care or treatment	39
	42	35	Q3 - Which of the following, if any, best describe why you feel dissatisfied with your dental care or treatment?	BASE: People who are dissatisfied with their dental care or treatment	38
	43	36	Q3 - Which of the following, if any, best describe why you feel dissatisfied with your dental care or treatment?	BASE: People who are dissatisfied with their dental care or treatment	39
	44	36	Q3 - Which of the following, if any, best describe why you feel dissatisfied with your dental care or treatment?	BASE: People who are dissatisfied with their dental care or treatment	38
●	45	37	Q4 - We would like you to think about your most recent experience of visiting your dental practice. How likely or unlikely are you to recommend your dental practice to friends and family if they needed similar care or treatment?	BASE: People who have been to a dentist at some point	1564
●	46	38	Q4 - We would like you to think about your most recent experience of visiting your dental practice. How likely or unlikely are you to recommend your dental practice to friends and family if they needed similar care or treatment?	BASE: People who have been to a dentist at some point	1564
●	47	39	Q4 - We would like you to think about your most recent experience of visiting your dental practice. How likely or unlikely are you to recommend your dental practice to friends and family if they needed similar care or treatment?	BASE: People who have been to a dentist at some point	1564
●	48	40	Q4 - We would like you to think about your most recent experience of visiting your dental practice. How likely or unlikely are you to recommend your dental practice to friends and family if they needed similar care or treatment?	BASE: People who have been to a dentist at some point	1564
●	49	41	Q5 - Now please think about services generally and not just dental care or healthcare services. How confident, if at all, are you that regulation of services in general works effectively?	BASE: All Respondents	1640
●	50	42	Q5 - Now please think about services generally and not just dental care or healthcare services. How confident, if at all, are you that regulation of services in general works effectively?	BASE: All Respondents	1640

	Page	Table	Title	Base Description	Base
●	51	43	Q5 - Now please think about services generally and not just dental care or healthcare services. How confident, if at all, are you that regulation of services in general works effectively?	BASE: All Respondents	1640
●	52	44	Q5 - Now please think about services generally and not just dental care or healthcare services. How confident, if at all, are you that regulation of services in general works effectively?	BASE: All Respondents	1640
●	53	45	Q6 - Now thinking about healthcare, how confident, if at all, are you that regulation of this works effectively?	BASE: All Respondents	1640
●	54	46	Q6 - Now thinking about healthcare, how confident, if at all, are you that regulation of this works effectively?	BASE: All Respondents	1640
●	55	47	Q6 - Now thinking about healthcare, how confident, if at all, are you that regulation of this works effectively?	BASE: All Respondents	1640
●	56	48	Q6 - Now thinking about healthcare, how confident, if at all, are you that regulation of this works effectively?	BASE: All Respondents	1640
●	57	49	Q7 - Which of the following best describes how aware you were of the General Dental Council before this survey?	BASE: All Respondents	1640
●	58	50	Q7 - Which of the following best describes how aware you were of the General Dental Council before this survey?	BASE: All Respondents	1640
●	59	51	Q7 - Which of the following best describes how aware you were of the General Dental Council before this survey?	BASE: All Respondents	1640
●	60	52	Q7 - Which of the following best describes how aware you were of the General Dental Council before this survey?	BASE: All Respondents	1640
●	61	53	Q8 - How confident, if at all, are you that the General Dental Council is regulating dentists and dental care professionals effectively?	BASE: People who have heard of the General Dental Council before	558
●	62	54	Q8 - How confident, if at all, are you that the General Dental Council is regulating dentists and dental care professionals effectively?	BASE: People who have heard of the General Dental Council before	558
●	63	55	Q8 - How confident, if at all, are you that the General Dental Council is regulating dentists and dental care professionals effectively?	BASE: People who have heard of the General Dental Council before	558

