



Table 1
GD03A - How long have you been with your current dental practice?
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)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (m)	SINGLE (n)	WID/ DIV/ SEP (o)
Unweighted Base	1674	826	844	209	224	225	237	254	525	416	571	341	346	933	459	276
Weighted Base	1618	791	823	228	267	250	265	244	365	420	523	289	387	913	462	237
One year or less	145 9% h	60 8%	83 10%	24 11%	42 16% zefgh	21 9%	21 8%	14 6%	21 6%	38 9%	44 8%	18 6%	44 11% k	76 8%	50 11%	19 8%
Over one year, up to two years	113 7% go	61 8%	51 6%	12 5%	32 12% zcgh	25 10% gh	19 7% g	6 2%	20 5%	25 6%	50 10% zl	18 6%	20 5%	84 9% zno	22 5%	7 3%
Over two years, up to five years	241 15% h	117 15%	124 15%	40 18% h	44 16% h	45 18% h	47 18% h	33 13%	33 9%	64 15%	77 15%	51 18%	49 13%	134 15%	78 17%	28 12%
Over five years, up to 10 years	231 14% n	114 14%	116 14%	26 11%	41 15%	41 16%	33 12%	42 17%	48 13%	69 16%	79 15%	39 13%	44 11%	147 16% zn	51 11%	32 14%
Over 10 years, up to 15 years	197 12% cd	85 11%	112 14%	17 7%	14 5%	28 11% d	46 17% zcd	37 15% cd	55 15% zcd	57 14%	60 11%	39 13%	42 11%	113 12%	51 11%	32 14%
Over 15 years, up to 20 years	118 7% dm	65 8%	53 6%	39 17% zdefgh	5 2%	10 4%	21 8% d	19 8% d	23 6% d	33 8%	42 8%	15 5%	27 7%	41 4%	52 11% zm	24 10% m
Over 20 years	281 17% acdeln	117 15%	162 20% za	15 7%	31 12%	20 8%	42 16% ce	58 24% zcdef	115 31% zcddefg	84 20% l	99 19% l	49 17%	50 13%	165 18% n	58 13%	57 24% zn
I do not have a current dental practice	289 18% bhij	170 22% zb	119 14%	53 23% fgh	58 22% fh	58 23% zfgh	36 14%	34 14%	50 14%	48 12%	71 14%	58 20% ij	112 29% zijk	152 17%	99 21%	38 16%
Don't know	3 *	- -	3 *	2 1%	- -	1 *	- -	- -	- -	1 *	- -	2 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 - z/m/n/o
Overlap formulae used.



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Table 2
GD03A - How long have you been with your current dental practice?

BASE: All Respondents

	WORKING STATUS			OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULLTIME (c)	PARTTIME (d)	SELFEMPL OYE D (e)	HOUSE WIFE (f)	STILL IN EDUCATIO N (g)	UNEMPLO YED (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	1674	796	878	529	177	90	79	121	40	541	97	414	1260	141	99	148	213	1260
Weighted Base	1618	928	690	638	186	104*	75*	111*	38*	378	89*	455	1163	151	107*	170	236	1163
One year or less	145 9% i	82 9%	63 9%	61 9%	12 7%	9 9%	10 13%	11 10%	3 9%	25 7%	13 15% di	51 11%	94 8%	23 15% zoq	15 14% o	12 7%	27 11%	94 8%
Over one year, up to two years	113 7% b	76 8% b	37 5%	52 8%	11 6%	13 13% gi	8 11%	4 3%	2 5%	20 5%	4 4%	37 8%	76 7%	16 10% p	14 13% zpq	15 9%	11 5%	76 7%
Over two years, up to five years	241 15% bilq	161 17% zb	80 12%	120 19% zi	30 16% i	11 10%	16 22% i	14 12%	5 14%	33 9%	12 14%	85 19% zl	156 13%	29 19%	17 16%	31 18%	40 17%	156 13%
Over five years, up to 10 years	231 14% blq	145 16%	86 12%	97 15%	26 14%	22 21%	9 12%	12 11%	4 10%	50 13%	11 13%	82 18% zl	149 13%	29 19%	22 21%	43 25% zq	43 18%	149 13%
Over 10 years, up to 15 years	197 12% c	114 12%	83 12%	57 9%	40 22% zcfgi	17 16%	7 9%	11 10%	3 7%	52 14% c	11 13%	54 12%	143 12%	14 9%	13 12%	16 10%	38 16%	143 12%
Over 15 years, up to 20 years	118 7% aemn	52 6%	66 10% za	38 6% e	14 8% e	- - -	2 3%	31 28% zcd efhij	2 6% e	25 7% e	5 6% e	23 5%	95 8% z	1 1%	* *	9 5% mn	19 8% mn	95 8% zmn
Over 20 years	281 17% acd gkmop	126 14%	156 23% za	92 14%	20 11%	13 13%	11 14%	8 7%	6 15%	121 32% zcd efghj	10 11%	44 10%	237 20% zk	11 7%	10 10%	15 9%	24 10%	237 20% zmnop
I do not have a current dental practice	289 18% i	171 18%	118 17%	121 19% i	31 17%	19 18%	12 16%	18 17%	13 34% zcd fgi	52 14%	22 25% i	78 17%	212 18%	29 19%	15 14%	30 18%	34 15%	212 18%
Don't know	3 *	1 *	2 *	- -	1 1%	- -	- -	2 1% zci	- -	- -	- -	1 *	2 *	1 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



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Table 3
GD03A - How long have you been with your current dental practice?

BASE: All Respondents

	TOTAL (z)	REGION													ETHNICITY		ETHNICITY					DISABILITY	
		NORTHERN N IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	BAME (o)	White (p)	Asian/ Asian British (q)	Black/ Black British (r)	Mixed /Other (s)	YES (t)	NO (u)	
Unweighted Base	1674	102	129	142	256	73	173	136	178	115	104	123	143	1332	1424	246	1424	146	54	46	204	1425	
Weighted Base	1618	46	117	151	214	67*	177	135	221	138*	77*	141*	133	1360	1412	202	1412	113*	45*	44*	169	1411	
One year or less	145 9% h	2 5%	5 4%	16 10%	24 11% bfh	16 24% zab	8 5% cd	21 16% ef	10 4% gh	8 6% ij	7 9% kl	16 11% m	12 9% n	115 8% o	123 9%	22 11%	123 9%	12 11%	5 10%	5 11%	19 11%	122 9%	
Over one year, up to two years	113 7%	2 5%	7 6%	8 5%	25 12% zgm	5 7%	13 7%	4 3%	21 9% g	9 6%	4 5%	8 6%	7 5%	103 8%	99 7%	14 7%	99 7%	9 8%	2 5%	3 7%	7 4%	102 7%	
Over two years, up to five years	241 15% a	3 7%	21 18% a	28 19% a	28 13%	10 15%	22 13%	17 13%	39 17% a	17 12%	10 13%	22 15%	24 18% a	211 16% a	209 15%	32 16%	209 15%	18 16%	7 16%	7 16%	23 14%	215 15%	
Over five years, up to 10 years	231 14%	9 19%	17 14%	23 15%	27 13%	6 9%	28 16%	21 15%	33 15%	24 18%	10 13%	15 11%	18 14%	192 14%	199 14%	30 15%	199 14%	19 17%	8 17%	3 7%	19 11%	210 15%	
Over 10 years, up to 15 years	197 12% q	9 19% zf	22 19% zfm	19 12%	24 11%	7 10%	14 8%	14 10%	25 11%	24 17% f	11 15%	15 11%	13 10%	163 12%	179 13%	18 9%	179 13%	6 6%	8 17%	4 9%	30 18% zu	164 12%	
Over 15 years, up to 20 years	118 7%	5 11% de	8 7%	8 5%	10 5%	1 1%	15 8%	11 8%	12 6%	9 6%	4 5%	18 12% zdem	18 13% zodehm	98 7%	108 8%	9 4%	108 8%	6 5%	2 5%	1 1%	13 8%	98 7%	
Over 20 years	281 17% dmoqr	14 30% zbcdfiklm	15 13%	26 18%	26 12%	13 19%	28 16%	35 26% zbcdfiklm	49 22% dim	16 12%	18 23% di	19 13%	23 17%	214 16%	271 19% zo	8 4%	271 19% zqr	2 1%	2 4%	5 11% q	29 17%	245 17%	
I do not have a current dental practice	289 18% agnp	2 5%	23 19% ag	23 16% a	48 23% agl	9 14%	47 26% zaceghlm	12 9%	34 15% a	31 22% ag	14 18% a	29 20% ag	18 13%	262 19% zag	220 16%	69 34% zn	220 16%	41 36% zp	12 26%	17 38% zp	28 17%	250 18%	
Don't know	3 *	- -	- -	- -	1 *	- -	2 1%	- -	- -	- -	- -	- -	- -	3 *	3 *	- -	3 *	- -	- -	- -	- -	3 *	

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

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Table 4
GD03A - How long have you been with your current dental practice?

BASE: All Respondents

	TOTAL (z)	Importance of title Doctor		When last visited a dental professional		When did you last go to the dentist		When did you last see a dental professional other than a dentist		Frequency visit a dental professional			Type of dental treatment received					Satisfaction with dental care or treatment		Confidence in healthcare regulation		Awareness of General Dental Council			Confidence in dental regulation	
		Important (a)	Not important (b)	Patients (last 12 mths) (c)	Public (less often) (d)	Patients (last 12 mths) (e)	Public (less often) (f)	Patients (last 12 mths) (g)	Public (less often) (h)	Once a year or more often (i)	Less often (j)	Don't know (k)	NHS (l)	Private (m)	Mixture (n)	Unsure (o)	Abroad (p)	Satisfied (q)	Dissatisfied (r)	Confident (s)	Not confident (t)	Aware (u)	Unaware (v)	Unsure (w)	Confident (x)	Not confident (y)
Unweighted Base	1674	585	1049	1111	563	1001	673	110	563	1162	422	3	879	261	131	18	43	1119	43	1337	274	317	1082	270	1186	313
Weighted Base	1618	560	1019	1058	560	951	667	107*	560	1116	407	2**	825	265	124	18**	42**	1075	40*	1299	257	304	1063	247	1147	293
One year or less	145 9% dfhj	50 9%	91 9%	139 13%	6 1%	124 13%	21 3%	15 14%	6 1%	126 11%	15 4%	- -	89 11%	21 8%	17 14%	6 33%	4 10%	120 11%	7 16%	116 9%	24 9%	23 7%	106 10%	16 6%	96 8%	33 11%
Over one year, up to two years	113 7% dh	50 9%	61 6%	86 8%	27 5%	76 8%	38 6%	11 10%	27 5%	82 7%	25 6%	- -	65 8%	21 8%	9 7%	* 2%	3 7%	72 7%	10 25%	89 7%	19 7%	23 8%	75 7%	15 6%	76 7%	26 9%
Over two years, up to five years	241 15% u	88 16%	148 15%	157 15%	84 15%	137 14%	104 16%	20 18%	84 15%	177 16%	59 15%	- -	139 17%	48 18%	15 13%	- -	5 12%	173 16%	5 11%	204 16%	31 12%	28 9%	166 16%	47 19%	180 16%	36 12%
Over five years, up to 10 years	231 14% adfhv	65 12%	160 16%	174 16%	57 10%	163 17%	68 10%	11 10%	57 10%	184 16%	47 11%	* 13%	150 18%	36 14%	25 20%	2 11%	1 1%	181 17%	3 7%	184 14%	40 16%	58 19%	133 12%	40 16%	182 16%	30 10%
Over 10 years, up to 15 years	197 12% adfhjy	50 9%	145 14%	155 15%	42 7%	146 15%	51 8%	10 9%	42 7%	164 15%	33 8%	- -	133 16%	29 11%	16 13%	1 8%	1 2%	155 14%	8 21%	164 13%	27 10%	41 13%	121 11%	35 14%	152 13%	24 8%
Over 15 years, up to 20 years	118 7% dhjt	39 7%	77 8%	92 9%	26 5%	76 8%	42 6%	16 15%	26 5%	99 9%	18 4%	1 63%	72 9%	19 7%	15 12%	* 2%	* 1%	99 9%	- -	107 8%	7 3%	19 6%	81 8%	18 7%	88 8%	15 5%
Over 20 years	281 17% dfhvj	85 15%	191 19%	227 21%	54 10%	212 22%	70 10%	16 15%	54 10%	238 21%	38 9%	- -	141 17%	83 31%	25 20%	5 27%	- -	234 22%	4 9%	234 18%	40 16%	80 26%	151 14%	50 20%	210 18%	41 14%
I do not have a current dental practice	289 18% cegilnmqsuw	130 23%	146 14%	25 2%	264 47%	16 2%	274 41%	9 9%	264 47%	44 4%	172 42%	* 24%	34 4%	9 3%	1 1%	2 12%	28 67%	39 4%	4 11%	199 15%	69 27%	33 11%	227 21%	27 11%	160 14%	89 30%
Don't know	3 *	3 *	- -	2 *	1 *	2 *	1 *	- -	1 *	3 *	- -	- -	2 *	- -	- -	1 5%	- -	3 *	- -	3 *	- -	- -	3 *	- -	3 *	- -

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

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Table 5
GD03A - How long have you been with your current dental practice?

BASE: All Respondents

		Complained about a dental professional		Focus of regulator for dental professionals			Confidence of how dental care is delivered in the UK		Confidence in dental professional		Opinion about dentists' use of title Doctor when they do not also hold another general medical qualification or a PhD		Awareness of Dental Complaints Service			Contacted a person or organisation for support making any type of complaint		Contacted a person or organisation for support making a complaint about dental care or treatment		Would find it helpful to use a support service to deal with something that went seriously wrong during visit to dental professional			Seen advertised or been offered cosmetic treatments at dental practice		Received cosmetic treatments at dental practice	
	TOTAL (z)	Yes (a)	No (b)	Mainly on preventing bad practice (c)	Equally on both (d)	Mainly on taking action against serious complaints (e)	Confident (f)	Not confident (g)	Yes (h)	No (i)	Should be able to use (j)	Should not be able to use (k)	Aware (l)	Unaware (m)	Unsure (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)	DK (u)	Yes (v)	No (w)	Yes (x)	No (y)
Unweighted Base	1674	94	1492	441	1081	152	1328	286	1555	106	393	881	184	1246	236	405	1247	15	1659	1393	252	29	1007	667	118	1556
Weighted Base	1618	93*	1431	441	1018	159	1284	278	1498	105*	403	822	171	1218	222	389	1211	15**	1603	1360	230	29**	979	639	120*	1498
One year or less	145 9% kwy	16 18% zb	125 9%	51 12% z	83 8%	10 7%	111 9%	24 9%	132 9%	9 8%	48 12% zk	54 7%	14 8%	111 9%	20 9%	37 10%	104 9%	3 17%	142 9%	118 9%	24 11%	3 9%	100 10%	45 7%	23 19% zy	122 8%
Over one year, up to two years	113 7%	7 7%	100 7%	23 5%	82 8% z	8 5%	94 7%	17 6%	103 7%	10 10%	23 6%	60 7%	10 6%	82 7%	21 9%	25 6%	86 7%	1 6%	112 7%	93 7%	20 9%	1 2%	68 7%	45 7%	6 5%	107 7%
Over two years, up to five years	241 15% l	14 15%	223 16% z	68 15%	143 14%	30 19%	198 15%	41 15%	226 15%	15 14%	62 16%	115 14%	14 8%	184 15% l	43 19% l	70 18%	170 14%	- -	241 15%	214 16%	26 11%	1 4%	155 16%	86 13%	22 18%	220 15%
Over five years, up to 10 years	231 14% w	11 12%	219 15% z	69 16%	145 14%	17 11%	196 15% z	30 11%	223 15% z	8 8%	60 15%	125 15%	34 20% zm	162 13%	34 15%	63 16%	164 14%	3 19%	228 14%	194 14%	33 14%	4 14%	159 16% zw	72 11%	19 16%	212 14%
Over 10 years, up to 15 years	197 12% i	16 18%	181 13%	48 11%	133 13%	16 10%	165 13% zi	28 10%	195 13% zi	2 2%	43 11%	116 14% z	25 14%	145 12%	27 12%	48 12%	149 12%	4 24%	193 12%	175 13%	20 9%	2 7%	124 13%	73 11%	15 12%	182 12%
Over 15 years, up to 20 years	118 7% gl	6 7%	111 8% z	26 6%	84 8%	7 5%	106 8% zg	9 3%	117 8% zi	1 1%	31 8%	60 7%	8 5%	94 8%	16 7%	25 7%	92 8%	- -	118 7%	101 7%	14 6%	3 10%	80 8%	38 6%	5 4%	113 8%
Over 20 years	281 17% im	17 18%	258 18%	76 17%	186 18%	20 13%	231 18% zi	45 16%	276 18% zi	4 4%	60 15% z	162 20% z	49 29% zmn	192 16%	39 17%	69 18%	208 17%	5 33%	276 17%	237 17%	39 17%	6 19%	175 18%	106 17%	19 16%	263 18%
I do not have a current dental practice	289 18% abdfhiklnosv	6 6%	210 15% a	79 18%	160 16%	50 31% zod	180 14% zf	84 30% zf	224 15% zh	56 53% zh	73 18%	129 16%	17 10%	247 20% zin	22 10%	52 13%	234 19% zo	- -	289 18%	225 17%	55 24% zs	10 34% zo	116 12% zv	174 27% zv	12 10% zx	277 19% zx
Don't know	3 *	- *	3 *	2 *	1 *	- *	3 *	- *	3 *	- *	1 *	- *	- *	3 *	- *	- *	3 *	- *	3 *	3 *	- *	- *	1 *	2 *	- *	3 *

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

Table 6
GD034A - Thinking about when you chose your current dental practice or dentist, how important, if at all, was it that the dentist you saw had the title 'Doctor'?

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)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (m)	SINGLE (n)	WID/ DIV/ SEP (o)
Unweighted Base	1674	826	844	209	224	225	237	254	525	416	571	341	346	933	459	276
Weighted Base	1618	791	823	228	267	250	265	244	365	420	523	289	387	913	462	237
Very important	260 16% f	119 15% f	141 17% f	43 19% f	57 21% z f g h	52 21% f g h	26 10% f g h	31 13% f g h	51 14% f g h	61 15% f g h	75 14% f g h	41 14% f g h	84 22% z i j k	150 16% f g h	79 17% f g h	31 13% f g h
Somewhat important	300 19% h i m o	157 20% h i m o	142 17% h i m o	55 24% h	73 27% z e f g h	41 16% f g h	46 17% f g h	42 17% f g h	43 12% f g h	50 12% f g h	104 20% i	73 25% z i	74 19% i	153 17% f g h	113 24% z m o	33 14% f g h
Not very important	425 26% c d n	207 26% c d n	216 26% c d n	59 26% c d n	57 21% c d n	57 23% c d n	85 32% z d e	70 29% c d n	97 27% c d n	110 26% c d n	151 29% c d n	78 27% c d n	86 22% c d n	226 25% c d n	127 28% c d n	70 30% c d n
Not at all important	594 37% c d n	288 36% c d n	304 37% c d n	62 27% c	75 28% c d	94 37% c d	105 40% c d	92 38% c d	166 46% z c d	190 45% z j k l	181 35% z j k l	93 32% z j k l	130 34% z j k l	363 40% z n	131 28% z n	98 41% n
Don't know	39 2% f	19 2% f	20 2% f	9 4% f	6 2% f	6 2% f	2 1% f	9 4% f	8 2% f	9 2% f	13 2% f	4 2% f	13 3% f	22 2% f	11 2% f	6 2% f
Important (NET)	560 35% f h i o	276 35% f h i o	283 34% f h i o	98 43% z f g h	129 48% z e f g h	93 37% f h	72 27% f h	73 30% f h	95 26% f h	111 26% f h	178 34% i	113 39% i	157 41% z i	302 33% z m o	192 42% z m o	64 27% z m o
Not important (NET)	1019 63% c d l n	495 63% c d l n	521 63% c d l n	121 53% d	132 49% z c d e	150 60% d	191 72% z c d e	162 66% c d	263 72% z c d e	300 71% z j k l	332 63% l	171 59% l	216 56% l	589 64% n	258 56% n	168 71% z n

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

Table 7

GD034A - Thinking about when you chose your current dental practice or dentist, how important, if at all, was it that the dentist you saw had the title 'Doctor'?

BASE: All Respondents

	WORKING STATUS			OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULLTIME (c)	PARTTIME (d)	SELFEMPL OYE D (e)	HOUSE WIFE (f)	STILL IN EDUCATIO N (g)	UNEMPLO YED (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	1674	796	878	529	177	90	79	121	40	541	97	414	1260	141	99	148	213	1260
Weighted Base	1618	928	690	638	186	104*	75*	111*	38*	378	89*	455	1163	151	107*	170	236	1163
Very important	260 16% i	149 16% i	111 16% i	108 17% i	27 15% i	13 13% i	14 19% i	23 20% i	8 22% i	50 13% i	16 18% i	81 18% i	178 15% i	30 20% i	29 27% zoq	27 16% i	41 17% i	178 15% i
Somewhat important	300 19% i	172 19% i	128 19% i	112 18% i	42 23% i	18 18% i	16 21% i	30 27% zci	11 30% i	49 13% i	21 24% i	87 19% i	213 18% i	25 16% i	21 20% i	29 17% i	45 19% i	213 18% i
Not very important	425 26% i	237 26% i	188 27% i	157 25% i	50 27% i	30 29% i	25 33% i	29 26% i	8 20% i	101 27% i	25 28% i	115 25% i	310 27% i	44 29% i	23 21% i	35 21% i	63 26% i	310 27% i
Not at all important	594 37% gj	346 37% gj	248 36% gj	240 38% g	64 34% g	42 41% g	20 26% g	26 24% g	10 28% g	169 45% zcdfgj	23 26% i	161 35% i	433 37% i	49 32% i	34 31% i	76 45% mnp	82 35% i	433 37% i
Don't know	39 2% i	24 3% i	15 2% i	21 3% i	2 1% i	* * i	1 2% i	3 2% i	- - i	8 2% i	4 4% i	10 2% i	29 2% i	3 2% i	1 1% i	2 1% i	6 3% i	29 2% i
Important (NET)	560 35% i	321 35% i	239 35% i	220 34% i	69 37% i	32 30% i	30 40% i	53 48% zcei	19 52% zcei	99 26% i	37 42% i	169 37% i	391 34% i	55 36% i	50 47% zoq	56 33% i	86 37% i	391 34% i
Not important (NET)	1019 63% gn	583 63% gn	436 63% gn	396 62% g	114 61% g	72 69% gh	44 59% i	56 50% i	18 48% i	270 72% zcdfgjhj	48 54% i	276 61% i	743 64% i	93 62% i	56 52% i	112 66% n	144 61% i	743 64% n

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 8
GD034A - Thinking about when you chose your current dental practice or dentist, how important, if at all, was it that the dentist you saw had the title 'Doctor'?

BASE: All Respondents

	TOTAL (z)	REGION													ETHNICITY		ETHNICITY					DISABILITY	
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	BAME (o)	White (p)	Asian/ British (q)	Asian Black/ British (r)	Mixed /Other (s)	YES (t)	NO (u)	
Unweighted Base	1674	102	129	142	256	73	173	136	178	115	104	123	143	1332	1424	246	1424	146	54	46	204	1425	
Weighted Base	1618	46	117	151	214	67*	177	135	221	138*	77*	141*	133	1360	1412	202	1412	113*	45*	44*	169	1411	
Very important	260 16% aeinp	2 5% aei	22 19% aei	27 18% aei	56 26% zaefhijklm	4 6% a	23 13% zaefhijklm	37 28% a	34 15% a	9 7% a	11 15% a	20 14% aei	14 10% aei	209 15% aei	182 13% zn	78 39% zn	182 13% zn	47 42% zp	13 29% zp	17 40% zp	23 13% p	232 16% p	
Somewhat important	300 19% bginp	9 21% bgi	13 11% bgi	29 19% bgi	47 22% bgi	11 17% zbgi	44 25% zbgi	15 11% bd	39 18% bd	13 10% bd	21 27% bd	28 20% bd	30 23% bd	255 19% d	245 17% zo	53 26% zo	245 17% zo	28 25% zqrs	11 24% zqrs	14 31% zqrs	37 22% zqrs	254 18% zqrs	
	425 26% d	18 40% zbcdgijkm	22 19% zbcdgijkm	35 23% zbcdgijkm	42 19% zbcdgijkm	21 31% bd	52 30% bd	35 26% bd	69 31% bd	33 24% bd	20 26% bd	37 26% bd	41 30% bd	351 26% d	382 27% zo	42 21% zo	382 27% zo	24 22% zqrs	11 24% zqrs	7 15% zqrs	45 27% zqrs	368 26% zqrs	
Not at all important	594 37% foqrs	14 31% zaefghijk	57 49% zaefghijk	59 39% zaefghijk	67 31% zaefghijk	26 39% zaefghijk	51 29% zaefghijk	44 33% zaefghijk	79 36% zaefghijk	75 54% zaefghijk	25 33% zaefghijk	49 35% zaefghijk	48 36% zaefghijk	511 38% df	566 40% zo	27 13% zo	566 40% zo	12 11% zqrs	9 19% zqrs	6 14% zqrs	57 34% zqrs	524 37% zqrs	
Don't know	39 2% h	1 3% h	3 3% h	1 * h	3 1% h	4 6% zcdhjl	7 4% h	4 3% h	* * h	7 5% ch	- - ch	7 5% ch	1 1% h	34 3% h	37 3% h	2 1% h	37 3% h	* * h	2 4% h	- - h	6 4% h	32 2% h	
Important (NET)	560 35% ainp	12 25% i	35 30% i	56 37% i	103 48% zabehiklm	15 23% ei	66 38% aei	53 39% aei	73 33% i	23 17% i	32 42% aei	48 34% i	44 33% i	463 34% i	427 30% zn	131 65% zn	427 30% zn	76 67% zp	24 53% zp	31 71% zp	60 35% zp	486 34% zp	
	Not important (NET)	1019 63% doors	33 72% df	79 67% d	94 62% d	108 51% d	47 70% d	103 58% d	79 59% d	148 67% d	108 78% d	45 58% d	86 61% d	89 66% d	862 63% d	948 67% zo	69 34% zo	948 67% zo	37 33% zo	20 44% zo	13 29% zo	103 61% zo	892 63% zo

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

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Table 9
GD034A - Thinking about when you chose your current dental practice or dentist, how important, if at all, was it that the dentist you saw had the title 'Doctor'?

BASE: All Respondents

	Importance of title Doctor			When last visited a dental professional		When did you last go to the dentist		When did you last see a dental professional other than a dentist		Frequency visit a dental professional			Type of dental treatment received					Satisfaction with dental care or treatment		Confidence in healthcare regulation		Awareness of General Dental Council			Confidence in dental regulation	
	TOTAL (z)	Important (a)	Not important (b)	Patients (last 12 mths) (c)	Public (less often) (d)	Patients (last 12 mths) (e)	Public (less often) (f)	Patients (last 12 mths) (g)	Public (less often) (h)	Once a year or more often (i)	Less often (j)	Don't know (k)	NHS (l)	Private (m)	Mixture (n)	Unsure (o)	Abroad (p)	Satisfied (q)	Dissatisfied (r)	Confident (s)	Not confident (t)	Aware (u)	Unaware (v)	Unsure (w)	Confident (x)	Not confident (y)
Unweighted Base	1674	585	1049	1111	563	1001	673	110	563	1162	422	3	879	261	131	18	43	1119	43	1337	274	317	1082	270	1186	313
Weighted Base	1618	560	1019	1058	560	951	667	107*	560	1116	407	2**	825	265	124	18**	42**	1075	40*	1299	257	304	1063	247	1147	293
Very important	260	260	-	168	92	146	113	21	92	174	71	-	128	34	22	5	14	168	6	227	29	55	173	31	198	45
	16%	46%	-	16%	16%	15%	17%	20%	16%	16%	17%	-	16%	13%	18%	25%	34%	16%	14%	17%	11%	18%	16%	13%	17%	15%
Somewhat important	300	300	-	165	135	146	154	19	135	184	90	*	143	33	24	3	16	174	11	261	32	50	195	55	221	56
	19%	54%	-	16%	24%	15%	23%	18%	24%	17%	22%	13%	17%	12%	20%	15%	39%	16%	26%	20%	12%	17%	18%	22%	19%	19%
Not very important	425	-	425	305	120	272	152	32	120	314	103	-	232	81	35	5	3	308	5	349	67	81	279	65	318	70
	26%	-	42%	29%	21%	29%	23%	30%	21%	28%	25%	-	28%	30%	28%	25%	8%	29%	13%	27%	26%	27%	26%	26%	28%	24%
Not at all important	594	-	594	399	196	364	230	34	196	423	129	1	308	112	41	5	8	404	18	437	124	113	385	94	392	119
	37%	-	58%	38%	35%	38%	34%	32%	35%	38%	32%	63%	37%	42%	33%	25%	20%	38%	46%	34%	48%	37%	36%	38%	34%	41%
Don't know	39	-	-	21	18	21	18	-	18	21	14	*	14	5	1	2	-	21	-	25	5	5	31	3	19	3
	2%	-	-	2%	3%	2%	3%	-	3%	2%	3%	24%	2%	2%	1%	9%	-	2%	-	2%	2%	2%	3%	1%	2%	1%
Important (NET)	560	560	-	333	227	293	267	40	227	358	161	*	272	67	47	7	30	342	17	488	61	105	368	86	419	101
	35%	100%	-	31%	40%	31%	40%	38%	40%	32%	39%	13%	33%	25%	38%	41%	73%	32%	41%	38%	24%	35%	35%	35%	36%	34%
Not important (NET)	1019	-	1019	703	316	637	382	67	316	737	232	1	540	192	76	9	11	713	24	786	191	194	664	158	710	190
	63%	-	100%	67%	56%	67%	57%	62%	56%	66%	57%	63%	65%	73%	61%	50%	27%	66%	59%	61%	74%	64%	62%	64%	62%	65%

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

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Table 10
GD034A - Thinking about when you chose your current dental practice or dentist, how important, if at all, was it that the dentist you saw had the title 'Doctor'?

BASE: All Respondents

	Complained about a dental professional			Focus of regulator for dental professionals			Confidence of how dental care is delivered in the UK		Confidence in dental professional		Opinion about dentists' use of title Doctor when they do not also hold another general medical qualification or a PhD		Awareness of Dental Complaints Service			Contacted a person or organisation for support making any type of complaint		Contacted a person or organisation for support making a complaint about dental care or treatment		Would find it helpful to use a support service to deal with something that went seriously wrong during visit to dental professional			Seen advertised or been offered cosmetic treatments at dental practice		Received cosmetic treatments at dental practice	
	TOTAL (z)	Yes (a)	No (b)	Mainly on preventing bad practice (c)	Equally on both (d)	Mainly on taking action against serious complaints (e)	Confident (f)	Not confident (g)	Yes (h)	No (i)	Should be able to use (j)	Should not be able to use (k)	Aware (l)	Unaware (m)	Unsure (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)	DK (u)	Yes (v)	No (w)	Yes (x)	No (y)
Unweighted Base	1674	94	1492	441	1081	152	1328	286	1555	106	393	881	184	1246	236	405	1247	15	1659	1393	252	29	1007	667	118	1556
Weighted Base	1618	93*	1431	441	1018	159	1284	278	1498	105*	403	822	171	1218	222	389	1211	15**	1603	1360	230	29**	979	639	120*	1498
Very important	260	22	222	96	129	35	207	41	239	19	91	119	38	190	30	46	211	3	256	229	27	3	153	107	31	228
	16%	24%	16%	22%	13%	22%	16%	15%	16%	18%	23%	14%	22%	16%	13%	12%	17%	21%	16%	17%	12%	11%	16%	17%	26%	15%
Somewhat important	300	13	261	87	183	30	257	34	278	18	103	131	35	212	51	60	235	3	297	254	42	3	159	141	26	274
	19%	14%	18%	20%	18%	19%	20%	12%	19%	17%	26%	16%	21%	17%	23%	15%	19%	21%	19%	19%	18%	11%	16%	22%	22%	18%
Not very important	425	19	398	105	285	34	346	74	407	17	94	229	40	316	69	120	302	4	420	362	58	4	268	156	24	400
	26%	20%	28%	24%	28%	21%	27%	27%	27%	17%	23%	28%	23%	26%	31%	31%	25%	30%	26%	27%	25%	16%	27%	24%	20%	27%
Not at all important	594	37	516	144	394	56	447	121	540	49	108	327	56	466	69	156	435	4	590	485	99	10	380	214	37	558
	37%	40%	36%	33%	39%	35%	35%	44%	36%	47%	27%	40%	33%	38%	31%	40%	36%	27%	37%	36%	43%	34%	39%	33%	31%	37%
Don't know	39	2	33	8	27	4	27	8	34	2	7	16	1	35	3	7	28	-	39	29	2	8	18	22	2	37
	2%	2%	2%	2%	3%	3%	2%	3%	2%	2%	2%	2%	1%	3%	1%	2%	2%	-	2%	2%	1%	29%	2%	3%	1%	3%
Important (NET)	560	35	483	183	311	65	464	75	517	37	194	250	74	402	81	105	446	6	553	484	70	6	312	248	57	502
	35%	38%	34%	42%	31%	41%	36%	27%	35%	35%	48%	30%	43%	33%	36%	27%	37%	43%	35%	36%	30%	22%	32%	39%	48%	34%
Not important (NET)	1019	56	914	250	680	90	793	195	947	67	202	556	96	781	138	276	737	9	1010	847	158	14	649	370	61	958
	63%	60%	64%	57%	67%	57%	62%	70%	63%	63%	50%	68%	56%	64%	62%	71%	61%	57%	63%	62%	69%	49%	66%	58%	51%	64%

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

Table 11
GD034A - Thinking about when you chose your current dental practice or dentist, how important, if at all, was it that the dentist you saw had the title 'Doctor'?

BASE: All Respondents with a current dental practice

	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)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (m)	SINGLE (n)	WID/ DIV/ SEP (o)
Unweighted Base	1395	665	726	159	179	179	207	222	449	375	479	282	259	797	364	228
Weighted Base	1328	620	704	175	209	191	229	209	315	371	452	230	275	761	363	199
Very important	207	92	115	33	44	39	22	24	44	54	61	32	59	121	59	28
	16% f	15% f	16% fg	19% f	21% fg	21% fg	10% f	12% f	14% f	15% f	14% f	14% f	22% zijk	16% f	16% f	14% f
Somewhat important	223	109	113	39	46	32	37	35	34	39	82	52	50	114	80	27
	17% hi	18% hi	16% h	22% h	22% h	17% h	16% h	17% h	11% h	10% i	18% zi	23% zi	18% i	15% zmo	22% zmo	14% zmo
Not very important	379	180	198	52	53	47	75	65	87	103	135	69	72	203	112	61
	29% cdln	29% cdln	28% cdln	30% cdln	25% cdln	24% cdln	33% cdln	31% cdln	27% cdln	28% cdln	30% cdln	30% cdln	26% cdln	27% cdln	31% cdln	31% cdln
Not at all important	494	229	263	47	60	72	93	78	145	168	167	75	84	307	104	81
	37% cdln	37% cdln	37% cdln	27% cdln	29% cdln	37% cdln	41% cdln	37% cdln	46% cdln	45% cdln	37% cdln	33% cdln	31% cdln	40% cdln	29% cdln	40% cdln
Don't know	25	10	15	4	6	2	1	7	5	7	6	3	10	16	8	2
	2% f	2% f	2% f	2% f	3% f	1% f	* f	3% f	2% f	2% f	1% f	1% f	3% f	2% f	2% f	1% f
Important (NET)	430	201	229	71	90	71	60	59	79	93	144	84	109	235	138	55
	32% fhi	32% fhi	32% fhi	41% fhi	43% fhi	37% fhi	26% fhi	28% fhi	25% fhi	25% fhi	32% fhi	37% fhi	40% fhi	31% fhi	38% fhi	28% fhi
Not important (NET)	873	409	461	99	113	118	168	143	232	272	302	144	156	511	217	142
	66% cdln	66% cdln	65% cdln	57% cdln	54% cdln	62% cdln	73% cdln	69% cdln	73% cdln	73% cdln	67% cdln	62% cdln	57% cdln	67% cdln	60% cdln	71% cdln

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

Table 12

GD034A - Thinking about when you chose your current dental practice or dentist, how important, if at all, was it that the dentist you saw had the title 'Doctor'?

BASE: All Respondents with a current dental practice

	WORKING STATUS			OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULLTIME (c)	PARTTIME (d)	SELFEMPL OYE D (e)	HOUSE WIFE (f)	STILL IN EDUCATIO N (g)	UNEMPLO YED (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	1395	666	729	440	150	76	67	93	30	467	72	347	1048	117	84	123	185	1048
Weighted Base	1328	756	572	517	155	85*	63*	93*	25**	325	66*	377	951	122*	92*	140	202	951
Very important	207 16% i	119 16% i	89 15% i	88 17% i	19 12% i	12 14% i	10 16% i	18 20% i	6 24% i	41 13% i	13 20% i	64 17% i	144 15% i	26 22% i	26 29% i	20 14% i	30 15% i	144 15% i
Somewhat important	223 17% i	123 16% i	100 17% i	77 15% i	31 20% i	15 18% i	14 21% i	24 26% i	7 30% i	38 12% i	17 25% i	64 17% i	159 17% i	14 12% i	13 14% i	23 17% i	39 19% i	159 17% i
Not very important	379 29% i	213 28% i	165 29% i	141 27% i	46 29% i	27 31% i	25 39% i	26 28% i	8 31% i	90 28% i	18 26% i	105 28% i	274 29% i	41 34% i	22 24% i	32 23% i	56 28% i	274 29% i
Not at all important	494 37% fg	286 38% fg	209 36% fg	196 38% fg	58 37% f	31 37% f	14 22% f	23 25% f	4 15% f	149 46% zcf	19 28% g	137 36% z	357 38% cf	39 32% o	29 32% o	63 45% mn	71 35% mn	357 38% mn
Don't know	25 2% i	16 2% i	10 2% i	14 3% i	1 1% i	* * i	1 2% i	1 1% i	- - i	6 2% i	1 1% i	7 2% i	18 2% i	1 1% i	1 1% i	2 2% i	5 2% i	18 2% i
Important (NET)	430 32% i	242 32% i	188 33% i	165 32% i	51 33% i	26 31% i	24 37% i	42 46% i	13 54% i	80 24% i	30 45% i	128 34% i	302 32% i	40 33% i	40 43% i	43 31% i	70 34% i	302 32% i
Not important (NET)	873 66% g	499 66% g	374 65% g	338 65% g	103 67% g	58 69% g	38 61% g	49 53% g	11 46% g	239 74% zcf	36 54% gj	242 64% z	631 66% cf	80 66% o	51 56% o	95 68% o	128 63% o	631 66% o

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 13
GD034A - Thinking about when you chose your current dental practice or dentist, how important, if at all, was it that the dentist you saw had the title 'Doctor'?

BASE: All Respondents with a current dental practice

	TOTAL (z)	REGION													ETHNICITY		ETHNICITY				DISABILITY	
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	BAME (o)	White (p)	Asian/ British (q)	Black/ British (r)	Mixed /Other (s)	YES (t)	NO (u)
Unweighted Base	1395	97	107	123	205	63	136	124	149	90	83	99	119	1091	1215	176	1215	98	45	33	171	1190
Weighted Base	1328	44*	94*	127	166	58*	130	124	187	107*	63*	112*	116*	1098	1191	133	1191	72*	33**	27**	140	1160
Very important	207 16%	2 5%	15 16%	23 18%	42 25%	4 7%	13 10%	34 28%	30 16%	5 5%	10 16%	18 16%	11 9%	161 15%	156 13%	51 38%	156 13%	32 45%	9 28%	9 34%	21 15%	182 16%
Somewhat important	223 17%	9 21%	9 10%	18 14%	34 21%	8 14%	29 22%	15 12%	28 15%	8 8%	17 26%	23 21%	24 21%	182 17%	189 16%	31 24%	189 16%	16 22%	6 17%	10 35%	29 21%	186 16%
Not very important	379 29%	17 39%	19 20%	31 24%	37 22%	19 33%	38 29%	34 28%	64 34%	30 28%	16 25%	33 30%	40 34%	312 28%	344 29%	33 25%	344 29%	18 24%	10 31%	6 20%	35 25%	335 29%
Not at all important	494 37%	14 33%	48 51%	55 43%	50 30%	25 44%	46 35%	37 30%	64 34%	59 55%	21 33%	35 32%	40 35%	423 38%	476 40%	17 13%	476 40%	6 9%	8 23%	3 10%	50 36%	437 38%
Don't know	25 2%	1 2%	3 3%	1 *	2 1%	1 2%	5 4%	4 3%	- h	5 5%	- -	3 3%	1 1%	21 2%	25 2%	- -	25 2%	- -	- -	- -	5 4%	20 2%
Important (NET)	430 32%	11 26%	24 25%	41 32%	77 46%	12 21%	42 32%	49 40%	58 31%	13 12%	27 42%	41 36%	35 30%	343 31%	345 29%	82 62%	345 29%	48 67%	15 46%	19 69%	50 36%	368 32%
Not important (NET)	873 66%	32 72%	67 71%	86 67%	87 53%	45 77%	83 64%	71 57%	129 69%	89 83%	36 58%	69 61%	80 69%	734 67%	821 69%	50 38%	821 69%	24 33%	18 54%	8 31%	85 61%	772 67%

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



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Table 14
GD034A - Thinking about when you chose your current dental practice or dentist, how important, if at all, was it that the dentist you saw had the title 'Doctor'?

BASE: All Respondents with a current dental practice

	Importance of title Doctor			When last visited a dental professional		When did you last go to the dentist		When did you last see a dental professional other than a dentist		Frequency visit a dental professional			Type of dental treatment received					Satisfaction with dental care or treatment		Confidence in healthcare regulation		Awareness of General Dental Council			Confidence in dental regulation	
	TOTAL (z)	Important (a)	Not important (b)	Patients (last 12 mths) (c)	Public (less often) (d)	Patients (last 12 mths) (e)	Public (less often) (f)	Patients (last 12 mths) (g)	Public (less often) (h)	Once a year or more often (i)	Less often (j)	Don't know (k)	NHS (l)	Private (m)	Mixture (n)	Unsure (o)	Abroad (p)	Satisfied (q)	Dissatisfied (r)	Confident (s)	Not confident (t)	Aware (u)	Unaware (v)	Unsure (w)	Confident (x)	Not confident (y)
Unweighted Base	1395	484	907	1084	311	983	412	101	311	1120	255	2	844	252	129	15	17	1082	38	1141	212	285	864	244	1031	229
Weighted Base	1328	430	873	1032	296	935	393	97*	296	1072	235	1**	791	256	122	16**	14**	1036	36**	1100	188	272	835	221	987	204
Very important	207 16% bt	207 48% zb	-	160 15%	47 16%	142 15%	65 16%	17 18%	47 16%	160 15%	41 18%	-	125 16%	31 12%	22 18%	3 18%	4 32%	154 15%	5 15%	186 17%	19 10%	49 18%	131 16%	27 12%	165 17%	32 15%
Somewhat important	223 17% bcet	223 52% zb	-	160 15%	63 21%	142 15%	80 20%	17 18%	63 21%	175 16%	43 18%	* 17%	135 17%	32 13%	24 20%	2 15%	4 28%	166 16%	9 24%	197 18%	20 11%	41 15%	140 17%	43 19%	171 17%	37 18%
Not very important	379 29% a	-	379 43% za	299 29%	79 27%	268 29%	110 28%	31 32%	79 27%	306 29%	72 31%	-	223 28%	80 31%	35 28%	5 28%	1 6%	302 29%	4 12%	317 29%	55 29%	73 27%	243 29%	62 28%	288 29%	58 28%
Not at all important	494 37% ajsx	-	494 57% za	393 38%	101 34%	361 39%	133 34%	32 33%	101 34%	412 38%	72 31%	1 83%	295 37%	108 42%	40 33%	5 29%	5 34%	394 38%	18 49%	384 35%	91 48%	107 39%	302 36%	86 39%	351 36%	76 37%
Don't know	25 2% absx	-	-	21 2%	5 2%	21 2%	5 1%	-	5 2%	19 2%	6 3%	-	14 2%	5 2%	1 1%	2 11%	-	19 2%	-	16 1%	3 1%	3 1%	19 2%	3 1%	13 1%	1 1%
Important (NET)	430 32% bemqt	430 100% zb	-	320 31%	110 37%	285 30%	145 37%	35 36%	110 37%	334 31%	85 36%	* 17%	260 33% m	64 25%	46 38% m	5 33%	8 60%	320 31%	14 39%	383 35% zt	39 21%	89 33%	271 32%	70 32%	336 34% z	69 34%
Not important (NET)	873 66% as	-	873 100% za	692 67%	181 61%	630 67%	243 62%	63 64%	181 61%	718 67%	145 62%	1 83%	518 65%	188 73%	75 61%	9 57%	5 40%	696 67%	22 61%	701 64%	146 78% zs	180 66%	545 65%	148 67%	638 65%	134 66%

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



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Table 15
GD034A - Thinking about when you chose your current dental practice or dentist, how important, if at all, was it that the dentist you saw had the title 'Doctor'?

BASE: All Respondents with a current dental practice

		Complained about a dental professional		Focus of regulator for dental professionals			Confidence of how dental care is delivered in the UK		Confidence in dental professional		Opinion about dentists' use of title Doctor when they do not also hold another general medical qualification or a PhD		Awareness of Dental Complaints Service			Contacted a person or organisation for support making any type of complaint		Contacted a person or organisation for support making a complaint about dental care or treatment		Would find it helpful to use a support service to deal with something that went seriously wrong during visit to dental professional			Seen advertised or been offered cosmetic treatments at dental practice		Received cosmetic treatments at dental practice	
	TOTAL (z)	Yes (a)	No (b)	Mainly on preventing bad practice (c)	Equally on both (d)	Mainly on taking action against serious complaints (e)	Confident (f)	Not confident (g)	Yes (h)	No (i)	Should be able to use (j)	Should not be able to use (k)	Aware (l)	Unaware (m)	Unsure (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)	DK (u)	Yes (v)	No (w)	Yes (x)	No (y)
Unweighted Base	1395	86	1290	365	921	109	1160	203	1342	50	334	743	164	1015	212	348	1030	15	1380	1183	195	17	899	496	106	1289
Weighted Base	1328	87*	1220	362	858	109*	1104	194	1273	49*	329	693	154	971	200	337	977	15**	1314	1135	175	19**	863	466	108*	1220
Very important	207	19	182	81	101	25	173	31	195	12	73	96	35	146	26	39	167	3	204	183	24	1	125	82	29	178
	16%	22%	15%	22%	12%	23%	16%	16%	15%	25%	22%	14%	23%	15%	13%	12%	17%	21%	16%	16%	14%	4%	14%	18%	27%	15%
	bdoy			zd		zd					zk		zmn				zo								zy	
Somewhat important	223	12	206	69	134	19	196	23	212	9	79	95	29	152	40	52	165	3	220	189	31	3	130	93	20	203
	17%	13%	17%	19%	16%	17%	18%	12%	17%	19%	24%	14%	19%	16%	20%	16%	17%	21%	17%	17%	18%	14%	15%	20%	19%	17%
	kv										zk												zv			
Not very important	379	19	360	95	255	29	323	53	367	12	81	207	37	274	68	110	267	4	374	332	44	4	248	131	22	356
	29%	22%	29%	26%	30%	27%	29%	27%	29%	23%	25%	30%	24%	28%	34%	32%	27%	30%	28%	29%	25%	19%	29%	28%	21%	29%
	z																									
Not at all important	494	35	450	111	352	32	395	82	476	16	89	286	52	377	64	130	360	4	490	413	75	6	345	149	35	460
	37%	41%	37%	31%	41%	29%	36%	42%	37%	32%	27%	41%	34%	39%	32%	39%	37%	27%	37%	36%	43%	34%	40%	32%	32%	38%
	cfjw			zoe							zi												zw			
Don't know	25	2	24	6	16	3	17	6	24	-	7	10	1	22	2	6	17	-	25	19	1	6	15	11	2	24
	2%	2%	2%	2%	2%	3%	2%	3%	2%	-	2%	1%	1%	2%	1%	2%	2%	-	2%	2%	1%	30%	2%	2%	2%	2%
Important (NET)	430	31	388	150	235	44	369	53	407	22	152	190	64	298	66	91	332	6	424	372	55	3	255	175	49	381
	32%	36%	32%	42%	27%	41%	33%	27%	32%	44%	46%	27%	41%	31%	33%	27%	34%	43%	32%	33%	31%	18%	30%	38%	46%	31%
	dkovy			zd		d					zk		zm				o						zv		zy	
Not important (NET)	873	55	809	206	606	61	718	135	843	28	170	493	89	651	132	240	627	9	864	744	119	10	593	280	57	816
	66%	62%	66%	57%	71%	56%	65%	69%	66%	56%	52%	71%	58%	67%	66%	71%	64%	57%	66%	66%	68%	53%	69%	60%	53%	67%
	cjlwx			zoe							zi		l			zp							zw			zx

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

Table 16
GD01A - When was the last time, if ever, you received services from or visited any of the following dental professionals? Dentist

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)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (m)	SINGLE (n)	WID/ DIV/ SEP (o)
Unweighted Base	1674	826	844	209	224	225	237	254	525	416	571	341	346	933	459	276
Weighted Base	1618	791	823	228	267	250	265	244	365	420	523	289	387	913	462	237
In the last 6 months	634 39% acln	275 35% za	359 44% za	71 31% acln	88 33% acln	82 33% acln	97 37% acln	121 49% acln	177 48% acln	215 51% acln	214 41% acln	99 34% acln	105 27% acln	391 43% acln	149 32% acln	91 38% acln
6 months but less than 12 months ago	317 20% i	150 19% i	166 20% i	50 22% i	52 19% i	49 20% i	61 23% i	39 16% i	66 18% i	67 16% i	122 23% i	58 20% i	70 18% i	172 19% i	97 21% i	46 19% i
Between 12 months and 2 years ago	168 10% gh	80 10% gh	87 11% gh	24 11% gh	35 13% gh	29 12% gh	37 14% gh	14 6% gh	29 8% gh	40 10% gh	69 13% gh	23 8% gh	36 9% gh	87 10% gh	58 13% gh	23 9% gh
Over two years ago	328 20% bhij	193 24% zb	132 16% zb	49 22% zb	51 19% zb	59 24% zb	53 20% zb	54 22% zb	62 17% zb	64 15% zb	71 14% zb	73 25% zb	119 31% zb	168 18% zb	105 23% zb	54 23% zb
Never	145 9% fh	81 10% fh	65 8% fh	27 12% fh	39 15% fh	29 12% fh	13 5% fh	15 6% fh	22 6% fh	30 7% fh	40 8% fh	29 10% fh	46 12% i	85 9% fh	45 10% fh	16 7% fh
Don't know / I have never heard of this type of dental professional	26 2% m	12 2% m	14 2% m	7 3% m	3 1% m	2 1% m	3 1% m	1 1% m	10 3% z	3 1% m	6 1% m	7 2% m	10 3% m	10 1% m	8 2% m	8 3% zm
Net: Last 12 months	951 59% aln	424 54% za	525 64% za	121 53% gh	139 52% gh	130 52% gh	158 60% gh	159 65% gh	243 66% gh	282 67% gh	336 64% gh	157 54% gh	175 45% gh	563 62% gh	246 53% gh	137 58% gh
Net: More than 12 months	667 41% bghijm	366 46% zb	298 36% zb	107 47% gh	128 48% gh	119 48% gh	106 40% gh	84 35% gh	123 34% gh	138 33% gh	187 36% gh	131 46% gh	211 55% gh	350 38% gh	216 47% gh	100 42% gh

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

Table 17
GD01A - When was the last time, if ever, you received services from or visited any of the following dental professionals? Dentist

BASE: All Respondents

	WORKING STATUS			OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULLTIME (c)	PARTTIME (d)	SELFEMPL OYE D (e)	HOUSE WIFE (f)	STILL IN EDUCATIO N (g)	UNEMPLO YED (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	1674	796	878	529	177	90	79	121	40	541	97	414	1260	141	99	148	213	1260
Weighted Base	1618	928	690	638	186	104*	75*	111*	38*	378	89*	455	1163	151	107*	170	236	1163
In the last 6 months	634 39% h	342 37% h	291 42% za	233 37% h	73 39% h	36 34% h	31 41% h	36 32% h	8 21% h	187 50% zcd	30 34% h	179 39% h	455 39% h	65 43% h	42 39% h	71 42% h	95 40% h	455 39% h
6 months but less than 12 months ago	317 20%	190 20%	127 18%	130 20%	33 18%	27 26%	13 17%	26 24%	7 19%	64 17%	16 18%	91 20%	226 19%	29 19%	24 22%	36 21%	46 19%	226 19%
Between 12 months and 2 years ago	168 10% i	106 11% i	62 9% i	67 11% i	25 13% i	14 13% i	4 5% i	17 15% i	4 11% i	29 8% i	7 8% i	53 12% i	115 10% i	15 10% i	11 10% i	25 15% i	28 12% i	115 10% i
Over two years ago	328 20% m	192 21% m	135 20% m	143 22% m	33 18% m	16 16% m	20 26% m	16 15% m	12 33% gi	65 17% m	21 24% m	79 17% m	249 21% m	20 13% m	15 14% m	25 14% m	44 19% m	249 21% m
Never	145 9% i	84 9% i	61 9% i	57 9% i	17 9% i	11 10% i	8 10% i	12 11% i	6 17% i	21 6% i	14 15% zi	48 11% i	97 8% i	20 13% i	16 15% q	13 8% i	23 10% i	97 8% i
Don't know / I have never heard of this type of dental professional	26 2%	13 1% h	13 2% h	7 1% h	5 3% h	1 1% h	- - h	3 3% h	- - h	10 3% z	- - h	4 1% h	22 2% h	2 1% h	- - h	- - h	1 * h	22 2% h
Net: Last 12 months	951 59% h	532 57% h	419 61% h	363 57% h	107 57% h	62 60% h	44 58% h	62 56% h	15 40% h	251 67% zcdhj	46 52% h	270 59% h	681 59% h	94 62% h	66 61% h	107 63% h	141 60% h	681 59% h
Net: More than 12 months	667 41% i	396 43% i	271 39% i	275 43% i	79 43% i	42 40% i	31 42% i	49 44% i	22 60% zi	126 33% i	43 48% i	185 41% i	482 41% i	57 38% i	42 39% i	63 37% i	96 40% i	482 41% i

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 18
GD01A - When was the last time, if ever, you received services from or visited any of the following dental professionals? Dentist

BASE: All Respondents

	TOTAL (z)	REGION													ETHNICITY		ETHNICITY				DISABILITY	
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	BAME (o)	White (p)	Asian/ Asian British (q)	Black/ Black British (r)	Mixed /Other (s)	YES (t)	NO (u)
Unweighted Base	1674	102	129	142	256	73	173	136	178	115	104	123	143	1332	1424	246	1424	146	54	46	204	1425
Weighted Base	1618	46	117	151	214	67*	177	135	221	138*	77*	141*	133	1360	1412	202	1412	113*	45*	44*	169	1411
In the last 6 months	634 39% oq	20 43% i	50 43% i	57 38% i	73 34% i	29 44% i	70 40% i	61 45% i	84 38% i	41 30% i	37 49% di	56 39% di	55 41% di	515 38% di	586 42% zo	46 23% zo	586 42% zq	19 17% q	16 35% q	11 26% q	66 39% q	558 40% q
6 months but less than 12 months ago	317 20% kmt	13 28% zdefkm	23 20% k	30 20% k	39 18% k	9 13% k	26 14% k	36 27% efkm	40 18% k	41 30% zdefhkm	17 22% k	14 10% k	29 22% k	251 18% k	285 20% k	31 15% k	285 20% k	17 15% k	8 19% k	5 12% k	23 14% k	283 20% k
Between 12 months and 2 years ago	168 10% f	5 11% f	11 9% f	14 9% f	25 12% f	7 10% f	10 6% f	11 8% f	17 8% f	18 13% f	9 11% f	24 17% zfgm	19 14% f	144 11% f	142 10% f	23 12% f	142 10% f	12 10% f	4 9% f	8 18% f	21 12% f	147 10% f
Over two years ago	328 20% g	7 16% g	23 20% g	25 17% g	40 19% g	16 25% g	62 35% zabedghijklm	13 10% g	47 21% g	27 19% g	11 15% g	30 21% g	26 20% g	296 22% zg	281 20% zg	46 23% zg	281 20% zg	29 26% zg	8 17% zg	9 21% zg	44 26% zu	274 19% zu
Never	145 9% afjlnp	1 2% afjlnp	8 7% afjlnp	20 13% afjlnp	33 16% zabfijlm	6 8% afjlnp	6 3% afjlnp	12 9% afjlnp	31 14% zafjl	8 6% afjlnp	1 2% afjlnp	15 11% afjlnp	3 3% afjlnp	131 10% afjlnp	96 7% zn	50 25% zn	96 7% zp	32 29% zp	8 19% p	9 21% zp	12 7% zp	128 9% zp
Don't know / I have never heard of this type of dental professional	26 2% kmoqs	- - zcdhkm	2 2% kmoqs	5 3% kmoqs	3 2% kmoqs	- - kmoqs	3 1% kmoqs	2 2% zcdhkm	2 1% kmoqs	3 2% kmoqs	2 2% zcdhkm	3 2% kmoqs	1 1% kmoqs	22 2% kmoqs	21 2% zo	5 2% zo	21 2% zqs	3 3% q	1 2% q	1 3% q	2 1% q	21 1% q
Net: Last 12 months	951 59% kmoqs	33 72% zcdhkm	73 63% zcdhkm	87 58% zcdhkm	113 53% zcdhkm	38 57% zcdhkm	96 54% zcdhkm	97 72% zcdhkm	124 56% zcdhkm	82 60% zcdhkm	54 70% zcdhkm	69 49% zcdhkm	84 63% k	767 56% zcdhkm	871 62% zo	77 38% zo	871 62% zqs	36 32% q	24 54% q	17 38% q	89 53% q	841 60% q
Net: More than 12 months	667 41% agjnp	13 28% agjnp	44 37% agjnp	64 42% agjnp	101 47% agjnp	29 43% agjnp	81 46% agjnp	38 28% agjnp	97 44% agjnp	56 40% agjnp	23 30% agjnp	72 51% zagjl	50 37% zagjl	593 44% zagjl	540 38% zn	124 62% zn	540 38% zpr	76 68% zpr	21 46% zpr	27 62% zpr	80 47% zpr	570 40% zpr

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

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Table 19
GD01A - When was the last time, if ever, you received services from or visited any of the following dental professionals? Dentist

BASE: All Respondents

	TOTAL (z)	Importance of title Doctor		When last visited a dental professional		When did you last go to the dentist		When did you last see a dental professional other than a dentist		Frequency visit a dental professional			Type of dental treatment received					Satisfaction with dental care or treatment		Confidence in healthcare regulation		Awareness of General Dental Council			Confidence in dental regulation	
		Important (a)	Not important (b)	Patients (last 12 mths) (c)	Public (less often) (d)	Patients (last 12 mths) (e)	Public (less often) (f)	Patients (last 12 mths) (g)	Public (less often) (h)	Once a year or more often (i)	Less often (j)	Don't know (k)	NHS (l)	Private (m)	Mixture (n)	Unsure (o)	Abroad (p)	Satisfied (q)	Dissatisfied (r)	Confident (s)	Not confident (t)	Aware (u)	Unaware (v)	Unsure (w)	Confident (x)	Not confident (y)
Unweighted Base	1674	585	1049	1111	563	1001	673	110	563	1162	422	3	879	261	131	18	43	1119	43	1337	274	317	1082	270	1186	313
Weighted Base	1618	560	1019	1058	560	951	667	107*	560	1116	407	2**	825	265	124	18**	42**	1075	40*	1299	257	304	1063	247	1147	293
In the last 6 months	634	187	433	634	-	634	-	-	-	612	21	-	398	159	57	4	4	597	15	520	102	160	373	101	484	87
	39%	33%	42%	60%	-	67%	-	-	-	55%	5%	-	48%	60%	46%	24%	9%	56%	38%	40%	40%	53%	35%	41%	42%	30%
	adfhjvy	za		zd		zf				zj			z	zn				z				zvw			zy	
6 months but less than 12 months ago	317	106	204	317	-	317	-	-	-	289	27	1	206	53	37	4	6	272	17	266	33	62	199	56	238	47
	20%	19%	20%	30%	-	33%	-	-	-	26%	7%	63%	25%	20%	30%	24%	15%	25%	42%	20%	13%	20%	19%	23%	21%	16%
	dghjt			zd		zf				zj			z		zm			z		t						
Between 12 months and 2 years ago	168	53	112	24	144	-	168	24	144	100	68	*	90	25	19	5	13	97	3	138	25	27	119	22	120	27
	10%	10%	11%	2%	26%	-	25%	23%	26%	9%	17%	24%	11%	10%	16%	26%	32%	9%	6%	11%	10%	9%	11%	9%	11%	9%
	ceiq			zc		ze		z	z		zi															
Over two years ago	328	134	181	33	295	-	328	33	295	62	265	*	87	19	7	2	15	57	5	251	60	37	237	53	213	75
	20%	24%	18%	3%	53%	-	49%	31%	53%	6%	65%	13%	11%	7%	6%	9%	36%	5%	12%	19%	23%	12%	22%	21%	19%	25%
	bceilmnqux	zb		zc		ze		z	zg		zi											zu		u		zx
Never	145	73	68	43	102	-	145	43	102	47	23	-	40	6	2	3	3	46	1	109	30	17	112	16	85	44
	9%	13%	7%	4%	18%	-	22%	40%	18%	4%	6%	-	5%	2%	2%	18%	8%	4%	1%	8%	12%	6%	11%	6%	7%	15%
	bceilmnqux	zb		zc		ze		zh	z														zu			zx
Don't know / I have never heard of this type of dental professional	26	6	20	7	19	-	26	7	19	6	2	-	4	3	-	-	-	6	-	15	7	1	23	-	6	13
	2%	1%	2%	1%	3%	-	4%	6%	3%	1%	1%	-	*	1%	-	-	-	1%	-	1%	3%	*	2%	-	*	4%
	ceiqsx			zc		ze		z	z													zw				zx
Net: Last 12 months	951	293	637	951	-	951	-	-	-	901	48	1	605	212	94	9	10	869	33	786	134	222	572	157	722	135
	59%	52%	63%	90%	-	100%	-	-	-	81%	12%	63%	73%	80%	76%	48%	24%	81%	80%	61%	52%	73%	54%	63%	63%	46%
	adfhjltvy	za		zd		zf				zj			z	z	z			z	z	zt		zvw		v	zy	
Net: More than 12 months	667	267	382	107	560	-	667	107	560	214	359	1	221	53	29	10	32	206	8	513	123	82	491	91	425	159
	41%	48%	37%	10%	100%	-	100%	100%	100%	19%	88%	37%	27%	20%	24%	52%	76%	19%	20%	39%	48%	27%	46%	37%	37%	54%
	bceilmnqrsux	zb		zc		ze		z	z		zi									zs		zuw		u		zx

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

GENERAL PUBLIC
GENERAL DENTAL COUNCIL PATIENT AND PUBLIC SURVEY 2020

12 Mar 2020

Table 20
GD01A - When was the last time, if ever, you received services from or visited any of the following dental professionals? Dentist

