



# Dental Recall Survey Research Report

21<sup>st</sup> April 2017

Bringing the voices of communities into the heart of organisations



# Background, Objectives and Methodology

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- According to NICE guidance, the intervals between oral health reviews should be tailored for individual patients and there is no clinical evidence that, for adults in good health, reviews more often than every two years are clinically effective.
- The GDC, together with NICE and NHS England, wanted to obtain some data on current patient experience relating to recall i.e. how frequently oral health reviews are typically scheduled.
- A short online survey was conducted with the GDC's Word of Mouth Panel.
  - In total 750 panellists completed the survey between 10-19<sup>th</sup> April 2017.
  - They were asked for their spontaneous views and then shown the [Healthwatch video clip](#) which gave information about the NICE guidelines in a user-friendly and balanced way.
  - A respondent profile is shown in Appendix A.

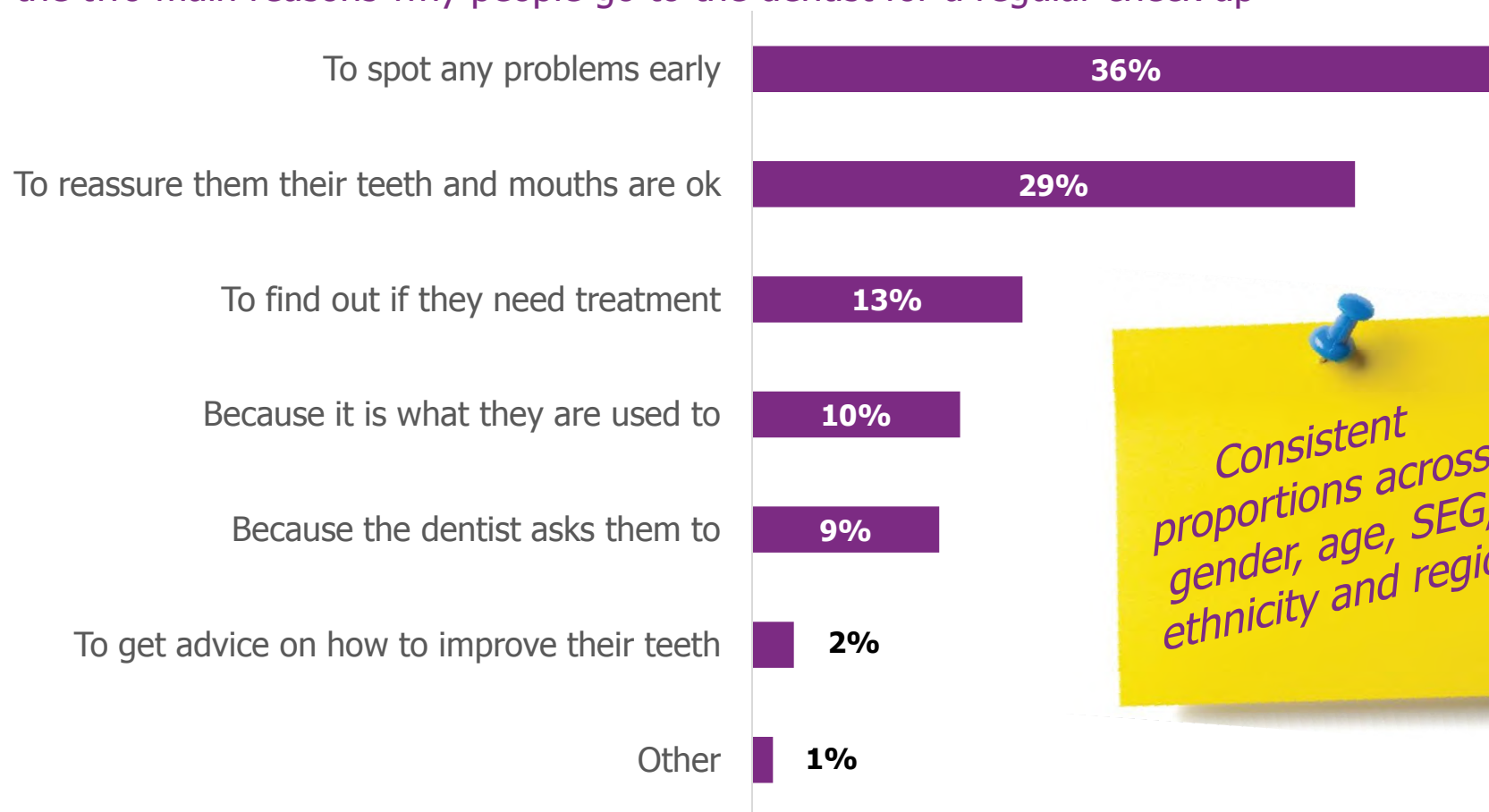


# Research Findings

Bringing the voices of communities into the heart of organisations

# Reasons for going to the dentist for a check-up

**Spotting problems early** and **reassurance that everything is OK** stand out as the two main reasons why people go to the dentist for a regular check-up