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●	64	56	Q8 - How confident, if at all, are you that the General Dental Council is regulating dentists and dental care professionals effectively?	BASE: People who have heard of the General Dental Council before	558
●	65	57	Q9 - During the last year, have you been aware or not of the General Dental Council taking disciplinary action against a dental professional because they do not meet the standards required or are not fit to practise?	BASE: People who have heard of the General Dental Council before	558
●	66	58	Q9 - During the last year, have you been aware or not of the General Dental Council taking disciplinary action against a dental professional because they do not meet the standards required or are not fit to practise?	BASE: People who have heard of the General Dental Council before	558
●	67	59	Q9 - During the last year, have you been aware or not of the General Dental Council taking disciplinary action against a dental professional because they do not meet the standards required or are not fit to practise?	BASE: People who have heard of the General Dental Council before	558
●	68	60	Q9 - During the last year, have you been aware or not of the General Dental Council taking disciplinary action against a dental professional because they do not meet the standards required or are not fit to practise?	BASE: People who have heard of the General Dental Council before	558
●	69	61	Q10 - Which of the following best describes how aware you were of the Dental Complaints Service before this survey?	BASE: All Respondents	1640
●	70	62	Q10 - Which of the following best describes how aware you were of the Dental Complaints Service before this survey?	BASE: All Respondents	1640
●	71	63	Q10 - Which of the following best describes how aware you were of the Dental Complaints Service before this survey?	BASE: All Respondents	1640
●	72	64	Q10 - Which of the following best describes how aware you were of the Dental Complaints Service before this survey?	BASE: All Respondents	1640
●	73	65	Q11 - Have you ever complained about a dental professional?	BASE: People who have been to a dentist at some point	1564
●	74	66	Q11 - Have you ever complained about a dental professional?	BASE: People who have been to a dentist at some point	1564

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●	75	67	Q11 - Have you ever complained about a dental professional?	BASE: People who have been to a dentist at some point	1564
●	76	68	Q11 - Have you ever complained about a dental professional?	BASE: People who have been to a dentist at some point	1564
●	77	69	Q12 - Have you ever considered complaining about a dental professional?	BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional	1523
●	78	70	Q12 - Have you ever considered complaining about a dental professional?	BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional	1523
●	79	71	Q12 - Have you ever considered complaining about a dental professional?	BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional	1523
●	80	72	Q12 - Have you ever considered complaining about a dental professional?	BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional	1523
	81	73	Q13 - Thinking about the most recent time you complained or considered complaining, what type of dental professional did you complain or consider complaining about?	BASE: People who have complained or considered complaining about a dental professional	119
●	82	74	Q13 - Thinking about the most recent time you complained or considered complaining, what type of dental professional did you complain or consider complaining about?	BASE: People who have complained or considered complaining about a dental professional	119
●	83	75	Q13 - Thinking about the most recent time you complained or considered complaining, what type of dental professional did you complain or consider complaining about?	BASE: People who have complained or considered complaining about a dental professional	119
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●	85	77	Q14 - Thinking about the most recent time you complained or considered complaining, when was this?	BASE: People who have complained or considered complaining about a dental professional	119
●	86	78	Q14 - Thinking about the most recent time you complained or considered complaining, when was this?	BASE: People who have complained or considered complaining about a dental professional	119
	87	79	Q14 - Thinking about the most recent time you complained or considered complaining, when was this?	BASE: People who have complained or considered complaining about a dental professional	119
●	88	80	Q14 - Thinking about the most recent time you complained or considered complaining, when was this?	BASE: People who have complained or considered complaining about a dental professional	119
	89	81	Q15 - Thinking about the most recent time you complained or considered complaining, who did you complain or consider complaining to?	BASE: People who have complained or considered complaining about a dental professional	119
	90	82	Q15 - Thinking about the most recent time you complained or considered complaining, who did you complain or consider complaining to?	BASE: People who have complained or considered complaining about a dental professional	119
●	91	83	Q15 - Thinking about the most recent time you complained or considered complaining, who did you complain or consider complaining to?	BASE: People who have complained or considered complaining about a dental professional	119
●	92	84	Q15 - Thinking about the most recent time you complained or considered complaining, who did you complain or consider complaining to?	BASE: People who have complained or considered complaining about a dental professional	119
	93	85	Q16 - What motivated you to complain?	BASE: People who have complained about a dental professional	41