BASE: All Respondents

	TOTAL (z)	Complained about a dental professional		Focus of regulator for dental professionals			Confidence of how dental care is delivered in the UK		Confidence in dental professional		Opinion about dentists' use of title Doctor when they do not also hold another general medical qualification or a PhD		Awareness of Dental Complaints Service			Contacted a person or organisation for support making any type of complaint		Contacted a person or organisation for support making a complaint about dental care or treatment		Would find it helpful to use a support service to deal with something that went seriously wrong during visit to dental professional			Seen advertised or been offered cosmetic treatments at dental practice		Received cosmetic treatments at dental practice	
		Yes (a)	No (b)	Mainly on preventing bad practice (c)	Equally on both (d)	Mainly on taking action against serious complaints (e)	Confident (f)	Not confident (g)	Yes (h)	No (i)	Should be able to use (j)	Should not be able to use (k)	Aware (l)	Unaware (m)	Unsure (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)	DK (u)	Yes (v)	No (w)	Yes (x)	No (y)
Unweighted Base	1674	94	1492	441	1081	152	1328	286	1555	106	393	881	184	1246	236	405	1247	15	1659	1393	252	29	1007	667	118	1556
Weighted Base	1618	93*	1431	441	1018	159	1284	278	1498	105*	403	822	171	1218	222	389	1211	15**	1603	1360	230	29**	979	639	120*	1498
In the last 6 months	634 39% egimw	51 54% zb	583 41% z	181 41% e	407 40% e	46 29%	535 42% zg	91 33%	623 42% zi	9 9%	151 37%	345 42% z	88 51% zm	453 37%	92 42%	171 44% zp	458 38%	5 36%	629 39%	545 40%	82 36%	7 24%	432 44% zw	202 32%	56 47%	578 39%
6 months but less than 12 months ago	317 20% ciw	22 24%	295 21% z	66 15%	225 22% zc	26 17%	266 21%	44 16%	306 20% zi	11 10%	74 18%	173 21%	34 20%	232 19%	52 23%	86 22%	226 19%	5 32%	312 19%	272 20%	40 17%	5 19%	221 23% zw	97 15%	21 18%	296 20%
Between 12 months and 2 years ago	168 10% w	4 5%	163 11% z	40 9%	115 11% z	13 8%	139 11%	23 8%	160 11%	8 8%	35 9%	99 12% z	15 9%	132 11%	20 9%	34 9%	132 11%	2 11%	166 10%	151 11%	16 7%	* 1%	116 12% zw	51 8%	11 9%	157 10%
Over two years ago	328 20% flv	12 13%	315 22% z	100 23%	192 19% z	36 22%	238 19%	73 26% zf	296 20%	29 27%	84 21%	151 18%	24 14%	260 21% l	43 19%	78 20%	246 20%	3 22%	324 20%	277 20%	42 18%	9 31%	142 15% zv	185 29%	17 14%	310 21%
Never	145 9% bdfhksov	3 3%	68 5%	48 11% d	68 7% z	30 19% zd	95 7%	37 13% zf	98 7%	41 39% zh	51 13% zk	46 6%	10 6%	120 10%	14 6%	18 5%	124 10% zo	- -	145 9%	107 8%	34 15% zs	5 17%	63 6% zv	83 13% zv	14 12%	132 9%
Don't know / I have never heard of this type of dental professional	26 2% bfhosv	1 1%	7 *	7 2%	12 1% zd	7 5% zd	12 1%	10 4% zf	15 1%	7 7% zh	8 2%	9 1%	1 1%	21 2% zn	1 1%	1 *	25 2% zo	- -	26 2%	8 1%	16 7% zs	2 7% zv	4 * zv	22 3% zv	1 1%	25 2%
Net: Last 12 months	951 59% egimpw	73 78% zb	878 61% z	247 56%	631 62% ze	73 46%	801 62% zg	135 48%	929 62% zi	20 19%	225 56% zj	518 63% zk	122 71% zm	685 62% zn	144 65% m	258 66% zp	684 56%	10 68%	941 59%	817 60% z	122 53%	12 44%	652 67% zw	298 47%	77 64%	874 58%
Net: More than 12 months	667 41% abdfhklosv	20 22%	553 39% a	195 44%	387 38% zd	86 54% zd	484 38%	143 52% zf	569 38%	85 81% zh	178 44% k	304 37%	50 29%	533 44% zn	78 35%	131 34%	527 44% zo	5 32%	662 41%	543 40%	108 47%	16 56%	326 33% zv	341 53%	43 36%	624 42%

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

Table 21
GD01A - When was the last time, if ever, you received services from or visited any of the following dental professionals? Clinical dental technician

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)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (m)	SINGLE (n)	WID/ DIV/ SEP (o)
Unweighted Base	1674	826	844	209	224	225	237	254	525	416	571	341	346	933	459	276
Weighted Base	1618	791	823	228	267	250	265	244	365	420	523	289	387	913	462	237
In the last 6 months	108 7%	50 6%	57 7%	15 7%	16 6%	11 4%	20 8%	21 9%	25 7%	24 6%	37 7%	24 8%	24 6%	64 7%	28 6%	17 7%
6 months but less than 12 months ago	74 5% i	32 4%	43 5%	18 8%	10 4%	14 5%	11 4%	8 3%	14 4%	5 1%	30 6% i	22 8% zi	17 5% i	41 4%	23 5%	10 4%
Between 12 months and 2 years ago	62 4% i	28 4%	34 4%	5 2%	15 6%	7 3%	12 4%	7 3%	16 4%	7 2%	27 5% i	16 5% i	12 3%	39 4%	13 3%	9 4%
Over two years ago	202 12% bdj	127 16% zb	74 9% za	19 8%	20 7%	31 12%	37 14% d	38 16% cd	57 16% zcd	44 10%	44 9%	41 14% j	73 19% zij	107 12%	60 13%	33 14%
Never	1036 64% ahkl	481 61%	552 67% za	144 63%	183 69% h	165 66%	165 62%	160 66%	218 60%	306 73% zkl	348 67% kl	165 57%	217 56%	590 65%	296 64%	148 62%
Don't know / I have never heard of this type of dental professional	135 8% g	71 9%	64 8%	26 12% g	23 9%	22 9% g	19 7%	10 4%	35 10% g	33 8%	37 7%	21 7%	44 11% j	73 8%	41 9%	20 9%
Net: Last 12 months	183 11% i	82 10%	99 12%	33 15%	26 10%	24 10%	32 12%	29 12%	39 11%	29 7%	67 13% i	46 16% zi	41 11%	105 11%	51 11%	26 11%
Net: More than 12 months	1435 89% k	708 90%	724 88%	194 85%	242 90%	225 90%	233 88%	215 88%	326 89%	391 93% zjk	456 87%	243 84%	345 89%	809 89%	411 89%	211 89%

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

Table 22

GD01A - When was the last time, if ever, you received services from or visited any of the following dental professionals? Clinical dental technician

BASE: All Respondents

	WORKING STATUS			OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULLTIME (c)	PARTTIME (d)	SELFEMPL OYE D (e)	HOUSE WIFE (f)	STILL IN EDUCATIO N (g)	UNEMPLO YED (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	1674	796	878	529	177	90	79	121	40	541	97	414	1260	141	99	148	213	1260
Weighted Base	1618	928	690	638	186	104*	75*	111*	38*	378	89*	455	1163	151	107*	170	236	1163
In the last 6 months	108 7%	61 7%	47 7%	42 7%	10 5%	9 9%	3 4%	7 6%	2 6%	24 6%	12 13% zcdi	25 5%	83 7%	8 5%	9 8%	8 5%	11 4%	83 7%
6 months but less than 12 months ago	74 5%	39 4%	35 5%	27 4%	8 4%	4 4%	4 5%	9 8%	2 6%	16 4%	5 5%	18 4%	56 5%	7 5%	3 2%	3 2%	13 5%	56 5%
Between 12 months and 2 years ago	62 4%	40 4%	22 3%	27 4%	11 6%	2 2%	2 2%	5 5%	1 3%	12 3%	2 2%	15 3%	47 4%	10 7%	5 5%	5 3%	4 2%	47 4%
Over two years ago	202 12% n	104 11%	98 14%	76 12%	20 11%	8 8%	10 13%	7 6%	9 24% deg	61 16% zg	11 13%	45 10%	157 14%	14 9%	4 4%	12 7%	26 11%	157 14% no
Never	1036 64% lq	609 66%	427 62%	418 66%	117 63%	73 70%	52 69%	69 62%	20 54%	231 61%	55 62%	316 69% zl	720 62%	96 64%	80 74% q	131 77% zmq	168 71% zq	720 62%
Don't know / I have never heard of this type of dental professional	135 8%	74 8%	61 9%	46 7%	20 11%	8 7%	5 7%	14 13%	3 8%	34 9%	5 5%	36 8%	99 8%	16 11%	7 6%	10 6%	16 7%	99 8%
Net: Last 12 months	183 11%	100 11%	82 12%	70 11%	17 9%	13 12%	7 9%	16 14%	4 12%	40 10%	16 18%	43 9%	140 12%	15 10%	11 10%	12 7%	23 10%	140 12%
Net: More than 12 months	1435 89%	827 89%	608 88%	568 89%	168 91%	91 88%	69 91%	95 86%	33 88%	338 90%	73 82%	412 91%	1023 88%	136 90%	96 90%	159 93%	213 90%	1023 88%

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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12 Mar 2020

Table 23
GD01A - When was the last time, if ever, you received services from or visited any of the following dental professionals? Clinical dental technician

BASE: All Respondents

	TOTAL (z)	REGION													ETHNICITY		ETHNICITY				DISABILITY	
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	BAME (o)	White (p)	Asian/ British (q)	Black/ British (r)	Mixed /Other (s)	YES (t)	NO (u)
Unweighted Base	1674	102	129	142	256	73	173	136	178	115	104	123	143	1332	1424	246	1424	146	54	46	204	1425
Weighted Base	1618	46	117	151	214	67*	177	135	221	138*	77*	141*	133	1360	1412	202	1412	113*	45*	44*	169	1411
In the last 6 months	108 7% einp	2 5% ei	3 3% ei	10 7% ei	14 7% ei	- - -	26 15% zabcdegilm	8 6% i	24 11% zbeilm	1 * -	5 6% ei	12 8% ei	4 3% -	93 7% ei	87 6% -	21 10% -	87 6% -	9 8% -	9 20% zp	3 6% -	15 9% -	91 6% -
6 months but less than 12 months ago	74 5% -	1 2% -	9 7% e	6 4% -	13 6% e	- - -	5 3% -	8 6% -	8 4% -	3 2% -	4 6% -	5 3% -	12 9% zaefim	61 4% -	64 5% -	10 5% -	64 5% -	8 7% -	2 5% -	1 2% -	3 2% -	69 5% -
Between 12 months and 2 years ago	62 4% -	2 5% -	2 2% -	8 5% -	9 4% -	1 2% -	4 2% -	6 5% -	9 4% -	10 7% -	2 3% -	6 5% -	2 2% -	52 4% -	51 4% -	11 5% -	51 4% -	5 4% -	4 9% -	2 4% -	4 2% -	55 4% -
Over two years ago	202 12% -	5 11% -	11 9% -	16 11% -	28 13% -	6 9% -	43 25% zabcdehijklm	22 16% -	21 9% -	13 10% -	7 9% -	15 11% -	15 11% -	168 12% -	175 12% -	27 13% -	175 12% -	21 19% -	3 6% -	3 8% -	29 17% -	171 12% -
Never	1036 64% dfoq	34 75% zdfkm	82 70% df	100 66% f	121 56% -	45 67% f	92 52% -	85 62% -	153 69% df	101 73% dfkm	55 71% df	82 58% -	87 65% f	862 63% df	920 65% zo	112 56% -	920 65% zq	54 48% -	26 58% -	33 74% q	105 62% -	911 65% -
Don't know / I have never heard of this type of dental professional	135 8% afh	1 3% -	10 8% -	11 7% -	28 13% zafghjm	14 22% zabcfghijlm	7 4% -	7 5% -	7 3% -	10 7% -	4 5% -	22 16% zafghjm	14 10% fh	123 9% afh	115 8% -	21 10% -	115 8% -	17 15% zp	2 3% -	3 6% -	14 8% -	114 8% -
Net: Last 12 months	183 11% ei	3 7% e	12 10% ei	16 10% ei	28 13% ei	- - -	31 17% zaeim	16 12% ei	32 14% ei	4 3% -	9 12% ei	16 11% ei	16 12% ei	154 11% ei	151 11% -	31 15% -	151 11% -	17 15% -	11 24% zp	3 8% -	17 10% -	160 11% -
Net: More than 12 months	1435 89% fr	43 93% f	106 90% -	135 90% -	186 87% -	67 100% zabcdfghijklm	146 83% -	119 88% -	189 86% -	134 97% zbcdfghijklm	68 88% -	125 89% -	117 88% -	1206 89% f	1260 89% r	170 85% -	1260 89% r	96 85% -	34 76% -	41 92% -	151 90% -	1251 89% -

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

GENERAL PUBLIC
GENERAL DENTAL COUNCIL PATIENT AND PUBLIC SURVEY 2020

12 Mar 2020

Table 24
GD01A - When was the last time, if ever, you received services from or visited any of the following dental professionals? Clinical dental technician

BASE: All Respondents

	TOTAL (z)	Importance of title Doctor		When last visited a dental professional		When did you last go to the dentist		When did you last see a dental professional other than a dentist		Frequency visit a dental professional			Type of dental treatment received					Satisfaction with dental care or treatment		Confidence in healthcare regulation		Awareness of General Dental Council			Confidence in dental regulation	
		Important (a)	Not important (b)	Patients (last 12 mths) (c)	Public (less often) (d)	Patients (last 12 mths) (e)	Public (less often) (f)	Patients (last 12 mths) (g)	Public (less often) (h)	Once a year or more often (i)	Less often (j)	Don't know (k)	NHS (l)	Private (m)	Mixture (n)	Unsure (o)	Abroad (p)	Satisfied (q)	Dissatisfied (r)	Confident (s)	Not confident (t)	Aware (u)	Unaware (v)	Unsure (w)	Confident (x)	Not confident (y)
Unweighted Base	1674	585	1049	1111	563	1001	673	110	563	1162	422	3	879	261	131	18	43	1119	43	1337	274	317	1082	270	1186	313
Weighted Base	1618	560	1019	1058	560	951	667	107*	560	1116	407	2**	825	265	124	18**	42**	1075	40*	1299	257	304	1063	247	1147	293
In the last 6 months	108	59	48	108	-	101	7	7	-	103	5	-	74	23	7	-	1	103	*	93	15	27	67	14	89	15
	7%	10%	5%	10%	-	11%	1%	6%	-	9%	1%	-	9%	9%	5%	-	3%	10%	1%	7%	6%	9%	6%	6%	8%	5%
	bdfhj	zb		zd		zf		h		zj			z		m			z							z	
6 months but less than 12 months ago	74	43	32	74	-	60	14	14	-	69	6	-	47	8	10	4	2	65	3	64	9	18	45	10	52	14
	5%	8%	3%	7%	-	6%	2%	13%	-	6%	1%	-	6%	3%	8%	21%	4%	6%	8%	5%	4%	6%	4%	4%	5%	5%
	bdfhj	zb		zd		zf		zh		zj			z		m			z							5%	5%
Between 12 months and 2 years ago	62	29	33	31	32	26	36	4	32	42	20	-	31	13	5	-	9	42	1	52	10	16	38	9	40	12
	4%	5%	3%	3%	6%	3%	5%	4%	6%	4%	5%	-	4%	5%	4%	-	21%	4%	1%	4%	4%	5%	4%	4%	3%	4%
	ce			zc		ze		z																		
Over two years ago	202	80	119	73	128	60	142	13	128	81	119	1	71	26	10	3	12	79	2	162	31	36	122	44	144	37
	12%	14%	12%	7%	23%	6%	21%	12%	23%	7%	29%	76%	9%	10%	8%	17%	28%	7%	6%	12%	12%	12%	11%	18%	13%	13%
	ceiiq			zc		ze		zg		zi														zv		
Never	1036	318	691	712	324	647	389	65	324	754	208	*	543	181	86	10	16	722	31	830	162	197	678	161	735	187
	64%	57%	68%	67%	58%	68%	58%	61%	58%	68%	51%	24%	66%	68%	70%	56%	39%	67%	78%	64%	63%	65%	64%	65%	64%	64%
	adfhj		za	zd		zf				zj								z								
Don't know / I have never heard of this type of dental professional	135	32	96	59	77	56	80	3	77	66	50	-	59	15	5	1	2	64	2	99	29	11	114	9	87	28
	8%	6%	9%	6%	14%	6%	12%	3%	14%	6%	12%	-	7%	6%	4%	5%	6%	6%	6%	8%	11%	4%	11%	4%	8%	9%
	aceiqsuw	a		zc		ze		zg		zi													zuw			
Net: Last 12 months	183	102	79	183	-	162	21	21	-	172	11	-	122	31	17	4	3	168	4	156	24	46	111	24	141	29
	11%	18%	8%	17%	-	17%	3%	20%	-	15%	3%	-	15%	12%	14%	21%	6%	16%	9%	12%	9%	15%	10%	10%	12%	10%
	bdfhj	zb		zd		zf		zh		zj			z					z				zv				
Net: More than 12 months	1435	458	940	875	560	789	646	86	560	944	396	2	704	234	107	15	39	907	37	1143	233	259	951	223	1006	264
	89%	82%	92%	83%	100%	83%	97%	80%	100%	85%	97%	100%	85%	88%	86%	79%	94%	84%	91%	88%	91%	85%	90%	90%	88%	90%
	acegllqu	za		zc		ze		zg		zi												u				

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

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GENERAL DENTAL COUNCIL PATIENT AND PUBLIC SURVEY 2020

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Table 25

GD01A - When was the last time, if ever, you received services from or visited any of the following dental professionals? Clinical dental technician

BASE: All Respondents

	Complained about a dental professional			Focus of regulator for dental professionals			Confidence of how dental care is delivered in the UK		Confidence in dental professional		Opinion about dentists' use of title Doctor when they do not also hold another general medical qualification or a PhD		Awareness of Dental Complaints Service			Contacted a person or organisation for support making any type of complaint		Contacted a person or organisation for support making a complaint about dental care or treatment		Would find it helpful to use a support service to deal with something that went seriously wrong during visit to dental professional			Seen advertised or been offered cosmetic treatments at dental practice		Received cosmetic treatments at dental practice	
	TOTAL (z)	Yes (a)	No (b)	Mainly on preventing bad practice (c)	Equally on both (d)	Mainly on taking action against serious complaints (e)	Confident (f)	Not confident (g)	Yes (h)	No (i)	Should be able to use (j)	Should not be able to use (k)	Aware (l)	Unaware (m)	Unsure (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)	DK (u)	Yes (v)	No (w)	Yes (x)	No (y)
Unweighted Base	1674	94	1492	441	1081	152	1328	286	1555	106	393	881	184	1246	236	405	1247	15	1659	1393	252	29	1007	667	118	1556
Weighted Base	1618	93*	1431	441	1018	159	1284	278	1498	105*	403	822	171	1218	222	389	1211	15**	1603	1360	230	29**	979	639	120*	1498
In the last 6 months	108 7% dkmv	14 15% zb	94 7%	43 10% zd	52 5%	13 8%	93 7%	13 5%	107 7% z	2 1%	35 9% k	41 5%	20 11% zm	71 6%	17 8%	23 6%	83 7%	2 14%	106 7%	95 7%	11 5%	1 5%	52 5%	56 9% zv	10 8%	98 7%
6 months but less than 12 months ago	74 5% kmry	6 7%	68 5%	21 5%	47 5%	6 4%	63 5%	7 3%	68 5%	6 6%	25 6% k	26 3%	13 8% m	47 4%	14 6%	20 5%	55 5%	3 21%	71 4%	63 5%	11 5%	- -	37 4%	37 6%	12 10% zy	62 4%
Between 12 months and 2 years ago	62 4% m	3 4%	59 4%	20 5%	36 3%	6 4%	53 4%	6 2%	60 4%	2 2%	20 5%	30 4%	11 6%	39 3%	12 5%	13 3%	49 4%	2 11%	61 4%	54 4%	7 3%	1 2%	38 4%	25 4%	4 3%	58 4%
Over two years ago	202 12% dv	7 7%	195 14% z	73 16% zd	111 11%	19 12%	155 12%	39 14%	188 13%	12 12%	53 13%	102 12%	20 12%	149 12%	30 14%	55 14%	146 12%	3 18%	199 12%	177 13%	21 9%	3 12%	104 11%	98 15% zv	14 11%	188 13%
Never	1036 64% cw	52 56%	909 64%	257 58%	679 67% zc	101 63%	823 64%	185 67%	955 64%	72 69%	240 60%	544 66% j	101 59%	792 65%	141 63%	249 64%	773 64%	5 36%	1031 64%	874 64%	142 62%	21 72%	673 69% zw	363 57%	70 58%	966 65%
Don't know / I have never heard of this type of dental professional	135 8% bfhins	11 12%	105 7%	27 6%	94 9%	14 9%	97 8%	27 10%	119 8%	11 11%	29 7%	79 10%	6 4%	119 10% zn	8 4%	30 8%	105 9%	- -	135 8%	96 7%	37 16% zs	3 9%	74 8%	61 10%	11 9%	124 8%
Net: Last 12 months	183 11% dgkmrvy	20 22% zb	162 11%	64 15% zd	99 10%	19 12%	157 12% zg	20 7%	175 12%	8 7%	61 15% zk	67 8%	33 19% zm	119 10%	31 14%	42 11%	138 11%	5 35%	177 11%	159 12%	23 10%	1 5%	90 9%	93 14% zv	22 18% zy	161 11%
Net: More than 12 months	1435 89% acjflwx	73 78%	1268 89% a	377 85% zc	919 90%	140 88%	1128 88% zf	257 93%	1323 88%	98 93%	342 85% zl	755 92%	138 81%	1099 90%	192 86%	346 89%	1073 89%	10 65% z	1426 89%	1201 88%	207 90%	27 95%	889 91% zw	547 86%	98 82%	1337 89% zx

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

Table 26

GD01A - When was the last time, if ever, you received services from or visited any of the following dental professionals? Dental technician

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)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (m)	SINGLE (n)	WID/ DIV/ SEP (o)
Unweighted Base	1674	826	844	209	224	225	237	254	525	416	571	341	346	933	459	276
Weighted Base	1618	791	823	228	267	250	265	244	365	420	523	289	387	913	462	237
In the last 6 months	133 8%	65 8%	68 8%	16 7%	21 8%	13 5%	24 9%	27 11%	32 9%	36 9%	42 8%	26 9%	30 8%	78 9%	30 7%	25 10%
6 months but less than 12 months ago	78 5% i	40 5%	38 5%	10 4%	11 4%	16 6%	18 7%	9 4%	15 4%	7 2%	29 6% i	15 5% i	27 7% i	43 5%	20 4%	13 5%
Between 12 months and 2 years ago	67 4%	25 3%	42 5%	11 5%	13 5%	6 2%	11 4%	7 3%	19 5%	17 4%	26 5%	12 4%	13 3%	39 4%	17 4%	11 5%
Over two years ago	293 18% bcj	163 21% zb	129 16%	23 10%	40 15%	40 16%	43 16%	61 25% zcdef	87 24% zcdef	78 19%	79 15%	51 18%	85 22% j	161 18%	81 18%	49 20%
Never	954 59% hl	449 57%	503 61%	149 65% h	169 63% h	161 64% h	158 60% h	135 55%	183 50%	260 62% l	328 63% l	167 58%	199 52%	546 60%	280 61%	126 53%
Don't know / I have never heard of this type of dental professional	92 6% gj	49 6%	43 5%	18 8% g	13 5%	15 6%	11 4%	6 2%	29 8% zg	22 5%	20 4%	18 6%	33 8% zj	46 5%	32 7%	13 6%
Net: Last 12 months	211 13%	105 13%	105 13%	26 11%	31 12%	29 12%	42 16%	36 15%	47 13%	42 10%	71 14%	40 14%	57 15%	121 13%	50 11%	38 16%
Net: More than 12 months	1406 87%	686 87%	718 87%	202 89%	236 88%	221 88%	223 84%	208 85%	318 87%	377 90%	452 86%	248 86%	329 85%	792 87%	411 89%	200 84%

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

Table 27

GD01A - When was the last time, if ever, you received services from or visited any of the following dental professionals? Dental technician

BASE: All Respondents

	WORKING STATUS			OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULLTIME (c)	PARTTIME (d)	SELFEMPL OYE D (e)	HOUSE WIFE (f)	STILL IN EDUCATIO N (g)	UNEMPLO YED (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	1674	796	878	529	177	90	79	121	40	541	97	414	1260	141	99	148	213	1260
Weighted Base	1618	928	690	638	186	104*	75*	111*	38*	378	89*	455	1163	151	107*	170	236	1163
In the last 6 months	133 8%	77 8%	56 8%	53 8%	13 7%	11 11%	5 7%	5 5%	2 4%	33 9%	11 12%	38 8%	96 8%	16 10%	7 7%	9 5%	19 8%	96 8%
6 months but less than 12 months ago	78 5%	46 5%	32 5%	33 5%	7 4%	6 6%	6 7%	5 4%	2 5%	15 4%	5 5%	17 4%	61 5%	5 3%	6 6%	6 3%	11 5%	61 5%
Between 12 months and 2 years ago	67 4%	39 4%	28 4%	25 4%	11 6%	3 3%	3 5%	5 4%	- -	18 5%	2 3%	18 4%	50 4%	11 7%	5 4%	8 5%	5 2%	50 4%
Over two years ago	293 18% gko	160 17%	133 19%	108 17%	40 21%	12 11%	9 12%	4 4%	11 28%	89 24%	20 23%	65 14%	228 20%	18 12%	13 12%	18 11%	42 18%	228 20%
Never	954 59% ilq	563 61%	391 57%	391 61%	104 56%	68 65%	48 63%	81 73%	21 56%	195 52%	47 53%	292 64%	662 57%	90 60%	72 67%	124 73%	150 63%	662 57%
Don't know / I have never heard of this type of dental professional	92 6%	42 5%	50 7% za	27 4%	11 6%	4 4%	5 6%	11 10% c	3 7%	28 7% c	4 4%	25 5%	67 6%	11 7%	4 4%	4 3%	9 4%	67 6%
Net: Last 12 months	211 13%	124 13%	88 13%	86 14%	20 11%	18 17%	11 14%	10 9%	3 9%	48 13%	15 17%	55 12%	157 13%	21 14%	13 12%	15 9%	31 13%	157 13%
Net: More than 12 months	1406 87%	804 87%	603 87%	551 86%	166 89%	87 83%	65 86%	101 91%	34 91%	329 87%	73 83%	400 88%	1007 87%	130 86%	94 88%	155 91%	206 87%	1007 87%

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 28
GD01A - When was the last time, if ever, you received services from or visited any of the following dental professionals? Dental technician

BASE: All Respondents

	TOTAL (z)	REGION													ETHNICITY		ETHNICITY				DISABILITY	
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	BAME (o)	White (p)	Asian/ British (q)	Black/ Black British (r)	Mixed /Other (s)	YES (t)	NO (u)
Unweighted Base	1674	102	129	142	256	73	173	136	178	115	104	123	143	1332	1424	246	1424	146	54	46	204	1425
Weighted Base	1618	46	117	151	214	67*	177	135	221	138*	77*	141*	133	1360	1412	202	1412	113*	45*	44*	169	1411
In the last 6 months	133 8% i	2 5%	5 4%	15 10%	21 10%	2 4%	28 16%	9 7%	24 11%	2 2%	5 6%	14 10%	5 4%	117 9%	111 8%	22 11%	111 8%	9 8%	10 22%	3 7%	13 8%	117 8%
6 months but less than 12 months ago	78 5%	* 1%	6 5%	3 2%	14 6% e	- -	5 3%	8 6%	12 5%	5 3%	6 8% ace	8 6%	11 8% acef	63 5%	66 5%	12 6%	66 5%	10 9%	2 5%	- -	7 4%	69 5%
Between 12 months and 2 years ago	67 4% f	2 4% f	6 5% f	6 4%	12 6% f	4 5% f	1 1% zfhim	11 8%	5 2%	2 2%	3 4%	10 7% f	5 4%	52 4% f	59 4%	9 4%	59 4%	5 4%	2 4%	2 4%	7 4%	61 4%
Over two years ago	293 18% b	7 15%	11 9%	27 18%	38 18%	11 17%	41 23%	20 15%	42 19% b	36 26% zbkm	14 18%	16 11%	30 22% bk	252 19% bk	263 19%	29 14%	263 19%	17 15%	4 10%	7 16%	39 23%	247 18%
Never	954 59% d	33 72% zdfjklm	85 72% zdfhjklm	92 61%	108 51%	46 68% d	96 55%	84 62%	131 59%	86 62%	44 57%	79 56%	71 53%	794 58% d	837 59%	113 56%	837 59%	58 52%	25 55%	30 69%	91 54%	844 60%
Don't know / I have never heard of this type of dental professional	92 6% u	2 4%	5 4%	8 5%	21 10% zfqghm	4 6%	5 3%	3 2%	7 3%	7 5%	5 7%	14 10% fqh	11 8% q	82 6%	75 5%	17 8%	75 5%	13 11% zp	2 4%	2 4%	12 7%	73 5%
Net: Last 12 months	211 13% aei	3 6%	11 9%	18 12%	35 16% aei	2 4%	32 18% aei	17 13%	36 16% aei	7 5%	11 14% ei	22 16% aei	17 12%	181 13% aei	177 13%	35 17%	177 13%	20 17%	12 27% zps	3 7%	20 12%	186 13%
Net: More than 12 months	1406 87% r	43 94% zdfhkm	106 91%	133 88%	179 84%	64 96% zdfhjkm	144 82%	118 87%	185 84%	132 95% zdfhjkm	66 86%	119 84%	117 88%	1179 87%	1235 87%	167 83%	1235 87%	93 83%	33 73%	41 93% r	148 88%	1225 87%

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

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Table 29
GD01A - When was the last time, if ever, you received services from or visited any of the following dental professionals? Dental technician

BASE: All Respondents

	TOTAL (z)	Importance of title Doctor		When last visited a dental professional		When did you last go to the dentist		When did you last see a dental professional other than a dentist		Frequency visit a dental professional			Type of dental treatment received					Satisfaction with dental care or treatment		Confidence in healthcare regulation		Awareness of General Dental Council			Confidence in dental regulation	
		Important (a)	Not important (b)	Patients (last 12 mths) (c)	Public (less often) (d)	Patients (last 12 mths) (e)	Public (less often) (f)	Patients (last 12 mths) (g)	Public (less often) (h)	Once a year or more often (i)	Less often (j)	Don't know (k)	NHS (l)	Private (m)	Mixture (n)	Unsure (o)	Abroad (p)	Satisfied (q)	Dissatisfied (r)	Confident (s)	Not confident (t)	Aware (u)	Unaware (v)	Unsure (w)	Confident (x)	Not confident (y)
Unweighted Base	1674	585	1049	1111	563	1001	673	110	563	1162	422	3	879	261	131	18	43	1119	43	1337	274	317	1082	270	1186	313
Weighted Base	1618	560	1019	1058	560	951	667	107*	560	1116	407	2**	825	265	124	18**	42**	1075	40*	1299	257	304	1063	247	1147	293
In the last 6 months	133	67	64	133	-	124	9	9	-	126	7	-	82	33	14	-	1	123	2	110	21	33	82	18	103	22
	8%	12%	6%	13%	-	13%	1%	9%	-	11%	2%	-	10%	12%	11%	-	2%	11%	6%	8%	8%	11%	8%	7%	9%	8%
	bdfhj	zb		zd		zf		h		zj			z					z								
6 months but less than 12 months ago	78	42	35	78	-	64	14	14	-	71	6	1	46	18	6	3	1	68	3	66	9	21	42	15	56	13
	5%	8%	3%	7%	-	7%	2%	13%	-	6%	1%	63%	6%	7%	5%	18%	2%	6%	8%	5%	4%	7%	4%	6%	5%	4%
	bdfhjv	zb		zd		zf		zh		zj								z								
Between 12 months and 2 years ago	67	26	42	39	29	34	34	5	29	48	19	-	39	12	8	1	6	47	1	56	11	15	40	12	53	11
	4%	5%	4%	4%	5%	4%	5%	5%	5%	4%	5%	-	5%	5%	7%	3%	15%	4%	3%	4%	4%	5%	4%	5%	5%	4%
Over two years ago	293	106	179	128	165	115	178	13	165	147	146	*	106	45	23	3	15	140	7	232	48	53	178	61	209	55
	18%	19%	18%	12%	30%	12%	27%	12%	30%	13%	36%	13%	13%	17%	19%	19%	36%	13%	18%	18%	19%	18%	17%	25%	18%	19%
	ceiliq			zc		ze		zg		zi																
Never	954	296	631	638	316	575	379	63	316	679	202	*	514	148	69	10	17	654	25	772	147	174	643	136	671	171
	59%	53%	62%	60%	56%	61%	57%	59%	56%	61%	50%	24%	62%	56%	56%	53%	40%	61%	61%	59%	57%	57%	61%	55%	59%	58%
	aj		za							zj			z					z								
Don't know / I have never heard of this type of dental professional	92	23	67	41	51	38	53	3	51	45	26	-	38	9	3	1	3	43	2	63	20	8	77	6	55	22
	6%	4%	7%	4%	9%	4%	8%	3%	9%	4%	7%	-	5%	3%	3%	7%	6%	4%	4%	5%	8%	3%	7%	2%	5%	7%
	ceiqsuwx			zc		ze		z														zuw				
Net: Last 12 months	211	109	100	211	-	188	23	23	-	197	13	1	128	50	20	3	1	191	6	176	30	54	124	33	159	35
	13%	20%	10%	20%	-	20%	3%	22%	-	18%	3%	63%	16%	19%	16%	18%	3%	18%	14%	14%	12%	18%	12%	13%	14%	12%
	bdfhjv	zb		zd		zf		zh		zj			z					z				zv				
Net: More than 12 months	1406	451	919	846	560	762	644	84	560	919	394	1	697	215	104	15	40	884	35	1123	227	250	939	214	988	258
	87%	80%	90%	80%	100%	80%	97%	78%	100%	82%	97%	37%	84%	81%	84%	82%	97%	82%	86%	86%	88%	82%	88%	87%	86%	88%
	aceqilmqu		za		zc		ze		zg		zi											zu				

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

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Table 30

GD01A - When was the last time, if ever, you received services from or visited any of the following dental professionals? Dental technician

BASE: All Respondents

	Complained about a dental professional			Focus of regulator for dental professionals			Confidence of how dental care is delivered in the UK		Confidence in dental professional		Opinion about dentists' use of title Doctor when they do not also hold another general medical qualification or a PhD		Awareness of Dental Complaints Service			Contacted a person or organisation for support making any type of complaint		Contacted a person or organisation for support making a complaint about dental care or treatment		Would find it helpful to use a support service to deal with something that went seriously wrong during visit to dental professional			Seen advertised or been offered cosmetic treatments at dental practice		Received cosmetic treatments at dental practice	
	TOTAL (z)	Yes (a)	No (b)	Mainly on preventing bad practice (c)	Equally on both (d)	Mainly on taking action against serious complaints (e)	Confident (f)	Not confident (g)	Yes (h)	No (i)	Should be able to use (j)	Should not be able to use (k)	Aware (l)	Unaware (m)	Unsure (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)	DK (u)	Yes (v)	No (w)	Yes (x)	No (y)
Unweighted Base	1674	94	1492	441	1081	152	1328	286	1555	106	393	881	184	1246	236	405	1247	15	1659	1393	252	29	1007	667	118	1556
Weighted Base	1618	93*	1431	441	1018	159	1284	278	1498	105*	403	822	171	1218	222	389	1211	15**	1603	1360	230	29**	979	639	120*	1498
In the last 6 months	133	15	119	61	59	14	112	18	131	2	45	58	21	89	23	28	103	2	131	120	10	2	76	57	20	113
	8% dimty	16% zb	8%	14% zd	6%	9%	9%	6%	9%	2%	11% zk	7%	12% m	7%	10%	7%	9%	14%	8%	9%	5%	9%	8%	9%	17% zy	8%
6 months but less than 12 months ago	78	6	72	23	47	8	65	11	73	5	25	27	15	45	19	19	60	3	75	68	10	-	43	35	14	64
	5% kmry	7%	5%	5%	5%	5%	5%	4%	5%	5%	6% k	3%	9% zm	4%	8% zm	5%	5%	21%	5%	5%	5%	-	4%	5%	12% zy	4%
Between 12 months and 2 years ago	67	6	61	18	42	7	59	7	65	2	20	41	12	47	8	24	43	2	66	58	9	-	46	22	9	59
	4% at	7% za	4%	4%	4%	4%	5%	3%	4%	2%	5%	5%	7%	4%	4%	6%	4%	11%	4%	4%	4%	-	5%	3%	7%	4%
Over two years ago	293	7	286	89	173	32	221	60	275	17	78	151	28	221	42	79	212	2	291	260	29	5	169	124	21	272
	18% at	8% za	20%	20%	17%	20%	17%	22%	18%	16%	19%	18%	17%	18%	19%	20%	17%	11%	18%	19%	13%	16%	17%	19%	18%	18%
Never	954	50	831	234	637	83	761	162	878	69	214	494	89	739	125	218	724	6	948	790	146	19	595	359	54	900
	59% cjx	54%	58%	53%	63% zce	52%	59%	58%	59%	65%	53%	60% j	52%	61% zl	56%	56%	60%	43%	59%	58%	63%	67%	61%	56%	45%	60% zx
Don't know / I have never heard of this type of dental professional	92	8	63	16	61	15	66	19	76	10	20	51	5	78	6	21	70	-	92	64	25	2	49	43	2	90
	6% bchs	9% e	4%	4%	6%	10%	5%	7%	5%	10%	5%	6%	3%	6%	3%	6%	6%	-	6%	5%	11% zs	8%	5%	7%	2%	6%
Net: Last 12 months	211	21	190	84	105	22	178	29	204	8	70	86	36	134	41	47	163	5	206	188	21	2	120	92	34	177
	13% dkmry	23% zb	13%	19% zd	10%	14%	14%	10%	14%	7%	17% zk	10%	21% zm	11%	19% zm	12%	13%	35%	13%	14%	9%	9%	12%	14%	28% zy	12%
Net: More than 12 months	1406	72	1241	357	913	137	1107	249	1294	98	332	736	135	1084	181	342	1049	10	1397	1172	209	26	859	548	86	1321
	87% achjlnx	77% a	87%	81% zc	90%	86%	86%	90%	86%	93%	83% zl	90%	79% zn	89% zn	81%	88%	87%	65% z	87% z	86%	91%	91%	88%	86%	72% zx	88%

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

Table 31
GD01A - When was the last time, if ever, you received services from or visited any of the following dental professionals? Dental hygienists

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)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (m)	SINGLE (n)	WID/ DIV/ SEP (o)
Unweighted Base	1674	826	844	209	224	225	237	254	525	416	571	341	346	933	459	276
Weighted Base	1618	791	823	228	267	250	265	244	365	420	523	289	387	913	462	237
In the last 6 months	376 23% al	152 19% za	224 27% za	44 19%	48 18%	56 22%	69 26%	66 27%	94 26%	139 33%	124 24%	59 20%	55 14%	225 25%	95 21%	55 23%
6 months but less than 12 months ago	230 14% g	103 13%	125 15%	37 16%	38 14%	40 16%	41 16%	23 9%	50 14%	47 11%	81 15%	43 15%	59 15%	125 14%	76 16%	29 12%
Between 12 months and 2 years ago	148 9%	73 9%	74 9%	16 7%	37 14%	15 6%	32 12%	20 8%	28 8%	38 9%	61 12%	22 8%	27 7%	86 9%	37 8%	23 10%
Over two years ago	296 18% fj	161 20%	135 16%	32 14%	45 17%	51 20%	35 13%	64 26%	69 19%	78 19%	77 15%	60 21%	81 21%	170 19%	79 17%	47 20%
Never	514 32% i	268 34%	245 30%	91 40%	87 32%	78 31%	80 30%	64 26%	113 31%	110 26%	169 32%	94 33%	141 36%	277 30%	158 34%	77 32%
Don't know / I have never heard of this type of dental professional	54 3% b	34 4%	20 2%	7 3%	13 5%	10 4%	7 3%	6 2%	11 3%	9 2%	12 2%	10 4%	23 6%	31 3%	16 3%	7 3%
Net: Last 12 months	606 37% al	254 32%	349 42%	81 36%	85 32%	96 38%	110 42%	89 36%	144 39%	186 44%	205 39%	102 35%	114 29%	350 38%	171 37%	84 35%
Net: More than 12 months	1012 63% bi	536 68%	474 58%	146 64%	182 68%	153 62%	154 58%	155 64%	221 61%	234 56%	318 61%	187 65%	273 71%	564 62%	290 63%	153 65%

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

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Table 32

GD01A - When was the last time, if ever, you received services from or visited any of the following dental professionals? Dental hygienists

BASE: All Respondents

	WORKING STATUS			OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULLTIME (c)	PARTTIME (d)	SELFEMPL OYE D (e)	HOUSE WIFE (f)	STILL IN EDUCATIO N (g)	UNEMPLO YED (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	1674	796	878	529	177	90	79	121	40	541	97	414	1260	141	99	148	213	1260
Weighted Base	1618	928	690	638	186	104*	75*	111*	38*	378	89*	455	1163	151	107*	170	236	1163
In the last 6 months	376 23%	211 23%	165 24%	140 22%	43 23%	28 27%	25 33%	18 16%	4 11%	95 25%	23 26%	112 25%	264 23%	34 22%	22 20%	47 28%	63 27%	264 23%
6 months but less than 12 months ago	230 14%	141 15%	89 13%	104 16%	19 10%	18 17%	8 11%	17 16%	4 9%	49 13%	11 13%	63 14%	166 14%	22 15%	19 18%	17 10%	36 15%	166 14%
Between 12 months and 2 years ago	148 9% b	97 10%	51 7%	69 11%	19 10%	9 9%	7 9%	9 8%	2 6%	27 7%	6 7%	41 9%	107 9%	20 13%	11 10%	11 7%	18 8%	107 9%
Over two years ago	296 18% g	169 18%	127 18%	113 18%	46 25%	11 11%	16 21%	10 9%	11 30%	70 19%	20 22%	78 17%	218 19%	22 14%	19 18%	32 19%	44 18%	218 19%
Never	514 32% g	283 31%	231 33%	196 31%	53 28%	35 33%	17 22%	51 46% zcd	15 39%	123 33%	26 29%	138 30%	376 32%	45 30%	34 31%	57 33%	65 28%	376 32%
Don't know / I have never heard of this type of dental professional	54 3% lq	26 3%	28 4%	16 2%	7 4%	4 4%	3 5%	6 6%	2 5%	13 3%	4 4%	22 5%	32 3%	8 6%	3 3%	7 4%	10 4%	32 3%
Net: Last 12 months	606 37% h	352 38%	254 37%	244 38%	62 33%	46 44%	33 44%	35 32%	8 20%	144 38%	34 38%	176 39%	430 37%	56 37%	41 38%	64 37%	99 42%	430 37%
Net: More than 12 months	1012 63% h	575 62%	437 63%	393 62%	124 67%	58 56%	43 56%	76 68%	30 80%	233 62%	55 62%	279 61%	733 63%	95 63%	67 62%	107 63%	137 58%	733 63%

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 33
GD01A - When was the last time, if ever, you received services from or visited any of the following dental professionals? Dental hygienists

BASE: All Respondents

	TOTAL (z)	REGION													ETHNICITY		ETHNICITY				DISABILITY	
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	BAME (o)	White (p)	Asian/ Asian British (q)	Black/ Black British (r)	Mixed /Other (s)	YES (t)	NO (u)
Unweighted Base	1674	102	129	142	256	73	173	136	178	115	104	123	143	1332	1424	246	1424	146	54	46	204	1425
Weighted Base	1618	46	117	151	214	67*	177	135	221	138*	77*	141*	133	1360	1412	202	1412	113*	45*	44*	169	1411
In the last 6 months	376 23% aiq	5 11%	23 19%	39 26%	54 25%	15 23%	56 31%	44 32%	48 22%	12 9%	18 24%	29 21%	33 25%	309 23%	339 24%	35 18%	339 24%	15 13%	11 25%	9 20%	35 21%	339 24%
6 months but less than 12 months ago	230 14% fmt	7 15% f	12 10%	23 15% f	28 13%	10 14%	13 7%	29 21% zbfkm	31 14%	31 22% zbfkm	15 19% f	16 11%	17 13%	179 13% f	202 14%	28 14%	202 14%	16 14%	9 20%	3 8%	11 7%	210 15% t
Between 12 months and 2 years ago	148 9% f	6 13% f	9 8%	15 10%	20 9%	5 7%	9 5%	10 7%	14 6%	15 11%	7 10%	19 13% f	18 14% fh	125 9%	129 9%	17 8%	129 9%	8 7%	4 10%	4 10%	16 9%	129 9%
Over two years ago	296 18% g	6 13%	21 18%	21 14%	40 19%	16 24% g	41 23% g	16 12%	40 18%	38 27% zacqj	9 12%	25 17%	24 18%	265 19% z	258 18%	38 19%	258 18%	21 19%	7 16%	10 22%	36 21%	256 18%
Never	514 32% du	22 48% zdefgiklm	47 40% zdgim	49 33%	55 26%	19 28%	55 31%	34 25%	83 38%	40 29%	26 34%	46 33%	37 28%	432 32% d	443 31%	70 35%	443 31%	41 36%	12 27%	17 38%	66 39% zu	431 31%
Don't know / I have never heard of this type of dental professional	54 3% np	* 1%	4 4%	4 3%	18 8% zacfghijm	2 4%	3 2%	3 2%	5 2%	2 1%	1 1%	7 5%	5 4%	50 4%	40 3%	14 7% zn	40 3%	12 10% zp	1 3%	1 2%	5 3%	45 3%
Net: Last 12 months	606 37% amt	12 25%	35 30%	62 41% a	81 38% a	25 37%	68 39% a	73 54% zabdefhiklm	79 36%	43 31%	33 43% a	45 32%	50 37%	488 36% a	541 38%	63 31%	541 38% q	31 27%	20 45%	12 28%	46 27%	549 39% zt
Net: More than 12 months	1012 63% gu	34 75% zcdfgim	82 70% g	89 59%	133 62% g	42 63% g	108 61% g	63 46% g	142 64% g	95 69% g	44 57% g	96 68% g	84 63% g	871 64% zg	870 62%	138 69%	870 62%	82 73% zp	25 55%	31 72%	123 73% zu	862 61%

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

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Table 34
GD01A - When was the last time, if ever, you received services from or visited any of the following dental professionals? Dental hygienists

BASE: All Respondents

	TOTAL (z)	Importance of title Doctor		When last visited a dental professional		When did you last go to the dentist		When did you last see a dental professional other than a dentist		Frequency visit a dental professional			Type of dental treatment received					Satisfaction with dental care or treatment		Confidence in healthcare regulation		Awareness of General Dental Council			Confidence in dental regulation		
		Important (a)	Not important (b)	Patients (last 12 mths) (c)	Public (less often) (d)	Patients (last 12 mths) (e)	Public (less often) (f)	Patients (last 12 mths) (g)	Public (less often) (h)	Once a year or more often (i)	Less often (j)	Don't know (k)	NHS (l)	Private (m)	Mixture (n)	Unsure (o)	Abroad (p)	Satisfied (q)	Dissatisfied (r)	Confident (s)	Not confident (t)	Aware (u)	Unaware (v)	Unsure (w)	Confident (x)	Not confident (y)	
Unweighted Base	1674	585	1049	1111	563	1001	673	110	563	1162	422	3	879	261	131	18	43	1119	43	1337	274	317	1082	270	1186	313	
Weighted Base	1618	560	1019	1068	560	951	667	107*	560	1116	407	2**	825	265	124	18**	42**	1075	40*	1299	257	304	1063	247	1147	293	
In the last 6 months	376	127	244	376	-	348	28	28	-	368	8	-	210	122	34	3	2	365	3	314	57	113	205	59	296	46	
	23%	23%	24%	36%	-	37%	4%	26%	-	33%	2%	-	25%	46%	28%	19%	5%	34%	7%	24%	22%	37%	19%	24%	26%	16%	
	dfhjrvy			zd		zf		h		zj			z	zln				zr				zvw			zy		
6 months but less than 12 months ago	230	94	135	230	-	195	35	35	-	214	16	-	147	48	22	1	5	204	10	201	22	41	148	41	176	32	
	14%	17%	13%	22%	-	21%	5%	32%	-	19%	4%	-	18%	18%	18%	7%	11%	19%	25%	15%	9%	14%	14%	16%	15%	11%	
	dfhjt			zd		zf		zh		zj			z					z		zl							
Between 12 months and 2 years ago	148	38	108	63	86	53	95	10	86	97	51	-	74	32	21	2	11	91	6	121	25	25	99	25	110	24	
	9%	7%	11%	6%	15%	6%	14%	9%	15%	9%	12%	-	9%	12%	17%	11%	26%	8%	15%	9%	10%	8%	9%	10%	10%	8%	
	ace		za		zc		ze		z		z				zl												
Over two years ago	296	114	169	93	203	81	215	12	203	124	171	2	118	27	17	2	16	117	7	234	48	47	191	58	216	50	
	18%	20%	17%	9%	36%	9%	32%	11%	36%	11%	42%	87%	14%	10%	14%	10%	38%	11%	17%	18%	19%	15%	18%	23%	19%	17%	
	bceilmq				zc		ze		zg		zi													zu			
Never	514	165	330	282	232	260	254	23	232	297	143	*	262	35	27	9	4	285	12	395	90	79	371	63	316	130	
	32%	29%	32%	27%	41%	27%	38%	21%	41%	27%	35%	13%	32%	13%	22%	49%	10%	27%	29%	30%	35%	26%	35%	25%	28%	44%	
	cegimnqsuwx				zc		ze		zg		i		mn		m									zuw		zx	
Don't know / I have never heard of this type of dental professional	54	22	32	14	40	14	40	-	40	15	20	-	15	-	3	1	4	13	2	35	14	-	49	3	33	12	
	3%	4%	3%	1%	7%	1%	6%	-	7%	1%	5%	-	2%	-	2%	5%	9%	1%	6%	3%	5%	-	5%	1%	3%	4%	
	ceilmqsu				zc		ze		zg		i		m		m				q		s		zuw				
Net: Last 12 months	606	221	379	606	-	543	63	63	-	582	23	-	357	170	56	5	7	569	13	515	79	154	352	99	472	77	
	37%	39%	37%	57%	-	57%	9%	59%	-	52%	6%	-	43%	64%	45%	25%	16%	53%	32%	40%	31%	51%	33%	40%	41%	26%	
	dfhjtv			zd		zf		zh		zj			z	zln				zr		zl		zvw			zy		
Net: More than 12 months	1012	339	640	452	560	408	604	44	560	533	384	2	469	95	67	14	35	506	27	784	177	151	710	148	675	216	
	63%	61%	63%	43%	100%	43%	91%	41%	100%	48%	94%	100%	57%	36%	55%	75%	84%	47%	68%	60%	69%	49%	67%	60%	59%	74%	
	cegilmqsux				zc		ze		zg		zi		m		m				q		zs		zu		u		zx

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



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Table 35
GD01A - When was the last time, if ever, you received services from or visited any of the following dental professionals? Dental hygienists

BASE: All Respondents

		Complained about a dental professional		Focus of regulator for dental professionals			Confidence of how dental care is delivered in the UK		Confidence in dental professional		Opinion about dentists' use of title Doctor when they do not also hold another general medical qualification or a PhD		Awareness of Dental Complaints Service			Contacted a person or organisation for support making any type of complaint		Contacted a person or organisation for support making a complaint about dental care or treatment		Would find it helpful to use a support service to deal with something that went seriously wrong during visit to dental professional			Seen advertised or been offered cosmetic treatments at dental practice		Received cosmetic treatments at dental practice	
	TOTAL (z)	Yes (a)	No (b)	Mainly on preventing bad practice (c)	Equally on both (d)	Mainly on taking action against serious complaints (e)	Confident (f)	Not confident (g)	Yes (h)	No (i)	Should be able to use (j)	Should not be able to use (k)	Aware (l)	Unaware (m)	Unsure (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)	DK (u)	Yes (v)	No (w)	Yes (x)	No (y)
Unweighted Base	1674	94	1492	441	1081	152	1328	286	1555	106	393	881	184	1246	236	405	1247	15	1659	1393	252	29	1007	667	118	1556
Weighted Base	1618	93*	1431	441	1018	159	1284	278	1498	105*	403	822	171	1218	222	389	1211	15**	1603	1360	230	29**	979	639	120*	1498
In the last 6 months	376 23% imwy	30 32%	346 24% z	123 28% zde	224 22%	29 18%	315 25% z	59 21%	373 25% zi	3 3%	92 23%	197 24%	58 34% zm	262 21%	57 25%	101 26%	274 23%	5 36%	371 23%	330 24%	44 19%	2 9%	262 27% zw	114 18%	43 36% zy	333 22%
6 months but less than 12 months ago	230 14% y	13 14%	217 15% z	53 12%	158 15%	19 12%	195 15% zg	28 10%	217 14%	13 13%	56 14%	122 15%	26 15%	172 14%	31 14%	52 13%	175 14%	1 10%	228 14%	199 15%	31 13%	- -	152 16%	78 12%	27 22% zy	203 14%
Between 12 months and 2 years ago	148 9% w	4 5%	144 10% z	31 7%	101 10%	16 10%	119 9%	24 8%	139 9%	9 8%	26 6%	87 11% j	16 9%	112 9%	21 9%	43 11%	104 9%	2 16%	146 9%	134 10%	14 6%	- -	107 11% zw	41 6%	10 8%	138 9%
Over two years ago	296 18% t	18 19%	278 19% z	88 20%	180 18%	28 18%	230 18%	55 20%	278 19%	16 15%	78 19%	148 18%	28 16%	220 18%	47 21%	80 21%	214 18%	3 20%	293 18%	265 20%	23 10%	7 25%	166 17%	130 20%	18 15%	278 19%
Never	514 32% bfhsvx	25 27%	415 29%	139 32%	320 31%	55 35%	391 30%	101 36%	450 30%	56 53% zh	139 34%	247 30%	44 26%	406 33% z	63 28%	107 27%	398 33%	3 18%	511 32%	399 29%	100 43% zs	16 55%	267 27%	247 39% zv	19 16%	495 33% zx
Don't know / I have never heard of this type of dental professional	54 3% bcfhlsiv	3 3%	32 2%	7 2%	35 3%	11 7% zc	34 3%	11 4%	40 3%	9 8% zh	11 3%	22 3%	- -	47 4%	4 2%	7 2%	47 4%	- -	54 3%	33 2%	18 8% zs	3 11%	24 2%	30 5% v	3 3%	51 3%
Net: Last 12 months	606 37% gimwy	43 46%	563 39% z	176 40%	382 38%	48 30%	510 40% zg	87 31%	589 39% zi	17 16%	148 37%	319 39%	84 49% zm	434 36%	88 40%	152 39%	449 37%	7 46%	599 37%	529 39% z	75 32%	2 9%	414 58% zw	192 30%	70 58% zy	536 36%
Net: More than 12 months	1012 63% bfhlsvx	50 54%	868 61%	266 60%	636 62%	110 70%	774 60% zf	191 69% zh	909 61%	89 84% zh	254 63%	504 61%	88 51%	784 64%	134 60%	237 61%	762 63%	8 54%	1004 63%	831 61%	155 68%	26 91%	564 58% zv	448 70%	50 42%	962 64% zx

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

Table 36
GD01A - When was the last time, if ever, you received services from or visited any of the following dental professionals? Dental nurses

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)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (m)	SINGLE (n)	WID/ DIV/ SEP (o)
Unweighted Base	1674	826	844	209	224	225	237	254	525	416	571	341	346	933	459	276
Weighted Base	1618	791	823	228	267	250	265	244	365	420	523	289	387	913	462	237
In the last 6 months	458 28% al	191 24% za	265 32% za	56 25%	64 24%	57 23%	73 28%	89 37%	119 33%	151 36%	156 30%	74 26%	78 20%	269 29%	117 25%	71 30%
6 months but less than 12 months ago	280 17%	134 17%	145 18%	47 21%	60 22%	44 18%	39 15%	34 14%	57 16%	65 16%	99 19%	56 19%	60 16%	158 17%	91 20%	30 13%
Between 12 months and 2 years ago	139 9% g	58 7% g	81 10% g	27 12% g	24 9% g	16 6% g	36 14% zegh	9 4% g	27 7%	30 7%	64 12% zikh	20 7%	24 6%	71 8%	45 10%	22 9%
Over two years ago	289 18% bj	162 21% zb	125 15% zb	39 17%	45 17%	53 21%	44 17%	51 21%	57 16%	73 17%	63 12%	55 19%	98 25%	153 17%	86 19%	48 20%
Never	405 25% b	219 28% zb	186 23% zb	52 23%	67 25%	68 27%	64 24%	60 25%	93 25%	91 22%	130 25%	76 26%	108 28%	234 26%	112 24%	58 25%
Don't know / I have never heard of this type of dental professional	47 3% g	26 3% g	21 3% g	7 3%	7 3%	13 5% g	8 3%	1 1% g	11 3% g	10 2%	10 2%	8 3%	19 5% zj	28 3%	11 2%	8 3%
Net: Last 12 months	739 46% al	326 41% za	410 50% za	103 45%	124 46%	100 40%	112 42%	123 50% e	176 48%	216 51% zl	255 49% l	129 45% l	138 36%	427 47%	208 45%	101 43%
Net: More than 12 months	879 54% bi	465 59% zb	414 50% zb	124 55%	143 54%	149 60% g	153 58%	121 50%	189 52%	204 49%	267 51%	159 55%	249 64% zijk	486 53%	254 55%	136 57%

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

Table 37

GD01A - When was the last time, if ever, you received services from or visited any of the following dental professionals? Dental nurses

BASE: All Respondents

	WORKING STATUS			OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULLTIME (c)	PARTTIME (d)	SELFEMPL OYE D (e)	HOUSE WIFE (f)	STILL IN EDUCATIO N (g)	UNEMPLO YED (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	1674	796	878	529	177	90	79	121	40	541	97	414	1260	141	99	148	213	1260
Weighted Base	1618	928	690	638	186	104*	75*	111*	38*	378	89*	455	1163	151	107*	170	236	1163
In the last 6 months	458 28%	245 26%	214 31% z	162 25%	54 29%	29 28%	24 32%	30 27%	7 17%	129 34%	24 27%	130 29%	328 28%	46 30%	26 24%	55 32%	71 30%	328 28%
6 months but less than 12 months ago	280 17%	164 18%	116 17%	114 18%	25 14%	25 24%	12 16%	26 24% di	7 19%	58 15%	13 15%	90 20%	190 16%	37 24% zq	22 21%	30 17%	44 19%	190 16%
Between 12 months and 2 years ago	139 9%	85 9%	54 8%	59 9%	22 12% ei	4 4%	4 5%	15 14% ei	2 6%	25 7%	8 9%	36 8%	103 9%	8 5%	7 6%	15 9%	20 8%	103 9%
Over two years ago	289 18%	177 19%	112 16%	123 19%	35 19%	19 19%	14 19%	12 11%	8 21%	57 15%	20 23% g	73 16%	216 19%	17 12%	17 16%	23 14%	41 17%	216 19%
Never	405 25%	231 25%	173 25%	165 26%	41 22%	25 24%	18 24%	24 22%	12 32%	99 26%	20 22%	108 24%	296 25%	37 24%	33 30%	45 27%	50 21%	296 25%
Don't know / I have never heard of this type of dental professional	47 3%	26 3%	21 3%	15 2%	9 5%	2 2%	3 4%	2 2%	2 5%	10 3%	3 4%	18 4%	29 2%	6 4%	2 2%	2 1%	10 4%	29 2%
Net: Last 12 months	739 46%	408 44%	330 48%	276 43%	79 43%	53 51%	36 47%	57 51%	14 36%	187 49% z	37 42%	220 48%	519 45%	83 55% zq	49 45%	85 50%	115 49%	519 45%
Net: More than 12 months	879 54% im	519 56%	360 52%	362 57%	107 57%	51 49%	40 53%	54 49%	24 64%	191 51%	51 58%	235 52%	645 55%	68 45%	59 55%	86 50%	121 51%	645 55% m

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 38
GD01A - When was the last time, if ever, you received services from or visited any of the following dental professionals? Dental nurses

BASE: All Respondents

	TOTAL (z)	REGION													ETHNICITY		ETHNICITY				DISABILITY	
		NORTHERN N IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	BAME (o)	White (p)	Asian/ Asian British (q)	Black/ Black British (r)	Mixed /Other (s)	YES (t)	NO (u)
Unweighted Base	1674	102	129	142	256	73	173	136	178	115	104	123	143	1332	1424	246	1424	146	54	46	204	1425
Weighted Base	1618	46	117	151	214	67*	177	135	221	138*	77*	141*	133	1360	1412	202	1412	113*	45*	44*	169	1411
In the last 6 months	458 28% oq	15 32%	36 31%	35 24%	56 26%	24 36%	52 30%	44 32%	65 30%	30 22%	21 27%	43 30%	37 28%	379 28%	426 30% zo	31 15%	426 30% zqs	15 13%	11 24%	6 13%	53 31%	397 28%
6 months but less than 12 months ago	280 17% ot	9 21% k	20 17%	22 14%	31 15%	12 18%	22 12%	26 20%	38 17%	42 30% zbcdfhkm	16 21%	15 11%	26 19%	228 17%	259 18% zo	22 11%	259 18% z	13 12%	6 13%	3 6%	16 10%	257 18% zt
Between 12 months and 2 years ago	139 9%	5 11%	8 7%	13 9%	16 7%	3 5%	12 7%	9 7%	15 7%	13 9%	4 5%	20 14%	21 16% zbdefghjm	121 9%	16 8%	121 9%	13 11%	3 6%	* 1%	15 9%	122 9%	
Over two years ago	289 18% q	5 11%	15 13%	32 21% aq	40 19%	14 21% zabdqhikm	50 28% aq	14 11%	32 15%	32 23% aq	9 12%	20 14%	26 19% zaq	261 19%	244 17%	43 21%	244 17%	25 22%	9 19%	10 22%	42 25% zu	244 17%
Never	405 25% ilnp	12 25% i	35 30% il	44 29% il	54 25% i	12 18%	36 21%	39 29% il	66 30% il	20 14%	23 30% il	42 30% il	22 16%	331 24% il	327 23%	77 38% zn	327 23%	37 33% p	16 36%	23 53% zp	43 25%	346 25%
Don't know / I have never heard of this type of dental professional	47 3% npt	- -	3 3%	4 3%	17 8% zafghiklm	1 2%	4 2%	3 2%	4 2%	2 1%	5 6% a	2 1%	2 1%	40 3%	34 2% zn	13 6% zn	34 2% zp	10 9% zp	1 2%	2 5%	- -	45 3% t
Net: Last 12 months	739 46% oqs	24 53% cd	57 48%	57 38%	88 41%	36 54% c	74 42%	70 52% c	103 47%	72 52% c	37 48%	58 41%	63 47%	607 45%	685 49% zo	53 26% zn	685 49% zqs	28 24%	17 37%	8 19%	69 41%	654 46%
Net: More than 12 months	879 54% np	22 47%	61 52%	93 62% aegi	126 59% a	31 46%	102 58%	65 48%	118 53%	67 48%	40 52%	83 59%	71 53%	752 55%	727 51%	149 74% zn	727 51%	85 76% zp	28 63%	36 81% zp	100 59%	757 54%