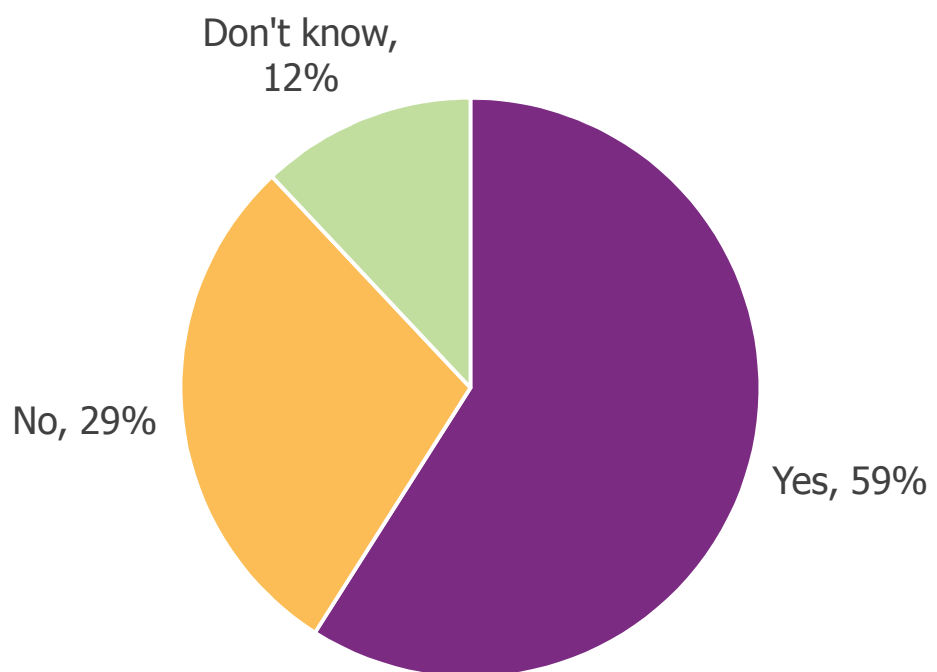


*Consistent proportions across gender, age, SEG, ethnicity and region*

Which of the following best describes why people go to the dentist for a regular check-up?

Base: 750

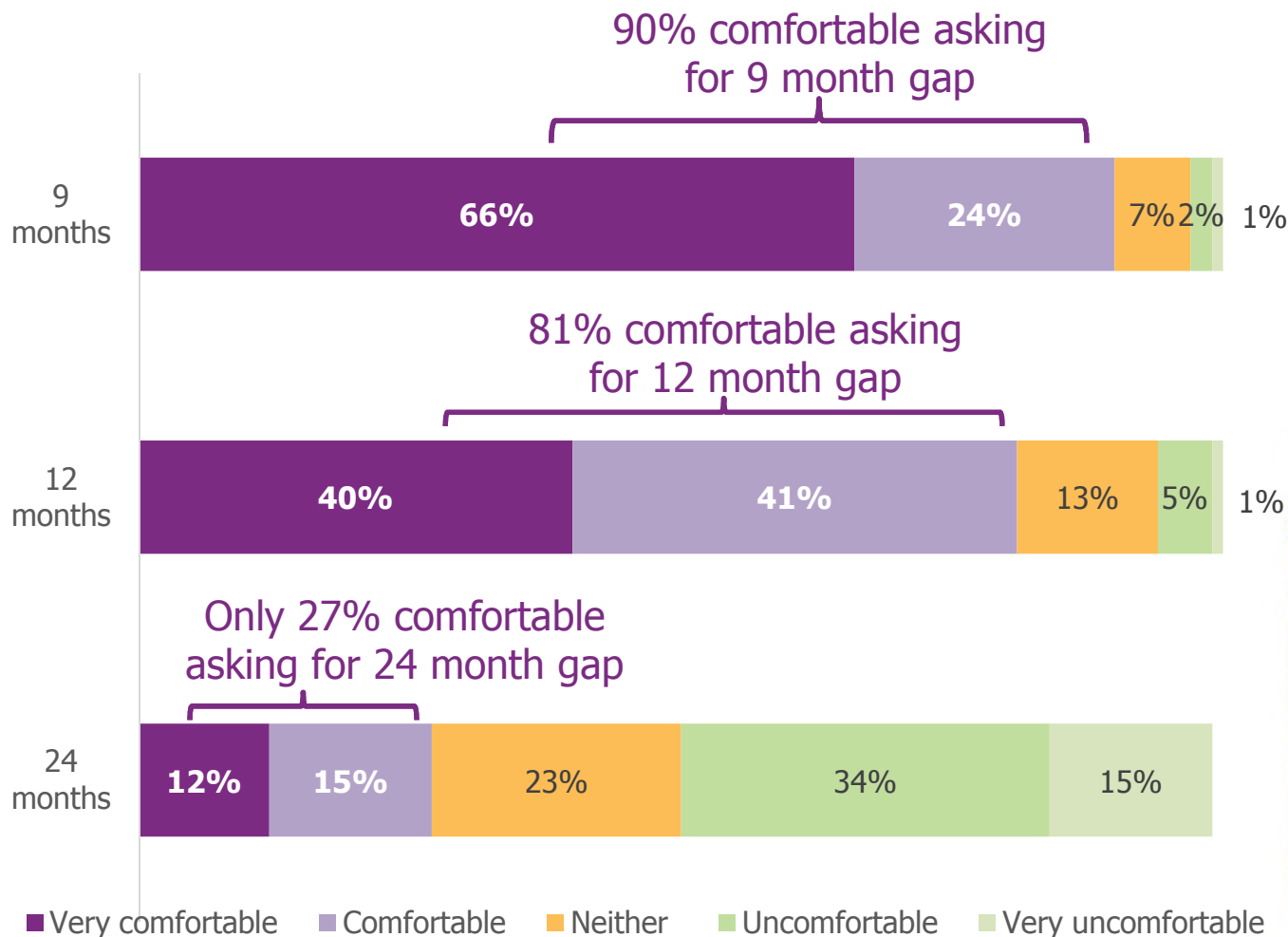
# Feeling comfortable asking dentist for a longer gap than six months between check-ups