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	101	89	Q17 - What prevented you from complaining?	BASE: People who have considered complaining about a dental professional	78
	102	89	Q17 - What prevented you from complaining?	BASE: People who have considered complaining about a dental professional	73
●	103	90	Q17 - What prevented you from complaining?	BASE: People who have considered complaining about a dental professional	78
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●	106	91	Q17 - What prevented you from complaining?	BASE: People who have considered complaining about a dental professional	73
●	107	92	Q17 - What prevented you from complaining?	BASE: People who have considered complaining about a dental professional	78
●	108	92	Q17 - What prevented you from complaining?	BASE: People who have considered complaining about a dental professional	73
●	109	93	Q18 - What would or did you expect to achieve from complaining to the General Dental Council's Dental Complaints Service in particular? Please select the top three reasons from the following list:	BASE: All Respondents	1640
●	110	93	Q18 - What would or did you expect to achieve from complaining to the General Dental Council's Dental Complaints Service in particular? Please select the top three reasons from the following list:	BASE: All Respondents	1587
●	111	94	Q18 - What would or did you expect to achieve from complaining to the General Dental Council's Dental Complaints Service in particular? Please select the top three reasons from the following list:	BASE: All Respondents	1640
●	112	94	Q18 - What would or did you expect to achieve from complaining to the General Dental Council's Dental Complaints Service in particular? Please select the top three reasons from the following list:	BASE: All Respondents	1587
●	113	95	Q18 - What would or did you expect to achieve from complaining to the General Dental Council's Dental Complaints Service in particular? Please select the top three reasons from the following list:	BASE: All Respondents	1640
●	114	95	Q18 - What would or did you expect to achieve from complaining to the General Dental Council's Dental Complaints Service in particular? Please select the top three reasons from the following list:	BASE: All Respondents	1587

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●	115	96	Q18 - What would or did you expect to achieve from complaining to the General Dental Council's Dental Complaints Service in particular? Please select the top three reasons from the following list:	BASE: All Respondents	1640
●	116	96	Q18 - What would or did you expect to achieve from complaining to the General Dental Council's Dental Complaints Service in particular? Please select the top three reasons from the following list:	BASE: All Respondents	1587
●	117	97	Q19 - Thinking about the last time you went to the dentist, before you had the check-up or treatment, how clear, if at all, were you on what the costs would be for you?	BASE: People who go to the dentist at least once every two years	1216
●	118	98	Q19 - Thinking about the last time you went to the dentist, before you had the check-up or treatment, how clear, if at all, were you on what the costs would be for you?	BASE: People who go to the dentist at least once every two years	1216
●	119	99	Q19 - Thinking about the last time you went to the dentist, before you had the check-up or treatment, how clear, if at all, were you on what the costs would be for you?	BASE: People who go to the dentist at least once every two years	1216
●	120	100	Q19 - Thinking about the last time you went to the dentist, before you had the check-up or treatment, how clear, if at all, were you on what the costs would be for you?	BASE: People who go to the dentist at least once every two years	1216
●	121	101	Q20 - Dental professionals have to make it clear in their practice that they are registered with the General Dental Council in order to practise. Would knowing they are registered with the General Dental Council make you more likely to trust them or would it make no difference?	BASE: People who go to the dentist	1422
●	122	102	Q20 - Dental professionals have to make it clear in their practice that they are registered with the General Dental Council in order to practise. Would knowing they are registered with the General Dental Council make you more likely to trust them or would it make no difference?	BASE: People who go to the dentist	1422

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●	123	103	Q20 - Dental professionals have to make it clear in their practice that they are registered with the General Dental Council in order to practise. Would knowing they are registered with the General Dental Council make you more likely to trust them or would it make no difference?	BASE: People who go to the dentist	1422
●	124	104	Q20 - Dental professionals have to make it clear in their practice that they are registered with the General Dental Council in order to practise. Would knowing they are registered with the General Dental Council make you more likely to trust them or would it make no difference?	BASE: People who go to the dentist	1422
●	125	105	Q21 - During dental appointments, some patients may want to ask their dental professional questions to help them feel informed enough to make decisions about their care and treatment. We have some listed some examples of such questions on this screen. Looking at this list, which questions do you think would be most useful to ask? Please choose up to 3	BASE: People who have been to a dentist at some point	1564
●	126	105	Q21 - During dental appointments, some patients may want to ask their dental professional questions to help them feel informed enough to make decisions about their care and treatment. We have some listed some examples of such questions on this screen. Looking at this list, which questions do you think would be most useful to ask? Please choose up to 3	BASE: People who have been to a dentist at some point	1509
●	127	106	Q21 - During dental appointments, some patients may want to ask their dental professional questions to help them feel informed enough to make decisions about their care and treatment. We have some listed some examples of such questions on this screen. Looking at this list, which questions do you think would be most useful to ask? Please choose up to 3	BASE: People who have been to a dentist at some point	1564
●	128	106	Q21 - During dental appointments, some patients may want to ask their dental professional questions to help them feel informed enough to make decisions about their care and treatment. We have some listed some examples of such questions on this screen. Looking at this list, which questions do you think would be most useful to ask? Please choose up to 3	BASE: People who have been to a dentist at some point	1509