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

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Table 39
GD01A - When was the last time, if ever, you received services from or visited any of the following dental professionals? Dental nurses

BASE: All Respondents

	TOTAL (z)	Importance of title Doctor		When last visited a dental professional		When did you last go to the dentist		When did you last see a dental professional other than a dentist		Frequency visit a dental professional			Type of dental treatment received					Satisfaction with dental care or treatment		Confidence in healthcare regulation		Awareness of General Dental Council			Confidence in dental regulation	
		Important (a)	Not important (b)	Patients (last 12 mths) (c)	Public (less often) (d)	Patients (last 12 mths) (e)	Public (less often) (f)	Patients (last 12 mths) (g)	Public (less often) (h)	Once a year or more often (i)	Less often (j)	Don't know (k)	NHS (l)	Private (m)	Mixture (n)	Unsure (o)	Abroad (p)	Satisfied (q)	Dissatisfied (r)	Confident (s)	Not confident (t)	Aware (u)	Unaware (v)	Unsure (w)	Confident (x)	Not confident (y)
Unweighted Base	1674	585	1049	1111	563	1001	673	110	563	1162	422	3	879	261	131	18	43	1119	43	1337	274	317	1082	270	1186	313
Weighted Base	1618	560	1019	1058	560	951	667	107*	560	1116	407	2**	825	265	124	18**	42**	1075	40*	1299	257	304	1063	247	1147	293
In the last 6 months	458	132	316	458	-	437	22	22	-	443	16	-	289	117	40	2	2	436	7	377	71	114	264	80	361	54
adfhjvy	28%	24%	31%	43%	-	46%	3%	20%	-	40%	4%	-	35%	44%	33%	11%	5%	41%	17%	29%	27%	37%	25%	32%	31%	18%
6 months but less than 12 months ago	280	102	173	280	-	242	39	39	-	256	23	1	193	45	27	1	4	237	19	240	29	48	187	45	202	46
dfhjt	17%	18%	17%	27%	-	25%	6%	36%	-	23%	6%	63%	23%	17%	22%	7%	9%	22%	47%	18%	11%	16%	18%	18%	18%	16%
Between 12 months and 2 years ago	139	49	88	34	105	24	115	10	105	87	52	-	78	23	19	1	7	84	3	116	19	23	92	23	105	18
ce	9%	9%	9%	3%	19%	3%	17%	9%	19%	8%	13%	-	9%	9%	15%	8%	17%	8%	8%	9%	7%	8%	9%	9%	9%	6%
Over two years ago	289	109	169	45	244	35	254	10	244	71	217	*	86	19	12	1	12	65	6	224	50	45	192	52	202	57
cegilmmnq	18%	19%	17%	4%	44%	4%	38%	9%	44%	6%	53%	24%	10%	7%	9%	5%	28%	6%	15%	17%	19%	15%	18%	21%	18%	19%
Never	405	145	251	228	177	201	203	26	177	241	92	*	170	58	24	10	13	236	5	309	81	74	286	44	252	105
ceilqswx	25%	26%	25%	22%	32%	21%	30%	24%	32%	22%	23%	13%	21%	22%	19%	55%	31%	22%	13%	24%	32%	24%	27%	18%	22%	36%
Don't know / I have never heard of this type of dental professional	47	22	23	13	34	12	35	1	34	18	7	-	10	3	3	3	4	18	-	32	8	1	42	3	26	13
celqux	3%	4%	2%	1%	6%	1%	5%	1%	6%	2%	2%	-	1%	1%	2%	15%	9%	2%	-	2%	3%	*	4%	1%	2%	4%
Net: Last 12 months	739	234	489	739	-	678	60	60	-	698	39	1	482	162	67	3	6	672	26	617	100	162	451	125	563	100
adfhltvy	46%	42%	48%	70%	-	71%	9%	57%	-	63%	10%	63%	58%	61%	54%	17%	14%	63%	64%	48%	39%	53%	42%	51%	49%	34%
Net: More than 12 months	879	326	530	319	560	273	607	46	560	417	368	1	344	103	57	15	36	403	15	681	157	142	612	122	584	193
bcegilmqrsux	54%	58%	52%	30%	100%	29%	91%	43%	100%	37%	90%	37%	42%	39%	46%	83%	86%	37%	36%	52%	61%	47%	58%	49%	51%	66%
zb				30%	zc	29%	ze	43%	zg	37%	zi		42%	39%	46%	83%	86%	37%	36%	52%	61%	47%	58%	49%	51%	66%

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

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Table 40

GD01A - When was the last time, if ever, you received services from or visited any of the following dental professionals? Dental nurses

BASE: All Respondents

	Complained about a dental professional			Focus of regulator for dental professionals			Confidence of how dental care is delivered in the UK		Confidence in dental professional		Opinion about dentists' use of title Doctor when they do not also hold another general medical qualification or a PhD		Awareness of Dental Complaints Service			Contacted a person or organisation for support making any type of complaint		Contacted a person or organisation for support making a complaint about dental care or treatment		Would find it helpful to use a support service to deal with something that went seriously wrong during visit to dental professional			Seen advertised or been offered cosmetic treatments at dental practice		Received cosmetic treatments at dental practice	
	TOTAL (z)	Yes (a)	No (b)	Mainly on preventing bad practice (c)	Equally on both (d)	Mainly on taking action against serious complaints (e)	Confident (f)	Not confident (g)	Yes (h)	No (i)	Should be able to use (j)	Should not be able to use (k)	Aware (l)	Unaware (m)	Unsure (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)	DK (u)	Yes (v)	No (w)	Yes (x)	No (y)
Unweighted Base	1674	94	1492	441	1081	152	1328	286	1555	106	393	881	184	1246	236	405	1247	15	1659	1393	252	29	1007	667	118	1556
Weighted Base	1618	93*	1431	441	1018	159	1284	278	1498	105*	403	822	171	1218	222	389	1211	15**	1603	1360	230	29**	979	639	120*	1498
In the last 6 months	458	34	425	136	286	36	385	68	452	6	115	235	51	328	80	127	327	2	456	402	53	3	312	146	45	413
	28%	36%	30%	31%	28%	22%	30%	24%	30%	6%	28%	29%	30%	27%	36%	33%	27%	15%	28%	30%	23%	11%	32%	23%	38%	28%
	lw		z				z		zi						zm	z				z			zw		zy	
6 months but less than 12 months ago	280	21	259	63	194	23	237	35	268	13	75	146	27	210	42	68	210	4	276	239	41	1	193	87	21	260
	17%	22%	18%	14%	19%	15%	18%	13%	18%	12%	19%	18%	16%	17%	19%	17%	17%	30%	17%	18%	18%	3%	20%	14%	17%	17%
	gw		z		zc		zg		z														zw			
Between 12 months and 2 years ago	139	6	132	28	98	13	120	17	133	6	28	83	15	106	18	29	108	1	138	124	12	3	94	45	7	132
	9%	7%	9%	6%	10%	8%	9%	6%	9%	6%	7%	10%	9%	9%	8%	7%	9%	10%	9%	9%	5%	10%	10%	7%	6%	9%
			z								z															
Over two years ago	289	16	273	85	176	28	217	60	271	15	68	148	22	224	42	66	221	3	285	248	35	5	151	138	17	271
	18%	17%	19%	19%	17%	17%	17%	22%	18%	15%	17%	18%	13%	18%	19%	17%	18%	23%	18%	18%	15%	19%	15%	22%	14%	18%
	v		z																				zv			
Never	405	17	316	119	236	50	301	83	345	54	99	194	56	308	39	92	307	3	401	322	70	13	207	197	26	379
	25%	18%	22%	27%	23%	31%	23%	30%	23%	51%	25%	24%	33%	25%	17%	24%	25%	22%	25%	24%	30%	46%	21%	31%	22%	25%
	bdfhns						f		zh				zn	n						s			zv			
Don't know / I have never heard of this type of dental professional	47	-	25	10	28	9	25	15	30	11	18	17	1	42	2	7	39	-	47	25	18	3	21	26	4	43
	3%	-	2%	2%	3%	6%	2%	5%	2%	10%	4%	2%	*	3%	1%	2%	3%	-	3%	2%	8%	11%	2%	4%	3%	3%
	b/fh/k/s/v						zf		zh		k									zs						
Net: Last 12 months	739	54	684	199	481	59	621	103	720	19	189	381	78	538	122	195	537	7	732	640	94	4	505	233	66	673
	46%	58%	48%	45%	47%	37%	48%	37%	48%	18%	47%	46%	46%	44%	55%	50%	44%	45%	46%	47%	41%	14%	52%	37%	55%	45%
	giw	z	z		e		zg		zi						zm					z			zw			
Net: More than 12 months	879	39	747	242	537	100	663	175	778	87	213	441	93	680	101	194	674	8	871	719	136	24	473	406	54	825
	54%	42%	52%	55%	53%	63%	52%	63%	52%	82%	53%	54%	54%	56%	45%	50%	56%	55%	54%	53%	59%	86%	48%	63%	45%	55%
	abfhnsv				d		zf		zh				n										zv			

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

Table 41
GD01A - When was the last time, if ever, you received services from or visited any of the following dental professionals? Dental therapists

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)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (m)	SINGLE (n)	WID/ DIV/ SEP (o)
Unweighted Base	1674	826	844	209	224	225	237	254	525	416	571	341	346	933	459	276
Weighted Base	1618	791	823	228	267	250	265	244	365	420	523	289	387	913	462	237
In the last 6 months	161 10%	63 8%	96 12%	24 10%	30 11%	21 9%	29 11%	21 9%	35 10%	44 10%	51 10%	26 9%	40 10%	98 11%	42 9%	20 8%
6 months but less than 12 months ago	a		za													
	128 8% ghim	53 7%	74 9%	29 13% zgh	26 10% gh	21 8% g	28 11% gh	9 4%	16 4%	18 4%	40 8% i	28 10% i	42 11% i	60 7%	50 11% zm	18 8%
Between 12 months and 2 years ago	70 4% i	32 4%	38 5%	12 5%	23 8% zefgh	8 3%	9 3%	7 3%	12 3%	7 2%	30 6% i	12 4%	21 6% i	38 4%	25 6%	5 2%
Over two years ago	173 11% bhj	110 14% zb	63 8%	21 9%	33 12%	38 15% zh	23 9%	30 12%	29 8%	42 10%	39 8%	37 13% j	54 14% j	95 10%	59 13%	18 8%
Never	874 54% l	429 54%	445 54%	121 53%	130 49%	127 51%	134 51%	147 60% zdf	215 59% zd	260 62% zkl	297 57% l	146 50%	171 44%	502 55%	233 51%	137 58%
Don't know / I have never heard of this type of dental professional	212 13%	104 13%	108 13%	21 9%	25 9%	34 14%	42 16%	30 12%	60 16% zcd	49 12%	65 12%	40 14%	58 15%	120 13%	51 11%	39 16%
Net: Last 12 months	289 18% agh	116 15%	170 21% za	52 23% gh	57 21% gh	42 17%	57 22% gh	30 12%	51 14%	62 15%	91 17%	54 19%	82 21% i	159 17%	92 20%	38 16%
Net: More than 12 months	1329 82% b	674 85% zb	654 79%	175 77%	211 79%	207 83%	208 78%	214 88% zcdf	315 86% zcdf	358 85% l	432 83%	234 81%	305 79%	754 83%	370 80%	199 84%

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

Table 42

GD01A - When was the last time, if ever, you received services from or visited any of the following dental professionals? Dental therapists

BASE: All Respondents

	WORKING STATUS			OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULLTIME (c)	PARTTIME (d)	SELFEMPL OYE D (e)	HOUSE WIFE (f)	STILL IN EDUCATIO N (g)	UNEMPLO YED (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	1674	796	878	529	177	90	79	121	40	541	97	414	1260	141	99	148	213	1260
Weighted Base	1618	928	690	638	186	104*	75*	111*	38*	378	89*	455	1163	151	107*	170	236	1163
In the last 6 months	161 10%	90 10%	71 10%	63 10%	17 9%	10 10%	13 17%	8 7%	4 11%	32 9%	14 15%	54 12%	107 9%	25 16%	17 16%	20 12%	28 12%	107 9%
6 months but less than 12 months ago	128 8% bi	87 9% b	41 6%	69 11% zi	12 6%	6 6%	6 8%	10 9%	1 3%	15 4%	9 10% i	35 8%	94 8%	14 9% o	4 4%	6 4%	21 9% o	94 8%
Between 12 months and 2 years ago	70 4%	46 5%	24 3%	30 5%	12 7%	4 4%	4 5%	7 6%	* 1%	11 3%	1 1%	21 5%	49 4%	11 7%	4 4%	11 7%	8 3%	49 4%
Over two years ago	173 11% i	102 11%	71 10%	73 11%	15 8%	14 14%	7 9%	11 10%	8 20% di	29 8%	16 19% zdi	43 9%	130 11%	14 9%	10 10%	10 6%	23 10%	130 11%
Never	874 54% j	490 53%	384 56%	333 52%	100 54% j	57 55%	36 47%	66 59% j	18 47%	229 61% zcfj	36 40%	238 52%	636 55%	69 46%	62 57%	97 57% m	120 51%	636 55%
Don't know / I have never heard of this type of dental professional	212 13%	112 12%	100 14%	70 11%	30 16%	12 12%	10 13%	10 9%	6 17%	60 16% zc	13 14%	64 14%	148 13%	18 12%	10 9%	25 15%	35 15%	148 13%
Net: Last 12 months	289 18% i	177 19%	112 16%	132 21% i	29 15%	16 15%	19 25% i	17 16%	5 14%	48 13%	23 26% i	89 20%	200 17%	38 26% zoq	22 20%	26 16%	49 21%	200 17%
Net: More than 12 months	1329 82% m	750 81%	579 84%	505 79%	157 85%	88 85%	57 75%	94 84%	32 86%	330 87% zcfj	66 74%	366 80%	963 83%	112 74%	86 80%	144 84% m	187 79%	963 83% m

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 43
GD01A - When was the last time, if ever, you received services from or visited any of the following dental professionals? Dental therapists

BASE: All Respondents

	TOTAL (z)	REGION													ETHNICITY		ETHNICITY				DISABILITY	
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	BAME (o)	White (p)	Asian/ Asian British (q)	Black/ Black British (r)	Mixed /Other (s)	YES (t)	NO (u)
Unweighted Base	1674	102	129	142	256	73	173	136	178	115	104	123	143	1332	1424	246	1424	146	54	46	204	1425
Weighted Base	1618	46	117	151	214	67*	177	135	221	138*	77*	141*	133	1360	1412	202	1412	113*	45*	44*	169	1411
In the last 6 months	161 10%	3 6%	9 7%	16 10%	19 9%	9 13%	30 17%	13 9%	23 11%	6 4%	6 8%	18 13%	10 7%	139 10%	137 10%	23 12%	137 10%	10 9%	10 22%	4 8%	17 10%	138 10%
6 months but less than 12 months ago	128 8%	5 11% fi	13 11% fi	11 7%	18 8%	5 7%	7 4%	13 9%	14 6%	4 3%	12 15% zfhim	13 9%	13 10%	99 7%	108 8%	21 10%	108 8%	15 13%	2 5%	4 9%	10 6%	115 8%
Between 12 months and 2 years ago	70 4% np	1 3%	5 4%	4 3%	17 8% zcm	1 2%	10 6%	6 4%	7 3%	4 3%	2 3%	8 5%	5 4%	60 4%	55 4%	13 6%	55 4%	8 7%	4 9%	1 1%	6 4%	62 4%
Over two years ago	173 11% i	4 8% i	9 7%	15 10%	30 14% i	6 9% i	34 19% zabchikm	14 11% i	18 8%	15 11% i	1 2%	12 8%	15 12% i	154 11% i	146 10%	27 13%	146 10%	18 16%	4 8%	5 11%	20 12%	153 11%
Never	874 54% dekq	28 62% defk	69 59% dek	93 61% defk	94 44% i	28 42% i	85 48% zabcfghlm	76 56% i	145 65% zdefklm	85 61% dek	45 58% dk	57 40% i	70 53% i	725 53% i	773 55% q	100 50%	773 55% q	48 42%	25 54%	28 63%	88 52%	767 54%
Don't know / I have never heard of this type of dental professional	212 13% fh	5 11%	13 11%	13 9%	36 17% cfh	18 27% zabcfghlm	10 6% i	14 10%	14 6%	24 18% fh	11 15% fh	34 24% zabcfghm	19 14% fh	182 13% fh	194 14%	18 9%	194 14%	14 12%	1 2%	3 7%	27 16%	176 12%
Net: Last 12 months	289 18% i	8 17% i	22 19% i	26 17% i	37 17% i	13 20% i	37 21% i	25 19% i	38 17% i	10 8% i	17 23% i	31 22% i	23 17% i	238 18% i	245 17%	44 22%	245 17%	25 22%	12 27%	8 17%	27 16%	254 18%
Net: More than 12 months	1329 82% rabcd efghjklm	38 83%	95 81%	124 83%	177 83%	53 80%	139 79%	110 81%	183 83%	128 92% rabcd efghjklm	60 77%	110 78%	110 83%	1121 82%	1167 83%	157 78%	1167 83%	88 78%	33 73%	36 83%	141 84%	1157 82%

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

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Table 44
GD01A - When was the last time, if ever, you received services from or visited any of the following dental professionals? Dental therapists

BASE: All Respondents

	TOTAL (z)	Importance of title Doctor		When last visited a dental professional		When did you last go to the dentist		When did you last see a dental professional other than a dentist		Frequency visit a dental professional			Type of dental treatment received					Satisfaction with dental care or treatment		Confidence in healthcare regulation		Awareness of General Dental Council			Confidence in dental regulation	
		Important (a)	Not important (b)	Patients (last 12 mths) (c)	Public (less often) (d)	Patients (last 12 mths) (e)	Public (less often) (f)	Patients (last 12 mths) (g)	Public (less often) (h)	Once a year or more often (i)	Less often (j)	Don't know (k)	NHS (l)	Private (m)	Mixture (n)	Unsure (o)	Abroad (p)	Satisfied (q)	Dissatisfied (r)	Confident (s)	Not confident (t)	Aware (u)	Unaware (v)	Unsure (w)	Confident (x)	Not confident (y)
Unweighted Base	1674	585	1049	1111	563	1001	673	110	563	1162	422	3	879	261	131	18	43	1119	43	1337	274	317	1082	270	1186	313
Weighted Base	1618	560	1019	1058	560	951	667	107*	560	1116	407	2**	825	265	124	18**	42**	1075	40*	1299	257	304	1063	247	1147	293
In the last 6 months	161	79	81	161	-	144	17	17	-	156	5	-	112	38	7	-	1	154	1	136	20	39	91	30	132	19
	10%	14%	8%	15%	-	15%	3%	16%	-	14%	1%	-	14%	14%	6%	-	2%	14%	4%	10%	8%	13%	9%	12%	12%	7%
	bdfhjv	zb		zd		zf		h		zj			zn	zn				z				v			zy	
6 months but less than 12 months ago	128	63	66	128	-	90	38	38	-	117	11	-	91	22	9	-	2	114	3	116	8	23	85	20	99	17
	8%	11%	6%	12%	-	10%	6%	36%	-	11%	3%	-	11%	8%	7%	-	6%	11%	7%	9%	3%	8%	8%	8%	9%	6%
	bdfhjt	zb		zd		zf		zh		zj			z					z		zt						
Between 12 months and 2 years ago	70	33	34	20	50	17	53	4	50	44	26	-	33	11	11	3	7	44	-	62	8	15	45	10	58	6
	4%	6%	3%	2%	9%	2%	8%	3%	9%	4%	6%	-	4%	4%	9%	19%	16%	4%	-	5%	3%	5%	4%	4%	5%	2%
	bcey	zb		zc		ze		z							zl										zy	
Over two years ago	173	81	89	32	141	24	150	9	141	45	128	-	54	15	7	*	15	42	3	143	25	21	123	29	126	29
	11%	14%	9%	3%	25%	2%	22%	8%	25%	4%	32%	-	7%	5%	6%	2%	35%	4%	7%	11%	10%	7%	12%	12%	11%	10%
	bceilmqu	zb		zc		ze		zg			zi				zl							u				
Never	874	254	596	590	284	556	318	35	284	619	183	*	437	144	81	13	13	592	27	688	151	176	566	131	593	187
	54%	45%	58%	56%	51%	58%	48%	32%	51%	55%	45%	24%	53%	54%	66%	69%	31%	55%	66%	53%	59%	58%	53%	53%	52%	64%
	afgjx	za				zf		g		j					zl										zx	
Don't know / I have never heard of this type of dental professional	212	49	154	126	86	121	91	5	86	134	54	1	98	35	8	2	4	128	7	155	43	29	153	28	139	35
	13%	9%	15%	12%	15%	13%	14%	5%	15%	12%	13%	76%	12%	13%	6%	10%	10%	12%	16%	12%	17%	10%	14%	11%	12%	12%
	agns	za						g												s		u				
Net: Last 12 months	289	142	146	289	-	234	55	55	-	273	16	-	204	61	16	-	3	269	4	252	28	63	177	49	231	37
	18%	25%	14%	27%	-	25%	8%	51%	-	25%	4%	-	20%	23%	13%	-	7%	25%	11%	19%	11%	21%	17%	20%	20%	13%
	bdfhjty	zb		zd		zf		zh		zj			zn	zn				z		zt					zy	
Net: More than 12 months	1329	418	873	769	560	717	612	52	560	842	391	2	622	204	108	18	39	806	36	1047	228	242	886	198	916	257
	82%	75%	86%	73%	100%	75%	92%	49%	100%	75%	96%	100%	75%	77%	87%	100%	93%	75%	89%	81%	89%	79%	83%	80%	80%	87%
	aceqilmqsx	za		zc		ze		zg		zi					lm					zs					zx	

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

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Table 45

GD01A - When was the last time, if ever, you received services from or visited any of the following dental professionals? Dental therapists

BASE: All Respondents

	Complained about a dental professional			Focus of regulator for dental professionals			Confidence of how dental care is delivered in the UK		Confidence in dental professional		Opinion about dentists' use of title Doctor when they do not also hold another general medical qualification or a PhD		Awareness of Dental Complaints Service			Contacted a person or organisation for support making any type of complaint		Contacted a person or organisation for support making a complaint about dental care or treatment		Would find it helpful to use a support service to deal with something that went seriously wrong during visit to dental professional			Seen advertised or been offered cosmetic treatments at dental practice		Received cosmetic treatments at dental practice	
	TOTAL (z)	Yes (a)	No (b)	Mainly on preventing bad practice (c)	Equally on both (d)	Mainly on taking action against serious complaints (e)	Confident (f)	Not confident (g)	Yes (h)	No (i)	Should be able to use (j)	Should not be able to use (k)	Aware (l)	Unaware (m)	Unsure (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)	DK (u)	Yes (v)	No (w)	Yes (x)	No (y)
Unweighted Base	1674	94	1492	441	1081	152	1328	286	1555	106	393	881	184	1246	236	405	1247	15	1659	1393	252	29	1007	667	118	1556
Weighted Base	1618	93*	1431	441	1018	159	1284	278	1498	105*	403	822	171	1218	222	389	1211	15**	1603	1360	230	29**	979	639	120*	1498
In the last 6 months	161	16	145	68	81	12	141	17	158	3	54	70	31	102	28	43	114	3	158	150	10	1	104	57	22	138
	10%	17%	10%	15%	8%	7%	11%	6%	11%	3%	13%	9%	18%	8%	13%	11%	9%	19%	10%	11%	4%	4%	11%	9%	18%	9%
	dgimty	z		zde			zg		zi		zk		zm							zt					zy	
6 months but less than 12 months ago	128	4	125	35	82	12	116	8	121	7	39	51	16	84	28	31	96	1	127	112	14	3	76	52	20	109
	8%	4%	9%	8%	8%	7%	9%	3%	8%	7%	10%	6%	9%	7%	13%	8%	8%	10%	8%	8%	6%	10%	8%	8%	16%	7%
	gkmy		z				zg								zm										zy	
Between 12 months and 2 years ago	70	3	67	18	42	10	63	5	68	2	20	33	15	48	7	23	47	5	65	64	6	-	42	28	4	66
	4%	4%	5%	4%	4%	6%	5%	2%	5%	2%	5%	4%	9%	4%	3%	6%	4%	34%	4%	5%	3%	-	4%	4%	3%	4%
	gr						zg						zmn									-				
Over two years ago	173	4	169	55	103	16	127	42	160	12	46	90	13	134	25	33	139	-	173	153	17	3	101	72	19	154
	11%	5%	12%	12%	10%	10%	10%	15%	11%	11%	11%	11%	7%	11%	11%	8%	11%	-	11%	11%	7%	10%	10%	11%	16%	10%
	z						zf																			
Never	874	49	753	228	557	89	682	161	802	63	213	438	86	671	114	210	653	5	868	723	135	16	528	346	46	828
	54%	53%	53%	52%	55%	56%	53%	58%	54%	60%	53%	53%	50%	55%	51%	54%	54%	37%	54%	53%	59%	56%	54%	54%	39%	55%
	bx																								zx	
Don't know / I have never heard of this type of dental professional	212	16	174	38	154	20	154	44	189	18	31	141	11	179	19	49	162	-	212	158	48	6	127	85	9	203
	13%	17%	12%	9%	15%	13%	12%	16%	13%	17%	8%	17%	7%	15%	8%	13%	13%	-	13%	12%	21%	21%	13%	13%	7%	14%
	bcfjins				zc						zj			zln							zs					
Net: Last 12 months	289	20	269	103	162	23	257	26	279	10	93	121	47	186	56	74	211	4	285	262	23	4	180	109	42	247
	18%	21%	19%	23%	16%	15%	20%	9%	19%	10%	23%	15%	27%	15%	25%	19%	17%	29%	18%	19%	10%	14%	18%	17%	35%	16%
	dgkmtly		z	zd			zg		z		zk		zm		zm					zt					zy	
Net: More than 12 months	1329	74	1162	338	856	135	1027	252	1219	95	310	702	124	1032	166	315	1001	11	1318	1098	206	25	799	530	78	1251
	82%	79%	81%	77%	84%	85%	80%	91%	81%	90%	77%	85%	73%	85%	75%	81%	83%	71%	82%	81%	90%	86%	82%	83%	65%	84%
	bcfhlnsx				zc		zf				zj		zln							zs					zx	

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

Table 46
GD01A - When was the last time, if ever, you received services from or visited any of the following dental professionals? Orthodontic therapists

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)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (m)	SINGLE (n)	WID/ DIV/ SEP (o)
Unweighted Base	1674	826	844	209	224	225	237	254	525	416	571	341	346	933	459	276
Weighted Base	1618	791	823	228	267	250	265	244	365	420	523	289	387	913	462	237
In the last 6 months	68 4% m	25 3%	43 5%	16 7%	10 4%	6 3%	10 4%	12 5%	13 4%	15 4%	18 3%	14 5%	21 5%	29 3%	25 5%	14 6%
6 months but less than 12 months ago	49 3% i	23 3%	26 3%	10 4%	6 2%	8 3%	10 4%	6 3%	9 2%	3 1%	14 3% i	9 3% i	23 6% zij	23 2%	20 4%	5 2%
Between 12 months and 2 years ago	53 3%	24 3%	29 4%	12 5%	11 4%	5 2%	13 5%	5 2%	8 2%	13 3%	21 4%	8 3%	12 3%	30 3%	19 4%	3 1%
Over two years ago	270 17% h	139 18%	130 16%	47 21% h	61 23% zgh	49 20% h	43 16% h	36 15% h	34 9%	68 16%	91 17%	47 16%	64 17%	139 15%	101 22% zmo	30 13%
Never	1055 65% cln	512 65%	541 66%	127 56%	163 61%	166 67% c	168 64%	169 69% c	262 72% zcdf	299 71% zl	350 67% l	187 65%	220 57%	625 68% zn	265 57%	161 68% n
Don't know / I have never heard of this type of dental professional	123 8% j	68 9%	55 7%	16 7%	16 6%	15 6%	21 8%	16 7%	39 11% z	23 5%	29 6%	24 8%	47 12% zij	67 7%	32 7%	25 10%
Net: Last 12 months	117 7% im	48 6%	68 8%	26 11% h	16 6%	15 6%	20 8%	19 8%	22 6%	18 4%	33 6%	23 8%	44 11% zij	52 6%	45 10% zm	19 8%
Net: More than 12 months	1500 93% ln	743 94%	755 92%	202 89%	251 94%	235 94%	244 92%	225 92%	343 94% c	402 96% zl	490 94% l	265 92%	343 89%	861 94% zn	417 90%	219 92%

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

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Table 47

GD01A - When was the last time, if ever, you received services from or visited any of the following dental professionals? Orthodontic therapists

BASE: All Respondents

	WORKING STATUS			OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULLTIME (c)	PARTTIME (d)	SELFEMPL OYE D (e)	HOUSE WIFE (f)	STILL IN EDUCATIO N (g)	UNEMPLO YED (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	1674	796	878	529	177	90	79	121	40	541	97	414	1260	141	99	148	213	1260
Weighted Base	1618	928	690	638	186	104*	75*	111*	38*	378	89*	455	1163	151	107*	170	236	1163
In the last 6 months	68 4%	32 4%	36 5%	20 3%	6 3%	7 6%	4 5%	9 8% ci	3 9%	11 3%	9 10% zcdi	18 4%	50 4%	8 6%	3 3%	5 3%	7 3%	50 4%
6 months but less than 12 months ago	49 3%	30 3%	19 3%	18 3%	8 4%	5 4%	2 3%	2 2%	1 3%	9 2%	5 6%	8 2%	42 4%	2 2%	2 2%	1 1%	6 2%	42 4%
Between 12 months and 2 years ago	53 3%	34 4%	19 3%	26 4%	7 4%	1 1%	* *	8 7% zfi	- -	8 2%	3 3%	19 4%	34 3%	7 5%	4 4%	3 2%	11 5%	34 3%
Over two years ago	270 17% bi	169 18%	101 15%	124 19% i	30 16% i	14 14%	11 15%	22 20% i	9 23% i	38 10%	20 23% i	85 19%	185 16%	29 19%	19 18%	35 20%	42 18%	185 16%
Never	1055 65% j	602 65%	453 66%	414 65% j	117 63% j	72 69% j	53 70% j	63 57%	21 57%	273 72% zcdgj	42 48%	294 65%	761 65%	93 62%	74 69%	116 68%	155 66%	761 65%
Don't know / I have never heard of this type of dental professional	123 8%	60 6%	63 9% z	36 6%	18 10%	6 6%	5 7%	7 6%	3 8%	39 10% zc	10 11% zci	32 7%	91 8%	11 7%	5 5%	10 6%	15 6%	91 8%
Net: Last 12 months	117 7% i	63 7%	55 8%	37 6%	14 8%	11 11%	6 8%	11 10%	5 12%	20 5%	14 15% zci	26 6%	92 8%	11 7%	5 4%	6 4%	13 5%	92 8%
Net: More than 12 months	1500 93% j	865 93%	635 92%	600 94% j	172 92%	93 89%	69 92%	100 90%	33 88%	358 95% zj	75 85%	429 94%	1071 92%	140 93%	103 96%	164 96%	224 95%	1071 92%

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 48
GD01A - When was the last time, if ever, you received services from or visited any of the following dental professionals? Orthodontic therapists

BASE: All Respondents

	TOTAL (z)	REGION													ETHNICITY		ETHNICITY				DISABILITY	
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	BAME (o)	White (p)	Asian/ British (q)	Black/ Black British (r)	Mixed /Other (s)	YES (t)	NO (u)
Unweighted Base	1674	102	129	142	256	73	173	136	178	115	104	123	143	1332	1424	246	1424	146	54	46	204	1425
Weighted Base	1618	46	117	151	214	67*	177	135	221	138*	77*	141*	133	1360	1412	202	1412	113*	45*	44*	169	1411
In the last 6 months	68	-	-	8	8	1	12	7	14	2	7	4	4	54	52	16	52	12	4	*	10	57
	4%	-	-	5%	4%	2%	7%	5%	6%	1%	9%	3%	3%	4%	4%	8%	4%	11%	9%	1%	6%	4%
	abnp			ab	b		abi	b	ab		zabim			ab		zn		zp				
6 months but less than 12 months ago	49	*	4	4	12	-	3	6	7	3	5	-	6	39	40	8	40	2	6	-	5	43
	3%	1%	3%	3%	6%	-	1%	4%	3%	2%	6%	-	4%	3%	3%	4%	3%	2%	14%	-	3%	3%
			k		zkm			k			k		k					zpq				
Between 12 months and 2 years ago	53	*	1	5	7	2	4	4	13	-	3	9	4	45	46	7	46	3	3	1	4	47
	3%	1%	1%	3%	3%	2%	2%	3%	6%	-	4%	7%	3%	3%	3%	3%	3%	3%	7%	1%	2%	3%
							i		i		i	bi										
Over two years ago	270	8	21	19	31	8	46	25	26	30	7	18	31	230	240	29	240	15	4	10	31	233
	17%	17%	18%	13%	15%	12%	26%	18%	12%	22%	9%	13%	23%	17%	17%	15%	17%	13%	10%	22%	19%	17%
							zcdehikm			hj			chi									
Never	1055	36	76	103	135	46	102	90	159	90	49	88	81	881	929	123	929	65	26	31	106	927
	65%	77%	64%	68%	63%	69%	58%	66%	72%	65%	64%	63%	61%	65%	66%	61%	66%	58%	58%	72%	63%	66%
		zbd f j k l m							f													
Don't know / I have never heard of this type of dental professional	123	2	15	12	21	9	9	4	2	14	7	22	8	111	105	18	105	16	1	2	13	104
	8%	4%	13%	8%	10%	14%	5%	3%	1%	10%	9%	15%	6%	8%	7%	9%	7%	14%	2%	4%	8%	7%
	gh	h	zafgh	h	gh	afgh	h			gh	h	zafghlm	h	gh				zp				
Net: Last 12 months	117	*	4	12	20	1	15	13	22	4	11	4	10	93	92	25	92	14	10	*	15	99
	7%	1%	3%	8%	10%	2%	9%	10%	10%	3%	15%	3%	7%	7%	7%	12%	7%	12%	23%	1%	9%	7%
	anp			a	aik		a	ak	ak		zabeikm		a	a		zn		p	zps			
Net: More than 12 months	1500	45	113	139	194	65	162	123	200	134	66	137	124	1267	1320	177	1320	99	35	44	154	1311
	93%	99%	97%	92%	90%	98%	91%	90%	90%	97%	85%	97%	93%	93%	93%	88%	93%	88%	77%	99%	91%	93%
	lor	zcdfghilm	j			j				dj		dghj		j	zo		zqr		r			

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

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Table 49
GD01A - When was the last time, if ever, you received services from or visited any of the following dental professionals? Orthodontic therapists

BASE: All Respondents

	TOTAL (z)	Importance of title Doctor		When last visited a dental professional		When did you last go to the dentist		When did you last see a dental professional other than a dentist		Frequency visit a dental professional			Type of dental treatment received					Satisfaction with dental care or treatment		Confidence in healthcare regulation		Awareness of General Dental Council			Confidence in dental regulation	
		Important (a)	Not important (b)	Patients (last 12 mths) (c)	Public (less often) (d)	Patients (last 12 mths) (e)	Public (less often) (f)	Patients (last 12 mths) (g)	Public (less often) (h)	Once a year or more often (i)	Less often (j)	Don't know (k)	NHS (l)	Private (m)	Mixture (n)	Unsure (o)	Abroad (p)	Satisfied (q)	Dissatisfied (r)	Confident (s)	Not confident (t)	Aware (u)	Unaware (v)	Unsure (w)	Confident (x)	Not confident (y)
Unweighted Base	1674	585	1049	1111	563	1001	673	110	563	1162	422	3	879	261	131	18	43	1119	43	1337	274	317	1082	270	1186	313
Weighted Base	1618	560	1019	1058	560	951	667	107*	560	1116	407	2**	825	265	124	18**	42**	1075	40*	1299	257	304	1063	247	1147	293
In the last 6 months	68 4% bdfhj	43 8% zb	25 2% z	68 6% zd	- - z	65 7% zf	3 1% z	3 3% h	- - z	67 6% zj	1 * z	- - z	41 5% z	21 8% z	4 3% z	1 4% z	1 1% z	65 6% z	2 4% z	60 5% z	8 3% z	19 6% z	42 4% z	8 3% z	57 5% z	8 3% z
6 months but less than 12 months ago	49 3% bdfhj	27 5% zb	21 2% z	49 5% zd	- - z	46 5% zf	4 1% z	4 4% h	- - z	48 4% zj	1 * z	- - z	34 4% z	9 4% z	5 4% z	- - z	1 2% z	46 4% z	2 6% z	43 3% z	4 2% z	13 4% z	33 3% z	4 1% z	37 3% z	9 3% z
Between 12 months and 2 years ago	53 3% et	24 4% z	29 3% z	30 3% z	22 4% z	22 2% z	31 5% ze	8 8% z	22 4% z	39 3% z	14 3% z	- - z	26 3% z	15 6% z	2 2% z	1 3% z	6 15% z	38 4% z	1 1% z	50 4% z	2 1% z	11 4% z	34 3% z	8 3% z	38 3% z	8 3% z
Over two years ago	270 17% cel	106 19% z	158 16% z	142 13% zc	128 23% zc	130 14% ze	139 21% ze	12 11% zg	128 23% zg	170 15% z	99 24% zi	- - z	129 16% z	44 17% z	23 19% z	4 21% z	13 30% z	165 15% z	5 13% z	225 17% zt	42 16% z	44 14% zu	165 16% zv	61 25% zv	205 18% z	43 15% z
Never	1055 65% adhs	325 58% z	704 69% za	711 67% zd	344 61% z	639 67% ze	416 62% ze	72 68% zg	344 61% zg	728 65% z	254 62% zi	2 87% z	539 65% z	164 62% z	85 68% z	12 65% z	19 46% z	702 65% z	26 64% z	828 64% z	181 70% z	210 69% z	689 65% z	154 62% z	730 64% z	201 68% z
Don't know / I have never heard of this type of dental professional	123 8% ceimqu	36 6% z	82 8% z	56 5% zc	67 12% zc	49 5% ze	74 11% ze	7 7% zg	67 12% zg	64 6% z	38 9% zi	* 13% z	56 7% z	11 4% z	4 3% z	1 7% z	2 6% z	59 5% z	5 12% z	93 7% z	20 8% z	7 2% zu	101 9% zu	14 5% z	79 7% z	24 8% z
Net: Last 12 months	117 7% bdfhj	70 12% zb	46 5% z	117 11% zd	- - z	110 12% zf	7 1% z	7 7% h	- - z	115 10% zj	2 1% z	- - z	75 9% z	30 12% z	9 7% z	1 4% z	1 3% z	111 10% z	4 10% z	104 8% z	12 5% z	32 10% zw	74 7% zw	11 5% z	95 8% z	18 6% z
Net: More than 12 months	1500 93% aceilmqux	490 88% za	973 95% za	940 89% zc	560 100% zc	841 88% ze	660 99% ze	99 93% zg	560 100% zg	1000 90% z	405 99% zi	2 100% z	750 91% z	234 88% z	114 93% z	18 96% z	40 97% z	964 90% z	37 90% z	1195 92% z	245 95% z	273 90% z	988 93% z	236 95% u	1053 92% z	276 94% z

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

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Table 50
GD01A - When was the last time, if ever, you received services from or visited any of the following dental professionals? Orthodontic therapists

BASE: All Respondents

	Complained about a dental professional			Focus of regulator for dental professionals			Confidence of how dental care is delivered in the UK		Confidence in dental professional		Opinion about dentists' use of title Doctor when they do not also hold another general medical qualification or a PhD		Awareness of Dental Complaints Service			Contacted a person or organisation for support making any type of complaint		Contacted a person or organisation for support making a complaint about dental care or treatment		Would find it helpful to use a support service to deal with something that went seriously wrong during visit to dental professional			Seen advertised or been offered cosmetic treatments at dental practice		Received cosmetic treatments at dental practice	
	TOTAL (z)	Yes (a)	No (b)	Mainly on preventing bad practice (c)	Equally on both (d)	Mainly on taking action against serious complaints (e)	Confident (f)	Not confident (g)	Yes (h)	No (i)	Should be able to use (j)	Should not be able to use (k)	Aware (l)	Unaware (m)	Unsure (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)	DK (u)	Yes (v)	No (w)	Yes (x)	No (y)
Unweighted Base	1674	94	1492	441	1081	152	1328	286	1555	106	393	881	184	1246	236	405	1247	15	1659	1393	252	29	1007	667	118	1556
Weighted Base	1618	93*	1431	441	1018	159	1284	278	1498	105*	403	822	171	1218	222	389	1211	15**	1603	1360	230	29**	979	639	120*	1498
In the last 6 months	68 4% bdmy	14 15% zb	54 4%	39 9% zde	24 2%	5 3%	62 5% z	6 2%	65 4%	3 3%	24 6% zm	27 3%	14 8% zm	43 3%	11 5%	15 4%	52 4%	1 8%	67 4%	64 5%	4 2%	- -	36 4%	32 5%	11 9% zy	57 4%
6 months but less than 12 months ago	49 3% kr	4 4%	46 3%	17 4%	25 2%	7 5%	44 3%	4 1%	46 3%	3 3%	22 6% zk	16 2%	9 5%	36 3%	5 2%	16 4%	32 3%	3 21%	46 3%	43 3%	5 2%	1 4%	28 3%	22 3%	6 5%	44 3%
Between 12 months and 2 years ago	53 3% gy	6 7%	46 3%	20 4%	29 3%	4 3%	47 4% g	3 1%	51 3%	1 1%	18 4%	24 3%	10 6% m	33 3%	10 4%	11 3%	41 3%	1 6%	52 3%	43 3%	9 4%	- -	36 4%	17 3%	8 7%	45 3%
Over two years ago	270 17% tw	15 16% z	255 18%	72 16%	173 17%	24 15%	223 17%	42 15%	257 17%	11 10%	84 21% z	136 17%	23 13%	194 16%	51 23% zlm	79 20% zp	188 16%	5 35%	264 16%	245 18% zi	20 9%	4 14%	185 19% zw	85 13%	28 23% zx	242 16%
Never	1055 65% acfx	50 53%	933 65% a	266 60%	684 67% zc	105 66%	811 63%	204 73% zf	971 65%	77 73%	229 57%	553 67% j	113 66%	807 66%	133 60%	237 61%	806 67%	5 31%	1050 66% z	878 65%	156 68%	21 74%	634 65%	421 66%	64 54%	990 66% zx
Don't know / I have never heard of this type of dental professional	123 8% bhlsvx	5 5%	97 7%	28 6%	83 8%	13 8%	97 8%	19 7%	107 7%	10 10%	26 6%	66 8%	2 1%	106 9% zi	13 6% l	31 8%	91 8%	- -	123 8%	87 6%	34 15% zs	2 8%	60 6%	63 10% zv	3 3% zy	120 8%
Net: Last 12 months	117 7% dgkmry	18 19% zb	100 7%	55 13% zd	50 5%	12 8%	106 8% zg	10 4%	111 7%	6 6%	46 11% zk	43 5%	23 13% zm	78 6%	16 7%	31 8%	84 7%	4 29%	113 7%	107 8%	10 4%	1 4%	63 6%	54 8%	17 14% zy	101 7%
Net: More than 12 months	1500 93% acfljx	76 81%	1331 93% a	386 87%	968 95% zc	146 92%	1178 92%	267 96% zf	1387 93%	99 94%	357 89%	779 95% zi	148 87%	1140 94%	206 93%	358 92%	1127 93%	11 71%	1490 93% z	1253 92%	220 96%	27 96%	915 94%	585 92%	103 86%	1397 93% zx

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



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Table 51

GD01A - When was the last time, if ever, you received services from or visited any of the following dental professionals?

BASE: All Respondents

	Dentist	Clinical dental technician	Dental technician	Dental hygienists	Dental nurses	Dental therapists	Orthodont ic therapists
Unweighted Base	1674	1674	1674	1674	1674	1674	1674
Weighted Base	1618	1618	1618	1618	1618	1618	1618
In the last 6 months	634 39%	108 7%	133 8%	376 23%	458 28%	161 10%	68 4%
6 months but less than 12 months ago	317 20%	74 5%	78 5%	230 14%	280 17%	128 8%	49 3%
Between 12 months and 2 years ago	168 10%	62 4%	67 4%	148 9%	139 9%	70 4%	53 3%
Over two years ago	328 20%	202 12%	293 18%	296 18%	289 18%	173 11%	270 17%
Never	145 9%	1036 64%	954 59%	514 32%	405 25%	874 54%	1055 65%
Don't know / I have never heard of this type of dental professional	26 2%	135 8%	92 6%	54 3%	47 3%	212 13%	123 8%
Net: Last 12 months	951 59%	183 11%	211 13%	606 37%	739 46%	289 18%	117 7%
Net: More than 12 months	667 41%	1435 89%	1406 87%	1012 63%	879 54%	1329 82%	1500 93%

Table 52
GD02A - On average, how often do you go to the dental practice for any kind of care or treatment?

BASE: People who have visited a dental professional

	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)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (m)	SINGLE (n)	WID/ DIV/ SEP (o)
Unweighted Base	1587	777	806	195	208	209	229	246	500	405	546	322	314	890	432	259
Weighted Base	1524	737	783	216	244	227	255	236	346	404	501	269	349	861	438	221
More than once every six months	171 11% dk	78 11% 11%	93 12% 12%	16 8% 8%	8 3% 3%	21 9% 9%	37 15% 15%	37 16% 16%	52 15% 15%	58 14% 14%	52 10% 10%	18 7% 7%	43 12% 12%	99 12% 12%	45 10% 10%	26 12% 12%
Once every six months	584 38% aeln	243 33% 33%	339 43% 43%	76 35% 35%	87 35% 35%	66 29% 29%	110 43% 43%	101 43% 43%	145 42% 42%	165 41% 41%	196 39% 39%	109 40% 40%	114 33% 33%	351 41% 41%	143 33% 33%	88 40% 40%
Once a year	361 24% ghl	177 24% 24%	183 23% 23%	57 26% 26%	71 29% 29%	75 33% 33%	51 20% 20%	39 16% 16%	68 20% 20%	102 25% 25%	143 29% 29%	58 22% 22%	57 16% 16%	202 23% 23%	109 25% 25%	48 22% 22%
Once every two years	159 10% bi	93 13% 13%	66 8% 8%	25 11% 11%	36 15% 15%	22 10% 10%	24 9% 9%	24 10% 10%	29 8% 8%	26 6% 6%	52 10% 10%	23 8% 8%	58 17% 17%	88 10% 10%	50 11% 11%	20 9% 9%
Less than once every two years	248 16% bjm	147 20% 20%	100 13% 13%	42 20% 20%	43 18% 18%	44 19% 19%	33 13% 13%	35 15% 15%	51 15% 15%	53 13% 13%	57 11% 11%	61 23% 23%	77 22% 22%	119 14% 14%	91 21% 21%	37 17% 17%
Don't know	2 * *	* * *	2 * *	- - -	- - -	- - -	- - -	* * *	1 * *	- - -	1 * *	1 * *	- - -	1 * *	- - -	1 1% 1%
At least once a year (NET)	1116 73% aln	497 67% 67%	615 79% 79%	149 69% 69%	165 68% 68%	162 71% 71%	199 78% 78%	176 75% 75%	264 76% 76%	325 80% 80%	391 78% 78%	185 69% 69%	215 61% 61%	653 76% 76%	296 68% 68%	162 73% 73%
Less than once a year (NET)	407 27% bhijm	240 33% 33%	166 21% 21%	67 31% 31%	79 32% 32%	65 29% 29%	56 22% 22%	59 25% 25%	80 23% 23%	79 20% 20%	109 22% 22%	84 31% 31%	135 39% 39%	207 24% 24%	141 32% 32%	58 26% 26%

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

Table 53
GD02A - On average, how often do you go to the dental practice for any kind of care or treatment?

BASE: People who have visited a dental professional

	WORKING STATUS			OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULLTIME (c)	PARTTIME (d)	SELFEMPL OYE D (e)	HOUSE WIFE (f)	STILL IN EDUCATIO N (g)	UNEMPLO YED (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	1587	758	829	507	166	85	74	113	35	515	92	387	1200	131	91	140	202	1200
Weighted Base	1524	877	647	607	175	95*	71*	106*	32**	357	82*	422	1103	137	98*	161	224	1103
More than once every six months	171 11% ac	83 9%	88 14% za	52 9%	18 10%	13 14%	10 14%	9 9%	1 2%	60 17% zcdg	8 10%	39 9%	132 12%	11 8%	13 14%	14 9%	19 8%	132 12%
Once every six months	584 38% lq	335 38%	249 38%	230 38%	75 43%	30 31%	31 44%	35 33%	8 25%	143 40%	32 38%	180 43%	404 37%	55 40%	32 32%	80 50% znq	105 47% znq	404 37%
Once a year	361 24% bfi	223 25%	138 21%	155 26% fi	38 22%	30 31% fi	9 13%	38 36% zdfij	8 24%	69 19%	14 17%	110 26%	251 23%	42 31%	34 35% zoq	34 21%	54 24%	251 23%
Once every two years	159 10%	88 10%	70 11%	64 11%	16 9%	7 8%	11 16%	11 11%	5 16%	33 9%	9 11%	37 9%	122 11%	12 9%	9 9%	12 8%	18 8%	122 11%
Less than once every two years	248 16%	147 17%	101 16%	104 17%	28 16%	15 16%	9 13%	13 13%	10 32%	49 14%	19 23% i	56 13%	192 17%	17 13%	10 10%	21 13%	28 13%	192 17%
Don't know	2 *	* *	1 *	* *	- -	- -	- -	- -	- -	1 *	- -	- -	2 *	- -	- -	- -	- -	2 *
At least once a year (NET)	1116 73% lq	641 73%	474 73%	438 72%	131 75%	73 76%	50 71%	81 77%	16 52%	273 76% j	54 65%	329 78% zl	787 71%	108 79%	79 80%	128 80%	177 79% q	787 71% zp
Less than once a year (NET)	407 27% ik	235 27%	172 27%	169 28%	44 25%	22 24%	20 29%	25 23%	15 48%	83 23%	28 35% i	93 22%	314 28% zk	29 21%	19 20%	33 20%	46 21%	314 28% zp

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 54

GD02A - On average, how often do you go to the dental practice for any kind of care or treatment?

BASE: People who have visited a dental professional

	TOTAL (z)	REGION													ETHNICITY		ETHNICITY				DISABILITY	
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	BAME (o)	White (p)	Asian/ Asian British (q)	Black/ Black British (r)	Mixed /Other (s)	YES (t)	NO (u)
Unweighted Base	1587	100	120	134	241	73	166	128	157	110	104	114	140	1255	1371	212	1371	120	50	42	197	1350
Weighted Base	1524	45	110*	141	199	67*	171	129	190	131*	77*	132*	132	1273	1351	169	1351	92*	39*	39**	160	1331
More than once every six months	171 11%	7 15% bi	6 6% bi	16 12% bi	26 13% bi	15 22% zbflklm	13 8% bi	20 15% bi	27 14% bi	8 6% bi	12 15% bi	10 8% bi	11 8% bi	133 10% bi	149 11% bi	21 12% bi	149 11% bi	9 10% bi	6 16% bi	5 13% bi	18 11% bi	150 11% bi
Once every six months	584 38% deq	21 46% de	56 51% zdefhm	59 42% de	52 26% de	17 26% de	62 36% de	55 43% de	70 37% d	53 41% d	33 43% de	52 40% d	52 40% d	475 37% d	530 39% q	53 31% q	530 39% q	22 24% q	14 36% q	16 42% q	58 36% q	512 38% q
Once a year	361 24% t	9 21% t	18 16% t	41 29% t	52 26% t	19 28% t	30 17% t	36 28% t	43 23% t	31 23% t	16 21% t	27 21% t	39 30% t	299 23% t	329 24% t	31 18% t	329 24% t	22 24% t	7 18% t	2 4% t	22 14% t	330 25% t
Once every two years	159 10% np	5 11% np	11 10% np	9 7% np	35 18% np	4 6% np	14 8% np	11 8% np	18 9% np	17 13% np	4 6% np	16 12% np	14 11% np	139 11% np	129 10% np	30 18% np	129 10% np	20 21% np	5 12% np	5 14% np	21 13% np	135 10% np
Less than once every two years	248 16% agu	3 7% agu	19 17% agu	15 11% agu	34 17% agu	12 19% agu	52 30% zabcdghijlm	7 6% f	31 16% g	22 17% g	11 15% g	26 20% ag	15 12% ag	226 18% zacq	212 16% ag	36 21% ag	212 16% ag	19 20% ag	7 17% ag	10 27% ag	41 25% zu	202 15% zu
Don't know	2 * *	- * *	- * *	- * *	- * *	- * *	- * *	- * *	- * *	- * *	- * *	- * *	- * *	2 * *	2 * *	* * *	2 * *	* * *	- * *	- * *	- * *	2 * *
At least once a year (NET)	1116 73% dfmoqt	37 82% zdfkm	80 72% zdfkm	117 83% zdfkm	130 65% zdfkm	50 76% zdfkm	105 61% zdfkm	111 86% zdfhikm	140 74% f	91 70% f	61 79% df	90 68% df	102 78% df	906 71% f	1008 75% zo	104 61% zo	1008 75% zq	53 58% zq	27 71% zq	23 59% zq	99 62% zt	991 74% zt
Less than once a year (NET)	407 27% acgnpu	8 18% g	30 27% g	25 17% g	69 35% zacgjlm	16 24% zacgjlm	66 39% zacghjlm	18 14% g	49 26% g	39 30% cg	16 21% cg	42 32% acg	30 22% acg	365 29% zacg	341 25% zn	65 39% zn	341 25% zn	38 42% zp	11 29% zp	16 41% zp	62 38% zu	338 25% zu

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

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Table 55
GD02A - On average, how often do you go to the dental practice for any kind of care or treatment?

BASE: People who have visited a dental professional

	TOTAL (z)	Importance of title Doctor		When last visited a dental professional		When did you last go to the dentist		When did you last see a dental professional other than a dentist		Frequency visit a dental professional			Type of dental treatment received					Satisfaction with dental care or treatment		Confidence in healthcare regulation		Awareness of General Dental Council			Confidence in dental regulation	
		Important (a)	Not important (b)	Patients (last 12 mths) (c)	Public (less often) (d)	Patients (last 12 mths) (e)	Public (less often) (f)	Patients (last 12 mths) (g)	Public (less often) (h)	Once a year or more often (i)	Less often (j)	Don't know (k)	NHS (l)	Private (m)	Mixture (n)	Unsure (o)	Abroad (p)	Satisfied (q)	Dissatisfied (r)	Confident (s)	Not confident (t)	Aware (u)	Unaware (v)	Unsure (w)	Confident (x)	Not confident (y)
Unweighted Base	1587	946	1005	1111	476	1001	586	110	476	1162	422	3	879	261	131	18	43	1119	43	1285	248	311	1009	264	1144	280
Weighted Base	1524	519	970	1058	467	951	574	107*	467	1116	407	2**	825	265	124	18**	42**	1075	40*	1244	227	296	987	240	1109	253
More than once every six months	171 11% dfhiv	62 12%	107 11%	168 16% zd	3 1%	158 17% zf	12 2%	10 9% h	3 1%	171 15% zl	- -	- -	94 11%	52 20%	18 15%	5 25%	2 4%	168 16% z	3 8%	147 12%	21 9%	50 17% zv	94 10%	27 11%	139 13% z	21 8%
Once every six months	584 38% adfhij	178 34%	394 41%	556 53% zd	28 6%	507 53% zf	77 13%	49 46% h	28 6%	584 52% zl	- -	- -	400 49%	127 48%	44 36%	4 21%	8 20%	563 52% z	21 51%	491 39%	77 34%	127 43%	360 36%	97 40%	445 40% zy	75 30%
Once a year	361 24% dhj	118 23%	235 24%	267 25% zd	93 20%	236 25% zf	125 22%	31 29%	93 20%	361 32% zl	- -	- -	235 28%	57 21%	47 38%	6 30%	16 39%	344 32% z	17 41% z	305 25%	42 18%	60 20%	237 24%	64 27%	267 24% zy	57 22%
Once every two years	159 10% ceiqu	65 13%	92 9%	38 4% zc	120 26%	28 3% ze	130 23%	10 10%	120 26% zg	- -	159 39% zi	- -	95 12%	30 11%	14 11%	4 24%	15 37%	- -	- -	129 10%	24 11%	20 7%	115 12% u	23 10%	110 10% zx	32 13%
Less than once every two years	248 16% bcegilmnqrsx	96 18%	141 14%	27 3% zc	222 48%	20 2% ze	228 40%	6 6% zg	222 48% zi	- -	248 61% zl	- -	- -	- -	- -	- -	- -	- -	- -	171 14%	63 28% zs	39 13% zw	179 18% zw	29 12%	148 13% zx	68 27% zy
Don't know	2 * *x	*	1 *	1 *	1 *	1 *	1 *	- -	1 *	- -	- -	2 100%	- -	- -	- -	- -	- -	- -	- -	1 *	- -	1 *	1 *	- -	* *	- -
At least once a year (NET)	1116 73% adfhijtyv	358 69%	737 76%	992 94% zd	124 27%	901 95% zf	214 37%	90 85% zh	124 27%	1116 100% zl	- -	- -	730 88% z	235 89% z	110 89% z	14 76%	26 63%	1075 100% z	40 100% z	943 76% zl	140 62% zl	236 80% zv	691 70% v	188 78% v	851 77% zy	152 60%
Less than once a year (NET)	407 27% pcegilmnqrstu	161 31% zb	232 24%	65 6% zc	342 73%	48 5% ze	359 63%	17 15% zg	342 73% zi	- -	407 100% zl	- -	95 12%	30 11%	14 11%	4 24%	15 37%	- -	- -	300 24% zs	87 38% zs	59 20% zuw	295 30% zuw	52 22%	258 23% zx	101 40%

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

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Table 56
GD02A - On average, how often do you go to the dental practice for any kind of care or treatment?

BASE: People who have visited a dental professional

		Complained about a dental professional		Focus of regulator for dental professionals			Confidence of how dental care is delivered in the UK		Confidence in dental professional		Opinion about dentists' use of title Doctor when they do not also hold another general medical qualification or a PhD		Awareness of Dental Complaints Service			Contacted a person or organisation for support making any type of complaint		Contacted a person or organisation for support making a complaint about dental care or treatment		Would find it helpful to use a support service to deal with something that went seriously wrong during visit to dental professional			Seen advertised or been offered cosmetic treatments at dental practice		Received cosmetic treatments at dental practice	
	TOTAL (z)	Yes (a)	No (b)	Mainly on preventing bad practice (c)	Equally on both (d)	Mainly on taking action against serious complaints (e)	Confident (f)	Not confident (g)	Yes (h)	No (i)	Should be able to use (j)	Should not be able to use (k)	Aware (l)	Unaware (m)	Unsure (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)	DK (u)	Yes (v)	No (w)	Yes (x)	No (y)
Unweighted Base	1587	94	1492	413	1040	134	1288	252	1518	64	369	848	179	1172	232	393	1175	15	1572	1346	217	24	989	598	115	1472
Weighted Base	1524	93*	1431	418	974	132	1241	240	1459	61*	375	789	166	1140	216	379	1130	15**	1510	1308	193	23**	954	571	115*	1410
More than once every six months	171	14	157	51	107	13	139	30	167	4	51	82	29	118	24	54	117	1	169	155	14	2	106	65	19	152
	11%	15%	11%	12%	11%	9%	11%	12%	11%	6%	14%	10%	17%	10%	11%	14%	10%	10%	11%	12%	7%	7%	11%	11%	17%	11%
Once every six months	584	39	545	159	377	48	502	73	574	10	142	313	80	408	96	153	426	6	578	501	77	6	400	184	49	535
	38%	42%	38%	38%	39%	36%	40%	30%	39%	17%	38%	40%	48%	36%	44%	40%	38%	37%	38%	38%	40%	28%	42%	32%	43%	38%
Once a year	361	23	337	88	253	20	305	39	349	10	82	196	28	285	47	82	273	6	355	318	37	5	247	113	23	337
	24%	25%	24%	21%	26%	15%	25%	16%	24%	16%	22%	25%	17%	25%	22%	22%	24%	41%	23%	24%	19%	23%	26%	20%	20%	24%
Once every two years	159	6	152	52	92	15	130	28	147	11	48	74	14	123	22	31	126	1	158	128	28	2	84	75	11	148
	10%	7%	11%	12%	9%	11%	10%	12%	10%	19%	13%	9%	8%	11%	10%	8%	11%	6%	10%	10%	15%	9%	9%	13%	9%	10%
Less than once every two years	248	10	238	69	143	36	164	71	220	26	53	121	15	205	27	60	187	1	248	204	37	7	115	134	12	236
	16%	11%	17%	16%	15%	27%	13%	29%	15%	42%	14%	15%	9%	18%	12%	16%	17%	6%	16%	16%	19%	33%	12%	23%	11%	17%
Don't know	2	-	2	-	2	-	*	-	1	*	-	1	-	2	-	-	2	-	2	2	-	-	1	1	-	2
	1%	-	*	-	*	-	*	-	*	1%	-	*	-	*	-	-	*	-	*	*	-	-	*	*	-	*
At least once a year (NET)	1116	77	1038	298	737	81	947	141	1091	23	275	592	137	811	167	288	816	13	1102	974	129	13	754	362	92	1024
	73%	82%	73%	71%	76%	61%	76%	59%	75%	38%	73%	75%	83%	71%	77%	76%	72%	88%	73%	74%	67%	58%	79%	63%	80%	73%
Less than once a year (NET)	407	16	391	120	235	51	294	99	367	37	100	196	29	327	49	91	313	2	405	333	65	10	199	208	23	384
	27%	18%	27%	29%	24%	39%	24%	41%	25%	61%	27%	25%	17%	29%	23%	24%	28%	12%	27%	25%	33%	42%	21%	36%	20%	27%

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

Table 57

GD04 - As you're probably aware, dental care is available both through the NHS and privately. Sometimes, during one visit to the dental practice, you may even have a combination of NHS and private treatment. Thinking about the last time you visited your dental practice, which of these options best describes the type of care you think you received?