- Respondents **who had dental check-ups less frequently** were more likely to say Yes:
  - 72% of people who had check-ups at least once year said Yes (base: 251)
  - 75% of people who had check-ups at least once every two years said Yes (base: 76)
  - Compared with 49% of people who had check-ups at least once every 6 months (base: 423)
- Respondents **who described their dental health as 'very good'** were also more likely to say Yes (71% - base: 129) than those who did not
- A slightly higher proportion of respondents in the East of England and South West said Yes (71% - base: 56 and 67% - base: 94 respectively) compared to the national average (caveat small base sizes)
- No significant differences in terms of age, gender, SEG and ethnicity

If you were at a check-up and your teeth were healthy with no problems, would you feel comfortable asking the dentist whether you could have a longer gap than six months between check-ups? Base: 750

# Respondents comfortable with asking for a longer gap: attitudes towards asking for various lengths of time



**Asking for 9 and 12 month gaps is comfortable for over four fifths of these respondents**

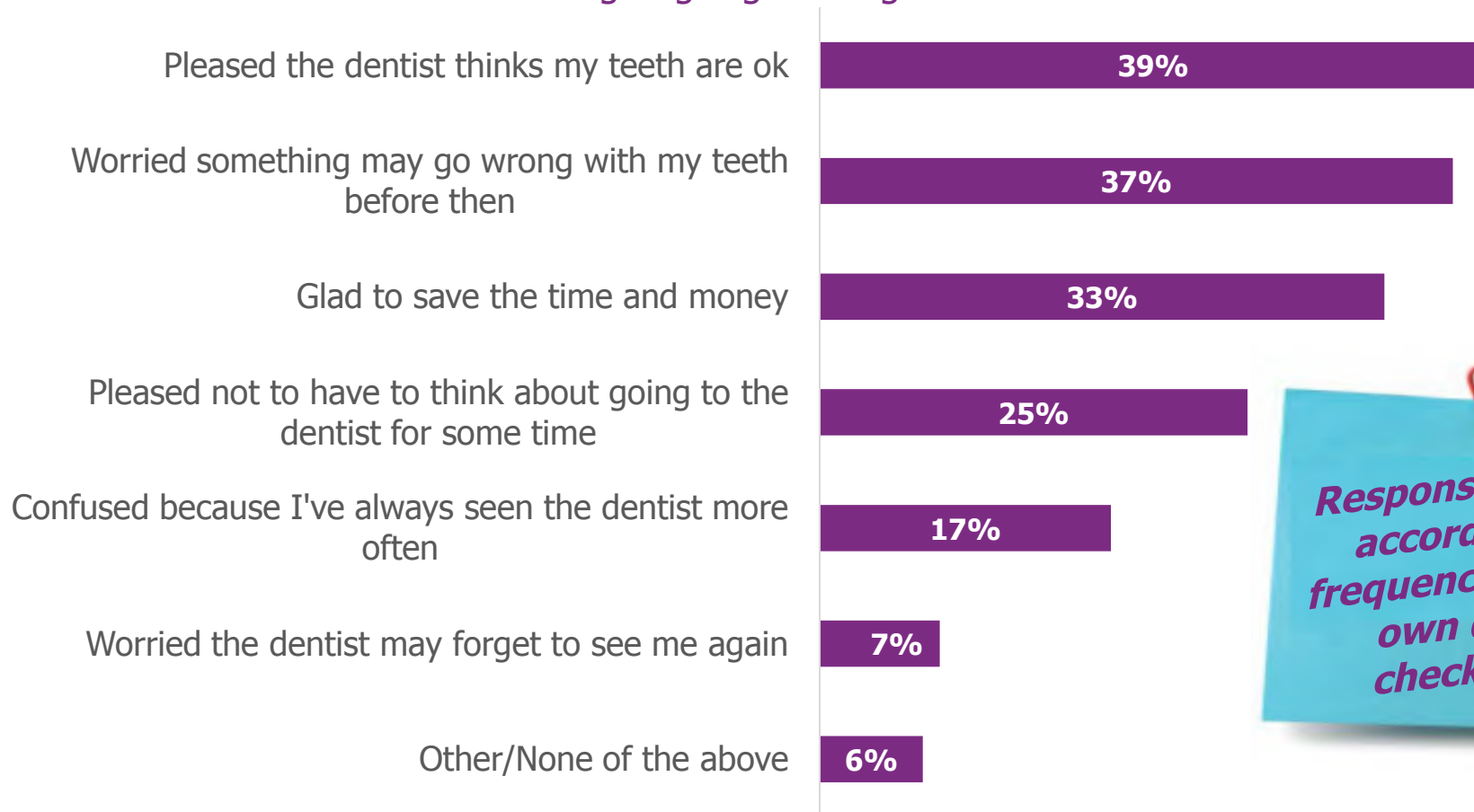
**BUT almost half (49%) were uncomfortable asking for a 24 month gap, particularly people aged 55+ where 21% were *very* uncomfortable**