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●	129	107	Q21 - During dental appointments, some patients may want to ask their dental professional questions to help them feel informed enough to make decisions about their care and treatment. We have some listed some examples of such questions on this screen. Looking at this list, which questions do you think would be most useful to ask? Please choose up to 3	BASE: People who have been to a dentist at some point	1564
●	130	107	Q21 - During dental appointments, some patients may want to ask their dental professional questions to help them feel informed enough to make decisions about their care and treatment. We have some listed some examples of such questions on this screen. Looking at this list, which questions do you think would be most useful to ask? Please choose up to 3	BASE: People who have been to a dentist at some point	1509
●	131	108	Q21 - During dental appointments, some patients may want to ask their dental professional questions to help them feel informed enough to make decisions about their care and treatment. We have some listed some examples of such questions on this screen. Looking at this list, which questions do you think would be most useful to ask? Please choose up to 3	BASE: People who have been to a dentist at some point	1564
●	132	108	Q21 - During dental appointments, some patients may want to ask their dental professional questions to help them feel informed enough to make decisions about their care and treatment. We have some listed some examples of such questions on this screen. Looking at this list, which questions do you think would be most useful to ask? Please choose up to 3	BASE: People who have been to a dentist at some point	1509
●	133	109	Q22 - Are there any other questions, not already mentioned, which you think would be useful to ask a dental professional to ensure you feel informed enough to make decisions about your care and treatment?	BASE: People who have been to a dentist at some point	1564
●	134	110	Q22 - Are there any other questions, not already mentioned, which you think would be useful to ask a dental professional to ensure you feel informed enough to make decisions about your care and treatment?	BASE: People who have been to a dentist at some point	1564
●	135	111	Q22 - Are there any other questions, not already mentioned, which you think would be useful to ask a dental professional to ensure you feel informed enough to make decisions about your care and treatment?	BASE: People who have been to a dentist at some point	1564

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	136	112	Q22 - Are there any other questions, not already mentioned, which you think would be useful to ask a dental professional to ensure you feel informed enough to make decisions about your care and treatment?	BASE: People who have been to a dentist at some point	1564
●	137	113	Q23 - Now thinking about these questions again, would you feel confident, or not, asking them to a dental professional before making a decision about your dental care or treatment?	BASE: People who have been to a dentist at some point	1564
●	138	114	Q23 - Now thinking about these questions again, would you feel confident, or not, asking them to a dental professional before making a decision about your dental care or treatment?	BASE: People who have been to a dentist at some point	1564
●	139	115	Q23 - Now thinking about these questions again, would you feel confident, or not, asking them to a dental professional before making a decision about your dental care or treatment?	BASE: People who have been to a dentist at some point	1564
●	140	116	Q23 - Now thinking about these questions again, would you feel confident, or not, asking them to a dental professional before making a decision about your dental care or treatment?	BASE: People who have been to a dentist at some point	1564
●	141	117	Q24 - Have you ever seen this leaflet before? IF YES: Where?	BASE: All Respondents	1640
●	142	118	Q24 - Have you ever seen this leaflet before? IF YES: Where?	BASE: All Respondents	1640
●	143	119	Q24 - Have you ever seen this leaflet before? IF YES: Where?	BASE: All Respondents	1640
●	144	120	Q24 - Have you ever seen this leaflet before? IF YES: Where?	BASE: All Respondents	1640
●	145	121	Q25 - The General Dental Council would like as many people as possible to see this leaflet. With this in mind, which, if any of these, do you think would be the best places for this leaflet to be made available?	BASE: All Respondents	1640
●	146	121	Q25 - The General Dental Council would like as many people as possible to see this leaflet. With this in mind, which, if any of these, do you think would be the best places for this leaflet to be made available?	BASE: All Respondents	1587
●	147	121	Q25 - The General Dental Council would like as many people as possible to see this leaflet. With this in mind, which, if any of these, do you think would be the best places for this leaflet to be made available?	BASE: All Respondents	1587