BASE: People who visit a dental professional at least once every two years

	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)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (m)	SINGLE (n)	WID/ DIV/ SEP (o)
Unweighted Base	1332	626	703	161	175	171	199	208	418	358	473	251	250	770	349	208
Weighted Base	1274	590	681	174	201	184	223	200	293	351	443	207	272	741	346	182
A. NHS dental care that I paid for	579 45% cin	270 46%	309 45%	49 28%	94 47% c	83 45% c	117 53% zc	92 46% c	144 49%	163 46% l	208 47% l	108 52% zl	100 37%	380 51% zn	117 34%	80 44% n
B. NHS dental care that was free	246 19% fghijm	99 17%	146 21% z	75 43% zdefgh	34 17% fgh	44 24% fgh	26 12% c	23 11% zcde	44 15% c	30 9% zkl	56 13% kl	47 22% ij	114 42% zijk	87 12% zm	114 33% zm	44 24% m
C. A mixture of NHS dental care and private dental care in the UK	124 10%	55 9%	68 10%	18 10%	14 7%	16 9%	24 11%	20 10%	32 11%	39 11%	51 11%	16 8%	18 7%	77 10%	26 8%	20 11%
D. Private dental care only in the UK	265 21% ckl	131 22%	134 20%	22 13%	32 16%	33 18%	51 23% c	59 29% zcde	68 23% c	108 31% zkl	99 22% kl	30 14%	28 10%	159 21%	70 20%	35 19%
E. I had treatment abroad	42 3% bfho	27 5% b	15 2%	6 4% h	21 11% zcefg	6 3% h	1 * h	5 3% h	1 1%	9 3% h	21 5% h	5 3%	6 2%	27 4% o	14 4% o	1 * o
F. I'm not sure what type of care I received	18 1%	9 2%	9 1%	3 2%	6 3%	2 1%	3 1%	1 1%	3 1%	2 1%	8 2%	1 1%	7 2%	12 2%	4 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 - z/m/n/o
Overlap formulae used.

Table 58

GD04 - As you're probably aware, dental care is available both through the NHS and privately. Sometimes, during one visit to the dental practice, you may even have a combination of NHS and private treatment. Thinking about the last time you visited your dental practice, which of these options best describes the type of care you think you received?

BASE: People who visit a dental professional at least once every two years

	WORKING STATUS			OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULLTIME (c)	PARTTIME (d)	SELFEMPL OYE D (e)	HOUSE WIFE (f)	STILL IN EDUCATIO N (g)	UNEMPLO YED (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	1332	640	692	425	144	71	65	97	24	437	69	336	996	115	79	123	177	996
Weighted Base	1274	729	545	502	148	80*	61*	93*	21**	306	63*	366	909	120*	88*	140	196	909
A. NHS dental care that I paid for	579 45% bfgj	376 52% zb	203 37% za	254 51% zfgj	83 56% zfgj	38 48% fgj	14 22% zodei	23 25% zodei	6 30% fjg	146 48% fjg	14 22% zodei	172 47%	408 45%	47 39%	39 44%	80 57% zmq	100 51% m	408 45%
B. NHS dental care that was free	246 19% acdliq	84 11% za	163 30% zb	57 11%	19 13%	8 10%	34 55% zodei	42 46% zodei	6 29%	46 15%	35 55% zodei	88 24% zl	158 17%	44 37% zopq	23 26%	25 18%	40 21%	158 17%
C. A mixture of NHS dental care and private dental care in the UK	124 10% o	79 11%	45 8%	53 11%	17 12%	9 11%	2 4%	8 8%	1 5%	32 11%	2 3%	26 7%	98 11%	5 5%	11 12% mo	2 1%	17 9% o	98 11% o
D. Private dental care only in the UK	265 21% g	161 22%	104 19%	110 22% g	26 18% g	24 30% g	9 15%	10 10%	4 19%	72 24% g	9 14%	66 18%	199 22%	18 15%	14 16%	26 19%	29 15%	199 22%
E. I had treatment abroad	42 3% di	22 3%	20 4%	20 4% d	* * 1	1 2% 1	* 1% 2	8 9% zdi	4 17% 1	5 2% 1	3 4% 2	6 2%	35 4%	4 4%	1 1%	1 1%	2 1%	35 4%
F. I'm not sure what type of care I received	18 1%	8 1%	10 2%	7 1%	1 1%	- - 1	2 4% 1	2 2% 1	- - 1	4 1% 2	1 2% 2	8 2%	11 1%	1 1%	1 1%	5 3%	7 3%	11 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 59

GD04 - As you're probably aware, dental care is available both through the NHS and privately. Sometimes, during one visit to the dental practice, you may even have a combination of NHS and private treatment. Thinking about the last time you visited your dental practice, which of these options best describes the type of care you think you received?

BASE: People who visit a dental professional at least once every two years

	TOTAL (z)	REGION													ETHNICITY		ETHNICITY				DISABILITY	
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	BAME (o)	White (p)	Asian British (q)	Black/ Black British (r)	Mixed /Other (s)	YES (t)	NO (u)
Unweighted Base	1332	93	102	118	198	60	121	120	129	89	87	95	120	1032	1159	170	1159	98	41	31	149	1150
Weighted Base	1274	42*	91*	126*	165	54*	119*	122*	158	108*	66*	106*	117*	1045	1137	134	1137	73*	32**	29**	120	1127
A. NHS dental care that I paid for	579 45% dhoqt	18 43%	50 55% dgh	69 55% dgh	58 35%	35 65% zadghjlm	61 51% dgh	45 37%	53 33%	55 51% dh	30 45%	54 51% dh	52 45%	487 47% dh	531 47% zo	46 35%	531 47% zq	22 31%	11 36%	13 44%	37 31%	529 47% zt
B. NHS dental care that was free	246 19% cdmu	10 24% cd	19 20% c	11 9%	19 11%	11 21% c	24 20% c	44 36% zbcdfhijkm	23 15%	21 19% c	11 17%	18 17%	37 32% zcdhijkm	182 17% cd	217 19%	29 22%	217 19%	18 25%	10 30%	1 3%	47 39% zu	194 17%
C. A mixture of NHS dental care and private dental care in the UK	124 10% bik	7 17% zbeikm	3 4%	20 16% zbikm	23 14% bikm	3 6%	12 10% ik	15 12% bik	20 13% bik	1 1%	8 13% bik	2 2%	10 9% ik	93 9% ik	109 10%	15 11%	109 10%	7 10%	3 9%	5 18%	9 8%	111 10%
D. Private dental care only in the UK	265 21% egl	6 15%	19 21% gl	23 18% zaefgl	46 28% zaefgl	5 9%	18 15%	11 9%	61 39% zabcefgiklm	24 22% gl	17 26% egl	23 22% gl	12 10% zegl	231 22% zegl	243 21%	20 15%	243 21%	10 14%	7 22%	3 9%	25 21%	236 21%
E. I had treatment abroad	42 3% npt	* 1%	- -	3 2%	16 9% zabcefgghjlm	- -	4 3%	2 2%	2 1%	6 6% b	- -	6 6% b	3 2%	39 4%	24 2%	18 13% zn	24 2%	11 15% zp	1 4%	6 20%	- -	42 4% t
F. I'm not sure what type of care I received	18 1% np	- -	- -	1 1%	4 2%	- -	1 1%	6 5% zhm	- -	1 1%	- -	3 3%	3 2%	13 1%	13 1%	6 4% zn	13 1%	4 6% zp	- -	1 5%	1 1%	15 1%

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

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Table 60

GD04 - As you're probably aware, dental care is available both through the NHS and privately. Sometimes, during one visit to the dental practice, you may even have a combination of NHS and private treatment. Thinking about the last time you visited your dental practice, which of these options best describes the type of care you think you received?

BASE: People who visit a dental professional at least once every two years

	TOTAL (z)	Importance of title Doctor		When last visited a dental professional		When did you last go to the dentist		When did you last see a dental professional other than a dentist		Frequency visit a dental professional			Type of dental treatment received					Satisfaction with dental care or treatment		Confidence in healthcare regulation		Awareness of General Dental Council			Confidence in dental regulation	
		Important (a)	Not important (b)	Patients (last 12 mths) (c)	Public (less often) (d)	Patients (last 12 mths) (e)	Public (less often) (f)	Patients (last 12 mths) (g)	Public (less often) (h)	Once a year or more often (i)	Less often (j)	Don't know (k)	NHS (l)	Private (m)	Mixture (n)	Unsure (o)	Abroad (p)	Satisfied (q)	Dissatisfied (r)	Confident (s)	Not confident (t)	Aware (u)	Unaware (v)	Unsure (w)	Confident (x)	Not confident (y)
Unweighted Base	1332	445	884	1082	250	979	353	103	250	1162	170	-	879	261	131	18	43	1119	43	1101	191	266	829	235	994	211
Weighted Base	1274	423	828	1030	244	930	344	100*	244	1116	159	-**	825	265	124	18**	42**	1075	40*	1072	164	256	806	211	961	185
A. NHS dental care that I paid for	579 45% adfhjmn	169 40% za	402 48% zb	494 48% zd	86 35% ze	445 48% zf	134 39% zg	48 48% zh	86 35% zi	526 47% zj	54 34% zk	- - zl	579 70% zmn	- - zno	- - znp	- - znr	- - zns	506 47% z	20 48% zt	488 45% zu	79 48% zv	115 45% zw	360 45% zx	104 49% zy	441 46% za	82 44% zb
B. NHS dental care that was free	246 19% bceimnuw	102 24% zb	138 17% zc	184 18% zd	63 26% ze	160 17% zf	87 25% zg	24 24% zh	63 26% zi	204 18% zj	42 26% zk	- - zl	246 30% zmn	- - zno	- - znp	- - znr	- - zns	198 18% z	7 17% zt	211 20% zu	23 14% zv	27 11% zw	195 24% zx	23 11% zy	186 19% za	36 20% zb
C. A mixture of NHS dental care and private dental care in the UK	124 10% lmv	47 11% za	76 9% zb	100 10% zd	23 9% ze	94 10% zf	29 8% zg	6 6% zh	23 9% zi	110 10% zj	14 9% zk	- - zl	- - zmn	- - zno	124 100% znp	- - znr	- - zns	101 9% z	8 20% zt	107 10% zu	12 7% zv	26 10% zw	64 8% zx	33 16% zy	95 10% za	19 10% zb
D. Private dental care only in the UK	265 21% adfhlnrv	67 16% za	192 23% zb	228 22% zd	37 15% ze	212 23% zf	53 15% zg	17 17% zh	37 15% zi	235 21% zj	30 19% zk	- - zl	- - zmn	265 100% zno	- - znp	- - znr	- - zns	233 22% z	2 6% zt	219 20% zu	42 26% zv	88 34% zw	135 17% zx	42 20% zy	208 22% za	33 18% zb
E. I had treatment abroad	42 3% bceilmqux	30 7% zb	11 1% zc	12 1% zd	30 12% ze	10 1% zf	32 9% zg	2 2% zh	30 12% zi	26 2% zj	15 10% zk	- - zl	- - zmn	- - zno	- - znp	- - znr	42 100% zns	24 2% z	3 7% zt	34 3% zu	6 4% zv	- - zw	36 4% zx	6 3% zy	23 2% za	9 5% zb
F. I'm not sure what type of care I received	18 1% elx	7 2% za	9 1% zb	12 1% zd	7 3% ze	9 1% zf	10 3% zg	3 3% zh	7 3% zi	14 1% zj	4 3% zk	- - zl	- - zmn	- - zno	- - znp	18 100% znr	- - zns	13 1% z	1 1% zt	15 1% zu	2 1% zv	- - zw	16 2% zx	3 1% zy	8 1% za	5 3% zb

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

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Table 61

GD04 - As you're probably aware, dental care is available both through the NHS and privately. Sometimes, during one visit to the dental practice, you may even have a combination of NHS and private treatment. Thinking about the last time you visited your dental practice, which of these options best describes the type of care you think you received?

BASE: People who visit a dental professional at least once every two years

		Complained about a dental professional		Focus of regulator for dental professionals			Confidence of how dental care is delivered in the UK		Confidence in dental professional		Opinion about dentists' use of title Doctor when they do not also hold another general medical qualification or a PhD		Awareness of Dental Complaints Service			Contacted a person or organisation for support making any type of complaint		Contacted a person or organisation for support making a complaint about dental care or treatment		Would find it helpful to use a support service to deal with something that went seriously wrong during visit to dental professional			Seen advertised or been offered cosmetic treatments at dental practice		Received cosmetic treatments at dental practice	
	TOTAL (z)	Yes (a)	No (b)	Mainly on preventing bad practice (c)	Equally on both (d)	Mainly on taking action against serious complaints (e)	Confident (f)	Not confident (g)	Yes (h)	No (i)	Should be able to use (j)	Should not be able to use (k)	Aware (l)	Unaware (m)	Unsure (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)	DK (u)	Yes (v)	No (w)	Yes (x)	No (y)
Unweighted Base	1332	83	1248	347	884	101	1116	187	1294	37	323	715	160	971	199	329	987	14	1318	1143	176	13	876	456	103	1229
Weighted Base	1274	83*	1191	349	829	96*	1077	170	1238	35**	322	667	151	933	189	319	942	14**	1260	1102	157	15**	838	436	102*	1172
A. NHS dental care that I paid for	579 45% x	43 52%	536 45%	174 50%	366 44%	39 41%	506 47% z	66 39%	562 45%	17 49%	146 45%	302 45%	73 48%	410 44%	96 51%	151 47%	424 45%	7 50%	572 45%	500 45%	75 48%	4 27%	389 46%	190 44%	34 34%	545 46% zx
B. NHS dental care that was free	246 19% nv	19 22%	227 19%	68 20%	154 19%	24 25%	218 20%	23 14%	239 19%	7 20%	79 25% zk	114 17%	24 16%	197 21% zn	24 13%	53 17%	190 20%	4 29%	242 19%	207 19%	33 21%	7 44%	145 17%	101 23% zv	24 23%	223 19%
C. A mixture of NHS dental care and private dental care in the UK	124 10% y	5 6%	119 10%	25 7%	89 11%	10 11%	104 10%	18 10%	119 10%	5 14%	27 8%	62 9%	18 12%	81 9%	25 13%	31 10%	90 10%	1 6%	123 10%	112 10%	11 7%	- -	88 10%	36 8%	17 16% zy	107 9%
D. Private dental care only in the UK	265 21% fl	15 18%	250 21%	70 20%	175 21%	19 20%	204 19%	56 33% zf	262 21%	3 9%	53 16%	162 24% zl	35 23%	189 20%	41 22%	75 24%	188 20%	1 4%	264 21%	228 21%	34 22%	3 17%	188 22%	77 18%	23 23%	241 21%
E. I had treatment abroad	42 3% flor	1 2%	40 3%	6 2%	34 4%	1 1%	30 3%	5 3%	40 3%	1 4%	13 4%	21 3%	- -	40 4%	2 1%	3 1%	39 4%	- -	42 3%	40 4%	2 1%	- -	19 2%	22 5% zv	4 4%	37 3%
F. I'm not sure what type of care I received	18 1% hr	1 1%	18 1%	6 2%	10 1%	3 3%	15 1%	2 1%	15 1%	1 4%	5 1%	6 1%	1 1%	15 2%	2 1%	5 2%	11 1%	1 11%	17 1%	15 1%	1 1%	2 11%	9 1%	10 2%	- -	18 2%

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

Table 62
GD05 - Now thinking about YOUR OWN EXPERIENCE, how satisfied or otherwise are you with your dental care or treatment?

BASE: People who visit a dental professional at least once a year

	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)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (m)	SINGLE (n)	WID/ DIV/ SEP (o)
Unweighted Base	1162	531	628	133	145	147	178	185	374	334	411	222	195	684	293	180
Weighted Base	1116	497	615	149	165	162	199	176	264	325	391	185	215	653	296	162
A. Very satisfied	777 70% d	341 69% d	435 71% d	96 64% d	101 61% d	104 64% d	134 67% d	135 77% d	207 78% d	227 70% d	287 73% d	126 68% d	137 64% d	445 68% d	206 69% d	125 77% d
B. Fairly satisfied	298 27% h	137 27% h	160 26% h	49 33% gh	51 31% h	53 33% gh	54 27% h	38 21% h	53 20% h	90 28% h	92 24% h	50 27% h	66 31% h	176 27% o	89 30% o	33 20% o
C. Fairly dissatisfied	32 3% ghn	14 3% ghn	18 3% ghn	4 3% ghn	13 8% zgh	4 2% ghn	9 4% ghn	1 * ghn	2 1% ghn	8 3% ghn	10 3% ghn	6 3% ghn	9 4% ghn	28 4% zno	2 1% zno	1 1% zno
D. Very dissatisfied	8 1% i	6 1% i	3 * i	1 1% i	- - i	* * i	3 2% i	3 1% i	1 1% i	* * i	3 1% i	3 2% i	2 1% i	4 1% i	* * i	3 2% i
E. Don't know	- - i	- - i	- - i	- - i	- - i	- - i	- - i	- - i	- - i	- - i	- - i	- - i	- - i	- - i	- - i	- - i
Satisfied (NET)	1075 96% dm	477 96% dm	595 97% dm	145 97% dm	152 92% dm	158 97% dm	187 94% dm	173 98% d	260 99% zdf	317 97% d	379 97% d	176 95% d	204 95% d	621 95% zm	294 99% zm	158 97% zm
Dissatisfied (NET)	40 4% hn	20 4% hn	20 3% hn	5 3% zgh	13 8% zgh	4 3% zgh	12 6% h	3 2% h	4 1% h	8 3% h	12 3% h	9 5% h	11 5% h	32 5% zn	2 1% zn	4 3% zn
NET Satisfied	1035 93% dfm	457 92% dfm	574 93% dfm	140 94% d	139 84% d	153 95% d	176 88% d	170 97% zdf	257 97% zdf	308 95% d	367 94% d	167 90% d	193 90% d	589 90% zmo	292 99% zmo	153 95% zmo

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

Table 63

GD05 - Now thinking about YOUR OWN EXPERIENCE, how satisfied or otherwise are you with your dental care or treatment?

BASE: People who visit a dental professional at least once a year

	WORKING STATUS			OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULLTIME (c)	PARTTIME (d)	SELFEMPL OYE D (e)	HOUSE WIFE (f)	STILL IN EDUCATIO N (g)	UNEMPLO YED (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	1162	565	597	374	125	66	51	79	18	391	58	298	864	102	71	112	158	864
Weighted Base	1116	641	474	438	131	73*	50*	81*	16**	273	54*	329	787	108*	79*	128*	177	787
A. Very satisfied	777 70% kmnop	432 67% z	345 73% z	291 67% z	90 69% z	50 69% z	28 56% z	55 68% z	10 64% z	214 79% z	37 69% z	192 59% zk	585 74% zk	62 58% zk	43 54% zk	75 59% zk	99 56% zk	585 74% zmnop
B. Fairly satisfied	298 27% ilq	180 28% ilq	119 25% ilq	121 28% i	37 29% i	21 29% i	18 37% i	25 30% i	6 36% i	54 20% i	15 28% i	121 37% zl	177 22% zl	41 38% zq	28 35% q	48 38% zq	70 39% zq	177 22% zq
C. Fairly dissatisfied	32 3% bilq	25 4% b	8 2% b	20 5% zi	3 3% zi	1 1% zi	4 7% i	1 1% i	- - i	2 1% i	1 1% i	15 5% i	17 2% i	5 4% zoq	9 11% zoq	5 4% zoq	8 5% zoq	17 2% zoq
D. Very dissatisfied	8 1% -	5 1% -	3 1% -	5 1% -	- - -	* 1% -	- - -	1 1% -	- - -	1 1% -	1 1% -	- - -	8 1% -	- - -	- - -	- - -	- - -	8 1% -
E. Don't know	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Satisfied (NET)	1075 96% cn	611 95% za	464 98% za	412 94% za	128 97% za	71 98% za	47 93% za	80 98% za	16 100% za	269 99% zcf	52 97% zcf	314 95% zcf	762 97% zcf	104 96% n	70 89% n	123 96% n	169 95% n	762 97% n
Dissatisfied (NET)	40 4% bi	30 5% b	10 2% b	25 6% zi	3 3% zi	1 2% zi	4 7% i	2 2% i	- - i	4 1% i	1 3% i	15 5% i	25 3% i	5 4% zoq	9 11% zoq	5 4% zoq	8 5% zoq	25 3% zoq
NET Satisfied	1035 93% acn	581 91% za	453 96% za	387 88% za	124 95% za	70 96% za	43 86% za	78 96% za	16 100% za	265 97% zcf	51 95% zcf	298 91% zcf	736 94% zcf	99 92% n	61 78% n	119 93% n	161 91% n	736 94% n

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 64

GD05 - Now thinking about YOUR OWN EXPERIENCE, how satisfied or otherwise are you with your dental care or treatment?

BASE: People who visit a dental professional at least once a year

	TOTAL (z)	REGION													ETHNICITY		ETHNICITY				DISABILITY	
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	BAME (o)	White (p)	Asian/ British (q)	Black/ British (r)	Mixed /Other (s)	YES (t)	NO (u)
Unweighted Base	1162	82	90	111	152	55	108	108	113	76	80	82	105	892	1030	129	1030	69	34	26	125	1008
Weighted Base	1116	37*	80*	117*	130	50*	105*	111*	140*	91*	61*	90*	102*	906	1008	104*	1008	53*	27**	23**	99	991
A. Very satisfied	777 70% doq	23 62% d	59 74% d	88 75% d	73 56% d	32 64% d	75 72% d	84 75% d	101 72% d	64 70% d	45 74% d	62 69% d	69 68% d	625 69% d	723 72% zo	51 49% zn	723 72% zq	23 43% zp	12 43% zp	16 69% zp	69 70% zu	694 70% zu
B. Fairly satisfied	298 27% np	14 37% zbcij	15 18% gh	24 21% gh	50 39% zbcijm	17 33% gh	28 27% gh	26 23% gh	37 27% gh	18 20% gh	12 19% gh	27 30% gh	30 29% gh	247 27% gh	254 25% zn	43 42% zn	254 25% zn	25 47% zp	11 40% zp	7 31% zp	24 25% zu	264 27% zu
C. Fairly dissatisfied	32 3% np	* 1% gh	5 6% gh	4 3% gh	5 4% gh	1 2% gh	2 2% gh	* * gh	* * gh	8 9% gh	3 5% gh	1 1% gh	2 2% gh	29 3% gh	24 2% zn	8 8% zn	24 2% zn	3 6% zn	5 17% zn	- - zn	3 3% zu	28 3% zu
D. Very dissatisfied	8 1% np	- - gh	1 2% gh	1 1% gh	1 1% gh	- - gh	* * gh	1 1% gh	1 1% gh	1 1% gh	1 1% gh	- - gh	1 1% gh	6 1% gh	7 1% zn	2 2% zn	7 1% zn	2 3% zn	- - zn	- - zn	2 2% zu	6 1% zu
E. Don't know	- - np	- - gh	- - gh	- - gh	- - gh	- - gh	- - gh	- - gh	- - gh	- - gh	- - gh	- - gh	- - gh	- - gh	- - zn	- - zn	- - zn	- - zn	- - zn	- - zn	- - zu	- - zu
Satisfied (NET)	1075 96% ioq	36 99% ioq	74 92% ioq	112 96% ioq	123 95% ioq	49 98% ioq	103 98% ioq	110 99% ioq	139 99% ioq	83 90% ioq	57 94% ioq	90 99% ioq	99 97% ioq	872 96% ioq	977 97% zo	94 91% zo	977 97% zq	49 91% zp	23 83% zp	23 100% zp	93 94% zu	958 97% zu
Dissatisfied (NET)	40 4% np	* 1% ghk	6 8% ghk	5 4% ghk	7 5% ghk	1 2% ghk	2 2% ghk	2 1% ghk	2 1% ghk	9 10% ghk	4 6% ghk	1 1% ghk	3 3% ghk	35 4% ghk	31 3% zn	9 9% zn	31 3% zn	5 9% zp	5 17% zp	- - zn	6 6% zu	34 3% zu
NET Satisfied	1035 93% bioq	36 98% bij	68 85% bij	107 92% i	117 90% i	48 96% i	101 96% i	108 97% bdij	137 97% bdijm	74 81% bdijm	53 88% bdijm	89 99% zbdijm	96 94% bi	837 92% bi	946 94% zo	85 82% zo	946 94% zq	44 82% zq	18 67% zq	23 100% zq	88 89% zu	924 93% zu

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

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Table 65
GD05 - Now thinking about YOUR OWN EXPERIENCE, how satisfied or otherwise are you with your dental care or treatment?

BASE: People who visit a dental professional at least once a year

	TOTAL (z)	Importance of title Doctor		When last visited a dental professional		When did you last go to the dentist		When did you last see a dental professional other than a dentist		Frequency visit a dental professional			Type of dental treatment received					Satisfaction with dental care or treatment		Confidence in healthcare regulation		Awareness of General Dental Council			Confidence in dental regulation	
		Important (a)	Not important (b)	Patients (last 12 mths) (c)	Public (less often) (d)	Patients (last 12 mths) (e)	Public (less often) (f)	Patients (last 12 mths) (g)	Public (less often) (h)	Once a year or more often (i)	Less often (j)	Don't know (k)	NHS (l)	Private (m)	Mixture (n)	Unsure (o)	Abroad (p)	Satisfied (q)	Dissatisfied (r)	Confident (s)	Not confident (t)	Aware (u)	Unaware (v)	Unsure (w)	Confident (x)	Not confident (y)
Unweighted Base	1162	371	770	1042	120	949	213	93	120	1162	-	-	776	232	118	13	23	1119	43	966	160	246	705	210	878	171
Weighted Base	1116	358	737	992	124*	901	214	90*	124*	1116	-**	-**	730	235	110*	14**	26**	1075	40*	943	140	236	691	188	851	152
A. Very satisfied	777	244	520	703	74	639	138	64	74	777	-	-	517	179	58	7	16	777	-	679	81	186	449	141	632	72
	70%	68%	71%	71%	60%	71%	65%	71%	60%	70%	-	-	71%	76%	53%	47%	60%	72%	-	72%	58%	79%	65%	75%	74%	47%
	dhnrvy			zd									n	zn	zlm			zr		zt		zv		v	zy	
B. Fairly satisfied	298	98	193	256	43	230	68	26	43	298	-	-	187	54	43	7	8	298	-	243	39	45	210	43	203	58
	27%	27%	26%	26%	34%	26%	32%	28%	34%	27%	-	-	26%	23%	39%	49%	30%	28%	-	26%	28%	19%	30%	23%	24%	38%
	nux														zm			zr				zu			zx	
C. Fairly dissatisfied	32	15	17	26	6	25	7	1	6	32	-	-	22	1	5	1	3	-	32	16	15	4	26	2	12	17
	3%	4%	2%	3%	5%	3%	3%	1%	5%	3%	-	-	3%	1%	5%	4%	10%	-	80%	2%	11%	2%	4%	1%	1%	11%
	mqsx														m			zq				zs			zx	
D. Very dissatisfied	8	1	7	7	1	7	1	-	1	8	-	-	4	1	3	-	-	-	8	4	4	1	6	1	3	5
	1%	*	1%	1%	1%	1%	*	-	1%	1%	-	-	1%	*	3%	-	-	-	20%	*	3%	*	1%	1%	*	3%
	qsx														z			zq		zs					zx	
E. Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Satisfied (NET)	1075	342	713	958	117	869	206	89	117	1075	-	-	704	233	101	13	24	1075	-	923	121	231	659	185	836	130
	96%	95%	97%	97%	94%	96%	96%	99%	94%	96%	-	-	96%	99%	92%	96%	90%	100%	-	98%	86%	98%	95%	98%	98%	86%
	nrtv													zn				zr		zt					zy	
Dissatisfied (NET)	40	17	24	33	7	33	8	1	7	40	-	-	27	2	8	1	3	-	40	21	19	5	32	3	16	22
	4%	5%	3%	3%	6%	4%	4%	1%	6%	4%	-	-	4%	1%	8%	4%	10%	-	100%	2%	14%	2%	5%	2%	2%	14%
	mqsx														zm			zq		zs					zx	
NET Satisfied	1035	325	689	925	110	836	198	89	110	1035	0	0	677	231	93	13	21	1075	-40	902	101	226	627	182	820	108
	93%	91%	94%	93%	88%	93%	93%	98%	88%	93%	%	%	93%	98%	85%	92%	79%	100%	-100%	96%	72%	95%	91%	97%	96%	71%
	nrtvy							h					n	zln				zr		zt		v	zv		zy	

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



GENERAL PUBLIC
GENERAL DENTAL COUNCIL PATIENT AND PUBLIC SURVEY 2020

12 Mar 2020

Table 66
GD05 - Now thinking about YOUR OWN EXPERIENCE, how satisfied or otherwise are you with your dental care or treatment?

BASE: People who visit a dental professional at least once a year

		Complained about a dental professional		Focus of regulator for dental professionals			Confidence of how dental care is delivered in the UK		Confidence in dental professional		Opinion about dentists' use of title Doctor when they do not also hold another general medical qualification or a PhD		Awareness of Dental Complaints Service			Contacted a person or organisation for support making any type of complaint		Contacted a person or organisation for support making a complaint about dental care or treatment		Would find it helpful to use a support service to deal with something that went seriously wrong during visit to dental professional			Seen advertised or been offered cosmetic treatments at dental practice		Received cosmetic treatments at dental practice	
	TOTAL (z)	Yes (a)	No (b)	Mainly on preventing bad practice (c)	Equally on both (d)	Mainly on taking action against serious complaints (e)	Confident (f)	Not confident (g)	Yes (h)	No (i)	Should be able to use (j)	Should not be able to use (k)	Aware (l)	Unaware (m)	Unsure (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)	DK (u)	Yes (v)	No (w)	Yes (x)	No (y)
Unweighted Base	1162	75	1086	292	783	87	977	157	1136	25	269	637	145	841	174	295	852	12	1150	1005	145	12	790	372	89	1073
Weighted Base	1116	77*	1038	298	737	81*	947	141	1091	23**	275	592	137	811	167	288	816	13**	1102	974	129	13**	754	362	92*	1024
A. Very satisfied	777	42	735	205	520	52	674	87	776	1	188	412	111	536	130	204	567	7	770	686	86	5	528	248	64	713
	70%	54%	71%	69%	71%	64%	71%	61%	71%	6%	68%	70%	81%	66%	78%	71%	69%	57%	70%	70%	67%	41%	70%	69%	69%	70%
	agm	za					zg		z				zm		zm											
B. Fairly satisfied	298	28	270	85	186	27	252	36	284	12	80	154	24	238	35	75	217	5	293	252	38	8	201	97	25	273
	27%	36%	26%	29%	25%	33%	27%	26%	26%	53%	29%	26%	18%	29%	21%	26%	27%	38%	27%	26%	30%	59%	27%	27%	27%	27%
	hl												zln													
C. Fairly dissatisfied	32	7	25	6	24	2	17	15	26	6	5	23	1	29	2	7	25	-	32	30	2	-	20	12	2	30
	3%	9%	2%	2%	3%	2%	2%	10%	2%	25%	2%	4%	1%	4%	1%	2%	3%	-	3%	3%	2%	-	3%	3%	2%	3%
	bfn	zb						zf																		
D. Very dissatisfied	8	1	7	1	6	1	4	4	5	4	2	4	-	8	-	2	6	1	7	6	3	-	4	4	1	7
	1%	1%	1%	*	1%	1%	*	3%	*	16%	1%	1%	-	1%	-	1%	1%	6%	1%	1%	2%	-	1%	1%	1%	1%
	fhr							zf																		
E. Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Satisfied (NET)	1075	69	1005	290	706	78	926	123	1060	14	268	565	136	774	165	279	784	12	1063	938	124	13	729	346	88	987
	96%	90%	97%	98%	96%	97%	98%	87%	97%	59%	98%	95%	99%	95%	99%	97%	96%	94%	96%	96%	96%	100%	97%	96%	96%	96%
	agm	za					zg		z																	
Dissatisfied (NET)	40	8	33	7	31	3	21	18	31	10	6	27	1	37	2	9	32	1	40	36	5	-	25	16	3	37
	4%	10%	3%	2%	4%	3%	2%	13%	3%	41%	2%	5%	1%	5%	1%	3%	4%	6%	4%	4%	4%	-	3%	4%	4%	4%
	bfn	zb						zf					z													
NET Satisfied	1035	62	972	283	676	76	905	105	1029	4	262	539	135	737	162	270	753	12	1023	902	119	13	705	330	85	950
	93%	80%	94%	95%	92%	94%	96%	74%	94%	17%	95%	91%	98%	91%	97%	94%	92%	89%	93%	93%	93%	100%	93%	91%	93%	93%
	agkm	za					zg		z		k		zm		zm											

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

Table 67
GD06 - Now thinking about healthcare generally, how confident, if at all, are you that regulation of this works effectively?

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)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (m)	SINGLE (n)	WID/ DIV/ SEP (o)
Unweighted Base	1674	826	844	209	224	225	237	254	525	416	571	341	346	933	459	276
Weighted Base	1618	791	823	228	267	250	265	244	365	420	523	289	387	913	462	237
A. Very confident	467 29%	217 27%	250 30%	72 32%	88 33%	62 25%	68 26%	60 25%	118 32%	116 28%	158 30%	81 28%	112 29%	274 30%	123 27%	69 29%
B. Fairly confident	832 51%	420 53%	412 50%	114 50%	129 48%	137 55%	144 54%	133 55%	174 48%	227 54%	269 51%	148 51%	188 49%	454 50%	261 57%	115 48%
C. Not very confident	197 12%	97 12%	100 12%	29 13%	35 13%	25 10%	35 13%	30 12%	43 12%	49 12%	63 12%	42 15%	43 11%	116 13%	48 10%	31 13%
D. Not at all confident	59 4%	31 4%	27 3%	4 2%	9 3%	12 5%	8 3%	15 6%	12 3%	13 3%	13 3%	13 5%	20 5%	32 4%	15 3%	11 4%
E. Don't know	62 4%	25 3%	34 4%	9 4%	6 2%	14 6%	10 4%	5 2%	19 5%	15 4%	19 4%	4 1%	24 6%	36 4%	14 3%	12 5%
Confident (NET)	1299 80%	637 81%	662 80%	186 82%	217 81%	199 80%	212 80%	193 79%	292 80%	343 82%	427 82%	229 79%	300 78%	728 80%	384 83%	184 78%
Not confident (NET)	257 16%	128 16%	127 15%	33 14%	44 17%	37 15%	43 16%	45 19%	55 15%	62 15%	76 15%	55 19%	63 16%	149 16%	64 14%	41 17%
NET Confident	1042 64%	509 64%	534 65%	153 67%	173 65%	162 65%	169 64%	148 61%	237 65%	280 67%	351 67%	174 60%	237 61%	579 63%	320 69%	143 60%

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

Table 68
GD06 - Now thinking about healthcare generally, how confident, if at all, are you that regulation of this works effectively?

BASE: All Respondents

	WORKING STATUS			OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULLTIME (c)	PARTTIME (d)	SELFEMPL OYE D (e)	HOUSE WIFE (f)	STILL IN EDUCATIO N (g)	UNEMPLO YED (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	1674	796	878	529	177	90	79	121	40	541	97	414	1260	141	99	148	213	1260
Weighted Base	1618	928	690	638	186	104*	75*	111*	38*	378	89*	455	1163	151	107*	170	236	1163
A. Very confident	467 29% ej	261 28% ej	206 30% ej	189 30% ej	58 31% ej	14 14% zcfgi	23 30% e	35 31% ej	11 30% e	121 32% ej	16 18% g	124 27% g	343 29% g	43 29% p	29 27% p	42 24% p	69 29% p	343 29% p
B. Fairly confident	832 51% ej	480 52% ej	351 51% ej	327 51% ej	95 51% ej	58 55% zcfgi	43 57% e	63 57% ej	21 55% e	181 48% ej	44 49% g	244 54% g	587 50% g	81 54% p	61 57% p	100 59% p	133 56% p	587 50% p
C. Not very confident	197 12% p	123 13% p	74 11% p	79 12% p	22 12% p	22 22% zcfgi	6 8% zcfgi	8 7% zcfgi	3 7% zcfgi	44 12% zcfgi	14 15% zcfgi	55 12% zcfgi	142 12% zcfgi	22 15% p	10 10% p	17 10% p	18 8% p	142 12% p
D. Not at all confident	59 4% m	33 4% m	26 4% m	19 3% m	7 4% m	7 7% m	2 2% m	4 4% m	1 3% m	13 3% m	6 7% m	14 3% m	45 4% m	* 2% m	2 2% m	5 3% m	8 3% m	45 4% m
E. Don't know	62 4% m	30 3% m	32 5% m	24 4% m	4 2% m	2 2% m	1 2% m	1 1% m	2 5% m	19 5% m	10 11% m	17 4% m	45 4% m	4 2% m	4 4% m	7 4% m	8 4% m	45 4% m
Confident (NET)	1299 80% ej	742 80% ej	557 81% ej	516 81% ej	153 82% ej	72 69% zcd	66 88% zcf	98 88% zcf	32 85% zcf	302 80% zcf	59 67% g	369 81% g	930 80% g	125 83% p	90 84% p	142 83% p	202 85% p	930 80% p
Not confident (NET)	257 16% g	156 17% g	101 15% g	98 15% g	29 16% g	30 28% zcd	8 10% zcf	12 11% zcf	4 10% zcf	57 15% zcf	20 22% g	69 15% g	188 16% g	23 15% p	13 12% p	22 13% p	26 11% p	188 16% p
NET Confident	1042 64% ej	585 63% ej	457 66% ej	419 66% ej	124 67% ej	43 41% zcd	58 77% zcf	86 77% zcf	28 76% zcf	245 65% zcf	39 44% g	300 66% g	742 64% g	102 67% p	78 72% p	120 70% p	176 74% p	742 64% p

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



GENERAL PUBLIC
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Table 69

GD06 - Now thinking about healthcare generally, how confident, if at all, are you that regulation of this works effectively?

BASE: All Respondents

	TOTAL (z)	REGION													ETHNICITY		ETHNICITY				DISABILITY	
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	BAME (o)	White (p)	Asian/ Asian British (q)	Black/ Black British (r)	Mixed /Other (s)	YES (t)	NO (u)
Unweighted Base	1674	102	129	142	256	73	173	136	178	115	104	123	143	1332	1424	246	1424	146	54	46	204	1425
Weighted Base	1618	46	117	151	214	67*	177	135	221	138*	77*	141*	133	1360	1412	202	1412	113*	45*	44*	169	1411
A. Very confident	467 29% m	16 35% k	30 26% zdfjklm	56 37% zdfjklm	53 25% zdfjklm	18 27% zdfjklm	44 25% zdfjklm	60 44% zdfjklm	72 32% zdfjklm	37 26% zdfjklm	17 22% zdfjklm	32 23% zdfjklm	32 24% zdfjklm	374 28% zdfjklm	405 29% zdfjklm	61 30% zdfjklm	405 29% zdfjklm	33 29% zdfjklm	15 34% zdfjklm	12 28% zdfjklm	44 26% zdfjklm	416 29% zdfjklm
B. Fairly confident	832 51% g	21 45% g	59 51% g	75 50% g	114 53% g	36 54% g	103 58% ag	56 41% ag	104 47% ag	72 52% ag	44 57% g	72 51% g	77 58% g	711 52% g	730 52% g	100 50% g	730 52% g	58 51% g	18 40% g	25 56% g	86 51% g	732 52% g
C. Not very confident	197 12% g	6 13% g	16 13% g	15 10% g	35 16% gh	9 14% g	22 12% g	4 3% g	18 8% g	19 13% g	11 14% g	24 17% gh	20 15% g	177 13% g	167 12% g	29 14% g	167 12% g	17 15% g	9 20% g	3 6% g	22 13% g	166 12% g
D. Not at all confident	59 4% cu	1 3% cu	3 3% cu	1 * cu	7 3% cu	- - cu	4 2% cu	7 5% c	22 10% zbcdefilm	4 3% zbcdefilm	3 4% zbcdefilm	7 5% c	2 1% c	48 4% c	51 4% cu	7 3% cu	51 4% cu	3 2% cu	1 2% cu	4 8% zu	13 8% zu	44 3% zu
E. Don't know	62 4% zdlm	2 4% zdlm	9 8% zdlm	5 3% zdlm	6 3% zdlm	4 5% zdlm	4 2% zdlm	9 7% zdlm	6 3% zdlm	7 5% zdlm	2 3% zdlm	7 5% zdlm	2 2% zdlm	49 4% zdlm	58 4% zdlm	4 2% zdlm	58 4% zdlm	2 2% zdlm	2 4% zdlm	1 2% zdlm	3 2% zdlm	53 4% zdlm
Confident (NET)	1299 80% k	37 80% k	90 77% k	130 86% k	167 78% k	54 81% k	147 83% k	115 85% k	176 79% k	108 78% k	61 80% k	104 74% k	110 82% k	1085 80% k	1136 80% k	161 80% k	1136 80% k	91 81% k	33 74% k	37 84% k	131 78% k	1148 81% k
Not confident (NET)	257 16% gu	7 16% gu	19 16% gu	16 10% gu	41 19% cg	9 14% cg	26 14% cg	11 8% g	40 18% g	23 16% g	13 18% cg	30 21% cg	22 16% g	225 17% g	218 15% gu	36 18% gu	218 15% gu	20 18% gu	10 22% gu	6 14% gu	35 21% gu	210 15% gu
NET Confident	1042 64% kt	30 65% kt	71 61% kt	114 76% zbdhijkm	126 59% zbdhijkm	45 67% zbdhijkm	121 69% k	104 77% zabdhijkm	136 61% zabdhijkm	85 62% zabdhijkm	48 62% zabdhijkm	74 52% k	88 66% k	860 63% k	917 65% kt	125 62% kt	917 65% kt	71 63% kt	23 52% kt	31 70% kt	96 57% zt	938 66% zt

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

GENERAL PUBLIC
GENERAL DENTAL COUNCIL PATIENT AND PUBLIC SURVEY 2020

12 Mar 2020

Table 70
GD06 - Now thinking about healthcare generally, how confident, if at all, are you that regulation of this works effectively?

BASE: All Respondents

	TOTAL (z)	Importance of title Doctor		When last visited a dental professional		When did you last go to the dentist		When did you last see a dental professional other than a dentist		Frequency visit a dental professional			Type of dental treatment received					Satisfaction with dental care or treatment		Confidence in healthcare regulation		Awareness of General Dental Council			Confidence in dental regulation	
		Important (a)	Not important (b)	Patients (last 12 mths) (c)	Public (less often) (d)	Patients (last 12 mths) (e)	Public (less often) (f)	Patients (last 12 mths) (g)	Public (less often) (h)	Once a year or more often (i)	Less often (j)	Don't know (k)	NHS (l)	Private (m)	Mixture (n)	Unsure (o)	Abroad (p)	Satisfied (q)	Dissatisfied (r)	Confident (s)	Not confident (t)	Aware (u)	Unaware (v)	Unsure (w)	Confident (x)	Not confident (y)
Unweighted Base	1674	585	1049	1111	563	1001	673	110	563	1162	422	3	879	261	131	18	43	1119	43	1337	274	317	1082	270	1186	313
Weighted Base	1618	560	1019	1058	560	951	667	107*	560	1116	407	2**	825	265	124	18**	42**	1075	40*	1299	257	304	1063	247	1147	293
A. Very confident	467	193	266	334	133	302	166	33	133	357	86	-	283	63	38	9	5	354	3	467	-	94	303	70	382	45
	29%	34%	26%	32%	24%	32%	25%	31%	24%	32%	21%	-	34%	24%	31%	47%	11%	33%	7%	36%	-	31%	29%	28%	33%	15%
	bdfhjrt	zb		zd		zf				zi			zm					zr		zt					zy	
B. Fairly confident	832	295	520	549	283	485	347	64	283	586	214	1	416	155	69	6	29	569	18	832	-	158	541	132	655	113
	51%	53%	51%	52%	50%	51%	52%	60%	50%	53%	52%	37%	50%	59%	56%	33%	70%	53%	44%	64%	-	52%	51%	53%	57%	39%
	ly												zl					zs		zt					zy	
C. Not very confident	197	51	143	118	80	112	86	6	80	119	64	-	88	30	12	1	5	101	17	-	197	31	134	31	80	96
	12%	9%	14%	11%	14%	12%	13%	6%	14%	11%	16%	-	11%	11%	9%	7%	12%	9%	43%	-	77%	10%	13%	13%	7%	33%
	aiqsx	za						g			zi							zq		zs					zx	
D. Not at all confident	59	10	48	23	36	23	37	1	36	21	23	-	14	12	1	1	1	19	2	-	59	13	40	5	14	35
	4%	2%	5%	2%	6%	2%	5%	1%	6%	2%	6%	-	2%	5%	1%	3%	3%	2%	5%	-	23%	4%	4%	2%	1%	12%
	aceilqxs	za		zc		ze		zg		zi			l					zq		zs					zx	
E. Don't know	62	11	42	33	29	31	32	3	29	32	20	1	25	4	4	2	2	32	*	-	-	8	44	9	17	4
	4%	2%	4%	3%	5%	3%	5%	3%	5%	3%	5%	63%	3%	2%	4%	9%	5%	3%	1%	-	-	3%	4%	4%	1%	1%
	aiqstxy																									
Confident (NET)	1299	488	786	883	416	786	513	97	416	943	300	1	698	219	107	15	34	923	21	1299	-	252	845	202	1037	159
	80%	87%	77%	83%	74%	83%	77%	91%	74%	85%	74%	37%	85%	83%	86%	80%	81%	86%	51%	100%	-	83%	79%	82%	90%	54%
	bdfhjrt	zb		zd		zf		zh		zi			z					zr		zt					zy	
Not confident (NET)	257	61	191	141	116	134	123	7	116	140	87	-	102	42	12	2	6	121	19	-	257	45	174	37	94	131
	16%	11%	19%	13%	21%	14%	18%	6%	21%	13%	21%	-	12%	16%	10%	10%	14%	11%	48%	-	100%	15%	16%	15%	8%	45%
	acegilqxs	za		zc		e		zg		zi								zq		zs					zx	
NET Confident	1042	427	595	742	300	652	390	90	300	803	212	1	596	177	95	13	28	802	1	1299	-257	207	671	165	943	28
	64%	76%	58%	70%	54%	69%	59%	84%	54%	72%	52%	37%	72%	67%	77%	70%	67%	75%	3%	100%	-100%	68%	63%	67%	82%	9%
	bdfhjrt	zb		zd		zf		zh		zi			z		z			zr		zt					zy	

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

GENERAL PUBLIC
GENERAL DENTAL COUNCIL PATIENT AND PUBLIC SURVEY 2020

12 Mar 2020

Table 71
GD06 - Now thinking about healthcare generally, how confident, if at all, are you that regulation of this works effectively?

BASE: All Respondents

		Complained about a dental professional		Focus of regulator for dental professionals			Confidence of how dental care is delivered in the UK		Confidence in dental professional		Opinion about dentists' use of title Doctor when they do not also hold another general medical qualification or a PhD		Awareness of Dental Complaints Service			Contacted a person or organisation for support making any type of complaint		Contacted a person or organisation for support making a complaint about dental care or treatment		Would find it helpful to use a support service to deal with something that went seriously wrong during visit to dental professional			Seen advertised or been offered cosmetic treatments at dental practice		Received cosmetic treatments at dental practice	
	TOTAL (z)	Yes (a)	No (b)	Mainly on preventing bad practice (c)	Equally on both (d)	Mainly on taking action against serious complaints (e)	Confident (f)	Not confident (g)	Yes (h)	No (i)	Should be able to use (j)	Should not be able to use (k)	Aware (l)	Unaware (m)	Unsure (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)	DK (u)	Yes (v)	No (w)	Yes (x)	No (y)
Unweighted Base	1674	94	1492	441	1081	152	1328	286	1555	106	393	881	184	1246	236	405	1247	15	1659	1393	252	29	1007	667	118	1556
Weighted Base	1618	93*	1431	441	1018	159	1284	278	1498	105*	403	822	171	1218	222	389	1211	15**	1603	1360	230	29**	979	639	120*	1498
A. Very confident	467	26	417	139	263	66	427	35	453	15	127	226	66	323	77	89	376	4	464	400	64	3	288	179	36	431
	29%	27%	29%	31%	26%	41%	33%	13%	30%	14%	32%	27%	39%	27%	34%	23%	31%	25%	29%	29%	28%	12%	29%	28%	30%	29%
	dgimo			d		zd	zg		zi				zm		m	zo										
B. Fairly confident	832	42	759	227	545	60	702	114	792	37	211	428	80	633	117	219	605	7	824	724	98	10	515	317	63	769
	51%	45%	53%	51%	54%	38%	55%	41%	53%	35%	52%	52%	47%	52%	53%	56%	50%	50%	51%	53%	42%	36%	53%	50%	52%	51%
	egit	z		e	ze		zg		zi						m	zp				zt						
C. Not very confident	197	18	165	51	126	21	103	84	163	34	41	108	17	159	21	55	140	2	195	151	43	4	116	82	17	181
	12%	19%	12%	12%	12%	13%	8%	30%	11%	32%	10%	13%	10%	13%	10%	14%	12%	15%	12%	11%	19%	13%	12%	13%	14%	12%
	bfnhs						zf		zh											zs						
D. Not at all confident	59	5	39	13	37	9	21	34	39	16	12	32	4	53	2	17	42	1	59	41	17	1	24	36	4	56
	4%	6%	3%	3%	4%	6%	2%	12%	3%	15%	3%	4%	3%	4%	1%	4%	4%	4%	4%	3%	7%	4%	2%	6%	3%	4%
	bfnhsv						zf		zh				zn							zs			zv			
E. Don't know	62	3	50	12	47	3	32	11	51	4	12	28	4	50	5	8	48	1	61	44	9	10	36	26	1	61
	4%	3%	4%	3%	5%	2%	3%	4%	3%	3%	3%	3%	2%	4%	2%	2%	4%	6%	4%	3%	4%	35%	4%	4%	1%	4%
	fhs																									
Confident (NET)	1299	67	1176	366	808	125	1128	149	1245	52	338	654	146	956	194	308	981	11	1288	1124	161	14	803	496	99	1200
	80%	72%	82%	83%	79%	79%	88%	53%	83%	49%	84%	79%	85%	79%	87%	79%	81%	75%	80%	83%	70%	48%	82%	78%	82%	80%
	gimt	za					zg		zi				zm							zt			zw			
Not confident (NET)	257	23	204	63	163	30	124	118	202	50	53	140	21	212	23	72	182	3	254	192	60	5	139	117	21	236
	16%	25%	14%	14%	16%	19%	10%	42%	14%	47%	13%	17%	12%	17%	11%	19%	15%	19%	16%	14%	26%	17%	14%	18%	17%	16%
	bfnhsv	zb					zf		zh				zn							zv			v			
NET Confident	1042	44	972	302	645	95	1005	31	1043	2	285	513	125	745	170	236	798	8	1034	932	101	9	664	378	78	964
	64%	47%	68%	68%	63%	60%	78%	11%	70%	2%	71%	62%	73%	61%	76%	61%	66%	57%	64%	69%	44%	30%	68%	59%	65%	64%
	agimtw	za					zg		zi		zk		zm		zm					zt			zw			

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

Table 72
GD07 - Which of the following best describes how aware you are of the General Dental Council?

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)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (m)	SINGLE (n)	WID/ DIV/ SEP (o)
Unweighted Base	1674	826	844	209	224	225	237	254	525	416	571	341	346	933	459	276
Weighted Base	1618	791	823	228	267	250	265	244	365	420	523	289	387	913	462	237
A. I have definitely heard of the General Dental Council before	304 19% cdklm	154 20% n	148 18% n	9 4% c	28 10% c	48 19% cd	61 23% cd	65 27% zcd	94 26% zcd	128 30% zjkl	99 19% kl	36 12% n	42 11% n	188 21% n	61 13% n	54 23% n
B. I think I have heard of the General Dental Council before	247 15% cdln	110 14% n	136 17% n	20 9% c	27 10% c	32 13% cd	44 17% cd	60 24% zcd	65 18% cd	76 18% kl	93 18% kl	34 12% n	44 11% n	165 18% zn	46 10% n	36 15% n
C. I have not heard of the General Dental Council before	1063 66% ghim	525 66% n	537 65% n	198 87% zefgh	211 79% zefgh	169 68% gh	160 60% g	119 49% n	206 56% n	216 51% n	330 63% i	218 76% zij	299 77% zij	559 61% n	354 77% zmo	145 61% n
D. Not sure	4 *	1 *	2 *	- -	1 *	1 1%	- -	- -	1 *	- -	1 *	* *	2 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 - z/m/n/o
Overlap formulae used.

Table 73

GD07 - Which of the following best describes how aware you are of the General Dental Council?

BASE: All Respondents

	WORKING STATUS			OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULLTIME (c)	PARTTIME (d)	SELFEMPL OYE D (e)	HOUSE WIFE (f)	STILL IN EDUCATIO N (g)	UNEMPLO YED (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	1674	796	878	529	177	90	79	121	40	541	97	414	1260	141	99	148	213	1260
Weighted Base	1618	928	690	638	186	104*	75*	111*	38*	378	89*	455	1163	151	107*	170	236	1163
A. I have definitely heard of the General Dental Council before	304 19% gkmo	180 19% g	125 18% g	126 20% g	26 14% g	28 27% dfgj	10 13% g	4 4% g	5 12% g	96 25% zcdfgj	10 11% g	62 14% g	242 21% zk	14 9% g	12 11% g	21 12% g	35 15% g	242 21% zmno
B. I think I have heard of the General Dental Council before	247 15% g	139 15% g	109 16% g	96 15% g	28 15% g	15 14% g	9 12% g	8 7% g	4 12% g	70 19% zg	17 20% g	58 13% g	189 16% g	16 10% g	12 11% g	28 17% g	34 14% g	189 16% g
C. I have not heard of the General Dental Council before	1063 66% ilq	608 66% ilq	455 66% ilq	415 65% ilq	132 71% ilq	61 59% ilq	56 74% ilq	99 89% ilq	28 74% ilq	210 56% ilq	62 69% ilq	333 73% ilq	729 63% ilq	120 80% ilq	84 78% ilq	121 71% ilq	167 70% ilq	729 63% ilq
D. Not sure	4 *	1 *	2 *	1 *	- -	- -	* *	- -	1 2%	1 *	- -	1 *	2 *	1 1%	- -	- -	* *	2 *

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



GENERAL PUBLIC
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Table 74
GD07 - Which of the following best describes how aware you are of the General Dental Council?

BASE: All Respondents

	TOTAL (z)	REGION													ETHNICITY		ETHNICITY				DISABILITY	
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	BAME (o)	White (p)	Asian/ Asian British (q)	Black/ Black British (r)	Mixed /Other (s)	YES (t)	NO (u)
Unweighted Base	1674	102	129	142	256	73	173	136	178	115	104	123	143	1332	1424	246	1424	146	54	46	204	1425
Weighted Base	1618	46	117	151	214	67*	177	135	221	138*	77*	141*	133	1360	1412	202	1412	113*	45*	44*	169	1411
A. I have definitely heard of the General Dental Council before	304 19% a	2 4%	20 17% a	29 20% a	47 22% ak	8 12%	41 23% ak	28 20% a	48 22% a	21 15% a	21 27% aek	17 12%	22 16% a	254 19% a	264 19%	37 18%	264 19%	13 12%	12 26%	12 28% q	31 19%	267 19%
B. I think I have heard of the General Dental Council before	247 15%	9 19%	11 10%	33 22% zbfq	32 15%	10 15%	21 12%	15 11%	38 17%	23 17%	12 15%	21 15%	24 18%	212 16%	223 16%	25 12%	223 16%	13 12%	5 11%	7 15%	29 17%	212 15%
C. I have not heard of the General Dental Council before	1063 66%	35 76% zcdhjm	86 73% chj	89 59%	134 63%	49 73%	114 65%	91 67%	135 61%	94 68%	45 58%	103 73% cj	88 66%	892 66%	922 65%	139 69%	922 65%	85 76% zp	29 63%	25 57%	109 64%	929 66%
D. Not sure	4 *	* 1% m	- -	- -	1 1%	- -	- -	1 1%	- -	- -	- -	- -	1 *	2 *	2 *	1 1%	2 *	1 1%	- -	- -	- -	3 *

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

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GENERAL DENTAL COUNCIL PATIENT AND PUBLIC SURVEY 2020

12 Mar 2020

Table 75
GD07 - Which of the following best describes how aware you are of the General Dental Council?

BASE: All Respondents

	Importance of title Doctor			When last visited a dental professional		When did you last go to the dentist		When did you last see a dental professional other than a dentist		Frequency visit a dental professional			Type of dental treatment received					Satisfaction with dental care or treatment		Confidence in healthcare regulation		Awareness of General Dental Council			Confidence in dental regulation	
	TOTAL (z)	Important (a)	Not important (b)	Patients (last 12 mths) (c)	Public (less often) (d)	Patients (last 12 mths) (e)	Public (less often) (f)	Patients (last 12 mths) (g)	Public (less often) (h)	Once a year or more often (i)	Less often (j)	Don't know (k)	NHS (l)	Private (m)	Mixture (n)	Unsure (o)	Abroad (p)	Satisfied (q)	Dissatisfied (r)	Confident (s)	Not confident (t)	Aware (u)	Unaware (v)	Unsure (w)	Confident (x)	Not confident (y)
Unweighted Base	1674	585	1049	1111	563	1001	673	110	563	1162	422	3	879	261	131	18	43	1119	43	1337	274	317	1082	270	1186	313
Weighted Base	1618	560	1019	1058	560	951	667	107*	560	1116	407	2**	825	265	124	18**	42**	1075	40*	1299	257	304	1063	247	1147	293
A. I have definitely heard of the General Dental Council before	304 19% dfhjvwy	105 19%	194 19%	240 23% zd	65 12%	222 23% zf	82 12%	18 17%	65 12%	236 21% zj	59 15%	1 63%	142 17%	88 33% zln	26 21%	- -	- -	231 21% z	5 13%	252 19%	45 17%	304 100% zvw	- -	- -	257 22% zy	34 11%
B. I think I have heard of the General Dental Council before	247 15% uv	86 15%	158 16%	177 17% z	71 13%	157 16%	91 14%	20 19%	71 13%	188 17% z	52 13%	- -	127 15%	42 16%	33 27% zlm	3 14%	6 14%	185 17% z	3 7%	202 16%	37 14%	- -	- -	247 100% zuv	195 17% zy	34 11%
C. I have not heard of the General Dental Council before	1063 66% ceimnquwx	368 66%	664 65%	640 61%	422 75% zc	572 60%	491 74% ze	69 64%	422 75% zg	691 62%	295 72% zi	1 37%	556 67% mn	135 51%	64 52%	16 86%	36 86%	659 61% q	32 79%	845 65%	174 68%	- -	1063 100% zuw	- -	695 61%	225 77% zx
D. Not sure	4 *lqs	* *	3 *	1 *	3 *	1 *	3 *	* *	3 *	* *	1 *	- -	1 *	- -	- -	- -	- -	* *	- -	* *	1 1% s	- -	- -	- -	- -	1 *

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

GENERAL PUBLIC
GENERAL DENTAL COUNCIL PATIENT AND PUBLIC SURVEY 2020

12 Mar 2020

Table 76
GD07 - Which of the following best describes how aware you are of the General Dental Council?

BASE: All Respondents

		Complained about a dental professional		Focus of regulator for dental professionals			Confidence of how dental care is delivered in the UK		Confidence in dental professional		Opinion about dentists' use of title Doctor when they do not also hold another general medical qualification or a PhD		Awareness of Dental Complaints Service			Contacted a person or organisation for support making any type of complaint		Contacted a person or organisation for support making a complaint about dental care or treatment		Would find it helpful to use a support service to deal with something that went seriously wrong during visit to dental professional			Seen advertised or been offered cosmetic treatments at dental practice		Received cosmetic treatments at dental practice	
	TOTAL (z)	Yes (a)	No (b)	Mainly on preventing bad practice (c)	Equally on both (d)	Mainly on taking action against serious complaints (e)	Confident (f)	Not confident (g)	Yes (h)	No (i)	Should be able to use (j)	Should not be able to use (k)	Aware (l)	Unaware (m)	Unsure (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)	DK (u)	Yes (v)	No (w)	Yes (x)	No (y)
Unweighted Base	1674	94	1492	441	1081	152	1328	286	1555	106	393	881	184	1246	236	405	1247	15	1659	1393	252	29	1007	667	118	1556
Weighted Base	1618	93*	1431	441	1018	159	1284	278	1498	105*	403	822	171	1218	222	389	1211	15**	1603	1360	230	29**	979	639	120*	1498
A. I have definitely heard of the General Dental Council before	304 19% impwy	28 30% zb	268 19%	78 18%	200 20%	27 17%	239 19%	59 21%	296 20% zi	7 7%	84 21%	151 18%	111 65% zmn	139 11%	53 24% m	93 24% zp	209 17%	4 27%	300 19%	266 20%	35 15%	4 13%	203 21% zw	101 16%	31 26%	273 18%
B. I think I have heard of the General Dental Council before	247 15% mptw	11 12%	228 16%	54 12%	176 17% zc	17 11%	200 16%	41 15%	238 16% z	10 9%	63 16%	130 16%	26 15%	141 12%	80 36% zlm	84 22% zp	159 13%	4 27%	243 15%	225 17% zt	22 10%	* 1%	174 18% zw	74 12%	22 18%	225 15%
C. I have not heard of the General Dental Council before	1063 66% dhlnosvx	54 58%	933 65%	309 70% d	642 63%	112 71%	845 66%	177 64%	963 64%	87 83% zh	254 63%	539 66%	34 20%	937 77% zln	89 40% l	211 54%	840 69% zo	7 46%	1056 66%	867 64%	173 75% zs	23 79%	602 61%	461 72% zv	67 55%	996 66% zx
D. Not sure	4 *bfh	- -	1 *	* *	1 *	2 1% zd	* *	1 *	1 *	1 1%	1 *	2 *	- -	2 *	- -	1 *	3 *	- -	4 *	2 *	- -	2 6%	- -	4 1% v	- -	4 *

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

Table 77
GD08A - How confident, if at all, are you that the General Dental Council is regulating dentists and dental care professionals effectively?

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)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (m)	SINGLE (n)	WID/ DIV/ SEP (o)
Unweighted Base	1674	826	844	209	224	225	237	254	525	416	571	341	346	933	459	276
Weighted Base	1618	791	823	228	267	250	265	244	365	420	523	289	387	913	462	237
A. Very confident	258 16%	125 16%	133 16%	34 15%	41 15%	32 13%	43 16%	50 21%	58 16%	81 19%	78 15%	35 12%	65 17%	159 17%	66 14%	32 13%
B. Fairly confident	890 55%	425 54%	465 56%	123 54%	146 55%	149 60%	145 55%	134 55%	193 53%	228 54%	307 59%	161 56%	194 50%	496 54%	280 61%	112 47%
C. Not very confident	192 12%	105 13%	87 11%	33 14%	34 13%	29 12%	36 14%	23 10%	37 10%	49 12%	53 10%	46 16%	43 11%	107 12%	58 13%	26 11%
D. Not at all confident	101 6%	53 7%	47 6%	12 5%	22 8%	16 6%	10 4%	17 7%	24 7%	23 5%	22 4%	24 8%	33 8%	60 7%	18 4%	23 10%
E. Don't know	178 11%	83 10%	92 11%	26 12%	24 9%	23 9%	31 12%	19 8%	54 15%	39 9%	63 12%	23 8%	52 13%	92 10%	41 9%	45 19%
Confident (NET)	1147 71%	550 70%	597 73%	156 69%	187 70%	181 73%	188 71%	184 75%	251 69%	309 74%	384 73%	195 68%	259 67%	656 72%	345 75%	144 61%
Not confident (NET)	293 18%	158 20%	134 16%	45 20%	56 21%	45 18%	46 17%	41 17%	61 17%	72 17%	75 14%	70 24%	76 20%	166 18%	76 16%	49 21%
NET Confident	854 53%	392 50%	463 56%	111 49%	131 49%	136 55%	142 54%	143 59%	190 52%	237 56%	309 59%	125 43%	183 47%	489 54%	269 58%	95 40%

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

Table 78

GD08A - How confident, if at all, are you that the General Dental Council is regulating dentists and dental care professionals effectively?