How comfortable would you feel asking your dentist whether you could have a gap of a) 9 months, b) 12 months and c) 24 months between check-ups?

Base: All comfortable asking for more than 6 months between appointments n443

# Response to dentist suggesting a gap of up to 2 years between check-ups

**Reactions were mixed:** whilst over a third would be pleased, a similar proportion would be worried that something might go wrong with their teeth before then



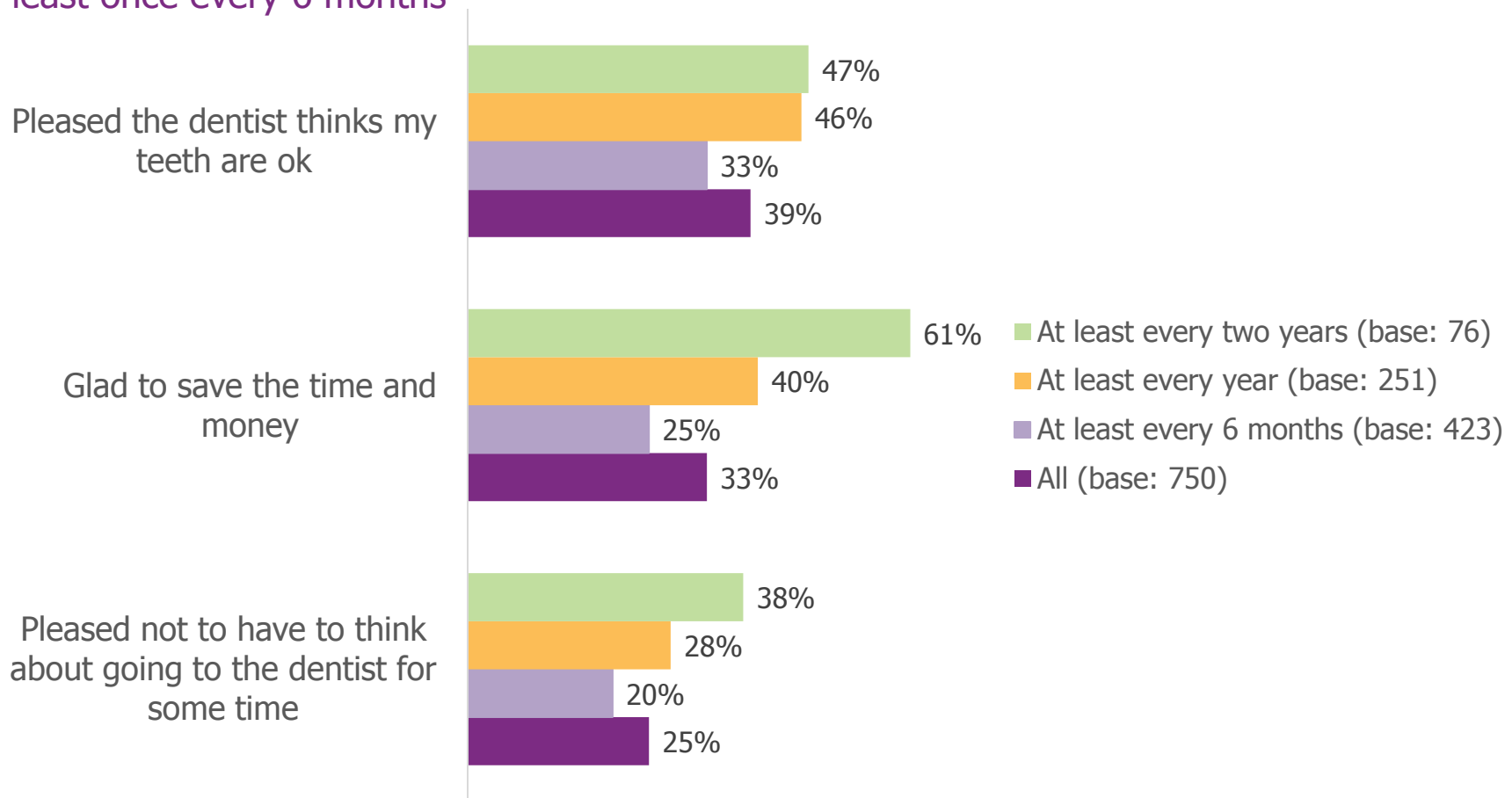
*Response varies according to frequency of their own dental check-ups...*