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●	148	122	Q25 - The General Dental Council would like as many people as possible to see this leaflet. With this in mind, which, if any of these, do you think would be the best places for this leaflet to be made available?	BASE: All Respondents	1640
●	149	122	Q25 - The General Dental Council would like as many people as possible to see this leaflet. With this in mind, which, if any of these, do you think would be the best places for this leaflet to be made available?	BASE: All Respondents	1587
●	150	122	Q25 - The General Dental Council would like as many people as possible to see this leaflet. With this in mind, which, if any of these, do you think would be the best places for this leaflet to be made available?	BASE: All Respondents	1587
●	151	123	Q25 - The General Dental Council would like as many people as possible to see this leaflet. With this in mind, which, if any of these, do you think would be the best places for this leaflet to be made available?	BASE: All Respondents	1640
●	152	123	Q25 - The General Dental Council would like as many people as possible to see this leaflet. With this in mind, which, if any of these, do you think would be the best places for this leaflet to be made available?	BASE: All Respondents	1587
●	153	123	Q25 - The General Dental Council would like as many people as possible to see this leaflet. With this in mind, which, if any of these, do you think would be the best places for this leaflet to be made available?	BASE: All Respondents	1587
●	154	124	Q25 - The General Dental Council would like as many people as possible to see this leaflet. With this in mind, which, if any of these, do you think would be the best places for this leaflet to be made available?	BASE: All Respondents	1640
●	155	124	Q25 - The General Dental Council would like as many people as possible to see this leaflet. With this in mind, which, if any of these, do you think would be the best places for this leaflet to be made available?	BASE: All Respondents	1587
●	156	124	Q25 - The General Dental Council would like as many people as possible to see this leaflet. With this in mind, which, if any of these, do you think would be the best places for this leaflet to be made available?	BASE: All Respondents	1587

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●	157	125	Q26 - And of the places you selected, which do you think would be the best place for the leaflet to be made available?	BASE: People who suggested more than one place for the leaflet to be made available	652
●	158	125	Q26 - And of the places you selected, which do you think would be the best place for the leaflet to be made available?	BASE: People who suggested more than one place for the leaflet to be made available	659
	159	125	Q26 - And of the places you selected, which do you think would be the best place for the leaflet to be made available?	BASE: People who suggested more than one place for the leaflet to be made available	659
●	160	126	Q26 - And of the places you selected, which do you think would be the best place for the leaflet to be made available?	BASE: People who suggested more than one place for the leaflet to be made available	652
●	161	126	Q26 - And of the places you selected, which do you think would be the best place for the leaflet to be made available?	BASE: People who suggested more than one place for the leaflet to be made available	659
	162	126	Q26 - And of the places you selected, which do you think would be the best place for the leaflet to be made available?	BASE: People who suggested more than one place for the leaflet to be made available	659
●	163	127	Q26 - And of the places you selected, which do you think would be the best place for the leaflet to be made available?	BASE: People who suggested more than one place for the leaflet to be made available	652
●	164	127	Q26 - And of the places you selected, which do you think would be the best place for the leaflet to be made available?	BASE: People who suggested more than one place for the leaflet to be made available	659
●	165	127	Q26 - And of the places you selected, which do you think would be the best place for the leaflet to be made available?	BASE: People who suggested more than one place for the leaflet to be made available	659
●	166	128	Q26 - And of the places you selected, which do you think would be the best place for the leaflet to be made available?	BASE: People who suggested more than one place for the leaflet to be made available	652
●	167	128	Q26 - And of the places you selected, which do you think would be the best place for the leaflet to be made available?	BASE: People who suggested more than one place for the leaflet to be made available	659

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●	168	128	Q26 - And of the places you selected, which do you think would be the best place for the leaflet to be made available?	BASE: People who suggested more than one place for the leaflet to be made available	659
●	169	129	Q27 - You can make an appointment to see a dental hygienist without having been referred by a dentist beforehand. How likely or unlikely would you be to do this?	BASE: All Respondents	1640
●	170	130	Q27 - You can make an appointment to see a dental hygienist without having been referred by a dentist beforehand. How likely or unlikely would you be to do this?	BASE: All Respondents	1640
●	171	131	Q27 - You can make an appointment to see a dental hygienist without having been referred by a dentist beforehand. How likely or unlikely would you be to do this?	BASE: All Respondents	1640
●	172	132	Q27 - You can make an appointment to see a dental hygienist without having been referred by a dentist beforehand. How likely or unlikely would you be to do this?	BASE: All Respondents	1640
●	173	133	Q28 - You say you would be likely to do this. Which of the following reasons, if any, best describe why you would do so?	BASE: People who would be likely to make an appointment to see a dental hygienist without having been referred by a dentist beforehand	585
●	174	134	Q28 - You say you would be likely to do this. Which of the following reasons, if any, best describe why you would do so?	BASE: People who would be likely to make an appointment to see a dental hygienist without having been referred by a dentist beforehand	585
●	175	135	Q28 - You say you would be likely to do this. Which of the following reasons, if any, best describe why you would do so?	BASE: People who would be likely to make an appointment to see a dental hygienist without having been referred by a dentist beforehand	585
●	176	136	Q28 - You say you would be likely to do this. Which of the following reasons, if any, best describe why you would do so?	BASE: People who would be likely to make an appointment to see a dental hygienist without having been referred by a dentist beforehand	585