BASE: All Respondents

	WORKING STATUS			OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULLTIME (c)	PARTTIME (d)	SELFEMPL OYE D (e)	HOUSE WIFE (f)	STILL IN EDUCATIO N (g)	UNEMPLO YED (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	1674	796	878	529	177	90	79	121	40	541	97	414	1260	141	99	148	213	1260
Weighted Base	1618	928	690	638	186	104*	75*	111*	38*	378	89*	455	1163	151	107*	170	236	1163
A. Very confident	258	149	109	110	25	14	11	13	6	64	14	72	186	24	21	19	40	186
	16%	16%	16%	17%	14%	13%	15%	12%	15%	17%	16%	16%	16%	16%	19%	11%	17%	16%
B. Fairly confident	890	516	373	340	112	64	48	65	23	197	40	258	631	81	60	115	133	631
	55%	56%	54%	53%	60%	62%	63%	58%	62%	52%	45%	57%	54%	54%	56%	67%	56%	54%
C. Not very confident	192	110	82	80	20	10	9	16	4	42	11	54	138	22	17	19	25	138
	12%	12%	12%	13%	11%	9%	12%	14%	11%	11%	12%	12%	12%	15%	16%	11%	10%	12%
D. Not at all confident	101	58	43	36	13	9	2	5	3	27	7	22	79	6	3	8	11	79
	6%	6%	6%	6%	7%	9%	2%	4%	8%	7%	8%	5%	7%	4%	3%	5%	5%	7%
E. Don't know	178	94	83	71	16	7	6	13	2	47	16	49	128	17	7	9	28	128
	11%	10%	12%	11%	9%	7%	7%	11%	4%	12%	18%	11%	11%	11%	6%	6%	12%	11%
Confident (NET)	1147	665	482	450	137	78	59	78	29	261	55	330	817	106	80	134	173	817
	71%	72%	70%	71%	74%	75%	78%	70%	77%	69%	61%	72%	70%	70%	75%	79%	73%	70%
Not confident (NET)	293	168	125	116	32	19	11	21	7	69	18	76	217	28	20	27	35	217
	18%	18%	18%	18%	17%	18%	14%	19%	18%	18%	20%	17%	19%	19%	19%	16%	15%	19%
NET Confident	854	497	356	334	105	59	48	57	22	192	37	254	600	77	60	107	137	600
	53%	54%	52%	52%	56%	57%	64%	51%	59%	51%	41%	56%	52%	51%	56%	63%	58%	52%

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 79
GD08A - How confident, if at all, are you that the General Dental Council is regulating dentists and dental care professionals effectively?

BASE: All Respondents

	TOTAL (z)	REGION													ETHNICITY		ETHNICITY				DISABILITY	
		NORTHERN N IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	BAME (o)	White (p)	Asian/ British (q)	Black/ British (r)	Mixed /Other (s)	YES (t)	NO (u)
Unweighted Base	1674	102	129	142	256	73	173	136	178	115	104	123	143	1332	1424	246	1424	146	54	46	204	1425
Weighted Base	1618	46	117	151	214	67*	177	135	221	138*	77*	141*	133	1360	1412	202	1412	113*	45*	44*	169	1411
A. Very confident	258 16%	5 11%	16 13%	21 14%	32 15%	13 20%	31 18%	33 25%	40 18%	17 13%	7 9%	15 10%	27 20%	212 16%	216 15%	42 21%	216 15%	30 27%	8 18%	4 8%	32 19%	225 16%
B. Fairly confident	890	32	57	82	123	32	108	75	108	76	53	68	76	729	791	97	791	50	19	28	86	787
	55% mq	71% zbcdeghiklm	48% zbcdeghiklm	54% zbcdeghiklm	57% zbcdeghiklm	48% zbcdeghiklm	61% zbcdeghiklm	55% zbcdeghiklm	49% zbcdeghiklm	55% zbcdeghiklm	69% zbcdeghiklm	48% zbcdeghiklm	57% zbcdeghiklm	54% zbcdeghiklm	56% zbcdeghiklm	48% zbcdeghiklm	56% zbcdeghiklm	45% zbcdeghiklm	41% zbcdeghiklm	64% zbcdeghiklm	51% zbcdeghiklm	56% zbcdeghiklm
	192 12% np	5 10%	10 9%	22 14%	31 14%	14 21%	21 12%	9 7%	21 9%	17 12%	7 10%	18 12%	18 14%	171 13%	155 11%	36 18%	155 11%	15 13%	12 26%	9 21%	17 10%	169 12%
D. Not at all confident	101 6% afu	* 1%	10 8%	11 7%	14 6%	14 1%	4 2%	7 5%	21 10%	11 8%	7 9%	9 6%	6 4%	86 6%	89 6%	11 5%	89 6%	8 7%	1 2%	2 4%	15 9%	79 6%
			aef	a					aef	a	aef			af				7%	2%	4%		
E. Don't know	178 11% djl	4 8%	25 21%	15 10%	15 7%	7 10%	13 7%	11 8%	30 14%	17 12%	2 3%	33 23%	6 5%	161 12%	161 11%	16 8%	161 11%	10 8%	5 12%	1 2%	20 12%	151 11%
Confident (NET)	1147 71% bkm	37 81% zbchikm	73 62% zbchikm	103 68% zbchikm	155 72% zbchikm	45 68% zbchikm	139 79% zbchikm	108 80% zbchikm	148 67% zbchikm	93 67% zbchikm	60 78% bk	82 58% bkm	103 78% bkm	941 69% k	1007 71% zbchikm	139 69% zbchikm	1007 71% zbchikm	80 71% zbchikm	27 60% zbchikm	32 72% zbchikm	117 69% zbchikm	1012 72% zbchikm
					k																	
Not confident (NET)	293 18% anp	5 11%	20 17%	33 22%	44 21%	15 22%	25 14%	16 12%	42 19%	28 21%	15 19%	27 19%	24 18%	258 19%	244 17%	47 23%	244 17%	23 21%	13 28%	11 26%	31 18%	248 18%
				ag	a									a								
NET Confident	854 53% kmr	32 71% zbcdehikm	53 45% zbcdehikm	70 46% zbcdehikm	111 52% zbcdehikm	31 46% zbcdehikm	114 65% zbcdehikm	92 68% zbcdehikm	106 48% zbcdehikm	65 47% zbcdehikm	46 59% k	56 39% bckm	79 60% bckm	684 50% k	763 54% zo	92 45% zo	763 54% zr	57 51% zr	14 32% zr	20 47% zr	86 51% zr	764 54% zr
					k																	

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

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Table 80
GD08A - How confident, if at all, are you that the General Dental Council is regulating dentists and dental care professionals effectively?

BASE: All Respondents

	TOTAL (z)	Importance of title Doctor		When last visited a dental professional		When did you last go to the dentist		When did you last see a dental professional other than a dentist		Frequency visit a dental professional			Type of dental treatment received					Satisfaction with dental care or treatment		Confidence in healthcare regulation		Awareness of General Dental Council			Confidence in dental regulation	
		Important (a)	Not important (b)	Patients (last 12 mths) (c)	Public (less often) (d)	Patients (last 12 mths) (e)	Public (less often) (f)	Patients (last 12 mths) (g)	Public (less often) (h)	Once a year or more often (i)	Less often (j)	Don't know (k)	NHS (l)	Private (m)	Mixture (n)	Unsure (o)	Abroad (p)	Satisfied (q)	Dissatisfied (r)	Confident (s)	Not confident (t)	Aware (u)	Unaware (v)	Unsure (w)	Confident (x)	Not confident (y)
Unweighted Base	1674	585	1049	1111	563	1001	673	110	563	1162	422	3	879	261	131	18	43	1119	43	1337	274	317	1082	270	1186	313
Weighted Base	1618	560	1019	1058	560	951	667	107*	560	1116	407	2**	825	265	124	18**	42**	1075	40*	1299	257	304	1063	247	1147	293
A. Very confident	258	103	148	189	68	176	82	14	68	194	51	-	149	40	22	3	1	193	2	241	13	99	117	41	258	-
	16%	18%	15%	18%	12%	18%	12%	13%	12%	17%	13%	-	18%	15%	18%	18%	2%	18%	4%	19%	5%	33%	11%	17%	22%	-
	dfhtvy			zd		zf				zj			z					zr		zt		zvw		v	zy	
B. Fairly confident	890	315	562	605	285	547	343	58	285	657	207	*	478	168	73	5	23	643	14	796	80	158	578	154	890	-
	55%	56%	55%	57%	51%	57%	51%	55%	51%	59%	51%	13%	58%	63%	59%	27%	55%	60%	34%	61%	31%	52%	54%	62%	78%	-
	dfhrtv			zd		zf				zj			z					zr		zt		zuv		z	zy	
C. Not very confident	192	78	111	111	81	97	95	14	81	112	66	-	81	25	12	3	9	95	17	111	78	21	143	27	-	192
	12%	14%	11%	11%	14%	10%	14%	13%	14%	10%	16%	-	10%	9%	9%	15%	22%	9%	43%	9%	31%	7%	13%	11%	-	66%
	ceilqsux			c		ze				zi								zq		zs		zu			zx	
D. Not at all confident	101	22	79	44	57	38	63	6	57	40	35	-	37	8	7	3	*	35	5	47	52	13	82	6	-	101
	6%	4%	8%	4%	10%	4%	9%	6%	10%	4%	9%	-	4%	3%	6%	14%	1%	3%	12%	4%	20%	4%	8%	3%	-	34%
	aceilmqswx			za		ze				i								q		zs		zuw			zx	
E. Don't know	178	40	120	108	69	94	83	14	69	112	48	2	81	24	9	5	9	109	3	104	32	14	142	18	-	-
	11%	7%	12%	10%	12%	10%	12%	13%	12%	10%	12%	87%	10%	9%	8%	25%	21%	10%	7%	8%	13%	5%	13%	7%	-	-
	asuxy			a														s				zuw				
Confident (NET)	1147	419	710	794	353	722	425	72	353	851	258	*	627	208	95	8	23	836	16	1037	94	257	695	195	1147	-
	71%	75%	70%	75%	63%	76%	64%	68%	63%	76%	63%	13%	76%	78%	77%	45%	56%	78%	39%	80%	36%	84%	65%	79%	100%	-
	dfhjrtvy			zd		zf				zj			z					zr		zt		zv		zv		
Not confident (NET)	293	101	190	155	138	135	159	21	138	152	101	-	118	33	19	5	9	130	22	159	131	34	225	34	-	293
	18%	18%	19%	15%	25%	14%	24%	19%	25%	14%	25%	-	14%	12%	15%	29%	23%	12%	55%	12%	51%	11%	21%	14%	-	100%
	ceilmqsux			zc		ze				zi								zq		zs		zuw			zx	
NET Confident	854	318	520	639	215	588	266	52	215	699	157	*	509	175	76	3	14	705	-6	878	-37	223	469	162	1147	-293
	53%	57%	51%	60%	38%	62%	40%	48%	38%	63%	39%	13%	62%	66%	62%	16%	34%	66%	-16%	68%	-14%	73%	44%	65%	100%	-100%
	dfhjrtvy			zd		zf				zj			z					zr		zt		zv		zv		zy

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

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Table 81
GD08A - How confident, if at all, are you that the General Dental Council is regulating dentists and dental care professionals effectively?

BASE: All Respondents

		Complained about a dental professional		Focus of regulator for dental professionals			Confidence of how dental care is delivered in the UK		Confidence in dental professional		Opinion about dentists' use of title Doctor when they do not also hold another general medical qualification or a PhD		Awareness of Dental Complaints Service			Contacted a person or organisation for support making any type of complaint		Contacted a person or organisation for support making a complaint about dental care or treatment		Would find it helpful to use a support service to deal with something that went seriously wrong during visit to dental professional			Seen advertised or been offered cosmetic treatments at dental practice		Received cosmetic treatments at dental practice	
	TOTAL (z)	Yes (a)	No (b)	Mainly on preventing bad practice (c)	Equally on both (d)	Mainly on taking action against serious complaints (e)	Confident (f)	Not confident (g)	Yes (h)	No (i)	Should be able to use (j)	Should not be able to use (k)	Aware (l)	Unaware (m)	Unsure (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)	DK (u)	Yes (v)	No (w)	Yes (x)	No (y)
Unweighted Base	1674	94	1492	441	1081	152	1328	286	1555	106	393	881	184	1246	236	405	1247	15	1659	1393	252	29	1007	667	118	1556
Weighted Base	1618	93*	1431	441	1018	159	1284	278	1498	105*	403	822	171	1218	222	389	1211	15**	1603	1360	230	29**	979	639	120*	1498
A. Very confident	258	18	227	86	144	28	238	18	248	7	87	114	54	152	51	54	202	3	255	228	29	1	166	91	32	225
	16%	20%	16%	19%	14%	18%	19%	6%	17%	6%	22%	14%	32%	13%	23%	14%	17%	17%	16%	17%	13%	2%	17%	14%	27%	15%
	dgikmy			zd			zg		zi		zk		zm		zm										zy	
B. Fairly confident	890	44	820	236	590	63	773	106	859	28	208	479	87	668	132	234	651	8	882	786	94	9	556	333	59	830
	55%	47%	57%	54%	58%	40%	60%	38%	57%	27%	52%	58%	51%	55%	60%	60%	54%	53%	55%	58%	41%	33%	57%	52%	49%	55%
	egit	z		e	ze		zg		zi		z				zp					zt						
C. Not very confident	192	15	162	52	110	30	120	67	160	32	49	103	15	154	23	51	140	2	190	152	39	1	111	81	13	179
	12%	17%	11%	12%	11%	19%	9%	24%	11%	30%	12%	13%	9%	13%	11%	13%	12%	15%	12%	11%	17%	3%	11%	13%	11%	12%
	fh			zd				zf		zh											zs					
D. Not at all confident	101	7	67	30	50	21	38	62	69	32	24	40	7	87	6	23	75	2	99	64	37	1	46	55	10	91
	6%	8%	5%	7%	5%	13%	3%	22%	5%	31%	6%	5%	4%	7%	3%	6%	6%	15%	6%	5%	16%	3%	5%	9%	9%	6%
	bdfhkns			zod			zf		zh				zn							zs			zv			
E. Don't know	178	8	154	37	124	16	115	26	161	6	34	86	7	156	10	27	142	-	178	129	31	17	99	78	6	172
	11%	9%	11%	8%	12%	10%	9%	9%	11%	6%	8%	10%	4%	13%	4%	7%	12%	-	11%	10%	14%	60%	10%	12%	5%	11%
	flnosx												zin			o									zx	
Confident (NET)	1147	62	1047	322	734	91	1012	124	1107	35	296	593	142	821	183	288	854	10	1137	1014	123	10	723	424	92	1056
	71%	67%	73%	73%	72%	57%	79%	44%	74%	33%	73%	72%	83%	67%	82%	74%	70%	70%	71%	75%	53%	35%	74%	66%	76%	70%
	egimtw	z		e	e		zg		zi				zm		zm					zt			zw			
Not confident (NET)	293	23	230	83	160	51	158	129	229	64	73	143	22	241	29	74	216	4	289	216	76	2	156	137	23	270
	18%	25%	16%	19%	16%	32%	12%	46%	15%	61%	18%	17%	13%	20%	13%	19%	18%	30%	18%	16%	33%	6%	16%	21%	19%	18%
	bdfhsv			zcd			zf		zh				zn							zs			zv			
NET Confident	854	39	817	239	575	40	853	-5	878	-29	223	450	119	579	154	215	638	6	848	798	47	8	566	287	69	785
	53%	42%	57%	54%	56%	25%	66%	-2%	59%	-28%	55%	55%	70%	48%	69%	55%	53%	41%	53%	59%	20%	29%	58%	45%	57%	52%
	egimtw	za		e	ze		zg		zi				zm		zm					zt			zw			

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

Table 82
GD09A - Where on this scale best represents your views of what a regulator for dental professionals should focus on? You can select any point in the scale from 1 through to 5

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)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (m)	SINGLE (n)	WID/ DIV/ SEP (o)
Unweighted Base	1674	826	844	209	224	225	237	254	525	416	571	341	346	933	459	276
Weighted Base	1618	791	823	228	267	250	265	244	365	420	523	289	387	913	462	237
1 mainly on preventing bad practice in dentistry	355 22% f	172 22% f	181 22% f	51 22% f	70 26% f	62 25% f	39 15% f	58 24% f	75 20% z	88 21% z	106 20% z	59 20% z	103 27% z	190 21% z	102 22% z	62 26% z
2	86 5%	44 6%	42 5%	21 9% zdh	10 4%	13 5%	15 6%	10 4%	17 5%	20 5%	28 5%	10 3%	29 7% k	40 4%	31 7%	14 6%
3 equally on preventing bad practice and taking action against dental professionals that have serious complaints raised against them	1018 63% dlo	494 63%	522 63%	141 62%	145 54%	152 61%	185 70% zd	155 64%	240 66% d	278 66% l	348 67% zl	186 64% l	206 53%	600 66% zo	281 61%	135 57%
4	43 3%	21 3%	22 3%	5 2%	8 3%	4 2%	6 2%	7 3%	13 4%	10 2%	11 2%	8 3%	14 4%	24 3%	11 2%	8 3%
5 mainly on taking action against dental professionals that have serious complaints raised against them	116 7%	59 8%	56 7%	11 5%	34 13% zcgh	18 7%	19 7%	13 5%	21 6%	24 6%	30 6%	26 9%	36 9%	59 6%	37 8%	19 8%
Preventing bad practice (NET)	441 27% f	216 27%	223 27%	71 31% f	80 30% f	75 30% f	55 21% f	68 28% f	91 25% f	107 26% f	134 26% f	69 24% f	131 34% zijk	230 25% f	132 29% f	76 32% m
Taking action against complaints (NET)	159 10%	80 10%	78 10%	16 7%	42 16% zcgh	22 9%	25 9%	20 8%	34 9%	34 8%	41 8%	34 12%	50 13% j	83 9%	48 10%	27 11%

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

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Table 83

GD09A - Where on this scale best represents your views of what a regulator for dental professionals should focus on? You can select any point in the scale from 1 through to 5

BASE: All Respondents

	TOTAL (z)	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
		WORKING (a)	NOT WORKING (b)	FULLTIME (c)	PARTTIME (d)	SELFEMPL OYE D (e)	HOUSE WIFE (f)	STILL IN EDUCATIO N (g)	UNEMPLO YED (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	1674	796	878	529	177	90	79	121	40	541	97	414	1260	141	99	148	213	1260
Weighted Base	1618	928	690	638	186	104*	75*	111*	38*	378	89*	455	1163	151	107*	170	236	1163
1 mainly on preventing bad practice in dentistry	355 22%	204 22%	151 22%	121 19%	57 31% zcgj	26 25%	17 22%	21 19%	10 28%	79 21%	24 27%	107 24%	248 21%	45 30% zq	27 25%	44 26%	50 21%	248 21%
2	86 5%	49 5%	37 5%	37 6%	9 5%	3 3%	8 11% zij	9 8%	1 3%	17 4%	2 2%	24 5%	61 5%	12 8%	7 6%	13 8%	12 5%	61 5%
3 equally on preventing bad practice and taking action against dental professionals that have serious complaints raised against them	1018 63% m	576 62%	442 64%	403 63%	106 57%	67 65%	42 55%	74 67%	18 49%	254 67% zdh	54 61%	280 61%	738 63%	81 54%	67 62%	94 55%	149 63%	738 63% m
4	43 3%	20 2%	23 3%	16 3%	3 1%	1 1%	3 4%	4 3%	2 6%	11 3%	3 4%	11 3%	32 3%	4 3%	3 3%	2 1%	6 3%	32 3%
5 mainly on taking action against dental professionals that have serious complaints raised against them	116 7% bi	78 8% b	38 6%	60 9% zgi	12 6%	6 6%	6 8%	3 3%	6 15% gi	17 4%	6 7%	32 7%	83 7%	9 6%	4 4%	17 10% n	19 8%	83 7%
Preventing bad practice (NET)	441 27%	254 27%	188 27%	159 25%	66 35% zci	29 28%	25 33%	30 27%	11 31%	96 25%	25 29%	131 29%	310 27%	57 38% zpq	34 31%	57 33%	62 26%	310 27%
Taking action against complaints (NET)	159 10% i	98 11%	61 9%	76 12% i	15 8%	7 7%	9 12%	7 6%	8 21% zdegi	28 7%	10 11%	44 10%	115 10%	13 9%	7 6%	19 11%	25 11%	115 10%

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 84
GD09A - Where on this scale best represents your views of what a regulator for dental professionals should focus on? You can select any point in the scale from 1 through to 5

BASE: All Respondents

	TOTAL (z)	REGION													ETHNICITY		ETHNICITY				DISABILITY	
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	BAME (o)	White (p)	Asian/ Asian British (q)	Black/ Black British (r)	Mixed /Other (s)	YES (t)	NO (u)
Unweighted Base	1674	102	129	142	256	73	173	136	178	115	104	123	143	1332	1424	246	1424	146	54	46	204	1425
Weighted Base	1618	46	117	151	214	67*	177	135	221	138*	77*	141*	133	1360	1412	202	1412	113*	45*	44*	169	1411
1 mainly on preventing bad practice in dentistry	355 22% ah	5 10%	18 16%	38 25% a	49 23% a	16 24% a	56 32% zabhim	29 21% a	35 16%	27 19%	21 27% ah	31 22% a	33 25% a	301 22% ah	300 21%	54 27%	300 21%	28 25%	11 25%	15 34%	36 21%	312 22%
2	86 5%	2 5%	2 1%	12 8% bh	9 4%	7 10% bh	12 7% b	9 6%	6 3%	5 3%	4 6%	8 6%	10 8% b	71 5%	74 5%	12 6%	74 5%	7 7%	2 4%	3 6%	7 4%	74 5%
3 equally on preventing bad practice and taking action against dental professionals that have serious complaints raised against them	1018 63% cfos	36 77% zcdcfjilm	91 77% zcdcfjilm	76 50% cf	139 65% cf	41 62% cf	89 50% cf	86 64% cf	152 69% cf	89 64% cf	46 60% cf	92 65% cf	81 60% cf	850 63% cf	909 64% zo	108 53% zs	909 64% zs	68 60% zs	22 50% zs	18 40% zs	107 63% zs	888 63% zs
4	43 3%	2 5% bij	1 1%	6 4%	10 5%	1 1%	2 1%	3 2%	10 5%	1 1%	- -	1 1%	5 4%	38 3%	36 3%	7 4%	36 3%	2 2%	1 3%	4 9% zp	3 2%	38 3%
5 mainly on taking action against dental professionals that have serious complaints raised against them	116 7% dnp	1 3%	6 5%	19 12% zadelm	7 3%	2 3%	18 10% dl	9 6%	18 8%	17 13% zadelm	6 7%	9 6%	5 3%	100 7% d	93 7%	21 11%	93 7%	8 7%	9 19% zp	5 11% zp	15 9%	99 7%
Preventing bad practice (NET)	441 27% abh	7 15%	20 17%	50 33% abh	58 27% ab	23 34% abh	68 38% zabdhim	38 28% a	40 18%	31 22%	25 33% abh	38 27% a	43 32% abh	372 27% abh	374 26%	65 32%	374 26%	35 31%	13 28%	17 40%	43 26%	386 27%
Taking action against complaints (NET)	159 10% np	4 8%	7 6%	25 16% zbdeklm	17 8%	3 4%	20 11%	12 9%	28 13%	18 13%	6 7%	10 7%	10 7%	138 10%	129 9%	29 14% n	129 9%	10 9%	10 22% zp	9 20% p	18 11%	137 10%

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

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Table 85
GD09A - Where on this scale best represents your views of what a regulator for dental professionals should focus on? You can select any point in the scale from 1 through to 5

BASE: All Respondents

	TOTAL (z)	Importance of title Doctor		When last visited a dental professional		When did you last go to the dentist		When did you last see a dental professional other than a dentist		Frequency visit a dental professional			Type of dental treatment received					Satisfaction with dental care or treatment		Confidence in healthcare regulation		Awareness of General Dental Council			Confidence in dental regulation	
		Important (a)	Not important (b)	Patients (last 12 mths) (c)	Public (less often) (d)	Patients (last 12 mths) (e)	Public (less often) (f)	Patients (last 12 mths) (g)	Public (less often) (h)	Once a year or more often (i)	Less often (j)	Don't know (k)	NHS (l)	Private (m)	Mixture (last 12 mths) (n)	Unsure (o)	Abroad (p)	Satisfied (q)	Dissatisfied (r)	Confident (s)	Not confident (t)	Aware (u)	Unaware (v)	Unsure (w)	Confident (x)	Not confident (y)
Unweighted Base	1674	585	1049	1111	563	1001	673	110	563	1162	422	3	879	261	131	18	43	1119	43	1337	274	317	1082	270	1186	313
Weighted Base	1618	560	1019	1058	560	951	667	107*	560	1116	407	2**	825	265	124	18**	42**	1075	40*	1299	257	304	1063	247	1147	293
1 mainly on preventing bad practice in dentistry	355 22% b	153 27% zb	195 19%	230 22%	126 22%	193 20%	162 24%	36 34%	126 22%	235 21%	100 25%	-	193 23%	57 21%	19 16%	3 14%	5 11%	229 21%	6 16%	288 22%	57 22%	65 21%	245 23%	45 18%	259 23%	65 22%
2	86 5% t	30 5%	55 5%	57 5%	29 5%	53 6%	32 5%	3 3%	29 5%	62 6%	20 5%	-	50 6%	14 5%	5 4%	3 18%	2 4%	62 6%	1 2%	77 6%	7 3%	13 4%	63 6%	9 4%	63 6%	18 6%
3 equally on preventing bad practice and taking action against dental professionals that have serious complaints raised against them	1018 63% adfhjvy	311 56%	680 67%	689 65%	329 59%	631 66%	387 58%	57 54%	329 59%	737 66%	235 58%	2 100%	520 63%	175 66%	89 72%	10 54%	34 82%	706 66%	31 76%	808 62%	163 64%	200 66%	642 60%	176 71%	734 64%	160 54%
4	43 3% x	20 4%	23 2%	26 3%	17 3%	24 2%	20 3%	3 3%	17 3%	27 2%	10 2%	-	16 2%	6 2%	6 5%	-	1 2%	26 2%	1 2%	38 3%	5 2%	6 2%	31 3%	6 2%	22 2%	19 6%
5 mainly on taking action against dental professionals that have serious complaints raised against them	116 7% ceilqz	45 8%	67 7%	56 5%	60 11%	49 5%	66 10%	6 6%	60 11%	54 5%	41 10%	-	47 6%	13 5%	4 3%	3 14%	* 1%	52 5%	2 4%	88 7%	25 10%	21 7%	81 8%	11 5%	69 6%	32 11%
Preventing bad practice (NET)	441 27% b	183 33% zb	250 25%	286 27%	155 28%	247 26%	195 29%	40 37%	155 28%	298 27%	120 30%	-	242 29%	70 27%	25 20%	6 33%	6 15%	290 27%	7 18%	366 28%	63 25%	78 25%	309 29%	54 22%	322 28%	83 28%
Taking action against complaints (NET)	159 10% ceilqz	65 12%	90 9%	82 8%	77 14%	73 8%	86 13%	9 9%	77 14%	81 7%	51 13%	-	63 8%	19 7%	10 8%	3 14%	1 3%	78 7%	3 6%	125 10%	30 12%	27 9%	112 11%	17 7%	91 8%	51 17%

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

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Table 86

GD09A - Where on this scale best represents your views of what a regulator for dental professionals should focus on? You can select any point in the scale from 1 through to 5

BASE: All Respondents

		Complained about a dental professional		Focus of regulator for dental professionals			Confidence of how dental care is delivered in the UK		Confidence in dental professional		Opinion about dentists' use of title Doctor when they do not also hold another general medical qualification or a PhD		Awareness of Dental Complaints Service			Contacted a person or organisation for support making any type of complaint		Contacted a person or organisation for support making a complaint about dental care or treatment		Would find it helpful to use a support service to deal with something that went seriously wrong during visit to dental professional			Seen advertised or been offered cosmetic treatments at dental practice		Received cosmetic treatments at dental practice	
	TOTAL (z)	Yes (a)	No (b)	Mainly on preventing bad practice (c)	Equally on both (d)	Mainly on taking action against serious complaints (e)	Confident (f)	Not confident (g)	Yes (h)	No (i)	Should be able to use (j)	Should not be able to use (k)	Aware (l)	Unaware (m)	Unsure (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)	DK (u)	Yes (v)	No (w)	Yes (x)	No (y)
Unweighted Base	1674	94	1492	441	1081	152	1328	286	1555	106	393	881	184	1246	236	405	1247	15	1659	1393	252	29	1007	667	118	1556
Weighted Base	1618	93*	1431	441	1018	159	1284	278	1498	105*	403	822	171	1218	222	389	1211	15**	1603	1360	230	29**	979	639	120*	1498
1 mainly on preventing bad practice in dentistry	355 22% dekrv	23 25%	312 22%	355 81% zde	- - -	- - -	295 23%	52 19%	329 22%	26 25%	128 32% zk	142 17%	47 27%	264 22%	44 20%	92 24%	261 22%	7 48%	348 22%	305 22%	49 21%	1 5%	194 20%	162 25%	25 21%	330 22%
2	86 5% de	6 6%	77 5%	86 19% zde	- - -	- - -	69 5%	14 5%	83 6%	3 3%	31 8% z	42 5%	14 8%	62 5%	9 4%	15 4%	70 6%	1 4%	85 5%	69 5%	16 7%	* 2%	56 6%	30 5%	9 7%	77 5%
3 equally on preventing bad practice and taking action against dental professionals that have serious complaints raised against them	1018 63% cejltw	57 60%	917 64%	- - z	1018 100% zce	- -	794 62%	186 67%	953 64%	53 50%	195 48%	577 70%	92 54%	775 64%	149 67%	251 65%	755 62%	4 26%	1014 63%	875 64%	124 54%	20 69%	638 65%	380 59%	69 57%	949 63%
4	43 3% bcdhr	3 3%	33 2%	- - -	- - -	43 27% zcd	36 3%	7 2%	39 3%	4 4%	8 2%	23 3%	9 5% zn	31 3%	3 1%	11 3%	30 2%	2 15%	41 3%	33 2%	9 4%	1 3%	25 3%	18 3%	4 4%	39 3%
5 mainly on taking action against dental professionals that have serious complaints raised against them	116 7% bcdhks	5 5%	91 6%	- - -	- - -	116 73% zcd	90 7%	20 7%	94 6%	19 18% zh	41 10% zk	39 5%	9 5%	86 7%	18 8%	20 5%	94 8%	1 7%	115 7%	78 6%	32 14% zs	6 22%	66 7%	50 8%	13 10%	103 7%
Preventing bad practice (NET)	441 27% dek	29 31%	389 27%	441 100% zde	- - -	- -	364 28%	66 24%	412 27%	29 28%	159 40% zk	184 22%	61 36% zmn	326 27%	53 24%	106 27%	332 27%	8 52%	433 27%	374 28%	65 28%	2 6%	250 26%	191 30%	34 28%	407 27%
Taking action against complaints (NET)	159 10% bcdhks	8 9%	124 9%	- - -	- - -	159 100% zcd	126 10%	26 9%	133 9%	23 22% zh	49 12% k	62 8%	18 10%	117 10%	21 9%	31 8%	124 10%	3 22%	156 10%	111 8%	41 18% zs	7 25%	91 9%	68 11%	17 14%	142 9%

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

Table 87
GD10A - How confident, if at all, would you say you are in the way dental care is delivered in the UK?

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)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (m)	SINGLE (n)	WID/ DIV/ SEP (o)
Unweighted Base	1674	826	844	209	224	225	237	254	525	416	571	341	346	933	459	276
Weighted Base	1618	791	823	228	267	250	265	244	365	420	523	289	387	913	462	237
Very confident	412 25%	204 26%	208 25%	73 32%	77 29%	57 23%	59 22%	54 22%	93 26%	100 24%	148 28%	63 22%	100 26%	226 25%	127 27%	59 25%
Fairly confident	872 54%	422 53%	450 55%	123 54%	141 53%	136 54%	142 54%	134 55%	197 54%	231 55%	284 54%	162 56%	196 51%	490 54%	263 57%	118 50%
Not very confident	210 13%	101 13%	109 13%	19 8%	27 10%	40 16%	39 15%	44 18%	41 11%	60 14%	57 11%	45 16%	48 12%	123 14%	50 11%	35 15%
Not at all confident	68 4%	36 5%	31 4%	4 2%	15 6%	10 4%	19 7%	8 3%	13 3%	22 5%	18 3%	8 3%	20 5%	46 5%	10 2%	11 5%
Don't know	56 3%	28 4%	24 3%	9 4%	7 3%	8 3%	7 3%	4 1%	22 6%	7 2%	16 3%	10 4%	23 6%	29 3%	12 3%	15 6%
Confident (NET)	1284 79%	626 79%	659 80%	196 86%	218 82%	192 77%	200 76%	188 77%	290 79%	331 79%	432 83%	225 78%	296 77%	715 78%	390 84%	176 74%
Not confident (NET)	278 17%	137 17%	140 17%	23 10%	42 16%	50 20%	58 22%	52 21%	53 15%	82 19%	75 14%	53 18%	68 18%	169 19%	60 13%	46 19%
NET Confident	1007 62%	489 62%	519 63%	173 76%	176 66%	143 57%	143 54%	136 56%	237 65%	249 59%	357 68%	172 60%	228 59%	546 60%	330 71%	130 55%

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

Table 88
GD10A - How confident, if at all, would you say you are in the way dental care is delivered in the UK?

BASE: All Respondents

	WORKING STATUS			OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULLTIME (c)	PARTTIME (d)	SELFEMPL OYE D (e)	HOUSE WIFE (f)	STILL IN EDUCATIO N (g)	UNEMPLO YED (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	1674	796	878	529	177	90	79	121	40	541	97	414	1260	141	99	148	213	1260
Weighted Base	1618	928	690	638	186	104*	75*	111*	38*	378	89*	455	1163	151	107*	170	236	1163
Very confident	412 25%	237 26%	175 25%	173 27%	41 22%	23 22%	20 27%	37 33%	8 22%	91 24%	19 22%	106 23%	306 26%	35 23%	29 27%	35 20%	58 25%	306 26%
Fairly confident	872 54%	499 54%	373 54%	338 53%	107 58%	54 52%	46 61%	63 57%	20 54%	205 54%	39 44%	255 56%	617 53%	94 62%	61 56%	112 66%	129 54%	617 53%
Not very confident	210 13% g	124 13%	86 12%	80 13%	24 13%	19 18%	8 10%	6 6%	4 11%	51 13%	17 19%	60 13%	149 13%	15 10%	14 13%	16 10%	33 14%	149 13%
Not at all confident	68 4% b	46 5%	22 3%	31 5%	7 4%	8 8%	* 1%	1 1%	1 2%	13 4%	7 8%	17 4%	51 4%	5 3%	2 1%	6 3%	7 3%	51 4%
Don't know	56 3% ao	23 2%	33 5%	16 3%	6 3%	1 1%	1 1%	4 4%	4 10%	18 5%	7 7%	16 3%	40 3%	3 2%	3 2%	1 *	10 4%	40 3%
Confident (NET)	1284 79% j	736 79%	549 79%	511 80%	148 80%	76 73%	67 88%	99 90%	29 76%	296 78%	59 66%	361 79%	923 79%	128 85%	89 83%	147 87%	187 79%	923 79%
Not confident (NET)	278 17% g	169 18%	108 16%	111 17%	32 17%	27 26%	8 11%	7 7%	5 14%	64 17%	24 27%	78 17%	200 17%	20 13%	15 14%	22 13%	40 17%	200 17%
NET Confident	1007 62% ej	566 61%	440 64%	400 63%	117 63%	49 47%	58 77%	92 83%	23 62%	232 61%	35 39%	284 62%	723 62%	108 72%	74 69%	125 73%	148 62%	723 62%

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 89

GD10A - How confident, if at all, would you say you are in the way dental care is delivered in the UK?

BASE: All Respondents

	TOTAL (z)	REGION													ETHNICITY		ETHNICITY					DISABILITY	
		NORTHERN N IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	BAME (o)	White (p)	Asian/ Asian British (q)	Black/ Black British (r)	Mixed /Other (s)	YES (t)	NO (u)	
Unweighted Base	1674	102	129	142	256	73	173	136	178	115	104	123	143	1332	1424	246	1424	146	54	46	204	1425	
Weighted Base	1618	46	117	151	214	67*	177	135	221	138*	77*	141*	133	1360	1412	202	1412	113*	45*	44*	169	1411	
Very confident	412 25% dim	11 24%	32 27%	40 27%	35 17%	17 26%	44 25%	65 48%	72 33%	21 15%	17 22%	31 22%	27 20%	320 24%	368 26%	43 21%	368 26%	23 21%	13 29%	7 15%	38 23%	369 26%	
Fairly confident	872 54% gh	32 71%	60 51%	88 59%	127 59%	40 61%	98 55%	57 42%	99 45%	78 56%	34 44%	73 52%	85 64%	748 55%	759 54%	111 55%	759 54%	65 58%	18 40%	28 63%	87 52%	768 54%	
Not very confident	210 13% ag	1 3%	14 12%	17 11%	37 17%	4 6%	20 11%	7 5%	22 10%	29 21%	19 25%	24 17%	16 12%	183 13%	183 13%	27 13%	183 13%	10 9%	9 21%	8 17%	25 15%	177 13%	
Not at all confident	68 4% anp	-	6 5%	2 1%	9 4%	-	11 6%	5 4%	17 8%	4 3%	6 8%	5 3%	2 2%	56 4%	53 4%	14 7%	53 4%	10 9%	2 5%	2 3%	11 6%	54 4%	
Don't know	56 3% g	1 3%	6 5%	4 3%	5 3%	5 7%	4 2%	1 1%	10 5%	7 5%	1 2%	8 6%	3 2%	52 4%	49 3%	7 3%	49 3%	4 3%	2 5%	1 2%	8 5%	43 3%	
Confident (NET)	1284 79% j	43 94%	92 78%	128 85%	162 76%	58 87%	141 80%	122 90%	172 78%	99 71%	50 65%	104 74%	112 84%	1069 79%	1127 80%	154 76%	1127 80%	89 79%	31 69%	34 78%	125 74%	1137 81%	
Not confident (NET)	278 17% aeg	1 3%	20 17%	18 12%	46 22%	4 6%	31 18%	12 9%	40 18%	33 24%	25 33%	29 21%	18 14%	239 18%	236 17%	41 20%	236 17%	20 18%	12 26%	9 21%	36 21%	231 16%	
NET Confident	1007 62% dijrt	42 91%	72 62%	110 73%	116 54%	54 81%	110 62%	110 81%	132 60%	66 48%	25 32%	75 53%	94 70%	830 61%	891 63%	113 56%	891 63%	68 61%	20 43%	25 57%	90 53%	906 64%	

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

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Table 90
GD10A - How confident, if at all, would you say you are in the way dental care is delivered in the UK?

BASE: All Respondents

	TOTAL (z)	Importance of title Doctor		When last visited a dental professional		When did you last go to the dentist		When did you last see a dental professional other than a dentist		Frequency visit a dental professional			Type of dental treatment received					Satisfaction with dental care or treatment		Confidence in healthcare regulation		Awareness of General Dental Council			Confidence in dental regulation	
		Important (a)	Not important (b)	Patients (last 12 mths) (c)	Public (less often) (d)	Patients (last 12 mths) (e)	Public (less often) (f)	Patients (last 12 mths) (g)	Public (less often) (h)	Once a year or more often (i)	Less often (j)	Don't know (k)	NHS (l)	Private (m)	Mixture (n)	Unsure (o)	Abroad (p)	Satisfied (q)	Dissatisfied (r)	Confident (s)	Not confident (t)	Aware (u)	Unaware (v)	Unsure (w)	Confident (x)	Not confident (y)
Unweighted Base	1674	585	1049	1111	563	1001	673	110	563	1162	422	3	879	261	131	18	43	1119	43	1337	274	317	1082	270	1186	313
Weighted Base	1618	560	1019	1058	560	951	667	107*	560	1116	407	2**	825	265	124	18**	42**	1075	40*	1299	257	304	1063	247	1147	293
Very confident	412	158	250	314	98	285	127	29	98	338	65	-	256	64	41	7	3	336	2	390	19	94	263	55	351	27
25% dfhjrty	25%	28%	25%	30%	18%	30%	19%	27%	18%	30%	16%	-	31%	24%	33%	39%	7%	31%	5%	30%	7%	31%	25%	22%	31%	9%
Fairly confident	872	306	543	575	297	516	356	60	297	609	230	*	467	140	64	8	27	590	19	738	105	145	582	145	660	131
54% tuy	54%	55%	53%	54%	53%	54%	53%	56%	53%	55%	56%	13%	57%	53%	52%	42%	65%	55%	47%	57%	41%	48%	55%	58%	58%	45%
Not very confident	210	64	137	128	82	120	90	8	82	124	74	-	79	47	16	1	5	109	14	121	79	48	129	32	110	81
13% ilqsx	13%	12%	13%	12%	15%	13%	13%	8%	15%	11%	18%	-	10%	18%	13%	7%	12%	10%	36%	9%	31%	16%	12%	13%	10%	28%
Not at all confident	68	10	58	18	50	15	53	3	50	18	25	-	10	9	2	1	-	14	4	27	39	11	48	9	14	47
4% aceilqxs	4%	2%	6%	2%	9%	2%	8%	3%	9%	2%	6%	-	1%	3%	2%	3%	-	1%	10%	2%	15%	4%	5%	4%	1%	16%
Don't know	56	21	30	22	34	16	40	7	34	27	14	2	13	4	1	2	7	26	1	22	15	6	41	6	12	6
3% celilqxs	3%	4%	3%	2%	6%	2%	6%	6%	6%	2%	3%	87%	2%	2%	1%	9%	16%	2%	3%	2%	6%	2%	4%	3%	1%	2%
Confident (NET)	1284	464	793	890	395	801	484	89	395	947	294	*	724	204	104	15	30	926	21	1128	124	239	845	200	1012	158
79% dfhjrty	79%	83%	78%	84%	70%	84%	73%	83%	70%	85%	72%	13%	88%	77%	84%	81%	72%	86%	52%	87%	48%	79%	80%	81%	88%	54%
Not confident (NET)	278	75	195	146	132	135	143	11	132	141	99	-	89	56	18	2	5	123	18	149	118	59	177	41	124	129
17% aceilqxs	17%	13%	19%	14%	24%	14%	21%	10%	24%	13%	24%	-	11%	21%	14%	10%	12%	11%	45%	11%	46%	19%	17%	17%	11%	44%
NET Confident	1007	389	598	744	263	666	341	78	263	805	195	*	635	148	87	13	25	803	3	980	6	181	668	158	888	30
62% bdfhjmrtz	62%	70%	59%	70%	47%	70%	51%	73%	47%	72%	48%	13%	77%	56%	70%	71%	59%	75%	6%	75%	2%	59%	63%	64%	77%	10%

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

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Table 91
GD10A - How confident, if at all, would you say you are in the way dental care is delivered in the UK?

BASE: All Respondents

		Complained about a dental professional		Focus of regulator for dental professionals			Confidence of how dental care is delivered in the UK		Confidence in dental professional		Opinion about dentists' use of title Doctor when they do not also hold another general medical qualification or a PhD		Awareness of Dental Complaints Service			Contacted a person or organisation for support making any type of complaint		Contacted a person or organisation for support making a complaint about dental care or treatment		Would find it helpful to use a support service to deal with something that went seriously wrong during visit to dental professional			Seen advertised or been offered cosmetic treatments at dental practice		Received cosmetic treatments at dental practice	
	TOTAL (z)	Yes (a)	No (b)	Mainly on preventing bad practice (c)	Equally on both (d)	Mainly on taking action against serious complaints (e)	Confident (f)	Not confident (g)	Yes (h)	No (i)	Should be able to use (j)	Should not be able to use (k)	Aware (l)	Unaware (m)	Unsure (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)	DK (u)	Yes (v)	No (w)	Yes (x)	No (y)
Unweighted Base	1674	94	1492	441	1081	152	1328	286	1555	106	393	881	184	1246	236	405	1247	15	1659	1393	252	29	1007	667	118	1556
Weighted Base	1618	93*	1431	441	1018	159	1284	278	1498	105*	403	822	171	1218	222	389	1211	15**	1603	1360	230	29**	979	639	120*	1498
Very confident	412 25%	19 21%	384 27%	113 26%	251 25%	49 31%	412 32%	- -	405 27%	8 7%	130 32%	173 21%	57 33%	281 23%	74 33%	86 22%	323 27%	7 46%	406 25%	365 27%	42 18%	5 18%	257 26%	156 24%	34 28%	378 25%
Fairly confident	872 54%	48 52%	790 55%	251 57%	544 53%	77 49%	872 68%	- -	843 56%	27 26%	215 53%	470 57%	90 53%	660 54%	121 54%	205 53%	662 55%	6 37%	867 54%	751 55%	107 47%	13 47%	539 55%	333 52%	60 50%	812 54%
Not very confident	210 13%	24 26%	173 12%	50 11%	148 15%	12 7%	- -	210 76%	177 12%	31 30%	29 7%	136 17%	22 13%	168 14%	20 9%	78 20%	130 11%	2 11%	208 13%	169 12%	41 18%	- -	126 13%	84 13%	21 17%	189 13%
Not at all confident	68 4%	1 1%	42 3%	16 4%	38 4%	14 9%	- -	68 24%	35 2%	33 31%	18 4%	22 3%	2 1%	63 5%	3 1%	13 3%	55 5%	1 6%	67 4%	41 3%	27 12%	- -	32 3%	36 6%	5 4%	63 4%
Don't know	56 3%	1 1%	42 3%	12 3%	38 4%	6 4%	- -	6 -	38 3%	6 6%	11 3%	21 3%	1 *	47 4%	4 2%	7 2%	41 3%	- -	56 3%	33 2%	12 5%	10 36%	25 3%	31 5%	1 1%	55 4%
Confident (NET)	1284 79%	68 72%	1173 82%	364 82%	794 78%	126 79%	1284 100%	- -	1248 83%	35 33%	344 86%	643 78%	147 86%	940 77%	195 88%	291 75%	985 81%	12 83%	1272 79%	1117 82%	149 65%	18 64%	796 81%	488 76%	94 78%	1191 79%
Not confident (NET)	278 17%	25 26%	216 15%	66 15%	186 18%	26 16%	- -	278 100%	212 14%	64 61%	47 12%	158 19%	24 14%	231 19%	23 10%	91 23%	185 15%	3 17%	275 17%	210 15%	68 30%	- -	158 16%	120 19%	25 21%	252 17%
NET Confident	1007 62%	43 46%	958 67%	298 68%	608 60%	100 63%	1284 100%	-278 -100%	1036 69%	-29 -28%	298 74%	485 59%	123 72%	709 58%	172 77%	200 51%	800 66%	10 66%	997 62%	907 67%	82 36%	18 64%	638 65%	369 58%	69 57%	938 63%

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



Table 92
GD12AX - During your last dental appointment, did you have confidence in the dental professional you saw?

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)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (m)	SINGLE (n)	WID/ DIV/ SEP (o)
Unweighted Base	1674	826	844	209	224	225	237	254	525	416	571	341	346	933	459	276
Weighted Base	1618	791	823	228	267	250	265	244	365	420	523	289	387	913	462	237
Yes, definitely	1236 76% dekl z	587 74% 79%	647 79% 75%	178 78% 69%	184 69% 68%	170 68% 75%	199 75% 84%	204 84% 82%	301 82% 85%	357 85% 81%	423 81% 70%	201 70% 66%	255 66% 76%	696 76% 78%	360 78% 75%	177 75% 75%
Yes, to some extent	262 16% ghi zgh	137 17% 15%	124 15% 22%	33 15% 20%	58 22% 18%	49 20% 11%	49 18% 12%	28 11% 12%	45 12% 11%	48 11% 15%	77 15% 20%	59 20% 20%	78 20% 20%	140 15% 17%	78 17% 18%	42 18% 18%
No, not at all	105 7% hij zgh	57 7% 6%	47 6% 10%	16 7% 10%	22 8% 5%	25 10% 5%	13 5% 5%	12 5% 5%	17 5% 5%	15 4% 4%	21 4% 9%	27 9% 11%	42 11% 11%	68 7% 5%	21 5% 7%	16 7% 7%
Don't know	15 1% j g	9 1% 1%	5 1% 1%	* * 1%	3 1% 2%	5 2% 1%	3 1% 1%	- - 1%	3 1% 1%	- - 1%	1 * 1%	2 1% 3%	11 3% 3%	10 1% 1%	2 * 1%	3 1% 1%
Yes (NET)	1498 93% el	724 92%	771 94%	211 93%	242 91%	219 88%	248 94%	232 95%	346 95%	405 96%	501 96%	259 90%	333 86%	836 92%	438 95%	219 92%

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

Table 93

GD12AX - During your last dental appointment, did you have confidence in the dental professional you saw?

BASE: All Respondents

	WORKING STATUS			OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULLTIME (c)	PARTTIME (d)	SELFEMPL OYE D (e)	HOUSE WIFE (f)	STILL IN EDUCATIO N (g)	UNEMPLO YED (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	1674	796	878	529	177	90	79	121	40	541	97	414	1260	141	99	148	213	1260
Weighted Base	1618	928	690	638	186	104*	75*	111*	38*	378	89*	455	1163	151	107*	170	236	1163
Yes, definitely	1236 76% fhk	698 75% fhk	538 78% fhk	479 75% fh	142 76% h	77 74% h	48 63% h	95 86% zcfh	18 48% zcfh	309 82% h	68 76% h	323 71% zk	913 78% zk	115 76% zk	77 72% zk	126 74% zk	167 71% zk	913 78% zk
Yes, to some extent	262 16% bilq	163 18% bilq	99 14% bilq	116 18% ij	31 17% ij	16 15% ij	20 26% zgij	11 10% zgij	12 31% zgij	48 13% zgij	8 9% zgij	93 20% zl	169 15% zl	29 19% zl	20 18% zl	35 21% zl	48 21% q	169 15% q
No, not at all	105 7% i	62 7% i	44 6% i	40 6% i	11 6% i	11 11% i	8 10% i	4 4% i	5 14% gi	17 5% gi	9 10% i	32 7% i	74 6% i	7 4% i	10 10% i	8 5% i	16 7% i	74 6% i
Don't know	15 1% i	5 1% i	10 1% i	3 * i	2 1% i	- - i	- - i	- - i	3 7% zcd	3 1% zcd	4 5% zcd	7 2% zcd	8 1% zcd	- - zcd	- - zcd	1 1% zcd	5 2% zcd	8 1% zcd
Yes (NET)	1498 93% hj	861 93% hj	637 92% hj	595 93% hj	173 93% h	93 89% h	68 90% h	106 96% hj	30 79% zhj	357 95% zhj	76 85% zhj	416 91% zhj	1082 93% zhj	144 96% zhj	97 90% zhj	161 94% zhj	216 91% zhj	1082 93% zhj

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 94
GD12AX - During your last dental appointment, did you have confidence in the dental professional you saw?

BASE: All Respondents

	TOTAL (z)	REGION													ETHNICITY		ETHNICITY				DISABILITY	
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	BAME (o)	White (p)	Asian/ Asian British (q)	Black/ Black British (r)	Mixed /Other (s)	YES (t)	NO (u)
Unweighted Base	1674	102	129	142	256	73	173	136	178	115	104	123	143	1332	1424	246	1424	146	54	46	204	1425
Weighted Base	1618	46	117	151	214	67*	177	135	221	138*	77*	141*	133	1360	1412	202	1412	113*	45*	44*	169	1411
Yes, definitely	1236 76% dkmoqrs	36 78% d	91 77% d	118 78% d	142 66% d	50 75% d	139 79% d	115 85% zdklm	171 77% d	115 83% dkm	68 88% zdklm	96 68% d	97 72% d	1017 75% d	1128 80% zo	105 52% zo	1128 80% zqrs	55 49% zqrs	25 56% zqrs	24 55% zqrs	128 76% zqrs	1087 77% zqrs
Yes, to some extent	262 16% ghnp	9 19% gh	14 12% gh	26 17% gh	52 24% zbgghijm	13 20% gh	29 17% gh	12 9% gh	22 10% gh	13 10% gh	9 12% gh	27 19% gh	33 25% zbgghijm	232 17% ghi	196 14% zn	65 32% zn	196 14% zn	34 31% zp	15 32% zp	16 35% zp	29 17% zp	226 16% zp
No, not at all	105 7% jnp	1 3% jnp	11 9% jl	7 5% j	18 8% j	3 5% j	7 4% j	7 5% zafjl	24 11% j	9 6% j	- - afjl	16 11% afjl	4 3% j	97 7% j	76 5% zn	29 14% zn	76 5% zp	22 19% zp	3 8% zp	4 9% zp	10 6% zp	86 6% zp
Don't know	15 1% hkmoq	- - hk	1 1% hk	- - hk	2 1% hk	- - hk	2 1% hk	1 1% hk	5 2% hk	1 1% hk	- - zbdghikm	3 2% zbdghikm	- - zbdhkm	13 1% h	11 1% zo	3 2% zo	11 1% zq	2 2% zq	2 4% zq	- - zq	3 2% zq	12 1% zq
Yes (NET)	1498 93% hkmoq	45 97% hk	105 90% hk	144 95% hk	194 91% hk	64 95% hk	168 95% hk	127 94% hk	193 87% hk	129 93% hk	77 100% zbdghikm	123 87% zbdghikm	130 97% zbdhkm	1249 92% h	1324 94% zo	169 84% zo	1324 94% zq	89 79% zq	40 89% zq	40 91% zq	156 93% zq	1312 93% zq

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



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Table 95
GD12AX - During your last dental appointment, did you have confidence in the dental professional you saw?

BASE: All Respondents

	TOTAL	Importance of title Doctor		When last visited a dental professional		When did you last go to the dentist		When did you last see a dental professional other than a dentist		Frequency visit a dental professional			Type of dental treatment received					Satisfaction with dental care or treatment		Confidence in healthcare regulation		Awareness of General Dental Council			Confidence in dental regulation	
		Important (a)	Not important (b)	Patients (last 12 mths) (c)	Public (less often) (d)	Patients (last 12 mths) (e)	Public (less often) (f)	Patients (last 12 mths) (g)	Public (less often) (h)	Once a year or more often (i)	Less often (j)	Don't know (k)	NHS (l)	Private (m)	Mixture (n)	Unsure (o)	Abroad (p)	Satisfied (q)	Dissatisfied (r)	Confident (s)	Not confident (t)	Aware (u)	Unaware (v)	Unsure (w)	Confident (x)	Not confident (y)
Unweighted Base	1674	585	1049	1111	563	1001	673	110	563	1162	422	3	879	261	131	18	43	1119	43	1337	274	317	1082	270	1186	313
Weighted Base	1618	560	1019	1058	560	951	667	107*	560	1116	407	2**	825	265	124	18**	42**	1075	40*	1299	257	304	1063	247	1147	293
Yes, definitely	1236	391	819	902	334	818	418	84	334	950	262	1	679	242	94	12	26	940	10	1056	142	263	769	203	950	154
adfhjrtvy	76%	70%	80%	85%	60%	86%	63%	78%	60%	85%	64%	76%	82%	91%	76%	65%	62%	87%	25%	81%	55%	86%	72%	82%	83%	53%
Yes, to some extent	262	126	128	129	133	111	151	19	133	141	105	-	123	20	24	3	14	120	21	189	60	33	194	35	157	75
boeilmsux	16%	23%	13%	12%	24%	12%	23%	17%	24%	13%	26%	-	15%	8%	20%	18%	35%	11%	51%	15%	23%	11%	18%	14%	14%	26%
ceilmqsux	7%	7%	7%	2%	14%	2%	13%	4%	14%	2%	9%	24%	3%	1%	4%	7%	4%	1%	24%	4%	19%	2%	8%	4%	3%	22%
No, not at all	105	37	67	25	81	20	85	5	81	23	37	*	24	3	5	1	1	14	10	52	50	7	87	10	35	64
ceilmqsux	7%	7%	7%	2%	14%	2%	13%	4%	14%	2%	9%	24%	3%	1%	4%	7%	4%	1%	24%	4%	19%	2%	8%	4%	3%	22%
Don't know	15	6	5	2	13	2	13	-	13	2	3	-	-	-	-	2	-	2	-	2	5	1	12	-	5	-
boeilqsx	1%	1%	1%	*	2%	*	2%	-	2%	*	1%	-	-	-	-	9%	-	*	-	*	2%	*	1%	-	*	-
Yes (NET)	1498	517	947	1031	467	929	569	102	467	1091	367	1	802	262	119	15	40	1060	31	1245	202	296	963	238	1107	229
dfhrtvy	93%	92%	93%	97%	83%	98%	85%	96%	83%	98%	90%	76%	97%	99%	96%	84%	96%	99%	76%	96%	79%	97%	91%	96%	97%	78%
				zd		zf		h		zl			z	z				zr		zt		zv		zv	zy	

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



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Table 96
GD12AX - During your last dental appointment, did you have confidence in the dental professional you saw?

BASE: All Respondents

	Complained about a dental professional			Focus of regulator for dental professionals			Confidence of how dental care is delivered in the UK		Confidence in dental professional		Opinion about dentists' use of title Doctor when they do not also hold another general medical qualification or a PhD		Awareness of Dental Complaints Service			Contacted a person or organisation for support making any type of complaint		Contacted a person or organisation for support making a complaint about dental care or treatment		Would find it helpful to use a support service to deal with something that went seriously wrong during visit to dental professional			Seen advertised or been offered cosmetic treatments at dental practice		Received cosmetic treatments at dental practice	
	TOTAL (z)	Yes (a)	No (b)	Mainly on preventing bad practice (c)	Equally on both (d)	Mainly on taking action against serious complaints (e)	Confident (f)	Not confident (g)	Yes (h)	No (i)	Should be able to use (j)	Should not be able to use (k)	Aware (l)	Unaware (m)	Unsure (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)	DK (u)	Yes (v)	No (w)	Yes (x)	No (y)
Unweighted Base	1674	94	1492	441	1081	152	1328	286	1555	106	393	881	184	1246	236	405	1247	15	1659	1393	252	29	1007	667	118	1556
Weighted Base	1618	93*	1431	441	1018	159	1284	278	1498	105*	403	822	171	1218	222	389	1211	15**	1603	1360	230	29**	979	639	120*	1498
Yes, definitely	1236	69	1144	335	797	103	1059	148	1236	-	309	650	154	902	179	300	927	13	1223	1074	148	14	796	440	90	1146
	76%	73%	80%	76%	78%	65%	82%	53%	83%	-	77%	79%	90%	74%	80%	77%	77%	85%	76%	79%	64%	50%	81%	69%	75%	76%
	egimtw	z		e	ze		zg		zi		z		zmn					zt		zw						
Yes, to some extent	262	15	231	77	156	29	189	63	262	-	67	132	14	206	41	60	198	1	260	218	37	7	139	123	25	236
	16%	16%	16%	17%	15%	19%	15%	23%	17%	-	17%	16%	8%	17%	19%	16%	16%	10%	16%	16%	16%	24%	14%	19%	21%	16%
	fliv						zf		zi				l		l					zv						
No, not at all	105	10	51	29	53	23	35	64	-	105	26	32	3	99	2	25	77	1	105	61	42	2	42	64	5	101
	7%	11%	4%	7%	5%	15%	3%	23%	-	100%	6%	4%	2%	8%	1%	7%	6%	5%	7%	4%	18%	8%	4%	10%	4%	7%
	bdfhklnsv	b				zcd	zf		zh				zln					zs		zs			zv			
Don't know	15	-	5	*	12	3	1	2	-	-	1	8	-	12	-	2	9	-	15	7	3	5	2	12	-	15
	1%	-	*	*	1%	2%	*	1%	-	-	*	1%	-	1%	-	1%	1%	-	1%	1%	1%	19%	*	2%	-	1%
	bcdhsv					c																zv				
Yes (NET)	1498	83	1375	412	953	133	1248	212	1498	-	376	782	168	1107	220	361	1125	14	1484	1292	185	21	935	563	116	1382
	93%	89%	96%	93%	94%	84%	97%	76%	100%	-	93%	95%	98%	91%	99%	93%	93%	95%	93%	95%	80%	74%	96%	88%	96%	92%
	egimtw	za		e	ze		zg		zi		z		zm		zm			zt		zw						

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

Table 97
GD12AX - During your last dental appointment, did you have confidence in the dental professional you saw?

BASE: People who have visited a dentist

	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)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (m)	SINGLE (n)	WID/ DIV/ SEP (o)
Unweighted Base	1507	736	767	175	193	199	222	236	482	388	520	300	299	849	402	250
Weighted Base	1446	698	745	194	225	219	248	227	333	387	476	253	331	819	409	213
Yes, definitely	1152 80% dekl	550 79% dekl	599 80% dekl	154 79% dekl	162 72% dekl	161 73% dekl	194 78% dekl	196 86% dekl	285 86% dekl	337 87% zkl	395 83% zkl	187 74% zkl	233 70% zkl	656 80% zkl	322 79% zkl	170 80% zkl
Yes, to some extent	233 16% ghi	118 17% ghi	114 15% ghi	28 14% ghi	50 22% zgh	47 22% zgh	45 18% gh	23 10% gh	38 11% gh	45 12% zkl	68 14% zkl	49 19% zkl	72 22% zkl	123 15% zkl	71 17% zkl	37 17% zkl
No, not at all	57 4% i	28 4% i	28 4% i	11 6% i	10 5% i	9 4% i	9 4% i	8 3% i	10 3% i	6 1% i	13 3% i	17 7% i	22 7% i	37 5% i	13 3% i	6 3% i
Don't know	5 * i	2 * i	3 * i	* * i	3 1% i	1 1% i	- - i	- - i	* * i	- - i	1 * i	- - i	4 1% i	3 * i	2 * i	* * i
Yes (NET)	1384 96% l	668 96% l	713 96% l	182 94% l	212 94% l	208 95% l	239 96% l	220 97% l	323 97% l	381 99% zkl	463 97% kl	236 93% kl	304 92% kl	779 95% kl	394 96% kl	207 97% kl

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

Table 98

GD12AX - During your last dental appointment, did you have confidence in the dental professional you saw?

BASE: People who have visited a dentist

	WORKING STATUS			OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULLTIME (c)	PARTTIME (d)	SELFEMPL OYE D (e)	HOUSE WIFE (f)	STILL IN EDUCATIO N (g)	UNEMPLO YED (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	1507	719	788	479	158	82	70	101	34	498	85	366	1141	123	84	136	189	1141
Weighted Base	1446	830	616	573	164	93*	68*	96*	31**	346	75*	402	1044	129*	91*	157	213	1044
Yes, definitely	1152 80% fkp z	646 78% z	506 82% z	441 77% f	133 81% f	73 79% f	45 67% f	87 91% zcd	18 56% f	294 85% zcf	61 82% z	296 74% zk	855 82% zk	100 78% zk	69 76% zk	119 76% zk	154 72% zk	855 82% zk
Yes, to some extent	233 16% bgilq	146 18% bgilq	86 14% bgilq	106 18% gi	26 16% g	14 15% g	19 28% zgij	6 6% zgij	12 37% zgij	43 12% zgij	7 9% zgij	86 21% zl	147 14% zl	25 19% zl	15 16% zl	33 21% q	47 22% zq	147 14% zq
No, not at all	57 4% i	35 4% i	22 4% i	24 4% i	6 4% i	5 6% i	4 5% i	2 3% i	1 2% i	8 2% i	7 9% zi	17 4% zi	40 4% zi	4 3% zi	7 8% zi	4 3% zi	9 4% zi	40 4% zi
Don't know	5 * i	3 * i	2 * i	3 1% i	- - i	- - i	- - i	- - i	1 4% i	* * i	- - i	3 1% i	2 * i	- - i	- - i	1 1% i	3 1% i	2 * i
Yes (NET)	1384 96%	792 95%	592 96%	546 95%	159 96%	87 94%	64 95%	93 97%	29 93%	337 97%	68 91%	382 95%	1002 96%	125 97%	84 92%	152 97%	201 95%	1002 96%

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 99
GD12AX - During your last dental appointment, did you have confidence in the dental professional you saw?