Which of the following would you feel if your dentist said you could have a gap of up to 2 years between check-ups? (tick as many options as apply) Base: 750



# Frequency of respondents' own dental check-ups has impact on response to question (1)

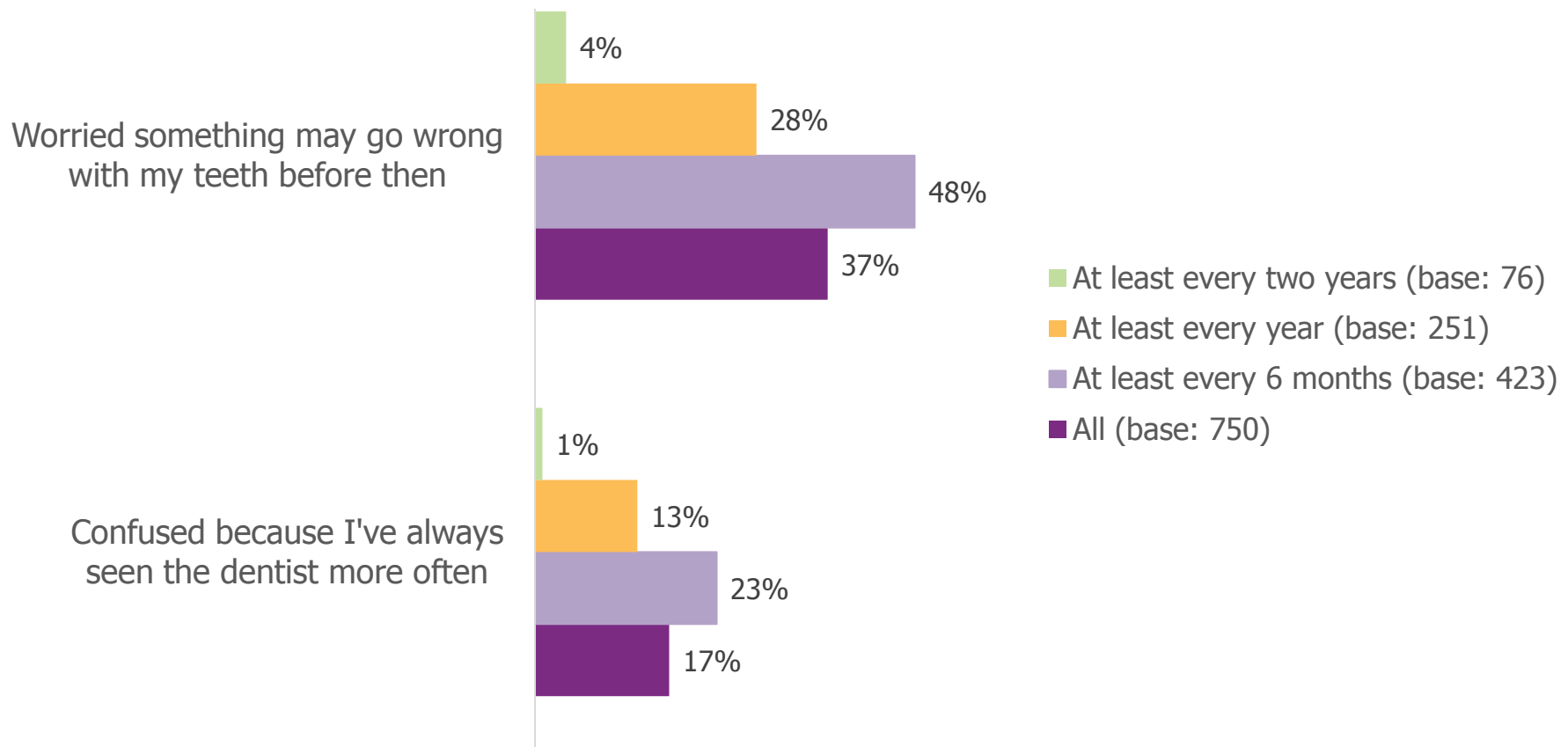
Respondents who currently had dental check-ups **less than once every 6 months were more positive** at the prospect of the dentist suggesting this than those who had check-ups at least once every 6 months



Which of the following would you feel if your dentist said you could have a gap of up to 2 years between check-ups? (tick as many options as apply) Base: 750