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●	177	137	Q29 - You say you would be unlikely to do this. Which of the following reasons, if any, best describe why you would not do so?	BASE: People who would be unlikely to make an appointment to see a dental hygienist without having been referred by a dentist beforehand	707
●	178	137	Q29 - You say you would be unlikely to do this. Which of the following reasons, if any, best describe why you would not do so?	BASE: People who would be unlikely to make an appointment to see a dental hygienist without having been referred by a dentist beforehand	674
●	179	138	Q29 - You say you would be unlikely to do this. Which of the following reasons, if any, best describe why you would not do so?	BASE: People who would be unlikely to make an appointment to see a dental hygienist without having been referred by a dentist beforehand	707
●	180	138	Q29 - You say you would be unlikely to do this. Which of the following reasons, if any, best describe why you would not do so?	BASE: People who would be unlikely to make an appointment to see a dental hygienist without having been referred by a dentist beforehand	674
●	181	139	Q29 - You say you would be unlikely to do this. Which of the following reasons, if any, best describe why you would not do so?	BASE: People who would be unlikely to make an appointment to see a dental hygienist without having been referred by a dentist beforehand	707
●	182	139	Q29 - You say you would be unlikely to do this. Which of the following reasons, if any, best describe why you would not do so?	BASE: People who would be unlikely to make an appointment to see a dental hygienist without having been referred by a dentist beforehand	674
●	183	140	Q29 - You say you would be unlikely to do this. Which of the following reasons, if any, best describe why you would not do so?	BASE: People who would be unlikely to make an appointment to see a dental hygienist without having been referred by a dentist beforehand	707

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●	184	140	Q29 - You say you would be unlikely to do this. Which of the following reasons, if any, best describe why you would not do so?	BASE: People who would be unlikely to make an appointment to see a dental hygienist without having been referred by a dentist beforehand	674
●	185	141	Q30 - Both Ipsos MORI and the General Dental Council may wish to carry out some follow up research about this subject within the next 12 months. Would you be willing for us, Ipsos MORI, and the General Dental Council to securely keep hold of your contact details for this period so that either organisation can invite you to take part in the research? Would you be interested in taking part?	BASE: All Respondents	1640
●	186	142	Q30 - Both Ipsos MORI and the General Dental Council may wish to carry out some follow up research about this subject within the next 12 months. Would you be willing for us, Ipsos MORI, and the General Dental Council to securely keep hold of your contact details for this period so that either organisation can invite you to take part in the research? Would you be interested in taking part?	BASE: All Respondents	1640
●	187	143	Q30 - Both Ipsos MORI and the General Dental Council may wish to carry out some follow up research about this subject within the next 12 months. Would you be willing for us, Ipsos MORI, and the General Dental Council to securely keep hold of your contact details for this period so that either organisation can invite you to take part in the research? Would you be interested in taking part?	BASE: All Respondents	1640
●	188	144	Q30 - Both Ipsos MORI and the General Dental Council may wish to carry out some follow up research about this subject within the next 12 months. Would you be willing for us, Ipsos MORI, and the General Dental Council to securely keep hold of your contact details for this period so that either organisation can invite you to take part in the research? Would you be interested in taking part?	BASE: All Respondents	1640

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●	189	145	DEMOGRAPHICS / GENDER / AGE / SOCIAL GRADE	BASE: All Respondents	1640
●	190	145	DEMOGRAPHICS / MARITAL STATUS / WORKING STATUS	BASE: All Respondents	1587
●	191	145	DEMOGRAPHICS / OCCUPATION / CHILDREN IN HOUSEHOLD	BASE: All Respondents	1587
●	192	145	DEMOGRAPHICS / CHILDREN'S AGES / STANDARD REGION	BASE: All Respondents	1587
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●	194	146	DEMOGRAPHICS / GENDER / AGE / SOCIAL GRADE	BASE: All Respondents	1640
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●	198	146	DEMOGRAPHICS / ETHNICITY / ACCESS TO INTERNET	BASE: All Respondents	1587