BASE: People who have visited a dentist

	TOTAL (z)	REGION													ETHNICITY		ETHNICITY				DISABILITY	
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	BAME (o)	White (p)	Asian/ British (q)	Black/ British (r)	Mixed /Other (s)	YES (t)	NO (u)
Unweighted Base	1507	100	116	119	218	68	162	118	155	107	101	106	137	1188	1317	186	1317	101	47	38	190	1280
Weighted Base	1446	45	107*	126	177	61*	168	121*	188	127*	74*	123*	129	1206	1295	147	1295	77*	36**	34**	154	1262
Yes, definitely	1152 80% dkmoq	35 78%	88 82% d	99 79%	123 69%	45 73%	134 80%	107 89%	163 87%	112 88%	65 87%	87 71%	95 73%	945 78%	1064 82%	84 57%	1064 82%	40 52%	21 58%	23 67%	123 80%	1009 80%
Yes, to some extent	233 16% ghinp	9 19%	11 11%	23 18%	45 26%	13 22%	29 18%	10 8%	17 9%	9 7%	9 13%	24 19%	32 25%	204 17%	181 14%	51 34%	181 14%	28 37%	13 37%	9 27%	25 16%	204 16%
No, not at all	57 4% np	1 3%	8 7%	4 3%	7 4%	3 5%	3 2%	3 3%	8 4%	5 4%	- -	12 9%	2 2%	52 4%	45 3%	12 8%	45 3%	8 11%	2 5%	2 6%	6 4%	45 4%
Don't know	5 * z	- -	- -	- -	2 1%	- -	1 1%	- -	- -	1 1%	- -	- *	- -	5 *	4 *	* *	4 *	* 1%	- -	- -	- -	5 *
Yes (NET)	1384 96% koq	44 97%	99 93%	122 97%	168 95%	58 95%	163 97%	118 97%	180 96%	121 95%	74 100%	111 90%	127 98%	1149 95%	1245 96%	135 92%	1245 96%	69 89%	34 95%	32 94%	148 96%	1212 96%

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

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Table 100
GD12AX - During your last dental appointment, did you have confidence in the dental professional you saw?

BASE: People who have visited a dentist

	TOTAL (z)	Importance of title Doctor		When last visited a dental professional		When did you last go to the dentist		When did you last see a dental professional other than a dentist		Frequency visit a dental professional			Type of dental treatment received					Satisfaction with dental care or treatment		Confidence in healthcare regulation		Awareness of General Dental Council			Confidence in dental regulation	
		Important (a)	Not important (b)	Patients (last 12 mths) (c)	Public (less often) (d)	Patients (last 12 mths) (e)	Public (less often) (f)	Patients (last 12 mths) (g)	Public (less often) (h)	Once a year or more often (i)	Less often (j)	Don't know (k)	NHS (l)	Private (m)	Mixture (n)	Unsure (o)	Abroad (p)	Satisfied (q)	Dissatisfied (r)	Confident (s)	Not confident (t)	Aware (u)	Unaware (v)	Unsure (w)	Confident (x)	Not confident (y)
Unweighted Base	1507	905	986	1057	450	1001	506	56	450	1107	397	3	833	252	127	15	40	1085	42	1215	239	900	951	254	1090	264
Weighted Base	1446	480	931	1008	439	951	495	57*	439	1063	381	2**	782	257	121	15**	38**	1023	40*	1175	219	286	928	232	1056	236
Yes, definitely	1152	352	776	858	294	818	334	40	294	905	245	1	644	233	93	10	24	895	10	978	138	252	704	195	893	140
adfhjrtvy	80%	73%	83%	85%	67%	86%	67%	70%	67%	85%	64%	76%	82%	91%	77%	68%	61%	87%	25%	83%	63%	88%	76%	84%	85%	59%
Yes, to some extent	233	105	120	124	108	111	122	13	108	134	99	-	116	20	24	2	13	113	21	165	56	27	174	31	139	66
boeimqsux	16%	22%	13%	12%	25%	12%	25%	24%	25%	13%	26%	-	15%	8%	19%	16%	35%	11%	52%	14%	26%	9%	19%	13%	13%	28%
ceilmqsux	57	22	34	24	34	20	37	3	34	23	34	*	22	3	5	1	1	14	9	30	25	5	46	6	21	31
dfhjrtvy	4%	4%	4%	2%	8%	2%	7%	6%	8%	2%	9%	24%	3%	1%	4%	5%	4%	1%	23%	3%	12%	2%	5%	3%	2%	13%
Don't know	5	2	1	2	3	2	3	-	3	2	3	-	-	-	-	2	-	2	-	2	-	1	3	-	3	-
*bs	*	*	*	*	1%	*	1%	-	1%	*	1%	-	-	-	-	12%	-	*	-	*	-	*	*	-	*	-
Yes (NET)	1384	457	896	982	402	929	455	53	402	1039	344	1	759	253	116	13	37	1008	31	1143	193	280	878	226	1032	205
dfhjrtvy	96%	95%	96%	97%	92%	98%	92%	94%	92%	98%	90%	76%	97%	99%	96%	84%	96%	98%	77%	97%	88%	98%	95%	97%	98%	87%
				zd		zf				zj			z	z				zr		zt		v			zy	

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



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Table 101
GD12AX - During your last dental appointment, did you have confidence in the dental professional you saw?

BASE: People who have visited a dentist

		Complained about a dental professional		Focus of regulator for dental professionals			Confidence of how dental care is delivered in the UK		Confidence in dental professional		Opinion about dentists' use of title Doctor when they do not also hold another general medical qualification or a PhD		Awareness of Dental Complaints Service			Contacted a person or organisation for support making any type of complaint		Contacted a person or organisation for support making a complaint about dental care or treatment		Would find it helpful to use a support service to deal with something that went seriously wrong during visit to dental professional			Seen advertised or been offered cosmetic treatments at dental practice		Received cosmetic treatments at dental practice	
	TOTAL (z)	Yes (a)	No (b)	Mainly on preventing bad practice (c)	Equally on both (d)	Mainly on taking action against serious complaints (e)	Confident (f)	Not confident (g)	Yes (h)	No (i)	Should be able to use (j)	Should not be able to use (k)	Aware (l)	Unaware (m)	Unsure (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)	DK (u)	Yes (v)	No (w)	Yes (x)	No (y)
Unweighted Base	1507	90	1416	382	1001	124	1222	241	1443	59	338	824	173	1112	220	382	1107	15	1492	1282	203	22	947	560	105	1402
Weighted Base	1446	90*	1356	387	938	122*	1177	231	1384	57*	344	767	160	1077	207	369	1062	15**	1432	1245	180	22**	911	535	105*	1341
Yes, definitely	1152	65	1087	304	756	92	989	140	1152	-	276	621	149	835	168	291	854	13	1139	1005	135	12	750	402	82	1070
	80%	72%	80%	79%	81%	75%	84%	61%	83%	-	80%	81%	93%	77%	81%	79%	80%	85%	80%	81%	75%	53%	82%	75%	78%	80%
	gimw						zg		zi				zmn							z			zw			
Yes, to some extent	233	15	218	67	142	24	166	58	233	-	56	120	10	185	37	57	172	1	231	195	30	7	129	104	21	211
	16%	16%	16%	17%	15%	20%	14%	25%	17%	-	16%	16%	6%	17%	18%	16%	16%	10%	16%	16%	17%	31%	14%	19%	20%	16%
	filv						zf		zi				l		l								zv			
No, not at all	57	10	47	16	37	5	21	33	-	57	11	25	2	54	2	21	34	1	56	42	15	-	32	25	2	55
	4%	11%	3%	4%	4%	4%	2%	15%	-	100%	3%	3%	1%	5%	1%	6%	3%	5%	4%	3%	8%	-	4%	5%	2%	4%
	bfnhps						zf		zh				zin							zs						
Don't know	5	-	5	-	3	1	1	-	-	-	*	1	-	3	-	-	2	-	5	1	-	3	*	4	-	5
	*fsv	-	*	-	*	1%	*	-	-	-	*	*	-	*	-	-	*	-	*	*	-	15%	*	1%	-	*
																							v			
Yes (NET)	1384	79	1304	371	898	116	1155	197	1384	-	332	741	159	1020	205	349	1026	14	1370	1201	165	18	879	505	103	1281
	96%	89%	96%	96%	96%	95%	98%	85%	100%	-	97%	97%	99%	95%	99%	94%	97%	95%	96%	96%	92%	85%	96%	94%	98%	96%
	aglmr		za				zg		zi				zm		zm		z			zt						

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

Table 102
GD12AX - During your last dental appointment, did you have confidence in the dental professional you saw?

BASE: People who have visited a dental professional

	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)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (m)	SINGLE (n)	WID/ DIV/ SEP (o)
Unweighted Base	1587	777	806	195	208	209	229	246	500	405	546	322	314	890	432	259
Weighted Base	1524	737	783	216	244	227	255	236	346	404	501	269	349	861	438	221
Yes, definitely	1213 80% dekl	578 78% 78%	633 81% 81%	174 80% 80%	176 72% 72%	167 73% 73%	198 78% 78%	203 86% 86%	295 85% 85%	350 86% 86%	416 83% 83%	197 73% 73%	249 71% 71%	688 80% 80%	347 79% 79%	175 79% 79%
Yes, to some extent	246 16% ghi	126 17% 17%	119 15% 15%	30 14% 14%	54 22% 22%	49 22% 22%	47 19% 19%	24 10% 10%	40 12% 12%	48 12% 12%	71 14% 14%	53 20% 20%	73 21% 21%	131 15% 15%	74 17% 17%	39 18% 18%
No, not at all	61 4% i	31 4% 4%	29 4% 4%	12 5% 5%	12 5% 5%	10 4% 4%	10 4% 4%	8 3% 3%	10 3% 3%	7 2% 2%	13 3% 3%	18 7% 7%	23 7% 7%	39 5% 5%	14 3% 3%	7 3% 3%
Don't know	5 * *	2 * *	3 * *	* * *	3 1% 1%	1 1% 1%	- - -	- - -	* * *	- - -	1 * *	- - -	4 1% 1%	3 * *	2 * *	* * *
Yes (NET)	1459 96% kl	705 96% 96%	751 96% 96%	204 94% 94%	230 94% 94%	216 95% 95%	246 96% 96%	227 97% 97%	336 97% 97%	398 98% 98%	488 97% 97%	251 93% 93%	323 92% 92%	819 95% 95%	421 96% 96%	214 97% 97%

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



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Table 104
GD12AX - During your last dental appointment, did you have confidence in the dental professional you saw?

BASE: People who have visited a dental professional

	TOTAL (z)	REGION													ETHNICITY		ETHNICITY				DISABILITY	
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	BAME (o)	White (p)	Asian/ Asian British (q)	Black/ Black British (r)	Mixed /Other (s)	YES (t)	NO (u)
Unweighted Base	1587	100	120	134	241	73	166	128	157	110	104	114	140	1255	1371	212	1371	120	50	42	197	1350
Weighted Base	1524	45	110*	141	199	67*	171	129	190	131*	77*	132*	132	1273	1351	169	1351	92*	39*	39**	160	1331
Yes, definitely	1213 80% dkmoqr	35 78%	91 82% d	112 79%	138 69%	50 75%	137 80%	113 88%	164 86%	115 88%	68 88%	94 71%	97 73%	997 78%	1113 82% zo	97 57%	1113 82% zqr	51 55%	22 57%	23 60%	127 79%	1064 80%
Yes, to some extent	246 16% ghinp	9 19%	12 11%	25 18%	51 26%	13 20%	29 17%	11 9%	17 9%	10 8%	9 12%	26 20%	33 25%	217 17%	186 14%	59 35% zn	186 14%	32 35% zp	15 38%	12 31%	27 17%	214 16%
No, not at all	61 4% np	1 3%	8 7% fjl	5 3%	8 4%	3 5%	3 2%	5 4%	10 5%	5 4%	- -	12 9%	2 2%	55 4%	47 3%	14 8% zn	47 3%	9 9% zp	2 5%	3 8%	7 4%	47 4%
Don't know	5 *	-	-	-	2 1%	-	1 1%	-	-	1 1%	-	-	-	5 *	4 *	* *	4 *	* 1%	-	-	-	5 *
Yes (NET)	1459 96% koq	44 97%	102 93%	136 97%	189 95%	64 95%	167 97%	124 96%	181 95%	125 95%	77 100%	120 91%	130 98%	1214 95%	1299 96%	155 92%	1299 96%	83 90%	37 95%	36 92%	154 96%	1279 96%

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

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Table 105
GD12AX - During your last dental appointment, did you have confidence in the dental professional you saw?

BASE: People who have visited a dental professional

	TOTAL (z)	Importance of title Doctor		When last visited a dental professional		When did you last go to the dentist		When did you last see a dental professional other than a dentist		Frequency visit a dental professional			Type of dental treatment received					Satisfaction with dental care or treatment		Confidence in healthcare regulation		Awareness of General Dental Council			Confidence in dental regulation	
		Important (a)	Not important (b)	Patients (last 12 mths) (c)	Public (less often) (d)	Patients (last 12 mths) (e)	Public (less often) (f)	Patients (last 12 mths) (g)	Public (less often) (h)	Once a year or more often (i)	Less often (j)	Don't know (k)	NHS (l)	Private (m)	Mixture (n)	Unsure (o)	Abroad (p)	Satisfied (q)	Dissatisfied (r)	Confident (s)	Not confident (t)	Aware (u)	Unaware (v)	Unsure (w)	Confident (x)	Not confident (y)
Unweighted Base	1587	946	1005	1111	476	1001	586	110	476	1162	422	3	879	261	131	18	43	1119	43	1285	248	311	1009	264	1144	280
Weighted Base	1524	519	970	1058	467	951	574	107*	467	1116	407	2**	825	265	124	18**	42**	1075	40*	1244	227	296	987	240	1109	253
Yes, definitely	1213	379	810	902	311	818	395	84	311	950	262	1	679	242	94	12	26	940	10	1034	141	257	753	202	935	151
adfhjrtvy	80%	73%	84%	85%	67%	86%	69%	78%	67%	85%	64%	76%	82%	91%	76%	65%	62%	87%	25%	83%	62%	87%	76%	84%	84%	60%
Yes, to some extent	246	115	123	129	117	111	135	19	117	141	105	-	123	20	24	3	14	120	21	175	59	32	181	32	149	68
boeimqsux	16%	22%	13%	12%	25%	12%	24%	17%	25%	13%	26%	-	15%	8%	20%	18%	35%	11%	51%	14%	26%	11%	18%	13%	13%	27%
cellmqsx	61	24	36	25	36	20	41	5	36	23	37	*	24	3	5	1	1	14	10	32	27	6	49	6	23	33
dfhjrtvy	4%	5%	4%	2%	8%	2%	7%	4%	8%	2%	9%	24%	3%	1%	4%	7%	4%	1%	24%	3%	12%	2%	5%	2%	2%	13%
Don't know	5	2	1	2	3	2	3	-	3	2	3	-	-	-	-	2	-	2	-	2	-	1	3	-	3	-
*bs	*	*	*	*	1%	*	1%	-	1%	*	1%	-	-	-	-	9%	-	*	-	*	-	*	*	-	*	-
Yes (NET)	1459	494	934	1031	428	929	530	102	428	1091	367	1	802	262	119	15	40	1060	31	1210	200	289	934	234	1084	220
dfhjrtvy	96%	95%	96%	97%	92%	98%	92%	96%	92%	98%	90%	76%	97%	99%	96%	84%	96%	99%	76%	97%	88%	97%	95%	98%	98%	87%
				zd		zf				zj			z	z				zr		zt					zy	

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



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Table 106
GD12AX - During your last dental appointment, did you have confidence in the dental professional you saw?

BASE: People who have visited a dental professional

	Complained about a dental professional			Focus of regulator for dental professionals			Confidence of how dental care is delivered in the UK		Confidence in dental professional		Opinion about dentists' use of title Doctor when they do not also hold another general medical qualification or a PhD		Awareness of Dental Complaints Service			Contacted a person or organisation for support making any type of complaint		Contacted a person or organisation for support making a complaint about dental care or treatment		Would find it helpful to use a support service to deal with something that went seriously wrong during visit to dental professional			Seen advertised or been offered cosmetic treatments at dental practice		Received cosmetic treatments at dental practice	
	TOTAL (z)	Yes (a)	No (b)	Mainly on preventing bad practice (c)	Equally on both (d)	Mainly on taking action against serious complaints (e)	Confident (f)	Not confident (g)	Yes (h)	No (i)	Should be able to use (j)	Should not be able to use (k)	Aware (l)	Unaware (m)	Unsure (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)	DK (u)	Yes (v)	No (w)	Yes (x)	No (y)
Unweighted Base	1587	94	1492	413	1040	134	1288	252	1518	64	369	848	179	1172	232	393	1175	15	1572	1346	217	24	989	598	115	1472
Weighted Base	1524	93*	1431	418	974	132	1241	240	1459	61*	375	789	166	1140	216	379	1130	15**	1510	1308	193	23**	954	571	115*	1410
Yes, definitely	1213	69	1144	328	787	99	1040	145	1213	-	303	638	152	885	175	299	908	13	1200	1057	144	12	784	429	90	1123
	80%	73%	80%	78%	81%	75%	84%	60%	83%	-	81%	81%	92%	78%	81%	79%	80%	85%	80%	81%	74%	55%	82%	75%	79%	80%
	gimw						zg		zi				zmn					z		z			zw			
Yes, to some extent	246	15	231	73	147	26	177	60	246	-	61	125	12	193	40	59	183	1	244	207	32	7	137	109	23	223
	16%	16%	16%	17%	15%	19%	14%	25%	17%	-	16%	16%	7%	17%	19%	16%	16%	10%	16%	16%	16%	30%	14%	19%	20%	16%
	filv						zf		zi				l		l								zv			
No, not at all	61	10	51	17	37	6	23	35	-	61	11	25	2	58	2	21	37	1	60	43	18	-	32	28	2	59
	4%	11%	4%	4%	4%	5%	2%	15%	-	100%	3%	3%	1%	5%	1%	6%	3%	5%	4%	3%	9%	-	3%	5%	2%	4%
	bfihlps						zf		zh				zin							zs						
Don't know	5	-	5	-	3	1	1	-	-	-	*	1	-	3	-	-	2	-	5	1	-	3	*	4	-	5
	*fsv	-	*	-	*	1%	*	-	-	-	*	*	-	*	-	-	*	-	*	*	-	15%	*	1%	-	*
																						v				
Yes (NET)	1459	83	1375	401	934	124	1217	205	1459	-	363	762	164	1079	215	358	1091	14	1445	1264	176	19	921	538	113	1346
	96%	89%	96%	96%	96%	94%	98%	85%	100%	-	97%	97%	99%	95%	99%	94%	97%	95%	96%	97%	91%	85%	97%	94%	98%	95%
	aglmr		za				zg		zi				zm		zm		z			zt			z			

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

Table 107
GD034D - Which, if any, of the following best describes the qualifications you think a dentist needs to have the title 'Doctor'?

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)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (m)	SINGLE (n)	WID/ DIV/ SEP (o)
Unweighted Base	1674	826	844	209	224	225	237	254	525	416	571	341	346	933	459	276
Weighted Base	1618	791	823	228	267	250	265	244	365	420	523	289	387	913	462	237
Dental qualification only	354 22% b	193 24% zb	159 19%	43 19%	64 24%	42 17%	54 20%	64 26%	89 24% e	98 23%	110 21%	66 23%	81 21%	197 22%	99 22%	56 24%
Dental qualification and a medical degree (i.e. medical doctor)	583 36% lo	280 35%	303 37%	90 39%	93 35%	95 38%	107 41%	78 32%	120 33%	164 39% l	199 38% l	111 39% l	109 28%	351 38% zo	169 37% o	63 27%
Dental qualification and a PhD	214 13%	92 12%	121 15%	38 17%	32 12%	28 11%	34 13%	38 16%	43 12%	52 12%	72 14%	29 10%	61 16% k	115 13%	68 15%	31 13%
Dental qualification, a medical degree (i.e. medical doctor) or a PhD	192 12%	96 12%	96 12%	28 12%	39 15%	25 10%	34 13%	29 12%	37 10%	50 12%	64 12%	38 13%	41 10%	110 12%	56 12%	24 10%
Dental qualification, a medical degree (i.e. medical doctor) and a PhD	80 5% h	33 4%	47 6%	11 5%	18 7% h	23 9% zfh	8 3%	10 4%	11 3%	20 5%	22 4%	12 4%	26 7%	38 4%	25 5%	15 6%
Other	82 5%	43 5%	39 5%	5 2%	9 3%	13 5%	12 4%	13 5%	31 9% zcd	17 4%	24 4%	13 4%	29 8%	47 5%	16 4%	18 8% n
Don't know	112 7% i	54 7%	58 7%	14 6%	12 5%	24 9%	15 6%	12 5%	35 10% zdg	19 5%	32 6%	20 7%	40 10% zij	55 6%	28 6%	29 12% zmn
Something other than a dental qualification (NET)	1069 66% ho	501 63%	567 69% za	166 73% h	182 68% h	171 69% h	184 70% h	155 64%	211 58%	286 68%	357 68%	190 66%	236 61%	614 67% o	318 69% o	134 56%

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

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Table 108
GD034D - Which, if any, of the following best describes the qualifications you think a dentist needs to have the title 'Doctor'?

BASE: All Respondents

	WORKING STATUS			OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULLTIME (c)	PARTTIME (d)	SELFEMPL OYE D (e)	HOUSE WIFE (f)	STILL IN EDUCATIO N (g)	UNEMPLO YED (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	1674	796	878	529	177	90	79	121	40	541	97	414	1260	141	99	148	213	1260
Weighted Base	1618	928	690	638	186	104*	75*	111*	38*	378	89*	455	1163	151	107*	170	236	1163
Dental qualification only	354 22%	192 21%	163 24%	129 20%	39 21%	23 22%	12 15%	30 27%	8 21%	99 26%	15 17%	85 19%	269 23%	25 17%	19 18%	34 20%	41 17%	269 23%
Dental qualification and a medical degree (i.e. medical doctor)	583 36% ilq	350 38%	233 34%	220 34%	75 40% i	55 53% zcg hij	34 45% i	41 37%	11 30%	119 31%	29 32%	186 41% zl	397 34%	59 39%	49 45%	73 43%	96 41%	397 34%
Dental qualification and a PhD	214 13% k	131 14%	83 12%	100 16% e	25 13%	6 6%	6 8%	17 16% e	3 9%	47 12%	10 11%	45 10%	169 15% zk	18 12%	14 13%	14 8%	26 11%	169 15% z
Dental qualification, a medical degree (i.e. medical doctor) or a PhD	192 12% i	116 12%	77 11%	86 13%	22 12%	8 7%	8 11%	13 12%	9 25% zei	35 9%	10 11%	54 12%	138 12%	19 13%	9 8%	23 13%	27 11%	138 12%
Dental qualification, a medical degree (i.e. medical doctor) and a PhD	80 5% ilq	43 5%	36 5%	34 5%	5 3%	4 4%	7 9% di	7 6%	2 6%	12 3%	8 9% di	32 7% l	48 4%	15 10% zq	11 10% zq	11 7%	13 6%	48 4%
Other	82 5% acg	36 4%	46 7% za	21 3%	9 5%	7 6% g	4 5% g	* * g	- - zcg	34 9% cg	8 9% cg	17 4%	66 6%	5 3%	2 1%	6 3%	9 4%	66 6%
Don't know	112 7% eg	60 7%	52 7%	49 8% eg	11 6%	1 1%	5 6%	2 2%	4 10%	33 9% eg	9 10% eg	35 8%	77 7%	10 7%	4 4%	9 6%	25 11%	77 7%
Something other than a dental qualification (NET)	1069 66% bi	640 69% zb	430 62%	439 69% i	127 68% i	73 70% i	55 73% i	79 71% i	26 70%	212 56%	57 64%	317 70%	752 65%	111 73%	83 77% zq	121 71%	162 68%	752 65%

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 109
GD034D - Which, if any, of the following best describes the qualifications you think a dentist needs to have the title 'Doctor'?

BASE: All Respondents

	TOTAL (z)	REGION													ETHNICITY		ETHNICITY				DISABILITY	
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	BAME (o)	White (p)	Asian/ Asian British (q)	Black/ Black British (r)	Mixed /Other (s)	YES (t)	NO (u)
Unweighted Base	1674	102	129	142	256	73	173	136	178	115	104	123	143	1332	1424	246	1424	146	54	46	204	1425
Weighted Base	1618	46	117	151	214	67*	177	135	221	138*	77*	141*	133	1360	1412	202	1412	113*	45*	44*	169	1411
Dental qualification only	354 22% b	10 23% b	12 10% b	42 28% bi	42 20% b	14 21% b	39 22% b	32 24% b	59 27% bi	21 15% b	15 20% b	40 28% bi	28 21% b	297 22% b	303 21% b	48 24% b	303 21% b	28 25% b	8 17% b	12 28% b	39 23% b	310 22% b
Dental qualification and a medical degree (i.e. medical doctor)	583 36% b	15 33% b	36 31% b	52 34% bi	96 45% zbfbm	28 43% b	56 31% b	49 36% b	72 33% bi	52 38% b	31 40% b	49 35% bi	47 35% b	489 36% b	506 36% b	76 38% b	506 36% b	48 42% b	15 33% b	14 32% b	59 35% b	513 36% b
Dental qualification and a PhD	214 13% b	11 24% zcdhikm	22 18% m	19 13% b	23 11% b	8 12% b	20 11% b	24 18% b	23 10% b	16 12% b	10 13% b	14 10% b	23 18% b	169 12% b	187 13% b	27 13% b	187 13% b	14 12% b	7 16% b	6 14% b	23 14% b	179 13% b
Dental qualification, a medical degree (i.e. medical doctor) or a PhD	192 12% b	5 10% b	18 15% b	14 9% b	26 12% b	8 12% b	21 12% b	13 10% b	29 13% b	10 7% b	13 17% i	13 9% b	22 17% i	161 12% b	167 12% b	25 13% b	167 12% b	10 9% b	6 14% b	9 20% b	14 8% b	176 12% b
Dental qualification, a medical degree (i.e. medical doctor) and a PhD	80 5% h	1 3% h	7 6% h	7 5% h	9 4% h	3 4% h	13 7% h	6 4% h	- - h	19 14% zacdghklm	5 6% h	4 3% b	6 5% h	68 5% h	76 5% b	4 2% b	76 5% b	2 2% b	2 4% b	- - b	8 5% b	71 5% b
Other	82 5% l	2 5% l	9 7% l	8 5% l	10 5% l	3 4% l	6 4% l	4 3% l	25 11% zdfgklm	9 7% l	3 4% l	4 3% l	1 1% l	74 5% l	72 5% b	10 5% b	72 5% b	5 4% b	3 7% b	2 5% b	12 7% b	66 5% b
Don't know	112 7% j	1 3% j	14 12% zadjl	10 6% j	8 4% b	2 4% b	22 12% zadjlm	8 6% j	13 6% j	10 7% j	- - b	18 13% zadjlm	5 4% b	103 8% dj	102 7% b	10 5% b	102 7% b	6 6% b	4 9% b	- - b	14 8% b	96 7% b
Something other than a dental qualification (NET)	1069 66% hk	32 70% h	83 71% hk	92 61% b	153 72% chkm	47 71% h	109 62% b	92 68% b	124 56% b	98 71% hk	59 77% zcfhkm	80 57% b	99 74% cfhkm	886 65% h	935 66% b	133 66% b	935 66% b	73 65% b	30 66% b	29 67% b	104 62% b	939 67% b

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

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Table 110
GD034D - Which, if any, of the following best describes the qualifications you think a dentist needs to have the title 'Doctor'?

BASE: All Respondents

	TOTAL (z)	Importance of title Doctor		When last visited a dental professional		When did you last go to the dentist		When did you last see a dental professional other than a dentist		Frequency visit a dental professional			Type of dental treatment received					Satisfaction with dental care or treatment		Confidence in healthcare regulation		Awareness of General Dental Council			Confidence in dental regulation	
		Important (a)	Not important (b)	Patients (last 12 mths) (c)	Public (less often) (d)	Patients (last 12 mths) (e)	Public (less often) (f)	Patients (last 12 mths) (g)	Public (less often) (h)	Once a year or more often (i)	Less often (j)	Don't know (k)	NHS (l)	Private (m)	Mixture (n)	Unsure (o)	Abroad (p)	Satisfied (q)	Dissatisfied (r)	Confident (s)	Not confident (t)	Aware (u)	Unaware (v)	Unsure (w)	Confident (x)	Not confident (y)
Unweighted Base	1674	585	1049	1111	563	1001	673	110	563	1162	422	3	879	261	131	18	43	1119	43	1337	274	317	1082	270	1186	313
Weighted Base	1618	560	1019	1058	560	951	667	107*	560	1116	407	2**	825	265	124	18**	42**	1075	40*	1299	257	304	1063	247	1147	293
Dental qualification only	354	118	234	233	121	205	149	28	121	244	91	-	180	62	24	5	11	242	2	299	50	77	238	38	246	79
	22%	21%	23%	22%	22%	22%	22%	26%	22%	22%	22%	-	22%	23%	20%	27%	26%	23%	4%	23%	19%	25%	22%	15%	21%	27%
Dental qualification and a medical degree (i.e. medical doctor)	583	218	357	395	189	359	225	36	189	426	133	*	310	108	42	6	15	409	17	480	88	104	382	97	443	84
	36%	39%	35%	37%	34%	38%	34%	34%	34%	38%	33%	13%	38%	41%	34%	32%	37%	38%	42%	37%	34%	34%	36%	39%	39%	29%
Dental qualification and a PhD	214	77	134	140	74	123	92	18	74	152	54	-	106	39	21	1	7	143	9	172	29	37	141	36	161	32
	13%	14%	13%	13%	13%	13%	14%	17%	13%	14%	13%	-	13%	15%	17%	7%	16%	13%	21%	13%	11%	12%	13%	15%	14%	11%
Dental qualification; a medical degree (i.e. medical doctor) or a PhD	192	72	118	135	57	127	65	8	57	139	43	-	105	25	23	*	3	134	6	160	30	38	113	41	146	35
	12%	13%	12%	13%	10%	13%	10%	8%	10%	12%	11%	-	13%	9%	19%	2%	7%	12%	14%	12%	12%	12%	12%	11%	17%	13%
Dental qualification, a medical degree (i.e. medical doctor) and a PhD	80	28	46	56	24	51	28	4	24	55	24	-	44	13	3	-	1	49	6	62	12	10	51	18	54	16
	5%	5%	5%	5%	4%	5%	4%	4%	4%	5%	6%	-	5%	5%	3%	-	3%	5%	14%	5%	5%	3%	5%	7%	5%	6%
Other	82	16	65	45	37	41	41	4	37	45	20	-	28	13	9	2	1	44	1	55	27	16	59	7	41	36
	5%	3%	6%	4%	7%	4%	6%	4%	7%	4%	5%	-	3%	5%	8%	12%	3%	4%	2%	4%	10%	5%	6%	3%	4%	12%
Don't know	112	30	65	54	58	45	67	9	58	55	41	2	53	5	1	4	3	54	1	71	20	23	79	9	56	11
	7%	5%	6%	5%	10%	5%	10%	8%	10%	5%	10%	87%	6%	2%	1%	20%	8%	5%	2%	5%	8%	7%	7%	4%	5%	4%
Something other than a dental qualification (NET)	1069	396	654	726	343	660	410	66	343	771	255	*	564	184	89	8	26	735	37	874	160	189	687	193	804	167
	66%	71%	64%	69%	61%	69%	61%	62%	61%	69%	63%	13%	68%	70%	72%	41%	62%	68%	91%	67%	62%	62%	65%	78%	70%	57%

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

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Table 111
GD034D - Which, if any, of the following best describes the qualifications you think a dentist needs to have the title 'Doctor'?

BASE: All Respondents

		Complained about a dental professional		Focus of regulator for dental professionals			Confidence of how dental care is delivered in the UK		Confidence in dental professional		Opinion about dentists' use of title Doctor when they do not also hold another general medical qualification or a PhD		Awareness of Dental Complaints Service			Contacted a person or organisation for support making any type of complaint		Contacted a person or organisation for support making a complaint about dental care or treatment		Would find it helpful to use a support service to deal with something that went seriously wrong during visit to dental professional			Seen advertised or been offered cosmetic treatments at dental practice		Received cosmetic treatments at dental practice	
	TOTAL (z)	Yes (a)	No (b)	Mainly on preventing bad practice (c)	Equally on both (d)	Mainly on taking action against serious complaints (e)	Confident (f)	Not confident (g)	Yes (h)	No (i)	Should be able to use (j)	Should not be able to use (k)	Aware (l)	Unaware (m)	Unsure (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)	DK (u)	Yes (v)	No (w)	Yes (x)	No (y)
Unweighted Base	1674	94	1492	441	1081	152	1328	286	1555	106	393	881	184	1246	236	405	1247	15	1659	1393	252	29	1007	667	118	1556
Weighted Base	1618	93*	1431	441	1018	159	1284	278	1498	105*	403	822	171	1218	222	389	1211	15**	1603	1360	230	29**	979	639	120*	1498
Dental qualification only	354 22% dk	21 22%	315 22%	114 26%	200 20%	40 25%	297 23%	48 17%	334 22%	20 19%	134 33%	136 16%	41 24%	267 22%	46 21%	74 19%	278 23%	5 32%	349 22%	294 22%	60 26%	1 3%	202 21%	153 24%	26 22%	328 22%
Dental qualification and a medical degree (i.e. medical doctor)	583 36% ew	35 37%	524 37%	162 37%	382 38%	39 25%	474 37%	95 34%	553 37%	29 27%	140 35%	337 41%	53 31%	435 36%	95 43%	141 36%	437 36%	6 40%	577 36%	508 37%	72 31%	4 13%	381 39%	202 32%	41 34%	543 36%
Dental qualification and a PhD	214 13% ey	9 10%	197 14%	69 16%	133 13%	12 7%	178 14%	30 11%	200 13%	13 13%	47 12%	120 15%	24 14%	162 13%	28 13%	64 16%	148 12%	- -	214 13%	180 13%	30 13%	4 12%	136 14%	78 12%	25 21%	189 13%
Dental qualification, a medical degree (i.e. medical doctor) or a PhD	192 12% cmt	14 15%	168 12%	40 9%	124 12%	28 18%	159 12%	32 12%	184 12%	9 8%	45 11%	112 14%	28 16%	131 11%	33 15%	47 12%	145 12%	1 10%	191 12%	176 13%	16 7%	* 1%	124 13%	68 11%	10 8%	182 12%
Dental qualification, a medical degree (i.e. medical doctor) and a PhD	80 5% jl	7 7%	73 5%	26 6%	45 4%	8 5%	59 5%	19 7%	76 5%	3 3%	5 1%	52 6%	12 7%	59 5%	10 4%	23 6%	57 5%	1 8%	78 5%	75 5%	5 2%	- -	47 5%	33 5%	8 7%	72 5%
Other	82 5% bcfhjkvs	2 2%	63 4%	13 3%	55 5%	15 9%	42 3%	40 15%	58 4%	25 23%	8 2%	32 4%	8 5%	68 6%	6 3%	22 6%	60 5%	1 5%	82 5%	49 4%	32 14%	1 5%	37 4%	46 7%	7 6%	76 5%
Don't know	112 7% bcfhknsv	6 6%	92 6%	18 4%	78 8%	16 10%	75 6%	13 5%	94 6%	6 6%	24 6%	33 4%	6 4%	96 8%	5 2%	19 5%	86 7%	1 6%	111 7%	78 6%	15 6%	19 66%	52 5%	60 9%	3 2%	109 7%
Something other than a dental qualification (NET)	1069 66% elijmtw	65 70%	961 67%	296 67%	686 67%	87 55%	870 68%	177 64%	1013 68%	55 52%	236 59%	622 76%	116 68%	786 65%	166 74%	274 71%	787 65%	9 58%	1061 66%	939 69%	123 54%	7 26%	689 70%	381 60%	84 70%	985 66%

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



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Table 112
GD034B - Some dentists describe themselves as 'Doctor'. This includes dentists who are qualified to be a dentist and also hold another general medical qualification (i.e. medical doctor), as well as qualified dentists who have a PhD. Some other qualified dentists describe themselves as 'doctor', but they do not also hold another general medical qualification or a PhD. Before today, how aware if at all were you of this?

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)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (m)	SINGLE (n)	WID/ DIV/ SEP (o)
Unweighted Base	1674	826	844	209	224	225	237	254	525	416	571	341	346	933	459	276
Weighted Base	1618	791	823	228	267	250	265	244	365	420	523	289	387	913	462	237
Yes - fully aware of this	254 16% bm	139 18% bm	115 14% bm	39 17% bm	50 19% bm	34 14% bm	35 13% bm	48 20% h	49 13% bm	78 19% k	90 17% bm	35 12% bm	51 13% bm	126 14% zmo	97 21% zmo	28 12% zmo
Yes - aware of this, but not in detail	251 16% o	132 17% o	119 14% o	43 19% o	43 16% o	44 18% o	39 15% o	33 14% o	49 14% o	54 13% zkl	107 20% zkl	35 12% zkl	56 14% zkl	151 17% o	76 17% o	24 10% o
No - not aware of this before today	1110 69% aln	518 66% aln	589 72% za	146 64% aln	175 65% za	170 68% za	191 72% za	163 67% zc	266 73% zc	287 68% zkl	326 62% zkl	219 76% zkl	278 72% j	636 70% n	287 62% n	184 78% zmn
Don't know	2 * *	2 * *	1 * *	- - 1	- - 1	- 1% -	- - -	- - -	1 * *	- - -	* * -	- * -	2 1% -	- - -	1 * *	1 * *
Yes (NET)	506 31% bhko	271 34% zb	233 28% zb	82 36% h	92 35% h	78 31% h	74 28% h	81 33% h	98 27% h	133 32% k	197 38% zkl	70 24% zkl	107 28% zkl	277 30% o	173 38% zmo	52 22% zmo

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



Table 113

GD034B - Some dentists describe themselves as 'Doctor'. This includes dentists who are qualified to be a dentist and also hold another general medical qualification (i.e. medical doctor), as well as qualified dentists who have a PhD. Some other qualified dentists describe themselves as 'doctor', but they do not also hold another general medical qualification or a PhD. Before today, how aware if at all were you of this?

BASE: All Respondents

	WORKING STATUS			OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULLTIME (c)	PARTTIME (d)	SELFEMPL OYE D (e)	HOUSE WIFE (f)	STILL IN EDUCATIO N (g)	UNEMPLO YED (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	1674	796	878	529	177	90	79	121	40	541	97	414	1260	141	99	148	213	1260
Weighted Base	1618	928	690	638	186	104*	75*	111*	38*	378	89*	455	1163	151	107*	170	236	1163
Yes - fully aware of this	254 16%	150 16%	105 15%	111 17%	24 13%	15 14%	9 12%	26 24%	4 9%	53 14%	13 15%	51 11%	203 17%	20 13%	10 9%	25 15%	21 9%	203 17%
Yes - aware of this, but not in detail	251 16%	147 16%	104 15%	107 17%	31 16%	10 9%	10 13%	30 27%	5 14%	49 13%	10 11%	66 14%	186 16%	27 18%	17 16%	20 12%	32 14%	186 16%
No - not aware of this before today	1110 69%	631 68%	479 69%	420 66%	131 71%	80 76%	56 75%	54 49%	27 73%	275 73%	66 75%	338 74%	772 66%	104 69%	80 75%	125 73%	183 77%	772 66%
Don't know	2 *	- -	2 *	- -	- -	- -	- -	- -	1 4%	1 *	- -	- -	2 *	- -	- -	- -	- -	2 *
Yes (NET)	506 31%	297 32%	209 30%	218 34%	54 29%	25 24%	19 25%	57 51%	9 23%	102 27%	23 25%	117 26%	389 33%	47 31%	27 25%	45 27%	54 23%	389 33%

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 114

GD034B - Some dentists describe themselves as 'Doctor'. This includes dentists who are qualified to be a dentist and also hold another general medical qualification (i.e. medical doctor), as well as qualified dentists who have a PhD. Some other qualified dentists describe themselves as 'doctor', but they do not also hold another general medical qualification or a PhD. Before today, how aware if at all were you of this?

BASE: All Respondents

	TOTAL (z)	REGION													ETHNICITY		ETHNICITY				DISABILITY	
		NORTHERN N IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	BAME (o)	White (p)	Asian British (q)	Black/ Black British (r)	Mixed /Other (s)	YES (t)	NO (u)
Unweighted Base	1674	102	129	142	256	73	173	136	178	115	104	123	143	1332	1424	246	1424	146	54	46	204	1425
Weighted Base	1618	46	117	151	214	67	177	135	221	139	77	141	133	1360	1412	202	1412	113	45	44	169	1411
Yes - fully aware of this	254	1	12	36	32	12	16	37	41	22	6	24	15	210	214	40	214	16	12	11	33	216
	16%	3%	11%	24%	15%	18%	9%	27%	19%	16%	8%	17%	12%	15%	15%	20%	15%	15%	28%	24%	20%	15%
	afj			zabfjlm	a	a		zabdfjilm	afj	a		a	a	af								
Yes - aware of this, but not in detail	251	9	14	21	48	9	21	17	35	14	14	33	16	211	206	45	206	21	12	12	17	227
	16%	20%	12%	14%	22%	14%	12%	13%	16%	10%	19%	24%	12%	16%	15%	22%	15%	18%	27%	27%	10%	16%
	npt	i		zbfgilm								zbfgilm			zn				p		t	
No - not aware of this before today	1110	36	91	94	134	46	138	81	145	103	57	83	102	936	989	117	989	76	20	21	119	965
	69%	77%	77%	62%	62%	68%	78%	60%	66%	74%	74%	59%	77%	69%	70%	58%	70%	67%	45%	49%	70%	68%
	dpgkors	zcdgk	zcdghkm			zcdghkm				dgk	k		cdgk	dk	zo		zrs	r				
Don't know	2	-	-	-	-	-	1	-	-	-	-	1	-	2	2	-	2	-	-	-	-	2
	*	-	-	-	-	-	1%	-	-	-	-	1%	-	*	*	-	*	-	-	-	-	*
Yes (NET)	506	10	26	57	81	21	37	54	76	35	20	57	31	421	420	84	420	37	25	23	50	443
	31%	23%	23%	38%	38%	32%	21%	40%	34%	26%	26%	41%	23%	31%	30%	42%	30%	33%	55%	51%	30%	31%
	abfnp			abfl	zabfilm			zabfil	bf			zabfilm	bf		zn			zpq	zp			

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



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Table 115
GD034B - Some dentists describe themselves as 'Doctor'. This includes dentists who are qualified to be a dentist and also hold another general medical qualification (i.e. medical doctor), as well as qualified dentists who have a PhD. Some other qualified dentists describe themselves as 'doctor', but they do not also hold another general medical qualification or a PhD. Before today, how aware if at all were you of this?

BASE: All Respondents

	Importance of title Doctor			When last visited a dental professional		When did you last go to the dentist		When did you last see a dental professional other than a dentist		Frequency visit a dental professional			Type of dental treatment received					Satisfaction with dental care or treatment		Confidence in healthcare regulation		Awareness of General Dental Council			Confidence in dental regulation	
	TOTAL (z)	Important (a)	Not important (b)	Patients (last 12 mths) (c)	Public (less often) (d)	Patients (last 12 mths) (e)	Public (less often) (f)	Patients (last 12 mths) (g)	Public (less often) (h)	Once a year or more often (i)	Less often (j)	Don't know (k)	NHS (l)	Private (m)	Mixture (n)	Unsure (o)	Abroad (p)	Satisfied (q)	Dissatisfied (r)	Confident (s)	Not confident (t)	Aware (u)	Unaware (v)	Unsure (w)	Confident (x)	Not confident (y)
Unweighted Base	1674	935	1049	1111	563	1001	373	110	593	1162	422	3	879	261	131	16	43	1119	43	1337	274	317	1092	270	1166	313
Weighted Base	1618	860	1019	1058	560	951	667	107*	560	1116	407	2**	825	265	124	19**	42**	1075	40*	1299	267	304	1083	247	1147	293
Yes - fully aware of this	254	128	122	174	81	152	103	22	81	178	61	-	133	52	20	5	5	175	3	215	31	102	124	28	185	52
	16%	23%	12%	16%	14%	16%	15%	21%	14%	16%	15%	-	16%	20%	16%	25%	11%	16%	8%	17%	12%	33%	12%	11%	16%	18%
	bw	zb																				zw				
Yes - aware of this, but not in detail	251	118	131	176	75	157	94	19	75	188	56	-	128	37	25	2	16	180	8	208	37	62	127	62	191	38
	16%	21%	13%	17%	13%	17%	14%	18%	13%	17%	14%	-	16%	14%	20%	9%	38%	17%	21%	16%	14%	21%	12%	25%	17%	13%
	bv	zb								z												zv		zv		
No - not aware of this before today	1110	312	766	708	402	642	468	65	402	749	289	2	565	176	79	12	21	720	29	875	189	139	810	158	770	203
	69%	56%	75%	67%	72%	68%	70%	61%	72%	67%	71%	100%	68%	67%	64%	67%	51%	67%	72%	67%	73%	46%	76%	64%	67%	69%
	au		za																			zuw		u		
Don't know	2	1	1	-	2	-	2	-	2	-	2	-	-	-	-	-	-	-	-	2	-	1	1	-	1	-
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Yes (NET)	506	246	253	350	156	309	197	41	156	366	116	-	261	89	45	6	21	355	12	422	68	164	251	89	376	90
	31%	44%	25%	33%	28%	32%	30%	39%	28%	33%	29%	-	32%	33%	36%	33%	49%	33%	28%	33%	27%	54%	24%	36%	33%	31%
	bv	zb		z				h										z				zw		v		

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



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Table 116
GD034B - Some dentists describe themselves as 'Doctor'. This includes dentists who are qualified to be a dentist and also hold another general medical qualification (i.e. medical doctor), as well as qualified dentists who have a PhD. Some other qualified dentists describe themselves as 'doctor', but they do not also hold another general medical qualification or a PhD. Before today, how aware if at all were you of this?
BASE: All Respondents

	Complained about a dental professional			Focus of regulator for dental professionals			Confidence of how dental care is delivered in the UK		Confidence in dental professional		Opinion about dentists' use of title Doctor when they do not also hold another general medical qualification or a PhD		Awareness of Dental Complaints Service			Contacted a person or organisation for support making any type of complaint		Contacted a person or organisation for support making a complaint about dental care or treatment		Would find it helpful to use a support service to deal with something that went seriously wrong during visit to dental professional			Seen advertised or been offered cosmetic treatments at dental practice		Received cosmetic treatments at dental practice	
	TOTAL (z)	Yes (a)	No (b)	Mainly on preventing bad practice (c)	Equally on both (d)	Mainly on taking action against serious complaints (e)	Confident (f)	Not confident (g)	Yes (h)	No (i)	Should be able to use (j)	Should not be able to use (k)	Aware (l)	Unaware (m)	Unsure (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)	DK (u)	Yes (v)	No (w)	Yes (x)	No (y)
Unweighted Base	1674	94	1492	441	1081	152	1328	286	1555	106	393	881	184	1246	236	405	1247	15	1659	1393	262	29	1007	667	118	1556
Weighted Base	1518	93*	1431	441	1018	159	1264	273	1498	105*	403	822	171	1218	222	389	1211	15**	1603	1360	230	29**	970	630	120*	1498
Yes - fully aware of this	254	23	216	101	127	26	223	29	244	11	133	85	67	143	45	59	194	6	249	224	27	3	149	105	31	224
	16%	25%	15%	23%	12%	17%	17%	10%	16%	10%	33%	10%	39%	12%	20%	15%	16%	37%	16%	17%	12%	10%	15%	16%	26%	15%
	dqkmry	zb		zd			zg		z		zk		zmn		m										zy	
Yes - aware of this, but not in detail	251	8	235	67	167	18	205	37	243	9	84	104	35	155	61	66	180	4	247	218	30	4	169	82	33	219
	16%	8%	16%	15%	16%	11%	16%	13%	16%	8%	21%	13%	21%	13%	27%	17%	15%	30%	15%	16%	13%	15%	17%	13%	27%	15%
	kmwy		z						z		zk		m		zm								zw		zy	
No - not aware of this before today	1110	62	978	273	723	113	857	212	1011	86	186	633	69	920	117	263	836	5	1105	918	173	19	659	450	56	1053
	69%	67%	68%	62%	71%	71%	67%	76%	68%	81%	46%	77%	40%	76%	53%	68%	69%	33%	69%	67%	75%	67%	67%	70%	47%	70%
	cfhlnx			zc			zf		zh		zj		zin		l			z		zs					zx	
Don't know	2	-	2	-	1	1	-	-	-	-	-	-	-	*	-	-	1	-	2	-	-	2	1	1	-	2
	1%	-	*	-	*	1%	-	-	-	-	-	-	-	*	-	-	*	-	*	-	-	8%	*	*	-	*
Yes (NET)	506	31	451	168	294	44	428	66	486	20	217	190	102	297	105	125	374	10	496	442	57	7	318	188	64	442
	31%	33%	32%	38%	29%	28%	33%	24%	32%	19%	54%	23%	60%	24%	47%	32%	31%	67%	31%	33%	25%	25%	33%	29%	53%	30%
	dqikmrty			zde			zg		zi		zk		zmn		zm					zt					zy	

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

Table 117
GD034C - Please tell me which one of these statements, if any, best describes what you think about qualified dentists describing themselves as Doctor when they do not also hold a general medical qualification or a PhD?

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)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (m)	SINGLE (n)	WID/ DIV/ SEP (o)
Unweighted Base	1674	826	844	209	224	225	237	254	525	416	571	341	346	933	459	276
Weighted Base	1618	791	823	228	267	250	265	244	365	420	523	289	387	913	462	237
I think these dentists should be able to describe themselves as Doctor to patients	403 25% h	211 27%	189 23%	74 33% zfh	75 28% h	69 28% h	61 23%	61 25% h	62 17%	103 24%	139 27%	62 21%	100 26%	220 24%	129 28%	53 22%
I think these dentists should not be able to describe themselves as Doctor to patients	822 51% d	392 50%	429 52%	99 44%	110 41%	120 48%	151 57% zcd	129 53% d	213 58% zcde	238 57% zjl	256 49%	151 52%	178 46%	481 53%	219 47%	119 50%
It depends whether they are a specialist dentist/area of dentistry they work in	359 22% i	175 22%	183 22%	52 23%	73 27% f	56 22%	48 18%	48 20%	82 22%	74 18%	114 22%	75 26% i	97 25% i	193 21%	103 22%	61 26%
Don't know/ None of these	34 2% k	12 2%	21 3%	2 1%	9 3%	4 2%	4 2%	6 3%	8 2%	5 1%	15 3% k	2 1%	12 3% k	19 2%	10 2%	5 2%

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

Table 118

GD034C - Please tell me which one of these statements, if any, best describes what you think about qualified dentists describing themselves as Doctor when they do not also hold a general medical qualification or a PhD?

BASE: All Respondents

	WORKING STATUS			OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULLTIME (c)	PARTTIME (d)	SELFEMPL OYE D (e)	HOUSE WIFE (f)	STILL IN EDUCATIO N (g)	UNEMPLO YED (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	1674	796	878	529	177	90	79	121	40	541	97	414	1260	141	99	148	213	1260
Weighted Base	1618	928	690	638	186	104*	75*	111*	38*	378	89*	455	1163	151	107*	170	236	1163
I think these dentists should be able to describe themselves as Doctor to patients	403 25% i	242 26% a	160 23% b	163 26% c	58 31% d	21 20% e	25 34% f	46 42% g	8 22% h	65 17% i	16 17% j	118 26% k	285 25% l	39 26% m	32 30% n	49 29% o	61 26% p	285 25% q
I think these dentists should not be able to describe themselves as Doctor to patients	822 51% g	459 49% a	364 53% b	309 48% c	88 47% d	62 59% e	30 40% f	41 37% g	19 50% h	222 59% i	53 59% j	238 52% k	584 50% l	88 58% m	52 49% n	87 51% o	125 53% p	584 50% q
It depends whether they are a specialist dentist/area of dentistry they work in	359 22% m	206 22% a	154 22% b	147 23% c	37 20% d	21 20% e	19 26% f	24 21% g	9 25% h	84 22% i	18 20% j	91 20% k	268 23% l	22 15% m	21 20% n	32 19% o	48 20% p	268 23% m
Don't know/ None of these	34 2% n	21 2% a	13 2% b	18 3% c	3 1% d	- - e	1 1% f	- - g	1 4% h	8 2% i	3 3% j	7 2% k	26 2% l	2 1% m	2 2% n	2 1% o	2 1% p	26 2% m

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 119

GD034C - Please tell me which one of these statements, if any, best describes what you think about qualified dentists describing themselves as Doctor when they do not also hold a general medical qualification or a PhD?

BASE: All Respondents

	TOTAL (z)	REGION													ETHNICITY		ETHNICITY				DISABILITY	
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	BAME (o)	White (p)	Asian/ Asian British (q)	Black/ Black British (r)	Mixed /Other (s)	YES (t)	NO (u)
Unweighted Base	1674	102	129	142	256	73	173	136	178	115	104	123	143	1332	1424	246	1424	146	54	46	204	1425
Weighted Base	1618	46	117	151	214	67*	177	135	221	138*	77*	141*	133	1360	1412	202	1412	113*	45*	44*	169	1411
I think these dentists should be able to describe themselves as Doctor to patients	403 25% aijnp	7 16%	24 21% j	35 23% j	59 28% aij	21 31% aij	57 32% zabgij	28 21% j	78 35% zabcgijkm	20 14%	7 9%	30 21% j	36 27% ij	361 27% zaij	318 23%	83 41% zn	318 23%	53 47% zp	12 27% zp	18 41% zp	37 22%	359 25%
I think these dentists should not be able to describe themselves as Doctor to patients	822 51% fhmoqu	30 65% zfhghkm	64 54% f	79 53% f	117 55% fh	37 56% f	52 29% f	66 49% f	94 43% f	82 59% fhm	60 79% zabcdehghikln	63 45% f	77 58% fhm	666 49% f	744 53% zo	77 38%	744 53% zq	37 33%	20 45%	20 45%	107 64% zu	701 50%
It depends whether they are a specialist dentist/area of dentistry they work in	359 22% dejl	9 19%	25 22% l	34 23% el	35 16%	7 10%	60 34% zabcdehghilm	37 28% dejl	48 22% l	35 25% eij	10 13%	44 31% zadejlm	14 11%	304 22% del	321 23%	37 18%	321 23%	22 19%	9 21%	6 13%	19 11%	322 23% t
Don't know/ None of these	34 2%	* 1%	4 3% h	3 2%	2 1%	2 3% h	7 4% h	4 3% h	- -	2 1%	- -	4 3% h	6 4% h	30 2%	28 2%	5 3%	28 2%	1 1%	3 7%	1 2%	5 3%	28 2%

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



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Table 120
GD034C - Please tell me which one of these statements, if any, best describes what you think about qualified dentists describing themselves as Doctor when they do not also hold a general medical qualification or a PhD?

BASE: All Respondents

	Importance of title Doctor			When last visited a dental professional		When did you last go to the dentist		When did you last see a dental professional other than a dentist		Frequency visit a dental professional			Type of dental treatment received					Satisfaction with dental care or treatment		Confidence in healthcare regulation		Awareness of General Dental Council			Confidence in dental regulation	
	TOTAL (z)	Important (a)	Not important (b)	Patients (last 12 mths) (c)	Public (less often) (d)	Patients (last 12 mths) (e)	Public (less often) (f)	Patients (last 12 mths) (g)	Public (less often) (h)	Once a year or more often (i)	Less often (j)	Don't know (k)	NHS (l)	Private (m)	Mixture (n)	Unsure (o)	Abroad (p)	Satisfied (q)	Dissatisfied (r)	Confident (s)	Not confident (t)	Aware (u)	Unaware (v)	Unsure (w)	Confident (x)	Not confident (y)
Unweighted Base	1674	585	1049	1111	563	1001	673	110	563	1162	422	3	879	261	131	18	43	1119	43	1337	274	317	1082	270	1186	313
Weighted Base	1618	560	1019	1058	560	951	667	107*	560	1116	407	2**	825	265	124	18**	42**	1075	40*	1299	257	304	1063	247	1147	293
I think these dentists should be able to describe themselves as Doctor to patients	403 25% b	194 35% zb	202 20%	256 24%	147 26%	225 24%	178 27%	31 29%	147 26%	275 25%	100 25%	- -	225 27%	53 20%	27 22%	5 26%	13 30%	268 25%	6 16%	338 26%	53 21%	84 28%	254 24%	63 25%	296 26%	73 25%
I think these dentists should not be able to describe themselves as Doctor to patients	822 51% afg	250 45%	556 55% za	555 52%	268 48%	518 54% zf	304 46%	37 35%	268 48% g	592 53% z	196 48%	1 37%	416 50%	162 61% zl	62 50%	6 30%	21 49%	565 53%	27 66%	654 50%	140 55%	151 50%	539 51%	130 53%	593 52%	143 49%
It depends whether they are a specialist dentist/area of dentistry they work in	359 22% aeimq	106 19%	245 24% za	226 21%	133 24%	191 20%	169 25% ze	36 34% z	133 24%	229 20%	100 25%	1 63%	173 21%	43 16%	34 28% m	6 34%	6 15%	222 21%	6 16%	287 22%	60 23%	63 21%	246 23%	51 20%	239 21%	76 26%
Don't know/ None of these	34 2% ls	10 2%	16 2%	21 2%	13 2%	18 2%	16 2%	3 3%	13 2%	20 2%	10 3%	- -	11 1%	7 3%	- -	2 9%	2 5%	19 2%	1 3%	20 2%	3 1%	6 2%	23 2%	3 1%	19 2%	2 1%

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

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Table 121
GD034C - Please tell me which one of these statements, if any, best describes what you think about qualified dentists describing themselves as Doctor when they do not also hold a general medical qualification or a PhD?

BASE: All Respondents

	Complained about a dental professional			Focus of regulator for dental professionals			Confidence of how dental care is delivered in the UK		Confidence in dental professional		Opinion about dentists' use of title Doctor when they do not also hold another general medical qualification or a PhD		Awareness of Dental Complaints Service			Contacted a person or organisation for support making any type of complaint		Contacted a person or organisation for support making a complaint about dental care or treatment		Would find it helpful to use a support service to deal with something that went seriously wrong during visit to dental professional			Seen advertised or been offered cosmetic treatments at dental practice		Received cosmetic treatments at dental practice	
	TOTAL (z)	Yes (a)	No (b)	Mainly on preventing bad practice (c)	Equally on both (d)	Mainly on taking action against serious complaints (e)	Confident (f)	Not confident (g)	Yes (h)	No (i)	Should be able to use (j)	Should not be able to use (k)	Aware (l)	Unaware (m)	Unsure (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)	DK (u)	Yes (v)	No (w)	Yes (x)	No (y)
Unweighted Base	1674	94	1492	441	1081	152	1328	286	1555	106	393	881	184	1246	236	405	1247	15	1659	1393	252	29	1007	667	118	1556
Weighted Base	1618	93*	1431	441	1018	159	1284	278	1498	105*	403	822	171	1218	222	389	1211	15**	1603	1360	230	29**	979	639	120*	1498
I think these dentists should be able to describe themselves as Doctor to patients	403 25% dgkmo	15 16%	360 25%	159 36% zd	195 19%	49 31% d	344 27% zg	47 17%	376 25%	26 24%	403 100% zk	- -	58 34% zm	280 23%	64 29%	75 19%	324 27% zo	4 30%	398 25%	339 25%	60 26%	3 12%	232 24%	170 27%	37 30%	366 24%
I think these dentists should not be able to describe themselves as Doctor to patients	822 51% ceijtw	60 64% zb	728 51%	184 42%	577 57% zce	62 39%	643 50%	158 57% z	782 52% zi	32 30%	- -	822 100% zi	81 47%	632 52%	107 48%	220 57% zp	600 50%	8 57%	814 51%	719 53% zt	94 41%	9 31%	542 55% zw	280 44%	62 51%	761 51%
It depends whether they are a specialist dentist/area of dentistry they work in	359 22% hjksv	19 20%	312 22%	91 21%	224 22%	44 28%	277 22%	69 25%	312 21%	48 45% zh	- -	- -	32 19%	281 23%	46 21%	86 22%	266 22%	2 13%	357 22%	278 20%	75 33% zs	7 24%	189 19%	171 27% zv	22 18%	337 23%
Don't know/ None of these	34 2% fhjks	- -	31 2%	7 2%	22 2%	4 3%	19 2%	4 1%	27 2%	1 1%	- -	- -	- -	25 2%	5 2%	7 2%	21 2%	- -	34 2%	23 2%	1 *	9 33%	16 2%	18 3%	- -	34 2%

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

Table 122
GD035 - Some dentists describe themselves as specialists in a specific area of dentistry, such as oral surgery or orthodontics. Which of the following, if any, would you associate with someone who is a specialist?