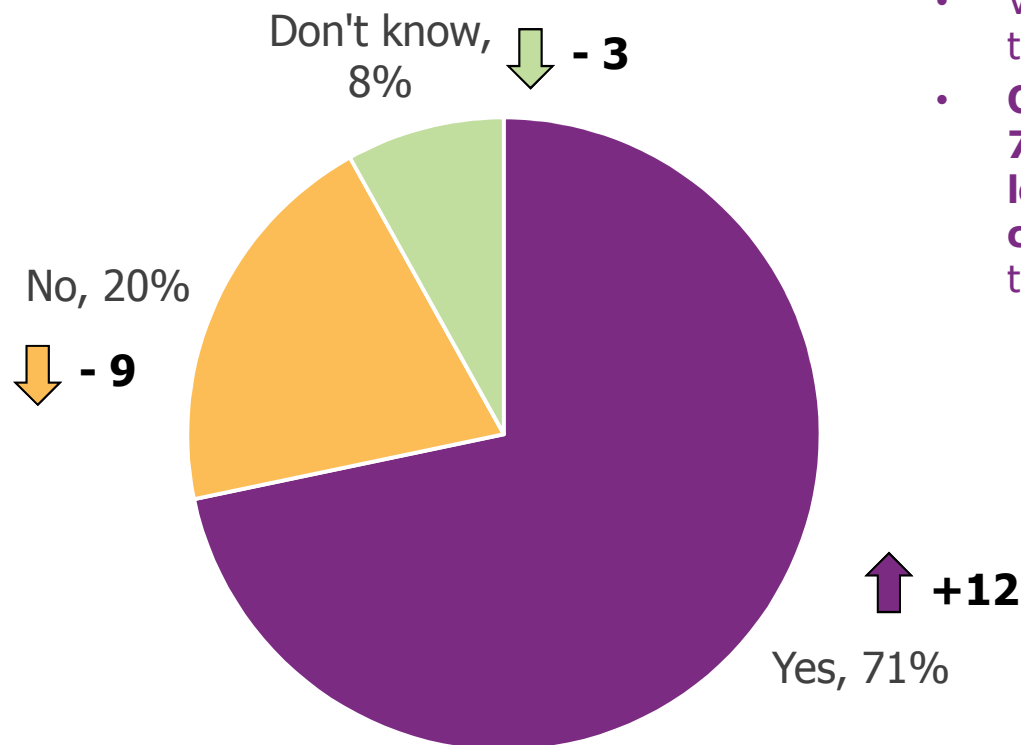
# Frequency of respondents' own dental check-ups has impact on response to question (2)

Respondents who currently had dental check-ups **at least every 6 months were more negative** about the dentist suggesting a gap of up to 2 years between check-ups in comparison to those who had less frequent check-ups



Which of the following would you feel if your dentist said you could have a gap of up to 2 years between check-ups? (tick as many options as apply)