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)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (m)	SINGLE (n)	WID/ DIV/ SEP (o)
Unweighted Base	1674	826	844	209	224	225	237	254	525	416	571	341	346	933	459	276
Weighted Base	1618	791	823	228	267	250	265	244	365	420	523	289	387	913	462	237
Completed specialist training	792	397	392	122	115	131	147	128	149	261	268	112	151	452	236	103
	49% hkl	50%	48%	54% h	43%	52% h	56% zdh	52% h	41%	62% zjkl	51% kl	39%	39%	49%	51%	43%
Several years of experience working in the area	541	255	285	94	94	89	86	78	99	167	182	86	106	294	174	73
	33% hl	32%	35%	41% zh	35% h	36% h	32% h	32% h	27%	40% zkl	35% l	30%	28%	32% zno	38% zno	31% zno
Keeping up to date with their professional development	524	242	279	56	79	88	94	95	111	177	183	84	80	329	135	59
	32% clo	31%	34%	25% c	30% c	35% c	36% c	39% zch	30%	42% zjkl	35% l	29% l	21%	36% zno	29% zno	25% zno
Having qualifications/ letters after name	425	220	205	54	59	65	82	70	96	122	140	72	92	250	114	57
	26% n	28% n	25% n	24% n	22% n	26% n	31% n	29% n	26% n	29% n	27% n	25% n	24% n	27% n	25% n	24% n
Standard of care	400	212	187	54	62	61	65	62	96	92	132	83	92	219	129	50
	25% n	27% n	23% n	24% n	23% n	24% n	25% n	25% n	26% n	22% n	25% n	29% n	24% n	24% n	28% n	21% n
Putting patients' needs first/ahead of profit	306	144	162	35	49	41	58	52	71	89	90	56	71	185	68	51
	19% n	18% n	20% n	15% n	18% n	16% n	22% n	21% n	19% n	21% n	17% n	19% n	18% n	20% n	15% n	21% n
Giving advice on the best treatment for me	302	149	153	48	47	35	53	44	74	83	105	45	69	156	91	54
	19% n	19% n	19% n	21% n	18% n	14% n	20% n	18% n	20% n	20% n	20% n	16% n	18% n	17% n	20% n	23% n
Honesty	225	134	92	35	45	46	22	28	48	45	70	54	56	138	65	22
	14% bfio	17% zb	11% zb	16% f	17% f	18% f	8% f	12% f	13% f	11% f	13% f	19% zi	15% zi	15% o	14% o	9% o
Cleanliness/ appearance of the surgery	170	82	88	25	29	21	23	23	49	31	48	36	56	87	52	32
	11% i	10% i	11% i	11% i	11% i	9% i	9% i	10% i	13% z	7% i	9% i	12% i	14% zij	10% i	11% i	13% i
Professional personal appearance	103	45	58	12	15	19	19	14	24	12	30	25	36	57	31	16
	6% i	6% i	7% i	5% i	6% i	8% i	7% i	6% i	7% i	3% i	6% i	9% i	9% zi	6% i	7% i	7% i
Being compassionate	94	43	51	10	21	12	8	18	25	13	33	23	24	51	27	16
	6% i	5% i	6% i	4% f	8% f	5% f	3% f	7% f	7% f	3% i	6% i	8% i	6% i	6% i	6% i	7% i
Don't know/ None of these	46	17	29	7	10	5	6	1	17	5	13	8	21	26	8	13

	3% gi	2%	4%	3% g	4% g	2%	2%	*	5% zg	1%	2%	3%	5% zij	3%	2%	5% zn
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Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l - z/m/n/o
Overlap formulae used.

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Table 123

GD035 - Some dentists describe themselves as specialists in a specific area of dentistry, such as oral surgery or orthodontics. Which of the following, if any, would you associate with someone who is a specialist?

BASE: All Respondents

	WORKING STATUS			OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULLTIME (c)	PARTTIME (d)	SELFEMPL OYE D (e)	HOUSE WIFE (f)	STILL IN EDUCATIO N (g)	UNEMPLO YED (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	1674	796	878	529	177	90	79	121	40	541	97	414	1260	141	99	148	213	1260
Weighted Base	1618	928	690	638	186	104*	75*	111*	38*	378	89*	455	1163	151	107*	170	236	1163
Completed specialist training	792 49% bi	485 52% zb	307 44% bi	334 52% i	93 50% i	58 56% i	31 42% i	59 54% i	21 55% i	153 41% i	42 47% i	230 51% i	561 48% i	76 50% i	56 52% i	91 54% i	118 50% i	561 48% i
Several years of experience working in the area	541 33% bi	334 36% b	207 30% b	233 36% i	65 35% i	36 35% i	25 33% i	42 38% i	8 22% i	99 26% i	33 37% i	167 37% i	374 32% i	54 36% i	32 30% i	56 33% i	92 39% i	374 32% i
Keeping up to date with their professional development	524 32% b	324 35% b	200 29% b	226 35% i	64 34% i	34 33% i	17 23% i	29 26% i	14 38% i	116 31% i	24 26% i	148 33% i	375 32% i	42 28% i	35 33% i	60 35% i	71 30% i	375 32% i
Having qualifications/ letters after name	425 26% h	252 27% h	173 25% h	163 26% h	55 30% h	34 32% h	15 20% h	25 22% h	5 14% h	105 28% h	23 26% h	114 25% h	311 27% h	40 26% h	24 22% h	41 24% h	62 26% h	311 27% h
Standard of care	400 25% h	224 24% h	176 25% h	148 23% h	54 29% h	23 22% h	21 28% h	32 29% h	4 10% h	97 26% h	22 25% h	109 24% h	292 25% h	36 24% h	22 21% h	38 22% h	62 26% h	292 25% h
Putting patients' needs first/ahead of profit	306 19% h	168 18% h	138 20% h	122 19% h	33 18% h	13 12% h	22 30% h	13 11% h	9 25% h	75 20% h	18 21% h	88 19% h	218 19% h	25 17% h	26 24% h	36 21% h	45 19% h	218 19% h
Giving advice on the best treatment for me	302 19% h	166 18% h	136 20% h	114 18% h	30 16% h	22 21% h	15 20% h	21 19% h	7 19% h	75 20% h	18 21% h	75 16% h	227 20% h	21 14% h	18 17% h	30 18% h	37 16% h	227 20% h
Honesty	225 14% d	126 14% d	99 14% d	95 15% d	15 8% d	16 15% d	15 20% d	19 17% d	5 14% d	51 13% d	9 10% d	63 14% d	162 14% d	15 10% d	17 16% d	15 9% d	35 15% d	162 14% d
Cleanliness/ appearance of the surgery	170 11% z	86 9% z	84 12% z	61 10% z	19 10% z	5 5% z	10 13% z	12 11% z	3 9% z	49 13% z	10 11% z	47 10% z	123 11% z	17 11% z	11 10% z	21 12% z	22 9% z	123 11% z
Professional personal appearance	103 6% z	53 6% z	51 7% z	38 6% z	9 5% z	6 6% z	9 12% z	7 6% z	4 11% z	24 6% z	6 7% z	31 7% z	73 6% z	14 9% z	8 7% z	7 4% z	17 7% z	73 6% z
Being compassionate	94 6% z	53 6% z	41 6% z	39 6% z	9 5% z	4 4% z	4 6% z	4 4% z	3 9% z	25 7% z	4 5% z	23 5% z	70 6% z	8 6% z	7 7% z	9 5% z	13 6% z	70 6% z
Don't know/ None of these	46 3% e	24 3% e	23 3% e	20 3% e	4 2% e	- - e	2 3% e	2 1% e	3 7% e	15 4% e	1 1% e	15 3% e	31 3% e	3 2% e	1 1% e	8 5% e	11 5% e	31 3% e

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 124

GD035 - Some dentists describe themselves as specialists in a specific area of dentistry, such as oral surgery or orthodontics. Which of the following, if any, would you associate with someone who is a specialist?

BASE: All Respondents

	TOTAL (z)	REGION													ETHNICITY		ETHNICITY					DISABILITY	
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	BAME (o)	White (p)	Asian/ British (q)	Asian (r)	Black/ Black British (s)	Mixed /Other (t)	YES (u)	NO (v)
Unweighted Base	1674	102	129	142	256	73	173	136	178	115	104	123	143	1332	1424	246	1424	146	54	46	204	1425	
Weighted Base	1618	46	117	151	214	67*	177	135	221	138*	77*	141*	133	1360	1412	202	1412	113*	45*	44*	169	1411	
Completed specialist training	792 49% doqt	21 45%	60 51%	75 50%	86 40%	46 69%	91 51%	66 48%	92 41%	62 45%	40 52%	67 47%	88 66%	666 49%	708 50%	81 40%	708 50%	43 38%	24 52%	15 33%	65 38%	709 50%	
Several years of experience working in the area	541 33%	15 33%	43 37%	56 37%	61 28%	22 34%	64 36%	37 27%	64 29%	38 27%	23 30%	62 44%	56 42%	466 34%	483 34%	58 29%	483 34%	28 25%	20 43%	9 22%	47 28%	483 34%	
Keeping up to date with their professional development	524 32% oqt	12 25%	53 45% zacfhkkm	41 27%	80 37% ahk	29 43% acfhgk	48 27%	39 28%	60 27%	49 35%	30 38% k	34 24%	51 38% k	444 33%	472 33% zo	49 24%	472 33% zq	20 18%	15 33%	13 30%	40 24%	475 34% zt	
Having qualifications/ letters after name	425 26%	16 34% egk	38 32% e	36 24%	54 25%	12 17%	51 29%	28 21%	55 25%	42 30%	26 34% eg	30 21%	38 28%	355 26%	369 26%	55 27%	369 26%	33 29%	10 22%	12 28%	44 26%	375 27%	
Standard of care	400 25%	17 36% zbcdfhjm	22 19%	34 22%	54 25%	19 29%	34 19%	33 25%	47 21%	53 38% zbcdfghjm	15 20%	37 26%	37 28%	335 25%	357 25%	41 20%	357 25%	22 20%	14 31%	5 11%	51 30%	338 24%	
Putting patients' needs first/ahead of profit	306 19% k	10 23% hk	23 19%	30 20%	42 20% k	11 17%	51 29% zhkm	28 21% k	29 13%	29 21% k	14 18%	14 10%	24 18%	253 19% k	274 19%	31 16%	274 19%	23 20%	4 9%	5 10%	47 28% zu	256 18%	
Giving advice on the best treatment for me	302 19%	12 26% zbdghm	18 15%	30 20%	33 16%	17 25%	32 18%	20 14%	34 16%	28 20%	25 33% zbcdfghilm	30 21%	23 18%	245 18%	270 19%	32 16%	270 19%	17 15%	8 17%	8 18%	27 16%	274 19%	
Honesty	225 14% bknp	7 16% bk	7 6%	29 20% bfk	48 22% zbfghiklm	12 18% bk	16 9%	17 13%	36 16% bk	16 12%	15 20% bfk	7 5%	15 11%	186 14% bk	183 13%	41 20% zn	183 13%	23 20% p	7 15%	11 25% p	29 17%	188 13%	
Cleanliness/ appearance of the surgery	170 11% lm	12 25% zbcdefhiklm	10 9%	20 13% l	15 7%	6 9%	14 8%	24 18% zdfhilm	19 8%	11 8%	16 21% zbdefhilm	17 12% l	6 4%	119 9%	141 10%	29 14%	141 10%	15 13%	3 7%	11 24% zp	22 13%	143 10%	
Professional personal appearance	103 6%	4 8% b	3 2%	13 8% b	21 10% zbelm	1 2%	19 11% zbelm	10 7%	12 6%	6 5%	4 5%	6 4%	4 3%	86 6%	84 6%	19 10%	84 6%	7 6%	8 17% zp	4 10%	9 6%	90 6%	
Being compassionate	94 6% fq	5 11% zbfqgi	3 3%	26 17% zbdefghijkm	13 6% g	1 2%	4 2%	1 1%	14 6% g	5 3%	3 4%	6 4%	12 9% bfq	85 6% fq	88 6%	6 3%	88 6%	3 2%	2 4%	2 4%	10 6%	79 6%	
Don't know/ None of these	46 3%	* 1%	5 4% l	4 2%	5 2%	2 3%	10 6% zhil	3 2%	3 1%	5 3%	- -	8 6% hil	* *	42 3% l	40 3%	6 3%	40 3%	6 5%	- -	* 1%	3 2%	41 3%	

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

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Table 125
GD035 - Some dentists describe themselves as specialists in a specific area of dentistry, such as oral surgery or orthodontics. Which of the following, if any, would you associate with someone who is a specialist?

BASE: All Respondents

	TOTAL (z)	Importance of title Doctor		When last visited a dental professional		When did you last go to the dentist		When did you last see a dental professional other than a dentist		Frequency visit a dental professional			Type of dental treatment received					Satisfaction with dental care or treatment		Confidence in healthcare regulation		Awareness of General Dental Council			Confidence in dental regulation	
		Important (a)	Not important (b)	Patients (last 12 mths) (c)	Public (less often) (d)	Patients (last 12 mths) (e)	Public (less often) (f)	Patients (last 12 mths) (g)	Public (less often) (h)	Once a year or more often (i)	Less often (j)	Don't know (k)	NHS (l)	Private (m)	Mixture (n)	Unsure (o)	Abroad (p)	Satisfied (q)	Dissatisfied (r)	Confident (s)	Not confident (t)	Aware (u)	Unaware (v)	Unsure (w)	Confident (x)	Not confident (y)
Unweighted Base	1674	585	1049	1111	563	1001	673	110	563	1162	422	3	879	261	131	18	43	1119	43	1337	274	317	1082	270	1186	313
Weighted Base	1618	560	1019	1058	560	951	667	107*	560	1116	407	2**	825	265	124	18**	42**	1075	40*	1299	257	304	1063	247	1147	293
Completed specialist training	792	216	556	537	255	494	297	43	255	581	187	1	410	151	60	5	18	556	24	644	116	168	498	125	587	126
	49%	39%	55%	51%	45%	52%	45%	40%	45%	52%	46%	63%	50%	57%	48%	28%	43%	52%	60%	50%	45%	55%	47%	50%	51%	43%
Several years of experience working in the area	541	170	359	367	174	335	205	31	174	389	132	-	270	104	52	3	9	378	11	443	79	101	340	99	413	75
	33%	30%	35%	35%	31%	35%	31%	29%	31%	35%	32%	-	33%	39%	42%	15%	22%	35%	28%	34%	31%	33%	32%	40%	36%	26%
Keeping up to date with their professional development	524	154	356	371	153	340	184	31	153	395	124	-	262	113	37	3	24	384	11	434	67	101	334	89	397	67
	32%	27%	35%	35%	27%	36%	28%	29%	27%	35%	31%	-	32%	43%	30%	15%	58%	36%	28%	33%	26%	33%	31%	36%	35%	23%
Having qualifications/ letters after name	425	149	266	279	146	247	178	32	146	306	94	-	213	69	43	-	9	295	12	346	66	83	261	81	303	73
	26%	27%	26%	26%	26%	26%	27%	30%	26%	27%	23%	-	26%	26%	35%	-	21%	27%	29%	27%	26%	27%	25%	33%	26%	25%
Standard of care	400	131	262	264	136	244	156	20	136	274	112	*	213	60	29	5	10	260	14	310	74	68	272	60	273	73
	25%	23%	26%	25%	24%	26%	23%	19%	24%	25%	28%	24%	26%	22%	23%	29%	25%	24%	35%	24%	29%	22%	26%	24%	24%	25%
Putting patients' needs first/ahead of profit	306	93	207	213	93	193	112	20	93	212	86	-	164	48	27	3	7	201	11	254	43	57	194	54	228	46
	19%	17%	20%	20%	17%	20%	17%	19%	17%	19%	21%	-	20%	18%	22%	19%	16%	19%	28%	20%	17%	19%	18%	22%	20%	16%
Giving advice on the best treatment for me	302	102	197	224	78	200	102	25	78	231	66	*	160	56	28	3	11	224	8	242	49	55	200	47	229	38
	19%	18%	19%	21%	14%	21%	15%	23%	14%	21%	16%	24%	19%	21%	22%	16%	27%	21%	19%	19%	19%	18%	19%	19%	20%	13%
Honesty	225	110	110	135	90	121	105	14	90	142	60	-	113	31	16	4	10	137	4	179	43	53	152	20	147	62
	14%	20%	11%	13%	16%	13%	16%	13%	16%	13%	15%	-	14%	12%	13%	20%	24%	13%	11%	14%	17%	18%	14%	8%	13%	21%
Cleanliness/ appearance of the surgery	170	65	102	122	48	104	66	18	48	129	35	*	99	18	14	4	8	127	2	146	22	27	114	30	121	31
	11%	12%	10%	12%	9%	11%	10%	17%	9%	12%	9%	24%	12%	7%	11%	23%	20%	12%	6%	11%	9%	9%	11%	12%	11%	11%
Professional personal appearance	103	55	46	72	31	62	41	10	31	68	29	-	60	11	5	1	5	65	3	89	13	16	70	17	74	25
	6%	10%	5%	7%	6%	7%	6%	9%	6%	6%	7%	-	7%	4%	4%	8%	12%	6%	7%	7%	5%	5%	7%	7%	6%	8%
Being compassionate	94	42	52	69	25	56	38	13	25	72	15	-	60	12	9	-	-	71	1	79	15	11	63	20	65	24
	6%	8%	5%	7%	4%	6%	6%	12%	4%	6%	4%	-	7%	4%	7%	-	-	7%	2%	6%	6%	4%	6%	8%	6%	8%
Don't know/ None of these	46	13	24	18	28	18	28	2*	28	20	19	*	18	4	1	4	*	20	-	29	6	6	35	3	19	8
	3%	2%	2%	2%	5%	2%	4%	*	5%	2%	5%	13%	2%	2%	1%	24%	*	2%	-	2%	2%	2%	3%	1%	2%	3%

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

GENERAL PUBLIC
GENERAL DENTAL COUNCIL PATIENT AND PUBLIC SURVEY 2020

12 Mar 2020

Table 126

GD035 - Some dentists describe themselves as specialists in a specific area of dentistry, such as oral surgery or orthodontics. Which of the following, if any, would you associate with someone who is a specialist?

BASE: All Respondents

	Complained about a dental professional			Focus of regulator for dental professionals			Confidence of how dental care is delivered in the UK		Confidence in dental professional		Opinion about dentists' use of title Doctor when they do not also hold another general medical qualification or a PhD		Awareness of Dental Complaints Service			Contacted a person or organisation for support making any type of complaint		Contacted a person or organisation for support making a complaint about dental care or treatment		Would find it helpful to use a support service to deal with something that went seriously wrong during visit to dental professional			Seen advertised or been offered cosmetic treatments at dental practice		Received cosmetic treatments at dental practice	
	TOTAL (z)	Yes (a)	No (b)	Mainly on preventing bad practice (c)	Equally on both (d)	Mainly on taking action against serious complaints (e)	Confident (f)	Not confident (g)	Yes (h)	No (i)	Should be able to use (j)	Should not be able to use (k)	Aware (l)	Unaware (m)	Unsure (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)	DK (u)	Yes (v)	No (w)	Yes (x)	No (y)
Unweighted Base	1674	94	1492	441	1081	152	1328	286	1555	106	393	881	184	1246	236	405	1247	15	1659	1393	252	29	1007	667	118	1556
Weighted Base	1618	93*	1431	441	1018	159	1284	278	1498	105*	403	822	171	1218	222	389	1211	15**	1603	1360	230	29**	979	639	120*	1498
Completed specialist training	792	51	718	196	542	54	637	135	751	38	198	449	78	608	105	213	575	6	785	692	97	3	516	276	48	744
	49% eitw	54%	50% z	44%	53% zoe	34%	50%	49%	50%	36% zi	49%	55% z	46%	50%	47%	55% zp	47%	44%	49%	51% zt	42%	11%	53% zw	43%	40%	50%
Several years of experience working in the area	541	25	496	123	368	49	439	89	517	21	110	317	47	423	70	136	400	3	538	483	52	5	347	193	33	508
	33% cijt	27%	35% z	28%	36% zc	31%	34%	32%	35% zi	20% z	27%	39% z	28%	35%	31%	35% z	33%	18%	34%	36% zt	23%	18%	35% zw	30%	28%	34%
Keeping up to date with their professional development	524	32	488	123	360	40	410	90	511	12	115	287	51	392	80	144	377	6	518	462	56	6	341	183	33	491
	32% ciw	34%	34% z	28%	35% zoe	25%	32%	33%	34% zi	11% z	29%	35% z	30%	32%	36%	37% z	31%	38%	32%	34% zt	24%	20%	35% zw	29%	27%	33%
Having qualifications/ letters after name	425	27	374	111	276	39	344	69	398	23	88	242	54	307	62	113	308	2	423	359	57	9	272	153	23	402
	26% w	29%	26% z	25%	27% z	24%	27%	25%	27% z	22% z	22%	29% z	32%	25%	28%	29% z	25%	16%	26%	26% zt	25%	30%	28% zw	24%	19%	27%
Standard of care	400	30	357	106	261	33	319	67	372	23	84	217	39	309	53	91	307	1	399	349	45	7	265	135	32	368
	25% w	32%	25% z	24%	26% z	21%	25%	24%	25% z	22% z	21%	26% z	23%	25%	24%	23% z	25%	6%	25%	26% zt	20%	23%	27% zw	21%	27%	25%
Putting patients' needs first/ahead of profit	306	15	282	85	194	26	254	46	286	19	74	152	27	235	44	77	227	5	301	274	27	5	192	114	23	282
	19% t	16%	20% z	19%	19% z	16%	20%	17%	19% z	18% z	18%	19%	16%	19%	20%	20% z	19%	34%	19%	20% zt	12%	18%	20% zw	18%	19%	19%
Giving advice on the best treatment for me	302	18	280	85	188	29	247	47	290	12	73	161	30	225	46	76	225	6	296	266	31	5	182	120	24	278
	19% t	19%	20% z	19%	18% z	18% z	19%	17%	19% z	11% z	18%	20%	18%	19%	21%	20% z	19%	37%	18%	20% zt	13%	19%	19% zw	19%	20%	19%
Honesty	225	19	183	86	102	37	173	47	196	26	84	77	45	153	28	50	173	2	223	188	32	5	121	105	23	202
	14% bdhkmv	20%	13% z	20% zd	10% zd	23% zd	13%	17%	13% zh	24% zk	21% zk	9%	26% zmn	13%	12%	13% z	14%	16%	14%	14% zt	14%	18%	12% zv	16%	20%	13%
Cleanliness/ appearance of the surgery	170	13	152	48	103	20	144	24	164	7	39	83	20	121	30	40	128	4	167	148	20	3	97	73	20	150
	11% y	13%	11% z	11%	10% z	12% z	11%	9%	11% z	6% z	10% z	10%	11% z	10%	14%	10% z	11%	24%	10%	11% zt	9%	10%	10% zw	11%	17% y	10%
Professional personal appearance	103	7	90	34	57	13	87	13	97	6	31	39	10	75	18	18	84	-	103	89	14	*	62	41	15	88
	6% ky	7%	6% z	8%	6% z	8% z	7%	5%	6% z	6% z	8% z	5%	6% z	6%	8%	5% z	7%	-	103	7% z	6%	1% z	6% z	6% z	13% zy	6%
Being compassionate	94	5	82	36	42	15	83	11	87	7	31	37	12	61	21	22	70	-	94	82	12	-	60	34	7	87
	6% dkm	5%	6% z	8% zd	4% zd	10% d	6% z	4% z	6% z	6% z	8% k	4% z	7% z	5%	9% zm	6% z	6% z	-	6% z	6% z	5% z	-	6% z	5% z	6% z	6% z
Don't know/ None of these	46	-	39	10	25	11	25	8	35	5	5	16	1	39	2	3	36	-	46	19	17	10	24	22	2	45
	3% fhkos	-	3% z	2% z	2% z	7% zod	2% z	3% z	2% z	5% z	1% z	2% z	1% z	3% z	1% z	1% z	3% o	-	3% z	1% z	7% zs	35% z	2% z	3% z	1% z	3% z

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

Table 127
GD036 - If you were going to receive treatment from a specialist dentist, such as an orthodontist or oral surgery specialist, how would you find them?

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)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (m)	SINGLE (n)	WID/ DIV/ SEP (o)
Unweighted Base	1674	826	844	209	224	225	237	254	525	416	571	341	346	933	459	276
Weighted Base	1618	791	823	228	267	250	265	244	365	420	523	289	387	913	462	237
Ask dental professional/ medical professional for recommendations	758 47% d	372 47%	385 47%	98 43%	105 39%	119 48%	134 50%	138 57%	163 45%	210 50%	241 46%	125 43%	182 47%	436 48%	205 44%	115 49%
Google specialist area and find people online	397 25% gho	199 25%	198 24%	85 37% z fgh	81 30% gh	74 30% gh	66 25% h	46 19% h	46 13%	100 24%	145 28%	67 23%	86 22%	217 24% o	150 32% zmo	30 13%
Expect to be referred by dental professional/ medical professional	358 22% l	167 21%	189 23%	49 22%	60 22%	49 20%	69 26%	53 22%	78 21%	109 26% l	118 23%	66 23%	65 17%	216 24%	92 20%	49 21%
Ask family/friend for recommendations	324 20%	142 18%	183 22% z	39 17%	43 16%	49 20%	53 20%	45 19%	95 26% zcdg	76 18%	102 19%	57 20%	90 23%	173 19%	93 20%	58 24%
Look for specialist lists supplied by regulator / GDC / General Dental Council	69 4% c	31 4%	38 5%	2 1%	18 7% c	15 6% c	15 6% c	7 3%	12 3%	31 7% zjl	17 3%	11 4%	9 2%	47 5%	17 4%	5 2%
Go somewhere local / nearby	6 * c	4 1%	2 *	2 1%	- -	2 1%	- -	- -	2 *	* *	3 1%	- -	2 1%	1 *	4 1%	* *
Yellow pages / directory	5 *	3 *	2 *	- -	- -	- -	- -	2 1%	3 1% z	* *	1 *	1 *	3 1%	2 *	2 *	1 1%
Other	7 *	6 1%	1 *	- -	3 1%	3 1%	* *	1 *	1 *	1 *	3 1%	1 *	3 1%	4 *	3 1%	* *
Don't know	111 7% fim	53 7%	57 7%	14 6%	22 8%	14 5%	9 4%	16 7%	36 10% zf	12 3%	28 5%	24 8% i	46 12% zij	50 5%	37 8%	23 10% m

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

Table 128

GD036 - If you were going to receive treatment from a specialist dentist, such as an orthodontist or oral surgery specialist, how would you find them?

BASE: All Respondents

	WORKING STATUS			OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULLTIME (c)	PARTTIME (d)	SELFEMPL OYE D (e)	HOUSE WIFE (f)	STILL IN EDUCATIO N (g)	UNEMPLO YED (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	1674	796	878	529	177	90	79	121	40	541	97	414	1260	141	99	148	213	1260
Weighted Base	1618	928	690	638	186	104*	75*	111*	38*	378	89*	455	1163	151	107*	170	236	1163
Ask dental professional/ medical professional for recommendations	758 47%	433 47%	325 47%	308 48%	78 42%	47 45%	40 53%	58 52%	18 48%	171 45%	37 42%	201 44%	557 48%	66 43%	42 39%	73 43%	107 45%	557 48%
Google specialist area and find people online	397 25% bilq	257 28% zb	141 20% zb	183 29% zi	46 25% i	27 26% i	18 24% i	36 33% i	12 33% i	51 13% i	23 26% i	131 29% zl	266 23% zl	49 32% zq	29 27% zq	46 27% zq	64 27% zq	266 23% zq
Expect to be referred by dental professional/ medical professional	358 22% b	225 24% b	134 19% b	146 23% b	42 23% b	37 35% zcdghij	17 23% b	18 16% b	5 13% b	79 21% b	15 16% b	100 22% b	258 22% b	27 18% b	20 19% b	40 24% b	55 23% b	258 22% b
Ask family/friend for recommendations	324 20% ac	159 17% ac	165 24% za	100 16% ac	46 25% ce	13 13% ac	17 22% ac	19 17% ac	11 28% ac	96 25% zce	24 27% ce	86 19% ac	238 20% ac	32 21% ac	21 19% ac	28 16% ac	47 20% ac	238 20% ac
Look for specialist lists supplied by regulator / GDC / General Dental Council	69 4% d	46 5% d	23 3% d	34 5% d	1 1% d	10 10% zdgi	5 7% dg	1 1% d	- - d	15 4% d	2 3% d	24 5% d	45 4% d	5 4% d	6 6% d	9 5% d	12 5% d	45 4% d
Go somewhere local / nearby	6 *bilq	5 1% *bilq	* * *bilq	4 1% *bilq	1 1% *bilq	- - *bilq	- - *bilq	- - *bilq	- - *bilq	* * *bilq	- - *bilq	4 1% *bilq	2 * *bilq	- - *bilq	- - *bilq	2 1% *bilq	3 1% *bilq	2 * *bilq
Yellow pages / directory	5 * *bilq	- - *bilq	5 1% za	- - za	- - za	- - za	- - za	- - za	1 3% zcd	3 1% zc	1 1% c	- - *bilq	5 * *bilq	- - *bilq	- - *bilq	- - *bilq	- - *bilq	5 * *bilq
Other	7 * *bilq	6 1% *bilq	2 * *bilq	5 1% *bilq	1 * *bilq	- - *bilq	- - *bilq	- - *bilq	- - *bilq	2 * *bilq	- - *bilq	3 1% *bilq	4 * *bilq	1 1% *bilq	2 2% zq	3 2% zq	- - *bilq	4 * *bilq
Don't know	111 7% ac	44 5% ac	67 10% za	30 5% ac	9 5% ac	5 4% ac	4 5% ac	7 6% ac	3 9% ac	42 11% zcd	10 12% c	24 5% ac	87 8% ac	8 5% ac	5 5% ac	6 3% ac	13 6% ac	87 8% ac

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 129
GD036 - If you were going to receive treatment from a specialist dentist, such as an orthodontist or oral surgery specialist, how would you find them?

BASE: All Respondents

	TOTAL (z)	REGION													ETHNICITY		ETHNICITY				DISABILITY	
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	BAME (o)	White (p)	Asian/ Asian British (q)	Black/ Black British (r)	Mixed /Other (s)	YES (t)	NO (u)
Unweighted Base	1674	102	129	142	256	73	173	136	178	115	104	123	143	1332	1424	246	1424	146	54	46	204	1425
Weighted Base	1618	46	117	151	214	67*	177	135	221	138*	77*	141*	133	1360	1412	202	1412	113*	45*	44*	169	1411
Ask dental professional/ medical professional for recommendations	758 47% f	21 45% zadfhm	69 59% zadfhm	71 47% zadfhm	88 41% zadfhm	36 55% f	68 38% f	70 51% f	89 40% f	79 57% zdfhm	38 49% f	64 45% f	64 48% f	629 46% f	665 47% f	90 45% f	665 47% f	51 46% f	19 42% f	20 46% f	83 49% f	663 47% f
Google specialist area and find people online	397 25% t	8 18% t	32 27% t	32 21% t	65 31% zaeim	10 14% t	52 30% aei	31 23% t	51 23% t	24 17% t	22 29% e	30 21% t	40 30% aei	336 25% t	340 24% t	57 28% t	340 24% t	32 28% t	13 28% t	13 30% t	30 18% t	362 26% zt
Expect to be referred by dental professional/ medical professional	358 22% joqt	10 23% j	18 15% j	40 27% bgj	45 21% zbdgjm	23 35% zbdgjm	36 20% zbdgjm	20 15% zbdgjm	50 23% zbdgjm	43 31% zbdgjm	9 12% zbdgjm	32 23% zbdgjm	31 24% j	319 23% zbdgjm	327 23% zo	30 15% zo	327 23% zq	12 10% zq	14 32% qs	4 9% zq	22 13% t	322 23% t
Ask family/friend for recommendations	324 20% einp	13 28% zcegm	25 22% ei	25 17% zcegm	68 32% zcegm	6 8% zcegm	36 20% ei	21 15% zcegm	48 22% ei	11 8% zcegm	18 23% ei	26 18% i	28 21% ei	273 20% ei	260 18% zn	64 32% zn	260 18% zn	40 36% zpr	6 13% zpr	18 42% zpr	45 27% zu	272 19% zu
Look for specialist lists supplied by regulator / GDC / General Dental Council	69 4% bg	1 3% bg	* * zabdefghijklr	24 16% zabdefghijklr	14 6% bg	2 3% bg	4 2% bg	1 1% bg	8 4% bg	4 3% bg	4 6% bg	3 2% bg	4 3% bg	63 5% bg	56 4% bg	13 6% bg	56 4% bg	6 6% bg	3 7% bg	3 7% bg	6 3% bg	62 4% bg
Go somewhere local / nearby	6 * m	- - m	- - m	- - m	1 * m	- - m	1 1% m	- - m	1 1% m	- - m	- - m	- - m	2 2% zm	6 * zm	6 * zm	- - zm	6 * zm	- - zm	- - zm	- - zm	- - zm	6 * zm
Yellow pages / directory	5 *m	* 1% m	- - m	- - m	- - m	- - m	1 * m	- - m	- - m	1 1% m	3 4% m	- - m	* * m	2 * m	5 * m	- - m	5 * m	- - m	- - m	- - m	* * m	5 * m
Other	7 *mu	- - mu	- - mu	2 1% mu	- - mu	- - mu	* * mu	- - mu	1 * mu	- - mu	4 5% mu	- - mu	* * mu	3 * mu	6 * mu	2 1% mu	6 * mu	- - mu	- - mu	2 4% mu	4 2% zu	4 * mu
Don't know	111 7% l	3 7% l	5 4% l	14 9% l	15 7% l	2 3% l	19 11% hlm	16 12% zbhlm	10 4% l	10 7% l	4 5% l	13 9% l	1 * l	88 6% l	92 7% l	18 9% l	92 7% l	13 12% l	4 10% l	1 2% l	13 8% l	90 6% l

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



GENERAL PUBLIC
GENERAL DENTAL COUNCIL PATIENT AND PUBLIC SURVEY 2020

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Table 130
GD036 - If you were going to receive treatment from a specialist dentist, such as an orthodontist or oral surgery specialist, how would you find them?

BASE: All Respondents

	TOTAL (z)	Importance of title Doctor		When last visited a dental professional		When did you last go to the dentist		When did you last see a dental professional other than a dentist		Frequency visit a dental professional			Type of dental treatment received					Satisfaction with dental care or treatment		Confidence in healthcare regulation		Awareness of General Dental Council			Confidence in dental regulation	
		Important (a)	Not important (b)	Patients (last 12 mths) (c)	Public (less often) (d)	Patients (last 12 mths) (e)	Public (less often) (f)	Patients (last 12 mths) (g)	Public (less often) (h)	Once a year or more often (i)	Less often (j)	Don't know (k)	NHS (l)	Private (m)	Mixture (n)	Unsure (o)	Abroad (p)	Satisfied (q)	Dissatisfied (r)	Confident (s)	Not confident (t)	Aware (u)	Unaware (v)	Unsure (w)	Confident (x)	Not confident (y)
Unweighted Base	1674	585	1049	1111	563	1001	673	110	563	1162	422	3	879	261	131	18	43	1119	43	1337	274	317	1082	270	1186	313
Weighted Base	1618	560	1019	1058	560	951	667	107*	560	1116	407	2**	825	265	124	18**	42**	1075	40*	1299	257	304	1063	247	1147	293
Ask dental professional/ medical professional for recommendations	758 47% dfhjvy	251 45%	495 49%	549 52% zd	208 37%	495 52% zf	262 39%	54 50% h	208 37%	587 53% zj	149 37%	1 63%	438 53% z	130 49%	61 50%	6 35%	11 25%	572 53% z	15 38%	625 48%	111 43%	160 52% zv	469 44%	128 52% v	569 50% zy	115 39%
Google specialist area and find people online	397 25% csu	141 25%	248 24%	240 23% zc	158 28%	217 23%	180 27%	22 21%	158 28% z	265 24%	117 29% z	- -	198 24%	60 23%	25 20%	4 24%	25 60%	250 23%	15 37%	303 23%	72 28%	57 19%	287 27% zu	51 21%	270 24%	76 26%
Expect to be referred by dental professional/ medical professional	358 22% dhtvy	110 20%	233 23%	256 24% zd	103 18%	222 23%	136 20%	33 31% zh	103 18%	273 25% z	78 19%	* 24%	177 21%	72 27%	44 35% zl	3 15%	8 19%	263 24% z	10 26%	307 24% zt	40 16%	81 26% v	204 19%	74 30% zv	279 24% zy	46 16%
Ask family/friend for recommendations	324 20% bcgliqu	156 28% zb	164 16%	184 17%	140 25% zc	173 18%	152 23% e	12 11%	140 25% zg	201 18%	97 24% i	* 13%	159 19%	43 16%	26 21%	3 19%	11 26%	192 18%	9 22%	265 20%	48 19%	47 15%	229 22% u	47 19%	230 20%	56 19%
Look for specialist lists supplied by regulator / GDC / General Dental Council	69 4% jv	33 6% zb	36 4%	41 4%	28 5%	38 4%	31 5%	3 3%	28 5%	47 4%	8 2%	- -	30 4%	8 3%	7 5%	- -	4 10%	45 4%	2 5%	57 4%	11 4%	20 7% zv	33 3%	16 7% v	52 4%	17 6%
Go somewhere local / nearby	6 * *	3 *	3 *	3 * 1%	3 1%	3 *	3 *	- *	3 1%	3 *	3 1%	- -	2 *	- -	- -	* 2%	- -	3 *	- -	6 *	- -	1 *	4 *	* *	5 *	* *
Yellow pages / directory	5 * *	2 *	3 *	3 * *	2 *	3 *	2 *	- *	2 *	5 1%	* *	- -	5 1%	- -	- -	- -	- -	5 *	- -	5 *	- -	- -	4 *	2 1%	4 1%	1 *
Other	7 * *	4 1%	3 *	6 1% *	2 *	6 1% *	2 *	- *	2 *	6 1%	1 *	- -	3 *	3 1%	- -	- -	- -	6 1%	- -	7 1%	- -	3 1%	3 *	1 *	6 1%	- -
Don't know	111 7% ceilmnqsuwx	41 7%	64 6%	49 5% zc	62 11%	44 5% ze	67 10%	5 4%	62 11% z	43 4%	41 10% zi	- -	41 5%	6 2%	2 2%	4 22%	5 12%	41 4%	3 6%	79 6%	23 9%	10 3%	90 8% zuw	9 3%	55 5%	39 13% zx

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

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GENERAL DENTAL COUNCIL PATIENT AND PUBLIC SURVEY 2020

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Table 131
GD036 - If you were going to receive treatment from a specialist dentist, such as an orthodontist or oral surgery specialist, how would you find them?

BASE: All Respondents

	Complained about a dental professional			Focus of regulator for dental professionals			Confidence of how dental care is delivered in the UK		Confidence in dental professional		Opinion about dentists' use of title Doctor when they do not also hold another general medical qualification or a PhD		Awareness of Dental Complaints Service			Contacted a person or organisation for support making any type of complaint		Contacted a person or organisation for support making a complaint about dental care or treatment		Would find it helpful to use a support service to deal with something that went seriously wrong during visit to dental professional			Seen advertised or been offered cosmetic treatments at dental practice		Received cosmetic treatments at dental practice	
	TOTAL (z)	Yes (a)	No (b)	Mainly on preventing bad practice (c)	Equally on both (d)	Mainly on taking action against serious complaints (e)	Confident (f)	Not confident (g)	Yes (h)	No (i)	Should be able to use (j)	Should not be able to use (k)	Aware (l)	Unaware (m)	Unsure (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)	DK (u)	Yes (v)	No (w)	Yes (x)	No (y)
Unweighted Base	1674	94	1492	441	1081	152	1328	286	1555	106	393	881	184	1246	236	405	1247	15	1659	1393	252	29	1007	667	118	1556
Weighted Base	1618	93*	1431	441	1018	159	1284	278	1498	105*	403	822	171	1218	222	389	1211	15**	1603	1360	230	29**	979	639	120*	1498
Ask dental professional/ medical professional for recommendations	758 47% gltw	40 43%	697 49% z	211 48%	483 47%	64 40%	639 50% zg	105 38%	730 49% zi	24 23%	209 52% z	378 46%	94 55% zmn	564 46%	98 44%	200 52%	554 46%	7 47%	751 47%	668 49% zt	81 35%	9 30%	494 50% zw	264 41%	67 56%	691 46%
Google specialist area and find people online	397 25% ef	25 27%	357 25%	97 22%	277 27% ze	23 15%	300 23%	81 29%	370 25%	26 25%	102 25%	212 26%	34 20%	315 26%	48 22%	103 27%	290 24%	1 4%	397 25%	347 26%	47 21%	3 10%	259 26%	139 22%	34 29%	363 24%
Expect to be referred by dental professional/ medical professional	358 22% aijmtw	10 11%	342 24% za	84 19%	244 24%	30 19%	292 23%	55 20%	343 23% zi	13 13%	65 16%	205 25% zj	32 19%	249 20%	78 35% zlm	89 23%	267 22%	4 29%	354 22%	325 24% zt	30 13%	4 12%	240 25% zw	118 18%	27 22%	332 22%
Ask family/friend for recommendations	324 20% dv	19 20%	279 20%	99 23%	185 18%	40 25%	257 20%	59 21%	297 20%	24 23%	95 23%	178 22%	32 19%	248 20%	44 20%	68 17%	254 21%	5 30%	320 20%	274 20%	47 20%	3 12%	178 18%	147 23% zv	21 18%	303 20%
Look for specialist lists supplied by regulator / GDC / General Dental Council	69 4% bhmwy	3 4%	51 4%	19 4%	37 4%	13 8% zd	53 4%	14 5%	57 4%	12 12% zh	11 3%	35 4%	14 8% zm	41 3%	14 6%	17 4%	51 4%	1 7%	68 4%	56 4%	13 6%	- -	51 5% zw	18 3%	10 9% zy	59 4%
Go somewhere local / nearby	6 *d	1 1%	5 *	4 1% d	1 *	- -	6 *	- -	6 *	- -	1 *	3 *	1 1%	5 *	- -	1 *	5 *	- -	6 *	6 *	- -	- -	2 * zw	4 1%	* *	5 *
Yellow pages / directory	5 *	1 1%	4 *	2 1%	3 *	- -	4 *	- -	5 *	- -	* *	3 *	- -	4 *	1 *	3 1%	2 *	- *	5 *	4 *	1 *	- -	3 *	2 *	- -	5 *
Other	7 *b	3 3% zb	4 *	3 1%	3 *	2 1%	6 *	1 *	7 *	- -	2 *	5 1%	3 1% m	4 *	1 1%	2 *	6 *	- *	7 *	6 *	2 1%	- -	5 *	3 *	- -	7 *
Don't know	111 7% bdfhknosv	11 11% b	73 5%	30 7%	54 5%	27 17% zod	66 5%	35 13% zf	74 5%	31 30% zh	19 5%	34 4%	5 3%	97 8% zln	3 1%	10 3%	94 8% zo	- -	111 7%	61 5%	39 17% zs	11 39%	42 4%	69 11% zv	4 4%	106 7%

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



Table 132

GD09 - Have you ever complained about a dental professional? This includes making a complaint to staff at your dental practice, including to a receptionist.

BASE: People who have visited a dental professional

	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)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (m)	SINGLE (n)	WID/ DIV/ SEP (o)
Unweighted Base	1587	777	806	195	208	209	229	246	500	405	546	322	314	890	432	259
Weighted Base	1524	737	783	216	244	227	255	236	346	404	501	269	349	861	438	221
A. Yes	93	42	52	14	13	13	14	21	18	28	25	18	22	58	22	13
	6%	6%	7%	7%	5%	6%	5%	9%	5%	7%	5%	7%	6%	7%	5%	6%
B. No	1431	695	731	202	231	214	242	214	328	376	476	251	327	802	415	208
	94%	94%	93%	93%	95%	94%	95%	91%	95%	93%	95%	93%	94%	93%	95%	94%
C. Don't know	*	*	-	*	-	-	-	-	-	-	*	-	-	-	*	-
	*	*	-	*	-	-	-	-	-	-	*	-	-	-	*	-
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 - z/m/n/o
Overlap formulae used.



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Table 133

GD09 - Have you ever complained about a dental professional? This includes making a complaint to staff at your dental practice, including to a receptionist.

BASE: People who have visited a dental professional

	WORKING STATUS			OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULLTIME (c)	PARTTIME (d)	SELFEMPL OYE D (e)	HOUSE WIFE (f)	STILL IN EDUCATIO N (g)	UNEMPLO YED (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	1587	758	829	507	166	85	74	113	35	515	92	387	1200	131	91	140	202	1200
Weighted Base	1524	877	647	607	175	95*	71*	106*	32**	357	82*	422	1103	137	98*	161	224	1103
A. Yes	93 6%	58 7%	36 6%	37 6%	9 5%	12 12%	1 1%	5 5%	1 4%	20 6%	8 10%	24 6%	70 6%	11 8%	11 12%	14 9%	7 3%	70 6%
						zfi					f				p	p		
B. No	1431 94% e	819 93%	611 94%	570 94%	166 95%	83 88%	70 99%	100 94%	30 96%	337 94%	74 90%	398 94%	1033 94%	126 92%	87 88%	147 91%	217 97%	1033 94%
						ej			e								no	
C. Don't know	*	-	*	-	-	-	-	*	-	-	-	-	*	-	-	-	-	*
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; ** very small base (under 30) ineligible for sig testing



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GENERAL DENTAL COUNCIL PATIENT AND PUBLIC SURVEY 2020

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Table 134

GD09 - Have you ever complained about a dental professional? This includes making a complaint to staff at your dental practice, including to a receptionist.

BASE: People who have visited a dental professional

	TOTAL (z)	REGION													ETHNICITY		ETHNICITY				DISABILITY	
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	BAME (o)	White (p)	Asian/ Asian British (q)	Black/ Black British (r)	Mixed /Other (s)	YES (t)	NO (u)
Unweighted Base	1587	100	120	134	241	73	166	128	157	110	104	114	140	1255	1371	212	1371	120	50	42	197	1350
Weighted Base	1524	45	110*	141	199	67*	171	129	190	131*	77*	132*	132	1273	1351	169	1351	92*	39*	39**	160	1331
A. Yes	93 6%	1 3%	7 6%	5 4%	12 6%	-	7 4%	13 10%	8 4%	13 10%	6 7%	9 7%	14 10%	74 6%	86 6%	8 4%	86 6%	2 2%	2 6%	3 8%	17 11%	76 6%
B. No	1431 94%	44 97%	104 94%	136 96%	186 94%	67 100% zdgijl	164 96%	117 90%	182 96%	118 90%	71 93%	123 93%	118 90%	1199 94%	1265 94%	161 95%	1265 94%	90 98%	36 94%	35 91%	143 89%	1254 94%
C. Don't know	* *	- -	- -	- -	* *	- -	- -	- -	- -	- -	- -	- -	- -	* *	- -	* *	- -	- -	- -	* 1%	- -	* *
D. Prefer not to say	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

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

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing



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GENERAL DENTAL COUNCIL PATIENT AND PUBLIC SURVEY 2020

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Table 135
GD09 - Have you ever complained about a dental professional? This includes making a complaint to staff at your dental practice, including to a receptionist.

BASE: People who have visited a dental professional

	Importance of title Doctor			When last visited a dental professional		When did you last go to the dentist		When did you last see a dental professional other than a dentist		Frequency visit a dental professional			Type of dental treatment received					Satisfaction with dental care or treatment		Confidence in healthcare regulation		Awareness of General Dental Council			Confidence in dental regulation	
	TOTAL (z)	Important (a)	Not important (b)	Patients (last 12 mths) (c)	Public (less often) (d)	Patients (last 12 mths) (e)	Public (less often) (f)	Patients (last 12 mths) (g)	Public (less often) (h)	Once a year or more often (i)	Less often (j)	Don't know (k)	NHS (l)	Private (m)	Mixture (n)	Unsure (o)	Abroad (p)	Satisfied (q)	Dissatisfied (r)	Confident (s)	Not confident (t)	Aware (u)	Unaware (v)	Unsure (w)	Confident (x)	Not confident (y)
Unweighted Base	1587	946	1005	1111	476	1001	586	110	476	1162	422	3	879	261	131	18	43	1119	43	1285	248	311	1009	264	1144	280
Weighted Base	1524	519	970	1058	467	951	574	107*	467	1116	407	2**	825	265	124	18**	42**	1075	40*	1244	227	296	987	240	1109	253
A. Yes	93	35	56	76	17	73	20	3	17	77	16	-	62	15	5	1	1	69	8	67	23	28	54	11	62	23
	6% dfhs	7%	6%	7%	4%	8%	4%	3%	4%	7%	4%	-	7%	6%	4%	3%	3%	6%	19%	5%	10%	10%	5%	5%	6%	9%
				zd		zf							z						zq		zs	zv				
B. No	1431	483	914	982	449	878	553	104	449	1038	391	2	764	250	119	18	40	1005	33	1176	204	268	933	228	1047	230
	94% celrtu	93%	94%	93%	96%	92%	96%	97%	96%	93%	96%	100%	93%	94%	96%	97%	97%	94%	81%	95%	90%	90%	95%	95%	94%	91%
				zc		ze		z										r		zl			u			
C. Don't know	*	*	-	-	*	-	*	-	*	*	-	-	*	-	-	-	-	*	-	*	-	-	-	*	*	-
	*	*	-	-	*	-	*	-	*	*	-	-	*	-	-	-	-	*	-	*	-	-	-	*	*	-
D. Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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



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12 Mar 2020

Table 136
GD09 - Have you ever complained about a dental professional? This includes making a complaint to staff at your dental practice, including to a receptionist.

BASE: People who have visited a dental professional

	Complained about a dental professional		Focus of regulator for dental professionals			Confidence of how dental care is delivered in the UK		Confidence in dental professional		Opinion about dentists' use of title Doctor when they do not also hold another general medical qualification or a PhD		Awareness of Dental Complaints Service			Contacted a person or organisation for support making any type of complaint		Contacted a person or organisation for support making a complaint about dental care or treatment		Would find it helpful to use a support service to deal with something that went seriously wrong during visit to dental professional			Seen advertised or been offered cosmetic treatments at dental practice		Received cosmetic treatments at dental practice		
	TOTAL (z)	Yes (a)	No (b)	Mainly on preventing bad practice (c)	Equally on both (d)	Mainly on taking action against serious complaints (e)	Confident (f)	Not confident (g)	Yes (h)	No (i)	Should be able to use (j)	Should not be able to use (k)	Aware (l)	Unaware (m)	Unsure (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)	DK (u)	Yes (v)	No (w)	Yes (x)	No (y)
Unweighted Base	1587	94	1492	413	1040	134	1288	252	1518	64	369	848	179	1172	232	393	1175	15	1572	1346	217	24	989	598	115	1472
Weighted Base	1524	93*	1431	418	974	132	1241	240	1459	61*	375	789	166	1140	216	379	1130	15**	1510	1308	193	23**	954	571	115*	1410
A. Yes	93	93	-	29	57	8	68	25	83	10	15	60	23	64	6	40	53	7	87	86	8	-	58	36	9	85
	6% bfhnpr	100% zb	-	7%	6%	6%	5%	10% zf	6%	17% zh	4%	8% zj	14% zmn	6%	3%	11% zp	5%	44%	6%	7%	4%	-	6%	6%	8%	6%
B. No	1431	-	1431	389	917	124	1173	216	1375	51	360	728	143	1075	210	339	1077	8	1422	1223	186	22	896	534	105	1325
	94% agiklo	-	100% za	93%	94%	94%	95% zg	90% zi	94% zl	83% zk	96% k	92% zl	86% l	94% zl	97% zl	89% zo	95% zo	56% z	94% z	93%	96%	98%	94%	94%	92%	94%
C. Don't know	*	-	za	-	*	-	*	-	*	-	-	*	-	-	-	-	-	-	*	-	-	*	-	*	*	-
	*	-	-	-	*	-	*	-	*	-	-	*	-	-	-	-	-	-	*	-	-	2%	-	*	*	-
D. Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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



Table 137
GD027 - Which of the following best describes how aware you are of the Dental Complaints Service?

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)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (m)	SINGLE (n)	WID/ DIV/ SEP (o)
Unweighted Base	1674	826	844	209	224	225	237	254	525	416	571	341	346	933	459	276
Weighted Base	1618	791	823	228	267	250	265	244	365	420	523	289	387	913	462	237
I have definitely heard of the Dental Complaints Service before	171 11% cn	76 10% 12%	96 12%	8 4%	24 9% c	16 7%	33 13% ce	34 14% ce	55 15% zcde	60 14% zkl	58 11%	21 7%	32 8%	114 12% zn	27 6%	31 13% n
I think I have heard of the Dental Complaints Service before	222 14% l	94 12%	128 15%	26 11%	43 16%	25 10%	38 14%	42 17% e	48 13%	48 11%	97 19% zil	44 15% l	33 9%	134 15%	56 12%	31 13%
I have not heard of the Dental Complaints Service before	1218 75% bghjm	618 78% zb	597 73%	193 85% zdfgh	200 75%	206 83% zdfgh	193 73%	167 69%	258 71%	311 74%	367 70%	222 77%	317 82% zij	664 73% zmo	377 82%	173 73%
Not sure	6 *m	3 *	3 *	* *	- -	2 1%	- -	- -	4 1% z	1 *	* *	1 *	4 1%	1 *	2 1%	3 1% m

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

Table 138
GD027 - Which of the following best describes how aware you are of the Dental Complaints Service?

BASE: All Respondents

	TOTAL (z)	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
		WORKING (a)	NOT WORKING (b)	FULLTIME (c)	PARTTIME (d)	SELFEMPL OYE D (e)	HOUSE WIFE (f)	STILL IN EDUCATIO N (g)	UNEMPLO YED (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	1674	796	878	529	177	90	79	121	40	541	97	414	1260	141	99	148	213	1260
Weighted Base	1618	928	690	638	186	104*	75*	111*	38*	378	89*	455	1163	151	107*	170	236	1163
I have definitely heard of the Dental Complaints Service before	171 11% gk	98 11%	74 11%	71 11% g	15 8%	11 11% g	7 10%	3 3%	2 5%	52 14% zg	9 10% g	32 7%	140 12% zk	12 8%	5 5%	10 6%	18 8%	140 12% zo
I think I have heard of the Dental Complaints Service before	222 14% p	138 15%	84 12%	99 16%	24 13%	15 15%	12 16%	9 8%	2 5%	52 14%	10 11%	53 12%	169 15%	23 16% p	10 9%	19 11%	19 8%	169 15% p
I have not heard of the Dental Complaints Service before	1218 75% ilq	691 74%	527 76%	467 73%	147 79%	78 75%	56 74%	99 89% zcdelfi	32 86%	270 72%	70 79%	370 81% zl	848 73%	115 76%	92 86% zq	141 83% zq	199 84% zq	848 73%
Not sure	6 *a	1 *	6 1% za	1 *	- -	- -	* *	* *	1 4% zcd	3 1% z	- -	* *	6 1%	* *	- -	- -	* *	6 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 139
GD027 - Which of the following best describes how aware you are of the Dental Complaints Service?

BASE: All Respondents

	REGION														ETHNICITY		ETHNICITY				DISABILITY	
	TOTAL (z)	NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	BAME (o)	White (p)	Asian/ Asian British (q)	Black/ Black British (r)	Mixed /Other (s)	YES (t)	NO (u)
Unweighted Base	1674	102	129	142	256	73	173	136	178	115	104	123	143	1332	1424	246	1424	146	54	46	204	1425
Weighted Base	1618	46	117	151	214	67*	177	135	221	138*	77*	141*	133	1360	1412	202	1412	113*	45*	44*	169	1411
I have definitely heard of the Dental Complaints Service before	171 11% a	2 4%	11 9%	21 14% a	20 9%	6 9%	14 8%	15 11%	35 16% zafikm	9 6%	14 19%	9 6%	16 12%	140 10% a	150 11%	20 10%	150 11%	6 6%	5 11%	8 18% q	20 12%	149 11%
I think I have heard of the Dental Complaints Service before	222 14% i	9 19% fi	12 10%	29 19% fi	34 16% i	8 12%	16 9%	16 12%	34 15%	9 7%	13 17% i	20 14%	23 17% fi	185 14% i	200 14%	22 11%	200 14%	12 10%	8 17%	3 6%	22 13%	196 14%
I have not heard of the Dental Complaints Service before	1218 75% cj	36 77%	94 80% chj	101 67%	159 74%	53 79%	145 82% chjl	103 76%	152 69%	120 87% zcdghjlm	49 64%	112 80%	94 71%	1031 76% chj	1056 75%	158 79%	1056 75%	93 83%	32 71%	33 75%	126 75%	1060 75%
Not sure	6 *	- -	1 1%	- -	1 *	- -	2 1%	2 2% m	- -	- -	- -	1 *	- -	4 *	5 *	1 1%	5 *	1 1%	- -	* 1%	- -	6 *

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



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Table 140
GD027 - Which of the following best describes how aware you are of the Dental Complaints Service?

BASE: All Respondents

	Importance of title Doctor			When last visited a dental professional		When did you last go to the dentist		When did you last see a dental professional other than a dentist		Frequency visit a dental professional			Type of dental treatment received					Satisfaction with dental care or treatment		Confidence in healthcare regulation		Awareness of General Dental Council			Confidence in dental regulation	
	TOTAL (z)	Important (a)	Not important (b)	Patients (last 12 mths) (c)	Public (less often) (d)	Patients (last 12 mths) (e)	Public (less often) (f)	Patients (last 12 mths) (g)	Public (less often) (h)	Once a year or more often (i)	Less often (j)	Don't know (k)	NHS (l)	Private (m)	Mixture (n)	Unsure (o)	Abroad (p)	Satisfied (q)	Dissatisfied (r)	Confident (s)	Not confident (t)	Aware (u)	Unaware (v)	Unsure (w)	Confident (x)	Not confident (y)
Unweighted Base	1674	585	1049	1111	563	1001	673	110	563	1162	422	3	879	261	131	18	43	1119	43	1337	274	317	1082	270	1186	313
Weighted Base	1618	560	1019	1058	560	951	667	107*	560	1116	407	2**	825	265	124	18**	42**	1075	40*	1299	257	304	1063	247	1147	293
I have definitely heard of the Dental Complaints Service before	171 11% dfhvj	74 13% zb	96 9% z	132 13% zd	39 7% z	122 13% zf	50 7% z	11 10% z	39 7% z	137 12% zj	29 7% z	- - z	97 12% z	35 13% z	18 14% z	1 8% z	- - z	136 13% z	1 3% z	146 11% z	21 8% z	111 36% zvw	34 3% z	26 11% v	142 12% zy	22 8% z
I think I have heard of the Dental Complaints Service before	222 14% dhtv	81 14% z	138 14% z	164 16% zd	58 10% z	144 15% z	78 12% z	20 19% h	58 10% z	167 15% z	49 12% z	- - z	120 15% z	41 15% z	25 20% z	2 9% z	2 5% z	165 15% z	2 6% z	194 15% zt	23 9% z	53 18% v	89 8% z	80 32% zuv	183 16% zy	29 10% z
I have not heard of the Dental Complaints Service before	1218 75% aceingquwx	402 72% z	781 77% z	761 72% zc	457 82% zc	685 72% ze	533 80% ze	75 71% z	457 82% zg	811 73% zi	327 80% zi	2 100% z	608 74% z	189 72% z	81 66% z	15 83% z	40 95% z	774 72% zq	37 91% zq	956 74% zs	212 82% zs	139 46% zuw	937 88% zuw	141 57% u	821 72% zx	241 82% zx
Not sure	6 * ciliqsx	3 * z	3 * z	* * zc	6 1% zc	- - ze	6 1% ze	* * z	6 1% z	1 * z	2 * z	- - z	1 * z	- - z	- - z	- - z	- - z	1 * z	- - z	3 * z	1 * z	1 * z	3 * z	* * z	2 * z	1 * z

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



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Table 141
GD027 - Which of the following best describes how aware you are of the Dental Complaints Service?