# After watching video clip: increased comfort with asking for a longer gap between check-ups

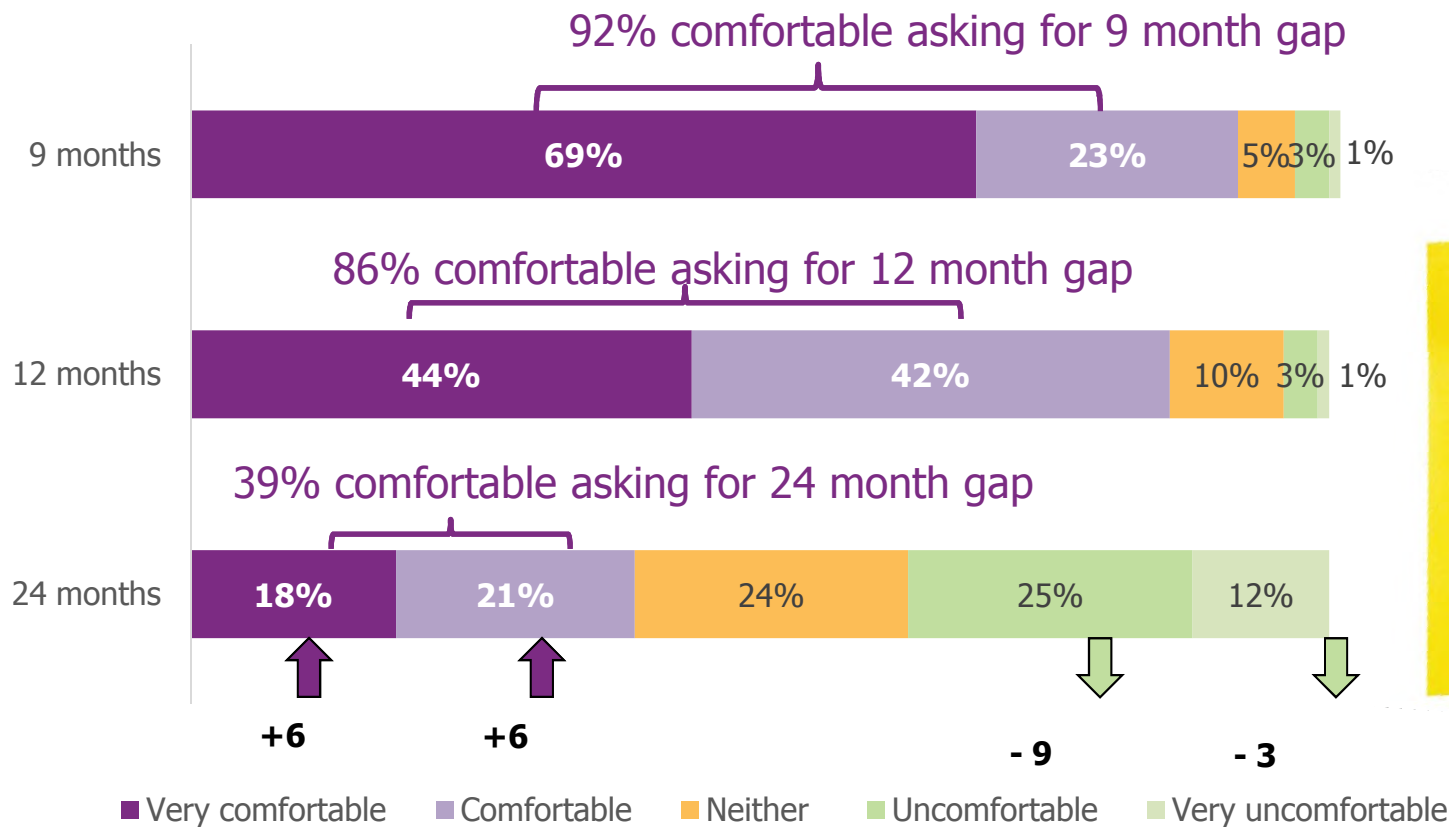


- Video clip has some impact on responses to this question
- **Over two thirds of all respondents, 71%, now comfortable asking for a longer gap than six months between check-ups** compared with 59% who said they would feel comfortable before
  - 84% of people who had check-ups at least once a year now said Yes – an increase of +12 points (base: 251)
  - 89% of people who had check-ups at least once every two years said Yes – an increase of +14 points (base: 76)
  - 61% of people who had check-ups at least once every 6 months now said Yes – an increase of +12 points (base: 423)

Now that you have seen the video clip - if you were at a check-up and your teeth were healthy with no problems, would you feel comfortable asking the dentist whether you could have a longer gap than six months between check-ups? Base: 750

# After watching video clip: attitude towards asking for various lengths of time

- No significant change in % comfortable with a 9 month gap (+2%)
- Slight increase of +5% now comfortable with a 12 month gap
- Greatest increase of +12% **now more comfortable with 24 month gap** than before



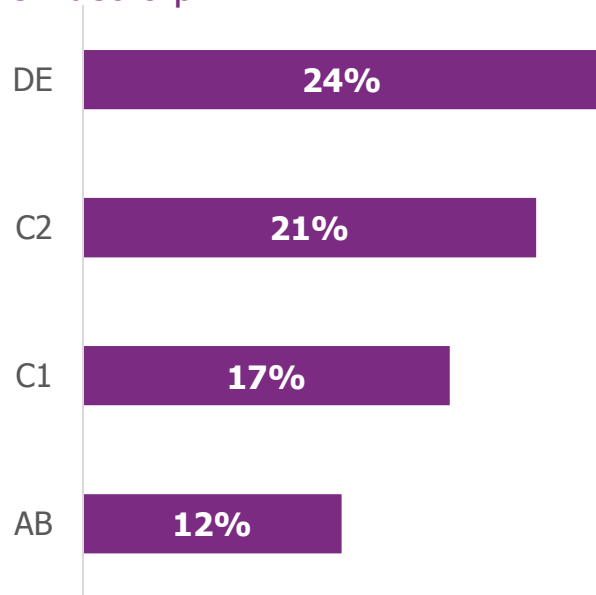
However, 18% of people aged 55+ remained **very uncomfortable** with a 24 month gap (only 3% less than before)

How comfortable would you feel asking your dentist whether you could have a gap of a) 9 months, b) 12 months and c) 24 months between check-ups?

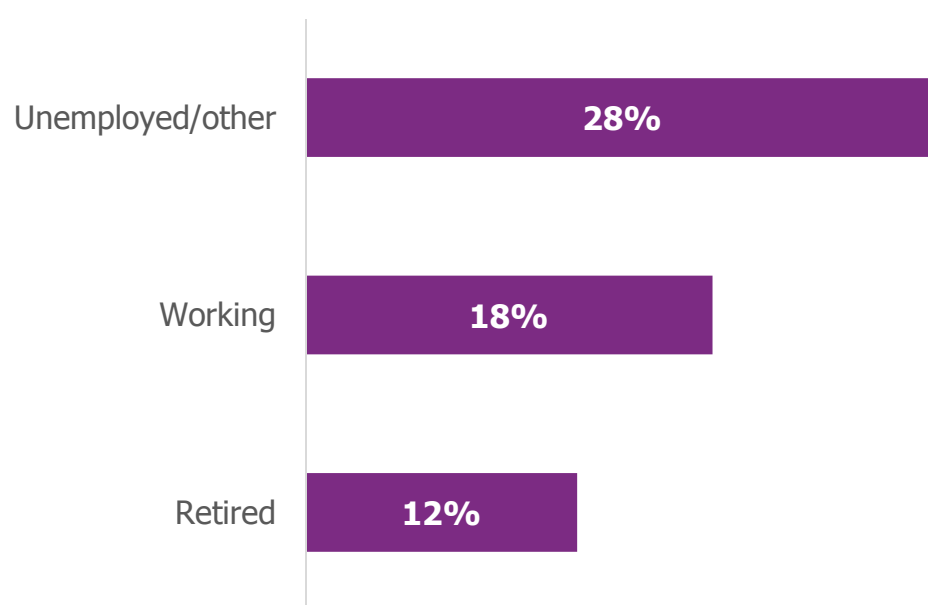
Base: All comfortable asking for more than 6 months between appointments n536

# There are some significant differences by SEG and working status regarding a 24 month gap

The chart shows the % of people by SEG who were **very comfortable** with asking for a gap of 24 months between check-ups after having seen the video clip.



The chart shows the % of people by working status who were **very comfortable** with asking for a gap of 24 months between check-ups after having seen the video clip.



How comfortable would you feel asking your dentist whether you could have a gap of c) 24 months between check-ups?

Base: All comfortable asking for more than 6 months between appointments n536

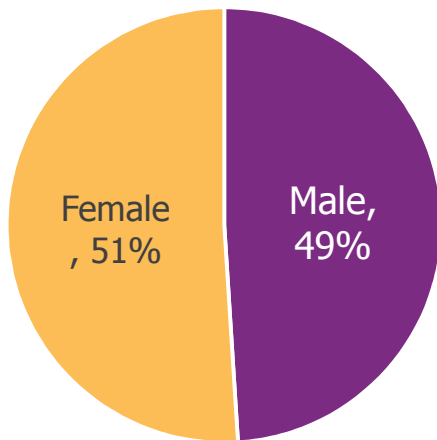
Base: DE=126, C2=113, C1=173, AB=124

Base: Unemployed/other=105, Working=302, Retired=120 (nb Studying excluded because of low base size = 9)

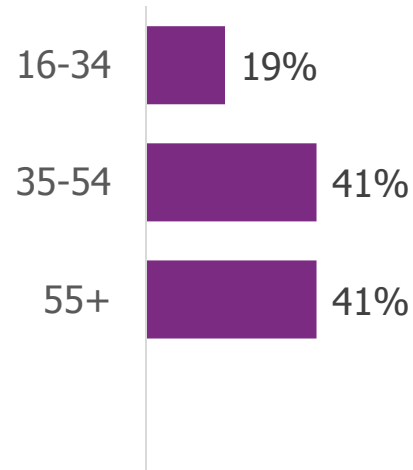
# Appendix: Sample profile

# Respondent demographic profile

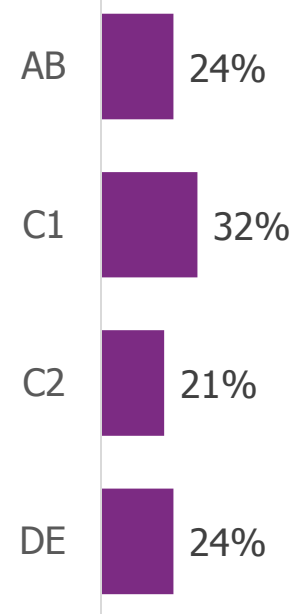
- Gender



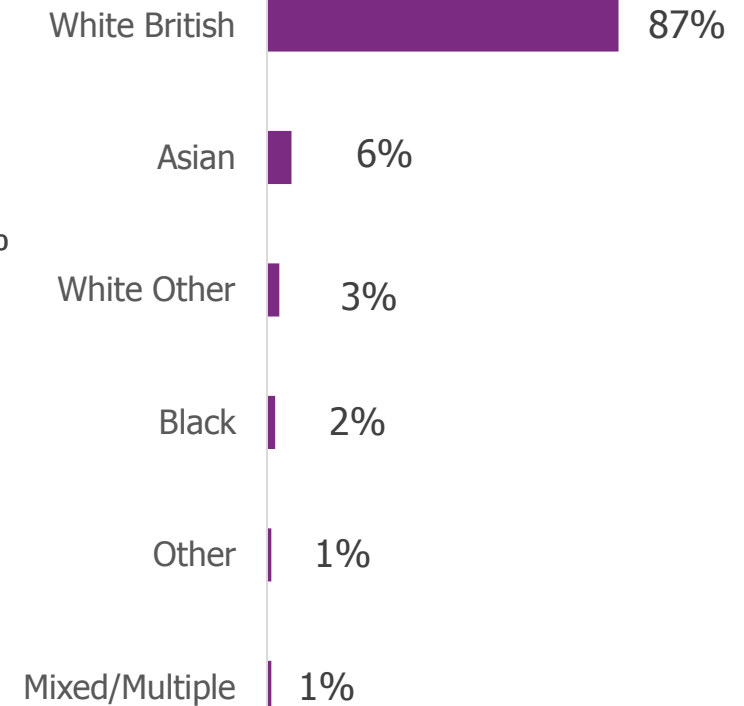
- Age



- Socio Economic Group



- Ethnicity



All respondents visit the dentist for a check-up at least every two years and live in England.

**Base: 750**