BASE: All Respondents

	Complained about a dental professional			Focus of regulator for dental professionals			Confidence of how dental care is delivered in the UK		Confidence in dental professional		Opinion about dentists' use of title Doctor when they do not also hold another general medical qualification or a PhD		Awareness of Dental Complaints Service			Contacted a person or organisation for support making any type of complaint		Contacted a person or organisation for support making a complaint about dental care or treatment		Would find it helpful to use a support service to deal with something that went seriously wrong during visit to dental professional			Seen advertised or been offered cosmetic treatments at dental practice		Received cosmetic treatments at dental practice	
	TOTAL (z)	Yes (a)	No (b)	Mainly on preventing bad practice (c)	Equally on both (d)	Mainly on taking action against serious complaints (e)	Confident (f)	Not confident (g)	Yes (h)	No (i)	Should be able to use (j)	Should not be able to use (k)	Aware (l)	Unaware (m)	Unsure (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)	DK (u)	Yes (v)	No (w)	Yes (x)	No (y)
Unweighted Base	1674	94	1492	441	1081	152	1328	286	1555	106	393	881	184	1246	236	405	1247	15	1659	1393	252	29	1007	667	118	1556
Weighted Base	1618	93*	1431	441	1018	159	1284	278	1498	105*	403	822	171	1218	222	389	1211	15**	1603	1360	230	29**	979	639	120*	1498
I have definitely heard of the Dental Complaints Service before	171 11% bdimnprty	23 24% zb	143 10%	61 14% zd	92 9%	18 11%	147 11%	24 8%	168 11% zi	3 3%	58 14% zk	81 10%	171 100% zmn	- -	- -	59 15% zp	113 9%	8 52%	164 10%	157 12% zt	12 5%	3 10%	110 11%	62 10%	21 17% zy	151 10%
I think I have heard of the Dental Complaints Service before	222 14% gilmp	6 7%	210 15% z	53 12%	149 15%	21 13%	195 15% zg	23 8%	220 15% zi	2 2%	64 16%	107 13%	- -	- -	222 100% zlm	71 18% zp	148 12%	4 27%	218 14%	199 15% zt	21 9%	3 10%	142 14%	81 13%	21 18%	201 13%
I have not heard of the Dental Complaints Service before	1218 75% fhjlnosx	64 69%	1075 75%	326 74%	775 76%	117 74%	940 73%	231 83%	1107 74%	99 94% zh	280 69%	632 77% j	- -	1218 100% zln	- -	259 67%	947 78% zo	3 21%	1215 76% z	1004 74%	197 86% zs	18 62%	727 74%	491 77%	78 65%	1140 76% zx
Not sure	6 *bfhs	- -	2 *	1 *	2 *	3 2% zcd	2 *	- -	2 *	1 1%	* *	3 *	- -	- -	- -	- -	4 *	- -	6 *	* *	1 *	5 18%	1 *	6 1% v	* *	6 *

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

Table 142
GD0280 - In each of the following scenarios, which, if any, of the following do you think the Dental Complaints Service should do? A private dental professional is rude to a patient

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)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (m)	SINGLE (n)	WID/ DIV/ SEP (o)
Unweighted Base	1674	826	844	209	224	225	237	254	525	416	571	341	346	933	459	276
Weighted Base	1618	791	823	228	267	250	265	244	365	420	523	289	387	913	462	237
Ensure the dental professional apologises to the patient	776 48%	359 45%	416 51% z	127 56% zdh	114 42%	114 46%	127 48%	124 51%	170 47%	198 47%	255 49%	127 44%	196 51%	424 46%	232 50%	118 50%
Support the patient in finding an alternative dental professional for the future	357 22% h	180 23%	176 21%	48 21%	68 25% h	67 27% h	61 23%	47 19%	66 18%	110 26% zk	117 22%	54 19%	76 20%	206 23%	106 23%	44 18%
I do not think the Dental Complaints Service should do anything	289 18%	149 19%	139 17%	33 15%	39 14%	53 21%	55 21%	40 16%	69 19%	87 21%	90 17%	54 19%	58 15%	178 19%	72 16%	38 16%
Impose a fine on the dentist or other dental care professional involved	206 13%	110 14%	96 12%	31 14%	44 16%	28 11%	32 12%	32 13%	40 11%	44 11%	66 13%	31 11%	66 17% zik	122 13%	57 12%	27 11%
Assist the patient in claiming financial compensation if possible	148 9% o	81 10%	66 8%	24 11%	34 13% g	19 8%	22 8%	16 6%	32 9%	35 8%	53 10%	21 7%	38 10%	82 9%	53 11% o	13 5%
Stop the dentist or other dental care professional from practising or being able to do that job anymore	122 8% cij	60 8%	61 7%	8 3%	37 14% zcefg	17 7%	14 5%	16 7%	30 8% c	13 3%	29 6%	30 10% ij	50 13% zij	59 6%	41 9%	20 8%
Depends on the circumstances	12 1%	5 1%	7 1%	- -	- -	3 1%	2 1%	3 1%	5 1%	7 2% k	4 1%	- -	1 *	7 1%	- -	5 2% zmn
Complain / speak to dental professional / directly to dental professional	9 1%	4 1%	5 1%	1 *	1 *	- -	1 *	2 1%	5 1% z	3 1%	3 1%	2 1%	1 *	6 1%	3 1%	* *

Training / retraining	9 1%	5 1%	5 1%	- -	- -	- -	5 2% z	1 *	3 1%	5 1%	1 *	2 1%	1 *	8 1%	- -	1 1%
Complain to head / dental practice / practice manager	7 *	3 *	4 1%	1 1%	- -	- -	1 *	1 1%	4 1% z	2 *	2 *	1 *	2 1%	4 *	1 *	1 *
Report them / complain (not specified to who)	7 *	4 *	4 *	1 *	* *	- -	1 *	4 2% z	1 *	1 *	* *	5 2% zjl	- -	3 *	2 *	3 1%
Complain to official body / dental service / GDC	7 *	1 *	6 1%	- -	2 1%	- -	- -	1 *	4 1% z	2 *	4 1%	- -	1 *	2 *	- -	5 2% zmn
Be rude back	7 *	1 *	5 1%	2 1%	- -	- -	- -	- -	4 1% z	1 *	4 1%	1 *	1 *	5 1%	- -	2 1%
Investigate to find out what happened	6 *	2 *	5 1%	* *	1 *	3 1%	1 *	- -	1 *	3 1%	4 1%	- -	- -	4 *	1 *	1 *
Issue a warning / written warning	6 *	1 *	4 1%	- -	- -	3 1%	2 1%	- -	1 *	1 *	2 *	* *	3 1%	2 *	2 *	2 1%
Just walk away / don't go again	5 *	3 *	2 *	- -	- -	- -	2 1%	- -	3 1% z	1 *	1 *	3 1%	- -	3 *	1 *	1 *
Assist patient in getting problem fixed	4 *	1 *	3 *	- -	- -	3 1% z	- -	- -	1 *	1 *	1 *	1 *	- -	3 *	- -	1 *
Complain / speak to desk / reception	2 *	1 *	1 *	- -	- -	1 1%	- -	- -	1 *	- -	1 *	- -	1 *	1 *	- -	1 *
Dental professional should face a disciplinary	2 *	* *	1 *	* *	- -	- -	- -	1 *	* *	- -	1 *	- -	* *	1 *	* *	- -
Go back to dental professional	1 *	1 *	- -	- -	- -	1 *	- -	- -	- -	- -	- -	1 *	- -	1 *	- -	- -
Don't know	26 2%	15 2%	10 1%	5 2%	9 3%	2 1%	2 1%	3 1%	4 1%	12 3%	7 1%	2 1%	5 1%	15 2%	7 2%	2 1%
No answer	4 *	2 *	2 *	- -	- -	- -	1 *	- -	3 1% z	* *	2 *	- -	1 *	2 *	- -	2 1%

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

Table 143

GD0280 - In each of the following scenarios, which, if any, of the following do you think the Dental Complaints Service should do? A private dental professional is rude to a patient

BASE: All Respondents

	WORKING STATUS			OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULLTIME (c)	PARTTIME (d)	SELFEMPL OYE D (e)	HOUSE WIFE (f)	STILL IN EDUCATIO N (g)	UNEMPLO YED (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	1674	796	878	529	177	90	79	121	40	541	97	414	1260	141	99	148	213	1260
Weighted Base	1618	928	690	638	186	104*	75*	111*	38*	378	89*	455	1163	151	107*	170	236	1163
Ensure the dental professional apologises to the patient	776 48%	427 46%	349 51% z	299 47%	86 46%	42 40%	39 52%	75 68% zcd efhi	12 32%	174 46%	49 56% h	209 46%	567 49%	71 47%	43 40%	80 47%	110 47%	567 49%
Support the patient in finding an alternative dental professional for the future	357 22%	217 23%	140 20%	152 24%	38 20%	27 26%	18 24%	24 22%	7 19%	72 19%	18 20%	112 25%	244 21%	39 26%	30 28%	45 26%	59 25%	244 21%
I do not think the Dental Complaints Service should do anything	289 18% bf	180 19%	109 16%	117 18% f	35 19% f	27 26% fgj	4 6%	13 11%	9 23% f	73 19% f	10 11%	87 19%	201 17%	28 18%	19 17%	33 19%	44 19%	201 17%
Impose a fine on the dentist or other dental care professional involved	206 13% i	118 13%	88 13%	87 14%	17 9%	14 14%	15 20% di	11 10%	11 28% zcdgi	37 10%	15 17%	49 11%	157 14%	16 11%	9 9%	21 12%	24 10%	157 14%
Assist the patient in claiming financial compensation if possible	148 9%	90 10%	58 8%	59 9%	16 9%	14 14%	8 11%	8 7%	4 11%	30 8%	8 9%	47 10%	101 9%	13 9%	6 6%	18 11%	25 10%	101 9%
Stop the dentist or other dental care professional from practising or being able to do that job anymore	122 8%	64 7%	58 8%	42 7%	19 10% g	3 3%	9 11% g	3 3%	8 21% zcegi	29 8%	9 11% g	42 9%	80 7%	12 8%	14 13%	24 14% zq	23 10%	80 7%
Depends on the circumstances	12 1%	6 1%	5 1%	5 1%	2 1%	- -	- -	- -	- -	5 1% z	- -	3 1%	9 1%	1 1%	3 3%	- -	2 1%	9 1%
Complain / speak to dental professional / directly to dental professional	9 1%	3 *	6 1%	3 *	1 *	- -	- -	- -	- -	5 1% z	1 1%	- -	9 1%	- -	- -	- -	- -	9 1%
Training / retraining	9 1%	6 1%	3 *	6 1%	- -	- -	- -	- -	- -	3 1%	- -	- -	9 1%	- -	- -	- -	- -	9 1%
Complain to head / dental practice / practice manager	7 *	3 *	5 1%	1 *	2 1%	- -	1 2%	- -	- -	3 1%	- -	2 *	5 *	1 1%	- -	- -	1 *	5 *

Report them / complain (not specified to who)	7 *b	6 1%	1 *	4 1%	2 1%	-	-	-	-	1 *	*	-	7 1%	-	-	-	-	7 1%
Complain to official body / dental service / GDC	7 *	2 *	5 1%	2 *	-	-	1 1%	-	-	4 1%	-	-	7 1%	-	-	-	-	7 1%
Be rude back	7 *	2 *	4 1%	2 *	-	-	1 1%	-	-	3 1%	-	1 *	6 *	-	-	-	1 *	6 *
Investigate to find out what happened	6 *lq	5 1%	1 *	3 *	3 1%	-	-	*	-	1 *	-	4 1%	2 *	-	1 1%	3 2% q	4 2% zq	2 *
Issue a warning / written warning	6 *	1 *	5 1%	1 *	-	-	-	-	-	1 *	3 4% zc di	3 1%	3 *	-	-	2 1%	3 1%	3 *
Just walk away / don't go again	5 *	2 *	3 *	-	2 1% c	-	-	-	-	3 1% zc	-	2 *	3 *	-	-	-	-	3 *
Assist patient in getting problem fixed	4 *lq	3 *	1 *	1 *	1 1%	-	-	-	-	1 *	-	3 1%	1 *	1 1% q	1 1% q	1 1%	1 1%	1 *
Complain / speak to desk / reception	2 *	-	2 *	-	-	-	-	-	-	1 *	1 2% zc	1 *	1 *	-	-	-	1 1%	1 *
Dental professional should face a disciplinary	2 *	1 *	* *	* *	-	1 1%	-	-	-	* *	-	-	2 *	-	-	-	-	2 *
Go back to dental professional	1 *	1 *	-	1 *	-	-	-	-	-	-	-	-	1 *	-	-	-	-	1 *
Don't know	26 2% b	19 2%	6 1%	16 3%	3 2%	-	* 1%	* *	-	6 2%	-	5 1%	20 2%	1 1%	2 2%	-	2 1%	20 2%
No answer	4 *	1 *	3 *	1 *	-	-	-	-	-	3 1% z	-	-	4 *	-	-	-	-	4 *

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



GENERAL PUBLIC
GENERAL DENTAL COUNCIL PATIENT AND PUBLIC SURVEY 2020

12 Mar 2020

Table 144
GD0280 - In each of the following scenarios, which, if any, of the following do you think the Dental Complaints Service should do? A private dental professional is rude to a patient

BASE: All Respondents

	TOTAL (z)	REGION													ETHNICITY		ETHNICITY				DISABILITY	
		NORTHERN N IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	BAME (o)	White (p)	Asian/ Asian British (q)	Black/ Black British (r)	Mixed /Other (s)	YES (t)	NO (u)
Unweighted Base	1674	102	129	142	256	73	173	136	178	115	104	123	143	1332	1424	246	1424	146	54	46	204	1425
Weighted Base	1618	46	117	151	214	67*	177	135	221	138*	77*	141*	133	1360	1412	202	1412	113*	45*	44*	169	1411
Ensure the dental professional apologises to the patient	776 48% h	30 66% zbcdfghkm	51 44% a	62 41% a	113 53% h	39 58% cfgh	75 43% a	57 42% a	80 36% a	71 52% h	46 60% zbcdfghm	64 46% a	87 65% zbcdfghkm	643 47% h	685 49% a	89 44% a	685 49% a	48 42% a	25 55% a	17 39% a	81 48% a	681 48% a
Support the patient in finding an alternative dental professional for the future	357 22% a	5 12% a	28 24% a	23 15% a	60 28% zacgl	15 22% a	56 32% zacghlm	24 17% a	43 20% a	33 24% a	16 21% a	30 21% a	24 18% a	312 23% ac	308 22% a	48 24% a	308 22% a	25 22% a	13 29% a	10 23% a	32 19% a	317 23% a
I do not think the Dental Complaints Service should do anything	289 18% t	8 17% a	22 19% a	47 31% zabdefghijlm	29 14% a	9 13% a	29 17% a	20 15% a	34 16% a	21 15% a	10 13% a	37 26% zdgghjm	22 16% a	251 18% a	262 19% a	26 13% a	262 19% a	16 14% a	3 6% a	8 18% a	20 12% a	256 18% t
Impose a fine on the dentist or other dental care professional involved	206 13% ainp	3 6% ai	17 15% ai	25 16% ai	30 14% a	7 10% a	27 15% ai	20 15% a	33 15% ai	9 6% a	11 14% a	14 10% a	12 9% a	173 13% ai	164 12% a	41 20% zn	164 12% a	23 21% zp	10 23% p	8 18% a	23 14% a	179 13% a
Assist the patient in claiming financial compensation if possible	148 9% inp	3 6% a	12 10% a	14 9% a	32 15% zaeghilm	3 5% a	20 11% j	8 6% a	14 6% a	18 13% j	2 3% a	12 9% a	9 7% a	134 10% j	109 8% a	38 19% zn	109 8% a	23 20% zp	10 22% zp	5 12% a	10 6% a	132 9% a
Stop the dentist or other dental care professional from practising or being able to do that job anymore	122 8% cgjlnp	1 3% a	8 6% a	5 3% a	29 14% zacegjkilm	3 4% a	20 11% acgijkl	3 2% a	33 15% zabcegjkilm	10 7% a	1 2% a	5 4% a	4 3% a	116 9% zcgjl	94 7% a	26 13% zn	94 7% a	8 7% a	8 19% zp	9 22% zpq	14 8% a	105 7% a
Depends on the circumstances	12 1% a	- - a	2 1% a	3 2% a	- - a	- - a	- - a	2 1% a	3 1% a	- - a	1 1% a	- - a	2 1% a	9 1% a	12 1% a	- - a	12 1% a	- - a	- - a	- - a	1 1% a	11 1% a
Complain / speak to dental professional / directly to dental professional	9 1% m	- - a	1 1% a	- - a	- - a	- - a	1 1% a	6 5% zcdhikilm	1 * a	- - a	- - a	- - a	- - a	3 * a	9 1% a	- - a	9 1% a	- - a	- - a	- - a	1 * a	8 1% a
Training / retraining	9 1% npu	- - a	- - a	1 1% a	1 1% a	- - a	3 2% a	- - a	3 1% a	- - a	* 1% a	- - a	* * a	9 1% a	6 * a	3 2% a	6 * a	3 3% zp	- - a	- - a	5 3% zu	5 * a
Complain to head / dental practice / practice manager	7 * a	- - a	- - a	- - a	- - a	- - a	- - a	- - a	4 2% zm	2 2% a	1 1% a	- - a	- - a	6 * a	7 1% a	- - a	7 1% a	- - a	- - a	- - a	1 1% a	6 * a
Report them / complain (not specified to who)	7 *m	* 1% a	- - a	1 1% a	- - a	1 1% a	- - a	2 1% a	1 1% a	- - a	2 3% zdfm	- - a	- - a	3 * a	7 1% a	- - a	7 1% a	- - a	- - a	- - a	2 1% a	5 * a
Complain to official body / dental service / GDC	7 *u	- - a	- - a	1 1% a	1 * a	- - a	1 1% a	- - a	3 1% a	- - a	- - a	1 1% a	- - a	7 * a	7 * a	- - a	7 * a	- - a	- - a	- - a	3 2% zu	4 * a
Be rude back	7 * a	- - a	- - a	- - a	- - a	- - a	- - a	- - a	6 3% a	1 * a	- - a	- - a	- - a	7 * a	7 * a	- - a	7 * a	- - a	- - a	- - a	1 1% a	5 * a

		zdm																				
Investigate to find out what happened	6 *	-	-	-	-	-	1 1%	-	1 1%	1 1%	1 1%	-	1 1%	6 *	6 *	*	6 *	*	-	-	*	6 *
Issue a warning / written warning	6 *	-	-	-	-	-	4 2%	-	-	-	2 2%	-	-	4 *	6 *	-	6 *	-	-	-	2 1%	4 *
							zdm				zdhm											
Just walk away / don't go again	5 *	-	1 1%	-	1 *	-	-	-	3 1%	1 *	-	-	-	5 *	5 *	-	5 *	-	-	-	2 1%	3 *
Assist patient in getting problem fixed	4 *	-	-	-	1 1%	-	-	-	1 1%	1 1%	-	-	-	4 *	2 *	1 1%	2 *	1 1%	-	-	-	4 *
Complain / speak to desk / reception	2 *np	-	1 1%	-	-	-	-	-	-	-	1 1%	-	-	1 *	1 *	1 1%	1 *	1 1%	-	-	1 *	1 *
							zm															
Dental professional should face a disciplinary	2 *	* 1% zm	-	-	-	-	1 1%	-	-	-	-	-	-	1 *	2 *	-	2 *	-	-	-	* *	1 *
Go back to dental professional	1 *	-	1 1%	-	-	-	-	-	-	-	-	-	-	1 *	-	1 *	-	1 1% p	-	-	-	1 *
Don't know	26 2%	1 2%	3 3%	1 *	5 2%	-	2 1%	7 5% zcfijlm	4 2%	-	-	3 2%	* *	17 1%	23 2%	3 1%	23 2%	1 1%	2 4%	-	1 1%	24 2%
No answer	4 *	-	1 1%	-	-	1 2%	-	-	1 1%	-	* 1%	-	-	3 *	4 *	-	4 *	-	-	-	-	4 *
							z															

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

GENERAL PUBLIC
GENERAL DENTAL COUNCIL PATIENT AND PUBLIC SURVEY 2020

12 Mar 2020

Table 145
GD0280 - In each of the following scenarios, which, if any, of the following do you think the Dental Complaints Service should do? A private dental professional is rude to a patient

BASE: All Respondents

	TOTAL (z)	Importance of title Doctor		When last visited a dental professional		When did you last go to the dentist		When did you last see a dental professional other than a dentist		Frequency visit a dental professional			Type of dental treatment received					Satisfaction with dental care or treatment		Confidence in healthcare regulation		Awareness of General Dental Council			Confidence in dental regulation	
		Important (a)	Not important (b)	Patients (last 12 mths) (c)	Public (less often) (d)	Patients (last 12 mths) (e)	Public (less often) (f)	Patients (last 12 mths) (g)	Public (less often) (h)	Once a year or more often (i)	Less often (j)	Don't know (k)	NHS (l)	Private (m)	Mixture (n)	Unsure (o)	Abroad (p)	Satisfied (q)	Dissatisfied (r)	Confident (s)	Not confident (t)	Aware (u)	Unaware (v)	Unsure (w)	Confident (x)	Not confident (y)
Unweighted Base	1674	585	1049	1111	563	1001	673	110	563	1162	422	3	879	261	131	18	43	1119	43	1337	274	317	1082	270	1186	313
Weighted Base	1618	560	1019	1058	560	951	667	107*	560	1116	407	2**	825	265	124	18**	42**	1075	40*	1299	257	304	1063	247	1147	293
Ensure the dental professional apologises to the patient	776 48% y	260 46%	497 49%	523 49%	253 45%	469 49%	307 46%	54 51%	253 45%	561 50%	198 49%	2 87%	442 54%	117 44%	49 39%	4 23%	20 47%	544 51%	16 41%	642 49%	108 42%	140 46%	490 46%	146 59%	568 50%	123 42%
Support the patient in finding an alternative dental professional for the future	357 22% n	130 23%	217 21%	235 22%	122 22%	208 22%	149 22%	27 25%	122 22%	249 22%	97 24%	- -	186 23%	69 26%	18 14%	2 13%	15 36%	240 22%	9 22%	280 22%	67 26%	72 24%	221 21%	64 26%	272 24%	61 21%
I do not think the Dental Complaints Service should do anything	289 18% awx	83 15%	196 19%	186 18%	102 18%	173 18%	116 17%	13 13%	102 18%	190 17%	62 15%	- -	132 16%	54 20%	28 23%	2 13%	2 6%	184 17%	6 15%	226 17%	52 20%	59 20%	197 19%	32 13%	187 16%	61 21%
Impose a fine on the dentist or other dental care professional involved	206 13% b	100 18%	102 10%	131 12%	76 14%	120 13%	87 13%	11 10%	76 14%	137 12%	53 13%	- -	94 11%	35 13%	13 11%	5 27%	8 20%	132 12%	6 14%	164 13%	36 14%	42 14%	133 13%	31 12%	159 14%	33 11%
Assist the patient in claiming financial compensation if possible	148 9% iq	62 11%	83 8%	88 8%	60 11%	81 9%	66 10%	6 6%	60 11%	88 8%	46 11%	- -	65 8%	24 9%	10 8%	4 20%	3 7%	82 8%	6 16%	119 9%	26 10%	29 9%	96 9%	22 9%	101 9%	34 12%
Stop the dentist or other dental care professional from practising or being able to do that job anymore	122 8% b	68 12%	49 5%	70 7%	52 9%	63 7%	59 9%	7 7%	52 9%	80 7%	28 7%	- -	60 7%	14 5%	4 3%	2 12%	9 21%	75 7%	5 13%	90 7%	26 10%	15 5%	86 8%	21 8%	88 8%	20 7%
Depends on the circumstances	12 1% v	2 *	9 1%	8 1%	4 1%	8 1%	4 1%	- -	4 1%	11 1%	1 *	- -	5 1%	3 1%	4 3%	1 5%	- -	11 1%	- -	11 1%	- -	4 1%	4 *	4 2%	7 1%	3 1%
Complain / speak to dental professional / directly to dental professional	9 1% *	1 *	8 1%	7 1%	2 *	7 1%	2 *	- -	2 *	8 1%	1 *	- -	6 1%	2 1%	- -	- -	- -	8 1%	- -	9 1%	- -	1 *	9 1%	- -	7 1%	1 *
Training / retraining	9 1% v	- -	9 1%	6 1%	3 1%	6 1%	3 *	- -	3 1%	6 1%	3 1%	- -	4 *	2 1%	- -	- -	- -	6 1%	- -	9 1%	- -	5 2%	3 *	2 1%	7 1%	1 *
Complain to head / dental practice / practice manager	7 * *	1 *	5 *	7 1%	1 *	7 1%	1 *	- -	1 *	7 1%	1 *	- -	6 1%	- -	1 1%	- -	- -	7 1%	- -	5 *	2 1%	2 1%	5 *	- -	6 1%	- -
Report them / complain (not specified to who)	7 * *	1 *	6 1%	4 *	3 *	3 *	4 1%	1 1%	3 *	4 *	3 1%	- -	3 *	2 1%	- -	- -	1% -	4 *	- -	6 *	- -	- -	6 1%	1 1%	4 *	1 *
Complain to official body / dental service / GDC	7 * *	- -	7 1%	4 *	3 1%	4 *	3 *	- -	3 1%	5 *	2 *	- -	1 *	2 1%	4 3%	- -	- -	5 *	- -	7 1%	- -	- -	2 *	5 2%	7 1%	- -
Be rude back	7 * *	- -	7 1%	3 *	3 1%	3 *	3 1%	- -	3 1%	4 *	2 1%	- -	1 *	2 1%	2 2%	- -	- -	4 *	- -	7 1%	- -	- -	4 *	2 1%	6 1%	- -
Investigate to find out what happened	6 * *f	1 *	5 *	6 1%	* *	6 1%	* *	- -	* *	5 *	1 *	- -	6 1%	1 *	- -	- -	* *	4 *	1 3%	6 *	- -	4 1%	2 *	- -	6 1%	* *
Issue a warning / written warning	6 * *	1 *	5 1%	5 *	1 *	5 1%	1 *	- -	1 *	5 *	1 *	- -	4 *	- -	1 1%	- -	- -	5 *	- -	3 *	2 1%	2 1%	3 *	1 *	3 *	2 1%

Just walk away / don't go again	5 *ix	3 *	2 *	1 *	3 1%	1 *	3 *	- -	3 1%	1 *	2 *	- -	1 *	- -	- -	- -	- -	1 *	- -	2 *	2 1%	- -	5 *	- -	1 *	- -
Assist patient in getting problem fixed	4 *	- -	4 *	4 *	- -	4 *	- -	- -	- -	4 *	- -	- -	4 *	- -	- -	- -	- -	4 *	- -	4 *	- -	3 1% zv	1 *	- -	4 *	- -
Complain / speak to desk / reception	2 *	1 *	1 *	1 *	1 *	1 *	1 *	- -	1 *	1 *	1 *	- -	1 *	- -	1 *	- -	- -	1 *	- -	2 *	- -	- -	2 *	- -	2 *	- -
Dental professional should face a disciplinary	2 *	- -	2 *	1 *	* *	1 *	* *	- -	* *	1 *	* *	- -	1 *	- -	- -	- -	- -	1 *	- -	1 *	1 *	1 *	* *	* *	1 *	1 *
Go back to dental professional	1 *	1 *	- -	- -	1 *	- -	1 *	- -	1 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 *	- -	- -	1 *	- -	1 *	- -
Don't know	26 2% aiqsx	3 *	19 2% a	13 1%	12 2%	13 1%	13 2%	* *	12 2%	13 1%	9 2%	* 13%	9 1%	3 1%	1 1%	2 9%	- -	12 1%	1 3%	10 1%	6 3% s	3 1%	20 2%	1 *	7 1%	9 3% zx
No answer	4 *e	- -	4 *	2 *	2 *	* *	3 *	1 1%	2 *	2 *	- -	- -	1 *	- -	* *	- -	- -	2 *	- -	2 *	1 1%	- -	3 *	* *	2 *	1 *

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

GENERAL PUBLIC
GENERAL DENTAL COUNCIL PATIENT AND PUBLIC SURVEY 2020

12 Mar 2020

Table 146
GD0280 - In each of the following scenarios, which, if any, of the following do you think the Dental Complaints Service should do? A private dental professional is rude to a patient

BASE: All Respondents

		Complained about a dental professional		Focus of regulator for dental professionals			Confidence of how dental care is delivered in the UK		Confidence in dental professional		Opinion about dentists' use of title Doctor when they do not also hold another general medical qualification or a PhD		Awareness of Dental Complaints Service			Contacted a person or organisation for support making any type of complaint		Contacted a person or organisation for support making a complaint about dental care or treatment		Would find it helpful to use a support service to deal with something that went seriously wrong during visit to dental professional			Seen advertised or been offered cosmetic treatments at dental practice		Received cosmetic treatments at dental practice	
	TOTAL (z)	Yes (a)	No (b)	Mainly on preventing bad practice (c)	Equally on both (d)	Mainly on taking action against serious complaints (e)	Confident (f)	Not confident (g)	Yes (h)	No (i)	Should be able to use (j)	Should not be able to use (k)	Aware (l)	Unaware (m)	Unsure (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)	DK (u)	Yes (v)	No (w)	Yes (x)	No (y)
Unweighted Base	1674	94	1492	441	1081	152	1328	286	1555	106	393	881	184	1246	236	405	1247	15	1659	1393	252	29	1007	667	118	1556
Weighted Base	1618	93*	1431	441	1018	159	1284	278	1498	105*	403	822	171	1218	222	389	1211	15**	1603	1360	230	29**	979	639	120*	1498
Ensure the dental professional apologises to the patient	776 48% cgiltw	41 44%	719 50% z	182 41%	516 51% zc	79 49%	635 49% zg	114 41%	748 50% zi	26 24%	186 46%	415 51% z	68 40%	580 48%	128 57% zlm	191 49%	580 48%	5 31%	771 48%	682 50% zt	86 37%	8 28%	512 52% zw	264 41%	54 45%	721 48%
Support the patient in finding an alternative dental professional for the future	357 22% pt	29 31%	317 22%	104 24%	222 22%	31 20%	297 23%	53 19%	343 23% z	14 13%	100 25%	174 21%	37 22%	272 22%	47 21%	105 27% zp	249 21%	3 17%	354 22%	323 24% zt	31 14%	2 7%	222 23%	135 21%	33 27%	324 22%
I do not think the Dental Complaints Service should do anything	289 18% afnrs	7 7%	246 17% a	82 19%	177 17%	30 19%	213 17%	66 24% zf	243 16%	41 39% zh	63 16%	139 17%	33 19% n	228 19% n	24 11%	64 16%	218 18%	1 6%	288 18%	209 15%	71 31% zs	8 29%	179 18%	110 17%	19 16%	269 18%
Impose a fine on the dentist or other dental care professional involved	206 13% dt	12 13%	179 12%	75 17% zd	108 11%	24 15%	168 13%	36 13%	191 13%	14 13%	56 14%	115 14%	26 15%	148 12%	32 15%	53 14%	150 12%	1 9%	205 13%	188 14% zt	17 7%	1 4%	122 12%	85 13%	16 13%	191 13%
Assist the patient in claiming financial compensation if possible	148 9% y	6 6%	128 9%	32 7%	88 9%	27 17% zod	123 10%	22 8%	137 9%	10 10%	35 9%	88 11% z	18 10%	106 9%	23 11%	29 8%	118 10%	3 20%	145 9%	134 10%	14 6%	- -	93 9%	55 9%	19 15% zy	129 9%
Stop the dentist or other dental care professional from practising or being able to do that job anymore	122 8% brv	11 11%	97 7%	39 9%	70 7%	13 8%	92 7%	28 10%	108 7%	12 12%	34 9%	63 8%	17 10%	87 7%	18 8%	26 7%	96 8%	6 37%	116 7%	108 8%	12 5%	1 5%	50 5%	72 11% zv	13 11%	109 7%
Depends on the circumstances	12 1%	1 1%	11 1%	1 *	10 1%	1 *	10 1%	2 1%	12 1%	- -	1 *	9 1%	4 2%	7 1%	1 1%	5 1%	7 1%	- -	12 1%	12 1%	- -	- -	9 1%	3 *	- -	12 1%
Complain / speak to dental professional / directly to dental professional	9 1% s	- -	9 1%	3 1%	7 1%	- -	8 1%	1 *	8 1%	1 1%	1 *	3 *	1 1%	7 1%	1 *	3 1%	7 1%	- -	9 1%	3 *	6 3% zs	- -	5 1%	4 1%	- -	9 1%
Training / retraining	9 1%	1 1%	8 1%	* *	7 1%	2 1%	5 *	4 2% f	9 1%	- -	5 1%	4 *	2 1%	4 *	3 1%	4 1%	5 *	- -	9 1%	9 1%	- -	- -	4 *	6 1%	- -	9 1%
Complain to head / dental practice / practice manager	7 *	- -	7 1%	1 *	5 1%	1 *	4 *	2 1%	7 *	- -	2 1%	2 *	1 1%	4 *	2 1%	2 *	6 *	- -	7 *	6 *	2 1%	- -	2 *	5 1%	- -	7 *
Report them / complain (not specified to who)	7 *	- -	7 1%	2 1%	4 *	* *	5 *	1 *	7 *	- -	* *	6 1%	- -	7 1%	- -	2 1%	5 *	- -	7 *	4 *	2 1%	1 2%	6 1%	1 *	2 1%	6 *
Complain to official body / dental service / GDC	7 *	- -	7 *	1 *	6 1%	- -	6 *	1 *	7 *	- -	- -	4 *	- -	3 *	4 2% zm	- -	7 1%	- -	7 *	7 *	- -	- -	6 1%	1 *	- -	7 *
Be rude back	7	-	7	-	7	-	7	-	7	-	1	1	-	4	2	-	7	-	7	7	-	-	2	5	-	7

	*k	-	*	-	1%	-	1%	-	*	-	*	*	-	*	1%	-	1%	-	*	-	*	-	*	1%	-	*
Investigate to find out what happened	6*	-	6*	31%	4*	-	4*	31%	6*	-	2*	3*	-	61%	-	31%	4*	-	6*	6*	*	-	61%	*	*	6*
Issue a warning / written warning	6*	11%	5*	-	61%	-	4*	21%	6*	-	-	2*	11%	4*	1*	2*	4*	-	6*	4*	21%	-	51%	1*	-	6*
Just walk away / don't go again	5*bhs	11%	2*	1*	3*	-	2*	-	3*	-	-	4*	-	4*	-	1*	4*	-	5*	1*	31% zs	12%	2*	3*	-	5*
Assist patient in getting problem fixed	4*	11%	3*	1*	3*	-	4*	-	4*	-	31%	1*	-	4*	-	21%	1*	-	4*	4*	-	-	4*	-	-	4*
Complain / speak to desk / reception	2*	-	2*	-	2*	-	2*	-	2*	-	-	1*	-	2*	-	1*	1*	-	2*	1*	1*	-	2*	-	1*	1*
Dental professional should face a disciplinary	2*	-	2*	-	1*	*	1*	1*	2*	-	-	2*	-	1*	1*	1*	*	-	2*	2*	-	-	1*	*	-	2*
Go back to dental professional	1*	-	-	-	1*	-	1*	-	-	11% h	-	1*	-	1*	-	-	1*	-	1*	1*	-	-	1*	-	-	1*
Don't know	262% cfhsv	23%	201%	21%	182%	64% c	131%	83%	181%	51%	51%	111%	32%	202%	11%	62%	171%	-	262%	121%	63% s	726%	91%	173% zv	11%	252%
No answer	4*bhs	-	2*	* -	2*	11%	2*	21%	2*	11% h	-	1*	-	4*	-	-	4*	-	4*	1*	31% zs	-	-	41% v	-	4*

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

Table 147

GD0280 - In each of the following scenarios, which, if any, of the following do you think the Dental Complaints Service should do? A patient's filling falls out after treatment from a private dental professional

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)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (m)	SINGLE (n)	WID/ DIV/ SEP (o)
Unweighted Base	1674	826	844	209	224	225	237	254	525	416	571	341	346	933	459	276
Weighted Base	1618	791	823	228	267	250	265	244	365	420	523	289	387	913	462	237
Support the patient in finding an alternative dental professional for the future	425 26% g	223 28%	201 24%	78 34% zgh	74 28%	69 28%	70 27%	48 20%	86 23%	98 23%	149 29%	77 27%	100 26%	232 25%	136 29%	57 24%
Assist the patient in claiming financial compensation if possible	416 26% bho	223 28%	194 24%	74 32% zh	80 30% h	72 29% h	64 24%	61 25% h	66 18%	105 25%	143 27%	77 27%	90 23%	223 24%	148 32% zmo	45 19%
I do not think the Dental Complaints Service should do anything	346 21% dlh	156 20%	187 23%	37 16%	39 14%	66 26% cd	64 24% d	59 24% d	81 22% d	130 31% zjkl	99 19%	54 19%	63 16%	220 24% zn	77 17%	48 20%
Ensure the dental professional apologises to the patient	344 21% eim	157 20%	187 23%	58 25% e	52 19%	37 15%	63 24% e	49 20%	85 23% e	73 17%	105 20%	66 23%	101 26% zi	172 19%	102 22%	70 29% zm
Impose a fine on the dentist or other dental care professional involved	238 15% bhio	133 17% zb	104 13%	43 19% h	57 21% zfh	35 14%	30 11%	36 15%	36 10%	45 11%	88 17% i	44 15%	61 16%	143 16% o	72 16% o	21 9%
Dental professional should fix / redo it / for free / no extra cost	137 8% c	59 7%	78 9%	6 3%	16 6%	21 9% c	20 8% c	28 11% c	45 12% zcd	44 10%	46 9%	19 6%	28 7%	81 9%	35 8%	20 8%
Stop the dentist or other dental care professional from practising or being able to do that job anymore	126 8% i	68 9%	58 7%	19 8%	25 9%	24 10%	15 6%	20 8%	23 6%	21 5%	40 8%	28 10% i	37 9% i	67 7%	42 9%	16 7%
Go back to dental professional	23 1%	6 1%	17 2%	3 1%	2 1%	3 1%	2 1%	2 1%	11 3%	8 2%	11 2%	1 *	3 1%	13 1%	4 1%	5 2%

	a	za		z												
Investigate to find out what happened	21 1%	11 1%	8 1%	* *	5 2%	1 *	6 2%	5 2%	3 1%	13 3% zjkl	4 1%	1 *	2 1%	10 1%	9 2%	1 *
Complain / speak to dental professional / directly to dental professional	19 1% a	4 1%	14 2%	1 *	1 *	1 *	4 2%	2 1%	10 3% zde	7 2%	5 1%	3 1%	4 1%	10 1%	3 1%	5 2%
Assist patient in getting problem fixed	9 1%	4 1%	5 1%	- -	1 *	* *	3 1%	1 1%	3 1%	3 1%	3 1%	2 1%	* *	6 1%	1 *	2 1%
Depends on the circumstances	5 *	3 *	2 *	- -	- -	- -	2 1%	2 1%	1 *	1 *	2 *	1 *	2 *	3 *	1 *	2 1%
Training / retraining	5 *	5 1%	1 *	- -	2 1%	2 1%	1 *	* *	* *	- -	3 1%	2 1%	* *	5 1%	1 *	- -
Report them / complain (not specified to who)	4 *	2 *	2 *	- -	- -	1 *	* *	1 *	1 *	1 *	1 *	1 *	1 *	3 *	1 *	- -
Complain to head / dental practice / practice manager	1 *	- -	1 *	- -	- -	1 *	- -	- -	- -	1 *	- -	- -	- -	1 *	- -	- -
Complain to official body / dental service / GDC	1 *	- -	1 *	- -	- -	- -	- -	- -	1 *	- -	1 *	- -	- -	- -	- -	1 *
Other	3 *	3 *	- -	- -	- -	3 1%	- -	- -	1 *	3 1%	1 *	- -	- -	3 *	- -	- -
Don't know	37 2%	17 2%	19 2%	6 3%	14 5% zefg	3 1%	3 1%	3 1%	8 2%	6 1%	14 3%	5 2%	11 3%	21 2%	10 2%	5 2%
No answer	6 *b	6 1%	1 *	- -	- -	3 1%	- -	1 1%	3 1%	2 *	1 *	- -	4 1%	2 *	3 1%	2 1%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/ef/g/h - z/i/j/k/l - z/m/n/o
Overlap formulae used.

Table 148

GD0280 - In each of the following scenarios, which, if any, of the following do you think the Dental Complaints Service should do? A patient's filling falls out after treatment from a private dental professional

BASE: All Respondents

	TOTAL (z)	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
		WORKING (a)	NOT WORKING (b)	FULLTIME (c)	PARTTIME (d)	SELFEMPL OYE D (e)	HOUSE WIFE (f)	STILL IN EDUCATIO N (g)	UNEMPLO YED (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	1674	796	878	529	177	90	79	121	40	541	97	414	1260	141	99	148	213	1260
Weighted Base	1618	928	690	638	186	104*	75*	111*	38*	378	89*	455	1163	151	107*	170	236	1163
Support the patient in finding an alternative dental professional for the future	425 26% i	243 26%	181 26%	155 24%	50 27%	39 37% zci	25 33%	40 36% zci	14 36%	82 22%	21 23%	113 25%	311 27%	45 30%	26 24%	42 25%	54 23%	311 27%
Assist the patient in claiming financial compensation if possible	416 26% bi	266 29% zb	150 22%	178 28% i	54 29% i	34 33% i	15 20%	31 28% i	8 22%	71 19%	25 29% i	127 28%	289 25%	42 28%	22 20%	49 29%	69 29%	289 25%
I do not think the Dental Complaints Service should do anything	346 21% d	200 22%	146 21%	151 24% d	28 15%	21 20%	14 18%	20 18%	9 23%	88 23% d	15 17%	109 24%	237 20%	37 25%	28 26%	42 25%	56 24%	237 20%
Ensure the dental professional apologises to the patient	344 21% c	183 20%	161 23% z	115 18%	41 22%	27 26%	15 20%	36 32% zci	10 27%	77 21%	23 26%	86 19%	258 22%	29 19%	22 20%	34 20%	43 18%	258 22%
Impose a fine on the dentist or other dental care professional involved	238 15% i	148 16%	90 13%	100 16% i	28 15%	20 19% i	17 22% i	20 18% i	4 9%	36 10%	14 16%	69 15%	169 15%	21 14%	20 19%	21 12%	29 12%	169 15%
Dental professional should fix / redo it / for free / no extra cost	137 8% g	74 8%	63 9%	49 8% g	20 11% g	5 5%	4 6%	2 2%	3 8%	44 12% zcg	9 10% g	28 6%	108 9%	6 4%	10 9%	13 8%	17 7%	108 9%
Stop the dentist or other dental care professional from practising or being able to do that job anymore	126 8%	65 7%	61 9%	40 6% g	18 10% g	7 7% g	5 6% g	8 7% g	10 26% g	29 8% g	9 10% g	37 8% g	89 8% g	11 7% g	11 10% g	14 8% g	19 8% g	89 8% g
Go back to dental professional	23 1%	12 1%	11 2%	8 1% g	2 1% g	1 1% g	- - g	- - g	- - g	11 3% z	1 1% z	4 1% z	19 2% z	1 1% z	1 1% z	1 1% z	2 1% z	19 2% z
Investigate to find out what happened	21 1%	13 1%	7 1%	10 2% g	3 2% g	- - g	1 1% g	- - g	1 2% g	4 1% g	2 2% g	4 1% g	17 1% g	- - g	- - g	2 1% g	2 1% g	17 1% g

Complain / speak to dental professional / directly to dental professional	19 1%	9 1%	10 1%	6 1%	2 1%	1 1%	- -	- -	- -	10 3% z	- -	2 *	16 1%	- -	- -	1 1%	2 1%	16 1%
Assist patient in getting problem fixed	9 1%	5 1%	4 1%	3 1%	- -	2 1%	1 1%	- -	- -	3 1%	- -	3 1%	6 1%	- -	* *	- -	3 1%	6 1%
Depends on the circumstances	5 *	2 *	4 1%	2 *	- -	- -	- -	- -	- -	1 *	2 3% zcdi	2 1%	3 *	- -	- -	2 1%	1 *	3 *
Training / retraining	5 *	5 *	1 *	5 1%	- -	- -	- -	- -	- -	1 *	- -	2 *	4 *	- -	2 2%	2 1%	2 1%	4 *
Report them / complain (not specified to who)	4 *	2 *	1 *	2 *	- -	- -	- -	- -	- -	1 *	- -	1 *	3 *	- -	- -	- -	1 1%	3 *
Complain to head / dental practice / practice manager	1 *	1 *	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	1 *	- -	1 1% zq	- -	- -	- -	- -
Complain to official body / dental service / GDC	1 *	1 *	- -	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	1 *	- -	- -	- -	- -	1 *
Other	3 *!q	3 *	1 *	3 *	- -	- -	- -	- -	- -	1 *	- -	3 1%	1 *	- -	3 2% zq	3 2% zq	3 1% zq	1 *
Don't know	37 2%	24 3%	13 2%	19 3%	6 3%	- -	1 2%	1 1%	- -	10 3%	1 1%	13 3%	23 2%	5 3%	1 1%	5 3%	7 3%	23 2%
No answer	6 *	3 *	4 1%	3 *	- -	- -	- -	- -	- -	4 1% z	- -	- -	6 1%	- -	- -	- -	- -	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



GENERAL PUBLIC
GENERAL DENTAL COUNCIL PATIENT AND PUBLIC SURVEY 2020

12 Mar 2020

Table 149

GD0280 - In each of the following scenarios, which, if any, of the following do you think the Dental Complaints Service should do? A patient's filling falls out after treatment from a private dental professional

BASE: All Respondents

	TOTAL (z)	REGION													ETHNICITY		ETHNICITY				DISABILITY	
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	BAME (o)	White (p)	Asian/ Asian British (q)	Black/ Black British (r)	Mixed /Other (s)	YES (t)	NO (u)
Unweighted Base	1674	102	129	142	256	73	173	136	178	115	104	123	143	1332	1424	246	1424	146	54	46	204	1425
Weighted Base	1618	46	117	151	214	67*	177	135	221	138*	77*	141*	133	1360	1412	202	1412	113*	45*	44*	169	1411
Support the patient in finding an alternative dental professional for the future	425	8	34	30	74	19	50	17	49	42	16	29	55	383	368	56	368	32	15	10	35	385
	26% aq	18%	29% g	20%	35% zacqghikm	28% g	28% g	13%	22%	31% aq	21%	21%	41% zacfqghikm	28% zacq	26%	28%	26%	28%	33%	22%	21%	27% z
Assist the patient in claiming financial compensation if possible	416	12	21	37	74	13	42	26	44	60	10	40	36	367	349	68	349	31	19	18	38	367
	26% jnp	26% i	18%	25%	35% zbefghjm	19%	24%	19%	20%	43% zabcefqghiklm	14%	28% j	27% j	27% zbhj	25%	34% zn	25%	27%	42% zp	41% p	22%	26%
I do not think the Dental Complaints Service should do anything	346	10	27	50	24	21	37	31	38	25	19	44	20	285	322	22	322	13	3	6	31	307
	21% doqr	23% d	23% d	33% zdfhilm	11%	31% dhlm	21% d	23% d	17%	18%	24% d	31% zdhilm	15% j	21% d	23% zo	11%	23% zqr	12%	7%	15%	18%	22%
Ensure the dental professional apologises to the patient	344	14	27	28	50	18	38	28	36	26	14	33	32	288	300	44	300	20	14	10	36	301
	21% zchjm	30% zchjm	23%	19%	24%	27%	21%	21%	16%	19%	18%	23%	24%	21%	21%	22%	21%	18%	31%	23%	21%	21%
Impose a fine on the dentist or other dental care professional involved	238	3	16	15	47	6	23	25	35	17	8	19	24	202	190	47	190	33	7	8	20	209
	15% anp	7%	14%	10%	22% zacefjm	10%	13%	18% a	16% a	12%	10%	13%	18% a	15% a	13% zn	24% zn	13%	29% zp	15%	18%	12%	15%
Dental professional should fix / redo it / for free / no extra cost	137	7	5	11	11	8	15	7	24	16	24	5	3	99	131	4	131	1	1	3	20	114
	8% lmoq	16% zbcdbgklm	5%	7%	5%	12% kl	8% l	5%	11% kl	12% kl	31% zabcdefghikln	4%	2% l	7% l	9% zo	2%	9% zq	1% zq	1% zq	6% zq	12%	8%
Stop the dentist or other dental care professional from practising or being able to do that job anymore	126	1	5	9	37	1	14	7	26	12	2	7	4	116	92	33	92	18	4	10	15	109
	8% np	3%	4%	6%	17% zabcefgjklm	2%	8%	5%	12% abejl	9%	2%	5%	3% zjl	9% zjl	7% zn	16% zn	7% zn	16% zp	10% zp	23% zp	9% zn	8%
Go back to dental professional	23	2	*	-	-	-	1	1	15	2	1	-	1	20	23	*	23	-	*	-	4	20
	1% zbcdefgklm	5% zbcdefgklm	*	-	-	-	1% 1%	*	7% zbcdefgklm	1% 1%	1% 1%	-	1% 1%	1% 1%	2% 2%	*	2% 2%	-	1% 1%	-	2% 2%	1% 1%
Investigate to find out what happened	21	*	1	1	2	-	3	-	6	3	2	-	2	18	19	1	19	-	-	1	1	20
	1% m	1% m	1% m	1% m	1% m	-	1% m	-	3% m	2% m	3% m	-	2% m	1% m	1% m	*	1% m	-	-	2% m	*	1% m
Complain / speak to dental professional / directly to dental professional	19	-	6	-	-	1	-	7	1	*	1	-	2	10	18	1	18	1	-	-	3	15
	1% m	-	5% zcdfhikm	-	-	1% m	-	5% zacdfhikm	1% m	*	2% m	-	1% m	1% m	1% m	*	1% m	1% m	-	-	2% m	1% m
Assist patient in getting problem fixed	9	-	-	1	-	*	2	-	2	2	1	-	1	8	7	2	7	*	-	2	1	8
	1% m	-	-	1% m	-	1% m	1% m	-	1% m	2% m	1% m	-	1% m	1% m	*	1% m	*	*	-	3% zp	1% m	1% m
Depends on the circumstances	5	-	1	-	1	-	-	1	2	-	1	-	-	3	4	-	4	-	-	-	-	5
	* m	-	*	-	*	-	-	1% m	1% m	-	2% m	-	-	*	*	-	*	-	-	-	-	*

Training / retraining	5 *	- -	- -	- -	- -	3 4%	2 1%	- -	* *	- -	* *	- -	- -	5 *	5 *	* *	5 *	* *	- -	- -	* *	5 *
Report them / complain (not specified to who)	4 *	- -	1 1%	1 1%	* *	- -	- -	- -	1 1%	- -	- -	- -	- -	4 *	2 *	2 1%	2 *	2 1%	- -	- -	1 1%	3 *
Complain to head / dental practice / practice manager	1 *	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 *	1 *	- -	1 *	- -	- -	- -	- -	1 *
Complain to official body / dental service / GDC	1 *	- -	- -	- -	1 *	- -	- -	- -	- -	- -	- -	- -	- -	1 *	1 *	- -	1 *	- -	- -	- -	- -	1 *
Other	3 *	- -	- -	- -	- -	- -	- -	- -	- -	3 2%	- -	1 *	- -	3 *	3 *	- -	3 *	- -	- -	- -	- -	3 *
Don't know	37 2%	1 2%	4 3%	5 3%	7 3%	- -	1 1%	6 4%	- -	3 2%	- -	6 4%	4 3%	30 2%	33 2%	4 2%	33 2%	3 2%	2 4%	- -	3 2%	33 2%
No answer	6 *	- -	1 1%	- -	- -	- -	- -	- -	1 1%	1 1%	3 4%	- -	- -	3 *	6 *	- -	6 *	- -	- -	- -	3 2%	4 *

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

GENERAL PUBLIC
GENERAL DENTAL COUNCIL PATIENT AND PUBLIC SURVEY 2020

12 Mar 2020

Table 150
GD0280 - In each of the following scenarios, which, if any, of the following do you think the Dental Complaints Service should do? A patient's filling falls out after treatment from a private dental professional

BASE: All Respondents

	TOTAL (z)	Importance of title Doctor		When last visited a dental professional		When did you last go to the dentist		When did you last see a dental professional other than a dentist		Frequency visit a dental professional			Type of dental treatment received					Satisfaction with dental care or treatment		Confidence in healthcare regulation		Awareness of General Dental Council			Confidence in dental regulation	
		Important (a)	Not important (b)	Patients (last 12 mths) (c)	Public (less often) (d)	Patients (last 12 mths) (e)	Public (less often) (f)	Patients (last 12 mths) (g)	Public (less often) (h)	Once a year or more often (i)	Less often (j)	Don't know (k)	NHS (l)	Private (m)	Mixture (n)	Unsure (o)	Abroad (p)	Satisfied (q)	Dissatisfied (r)	Confident (s)	Not confident (t)	Aware (u)	Unaware (v)	Unsure (w)	Confident (x)	Not confident (y)
Unweighted Base	1674	585	1049	1111	563	1001	673	110	563	1162	422	3	879	261	131	18	43	1119	43	1337	274	317	1082	270	1186	313
Weighted Base	1618	560	1019	1058	560	951	667	107*	560	1116	407	2**	825	265	124	18**	42**	1075	40*	1299	257	304	1063	247	1147	293
Support the patient in finding an alternative dental professional for the future	425 26%	151 27%	264 26%	265 25%	159 28%	245 26%	180 27%	20 19%	159 28%	289 26%	117 29%	- -	222 27%	67 25%	29 23%	2 12%	17 40%	277 26%	12 30%	341 26%	72 28%	71 23%	276 26%	77 31%	324 28% z	68 23%
Assist the patient in claiming financial compensation if possible	416 26% clq	155 28%	252 25%	251 24%	166 30% zc	230 24%	186 28%	21 19%	166 30% z	269 24%	129 32% zi	- -	192 23%	77 29%	27 22%	5 25%	16 40%	257 24%	12 29%	333 26%	74 29%	70 23%	282 27%	64 26%	307 27%	83 28%
I do not think the Dental Complaints Service should do anything	346 21% adfhjx	91 16%	245 24% za	249 24% zd	96 17%	229 24% zf	117 18%	21 19%	96 17%	263 24% zj	55 13%	* 24%	187 23%	62 23%	31 25%	4 24%	2 5%	254 24% z	10 24%	281 22%	49 19%	75 25%	222 21%	48 19%	226 20%	61 21%
Ensure the dental professional apologises to the patient	344 21%	114 20%	218 21%	233 22%	111 20%	199 21%	145 22%	34 32% zh	111 20%	241 22%	87 21%	- -	187 23%	61 23%	22 18%	1 4%	2 5%	232 22%	9 23%	282 22%	53 21%	54 18%	233 22%	57 23%	255 22%	56 19%
Impose a fine on the dentist or other dental care professional involved	238 15% bcelq	116 21%	117 11%	137 13%	101 18% zc	124 13%	114 17% e	14 13%	101 18% z	146 13%	75 19% zi	- -	109 13%	33 13%	15 12%	4 24%	14 32%	136 13%	10 25%	188 14%	45 18%	34 11%	171 16%	33 13%	171 15%	44 15%
Dental professional should fix / redo it / for free / no extra cost	137 8% v	38 7%	98 10%	97 9%	39 7%	89 9%	48 7%	8 8%	39 7%	107 10% z	28 7%	1 63%	76 9%	26 10%	11 9%	* 2%	1 3%	105 10% z	3 6%	104 8%	26 10%	39 13% zv	76 7%	22 9%	101 9%	20 7%
Stop the dentist or other dental care professional from practising or being able to do that job anymore	126 8% bcel	65 12% zb	61 6%	72 7%	54 10%	59 6%	67 10% ze	13 12%	54 10%	83 7%	32 8%	- -	52 6%	22 8%	6 5%	1 5%	10 23%	78 7%	5 13%	104 8%	18 7%	16 5%	92 9%	18 7%	96 8%	25 9%
Go back to dental professional	23 1% f	5 1%	18 2%	20 2%	3 1%	19 2% zf	4 1%	* *	3 1%	21 2% z	2 *	- -	9 1%	6 2%	8 7% zlm	- -	- -	21 2% z	- -	21 2%	2 1%	4 1%	12 1%	7 3%	23 2% zy	* *
Investigate to find out what happened	21 1% av	3 *	18 2%	16 1%	5 1%	16 2%	5 1%	- -	5 1%	12 1%	9 2%	- -	7 1%	8 3% zl	4 4% zl	- -	- -	12 1%	- -	18 1%	3 1%	5 2%	9 1%	6 3% v	16 1%	4 1%
Complain / speak to dental professional / directly to dental professional	19 1%	3 1%	16 2%	15 1%	4 1%	14 2%	4 1%	* *	4 1%	16 1%	3 1%	- -	15 2% zm	- -	2 1%	- -	- -	16 1%	- -	17 1%	- -	6 2%	12 1%	1 *	14 1%	2 1%
Assist patient in getting problem fixed	9 1%	3 1%	5 *	6 1%	3 1%	6 1%	3 *	- -	3 1%	5 *	4 1%	- -	3 *	1 *	1 1%	1 5%	- -	5 *	- -	6 *	2 1%	1 *	4 *	4 2% zv	6 1%	2 1%
Depends on the circumstances	5 * v	- -	5 1%	4 *	2 *	4 *	2 *	- -	2 *	4 *	2 *	- -	2 *	2 1%	- -	- -	- -	4 *	- -	3 *	2 1%	4 1% zv	1 *	1 *	4 *	2 1%
Training / retraining	5 *	2 *	3 *	4 *	2 *	4 *	2 *	- -	2 *	5 *	- -	- -	5 1%	- -	* *	- -	- -	5 *	- -	4 *	1 *	2 *	2 *	2 1%	4 *	1 *
Report them / complain (not specified to who)	4 *	2 *	1 *	2 *	2 *	2 *	2 *	- -	2 *	3 *	1 *	- -	3 *	- -	- -	* 2%	- -	2 *	* 1%	2 *	- -	1 *	3 *	- -	2 *	* *

Complain to head / dental practice / practice manager	1 *	- -	1 *	1 *	- -	1 *	- -	- -	- -	1 *	- -	- -	1 *	- -	- -	1 *	- -	- -	1 s	- -	1 *	- -	- -	1 *		
Complain to official body / dental service / GDC	1 *	- -	1 *	1 *	- -	- -	1 *	- -	- -	- -	- -	1 1%	- -	- -	1 1%	- -	- -	- -	1 *	- -	- -	1 *	- -	- -		
Other	3 *	- -	3 *	3 *	- -	3 *	- -	- -	- -	3 *	- -	- -	3 *	- -	- -	- -	3 *	- -	3 *	- -	- -	- -	3 1%	3 zv		
Don't know	37 2% iqswx	10 2%	21 2%	20 2%	17 3%	19 2%	18 3%	1 1%	17 3%	20 2%	13 3%	* 13%	13 2%	4 2%	1 1%	4 20%	2 4%	19 2%	1 3%	19 1%	9 3% s	4 1%	30 3% w	1 * zv	10 1%	9 3% x
No answer	6 *	3 *	4 *	4 *	2 *	4 *	2 *	- -	2 *	4 *	- -	- -	1 *	3 1%	* *	- -	- -	4 *	- -	5 *	1 1%	3 1%	3 *	* *	5 *	1 *

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

GENERAL PUBLIC
GENERAL DENTAL COUNCIL PATIENT AND PUBLIC SURVEY 2020

12 Mar 2020

Table 151
GD0280 - In each of the following scenarios, which, if any, of the following do you think the Dental Complaints Service should do? A patient's filling falls out after treatment from a private dental professional

BASE: All Respondents

	Complained about a dental professional			Focus of regulator for dental professionals			Confidence of how dental care is delivered in the UK		Confidence in dental professional		Opinion about dentists' use of title Doctor when they do not also hold another general medical qualification or a PhD		Awareness of Dental Complaints Service			Contacted a person or organisation for support making any type of complaint		Contacted a person or organisation for support making a complaint about dental care or treatment		Would find it helpful to use a support service to deal with something that went seriously wrong during visit to dental professional			Seen advertised or been offered cosmetic treatments at dental practice		Received cosmetic treatments at dental practice	
	TOTAL (z)	Yes (a)	No (b)	Mainly on preventing bad practice (c)	Equally on both (d)	Mainly on taking action against serious complaints (e)	Confident (f)	Not confident (g)	Yes (h)	No (i)	Should be able to use (j)	Should not be able to use (k)	Aware (l)	Unaware (m)	Unsure (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)	DK (u)	Yes (v)	No (w)	Yes (x)	No (y)
Unweighted Base	1674	94	1492	441	1081	152	1328	286	1555	106	393	881	184	1246	236	405	1247	15	1659	1393	252	29	1007	667	118	1556
Weighted Base	1618	93*	1431	441	1018	159	1284	278	1498	105*	403	822	171	1218	222	389	1211	15**	1603	1360	230	29**	979	639	120*	1498
Support the patient in finding an alternative dental professional for the future	425 26% t	25 27%	381 27%	122 28%	270 27%	33 21%	351 27%	63 23%	400 27%	20 19%	111 28%	235 29% z	43 25%	317 26%	65 29%	106 27%	316 26%	5 31%	420 26%	384 28% zt	39 17%	2 7%	261 27%	164 26%	35 29%	390 26%
Assist the patient in claiming financial compensation if possible	416 26% jl	16 17%	382 27% z	101 23%	274 27%	41 26%	346 27%	66 24%	388 26%	27 25%	86 21%	250 30% zi	30 18%	331 27% zl	55 25%	101 26%	314 26%	5 34%	411 26%	366 27% z	49 21%	1 5%	267 27%	150 23%	37 31%	379 25%
I do not think the Dental Complaints Service should do anything	346 21% sw	16 17%	302 21%	88 20%	227 22%	31 20%	261 20%	68 25%	311 21%	32 30% h	76 19%	175 21%	38 22%	264 22%	40 18%	79 20%	259 21%	6 38%	340 21%	275 20%	62 27% s	9 31%	227 23% zw	119 19%	23 19%	323 22%
Ensure the dental professional apologises to the patient	344 21%	18 19%	311 22%	90 20%	217 21%	37 24%	282 22%	56 20%	329 22% z	15 14%	91 23%	171 21%	28 16%	265 22%	51 23%	85 22%	255 21%	- -	344 21%	294 22%	45 20%	5 16%	202 21%	143 22%	25 21%	319 21%
Impose a fine on the dentist or other dental care professional involved	238 15% h	14 15%	207 14%	73 16%	138 14%	27 17%	188 15%	46 16%	211 14%	24 23% zh	69 17%	124 15%	26 15%	177 15%	34 15%	55 14%	181 15%	3 23%	234 15%	207 15%	30 13%	1 4%	136 14%	102 16%	21 18%	216 14%
Dental professional should fix / redo it / for free / no extra cost	137 8% ci	12 13%	125 9%	25 6%	95 9% c	16 10%	105 8%	25 9%	134 9% zi	3 2%	27 7%	82 10% z	21 13%	99 8%	16 7%	41 11%	95 8%	- -	137 9%	116 9%	16 7%	4 15%	92 9%	44 7%	5 5%	131 9%
Stop the dentist or other dental care professional from practising or being able to do that job anymore	126 8% bhv	13 14% b	102 7%	43 10%	71 7%	12 8%	98 8%	23 8%	111 7%	15 14% zh	33 8%	56 7%	11 7%	98 8%	16 7%	30 8%	96 8%	1 8%	125 8%	111 8%	15 7%	1 2%	61 6%	65 10% zv	13 10%	114 8%
Go back to dental professional	23 1% k	1 1%	22 2%	3 1%	20 2%	- -	23 2%	1 *	23 2%	- -	6 2%	6 1%	2 1%	14 1%	7 3% zm	6 2%	17 1%	- -	23 1%	22 2%	1 1%	- -	14 1%	9 1%	3 2%	20 1%
Investigate to find out what happened	21 1%	- -	21 1%	4 1%	15 1%	2 2%	16 1%	5 2%	21 1%	- -	2 *	11 1%	1 1%	15 1%	4 2%	7 2%	14 1%	- -	21 1%	19 1%	2 1%	- -	16 2%	5 1%	2 1%	19 1%
Complain / speak to dental professional / directly to dental professional	19 1% s	2 2%	16 1%	4 1%	12 1%	2 1%	16 1%	3 1%	18 1%	1 1%	2 *	11 1%	3 2%	14 1%	2 1%	5 1%	14 1%	1 7%	18 1%	10 1%	9 4% zs	- -	13 1%	5 1%	4 3%	15 1%
Assist patient in getting problem fixed	9 1%	- -	9 1%	1 *	8 1%	- -	5 *	4 1%	7 1%	2 1%	3 1%	5 1%	1 1%	8 1%	- -	* *	9 1%	- -	9 1%	9 1%	- -	- -	6 1%	3 *	- -	9 1%
Depends on the circumstances	5	-	5	2	4	-	4	2	5	-	2	3	*	3	2	2	4	-	5	4	2	-	4	1	-	5

Training / retraining	5 *p	- -	5 *	- -	5 1%	- -	3 *	2 1%	5 *	- -	5 1%	- -	1 1%	4 *	- -	4 1%	2 *	- -	5 *	5 *	- -	- -	1 1%	4 *	1 *	- -	5 *
Report them / complain (not specified to who)	4 *	- -	4 *	1 *	3 *	- -	2 *	- -	3 *	- -	1 *	2 *	1 1%	3 *	- -	1 *	3 *	- -	4 *	4 *	- -	- -	3 *	1 *	- -	4 *	
Complain to head / dental practice / practice manager	1 *	- -	1 *	- -	1 *	- -	- -	1 *	1 *	- -	- -	1 *	- -	1 *	- -	1 *	- -	- -	1 *	1 *	- -	- -	1 *	- -	- -	1 *	
Complain to official body / dental service / GDC	1 *	- -	1 *	- -	1 *	- -	- -	1 *	1 *	- -	- -	1 *	- -	1 *	- -	- -	1 *	- -	1 *	1 *	- -	- -	1 *	- -	- -	1 *	
Other	3 *b	3 3%	1 *	- -	3 *	1 *	3 *	- -	3 *	- -	- -	1 *	1 *	3 *	- -	3 1%	- -	- -	3 *	3 *	- -	- -	3 *	- -	- -	3 *	
Don't know	37 2% fhksv	1 1%	31 2%	8 2%	24 2%	6 3%	20 2%	8 3%	28 2%	6 6%	7 2%	11 1%	1 1%	32 3%	2 1%	6 2%	27 2%	- -	37 2%	21 2%	8 3%	8 30%	14 1%	23 4%	2 2%	35 2%	
No answer	6 *bd	4 4%	* *	4 1%	1 *	1 1%	4 *	2 1%	5 *	1 *	1 *	3 *	3 1%	4 *	- -	- -	6 1%	- -	6 *	4 *	3 1%	- -	3 *	4 1%	- -	6 *	

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

Table 152
GD0280 - In each of the following scenarios, which, if any, of the following do you think the Dental Complaints Service should do? A private dental professional removes the wrong tooth

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)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (m)	SINGLE (n)	WID/ DIV/ SEP (o)
Unweighted Base	1674	826	844	209	224	225	237	254	525	416	571	341	346	933	459	276
Weighted Base	1618	791	823	228	267	250	265	244	365	420	523	289	387	913	462	237
Assist the patient in claiming financial compensation if possible	746 46% hklo	372 47%	372 45%	125 55% zh	118 44%	119 48%	125 47%	117 48% h	143 39%	230 55% zkl	258 49% kl	112 39%	147 38%	421 46%	232 50% o	92 39%
Impose a fine on the dentist or other dental care professional involved	569 35% ho	279 35%	290 35%	85 37% h	106 40% h	112 45% zfh	92 35% h	89 36% h	85 23%	152 36%	188 36%	96 33%	133 34%	331 36% o	168 36%	67 28%
Support the patient in finding an alternative dental professional for the future	439 27%	219 28%	221 27%	54 24%	72 27%	64 26%	74 28%	74 30%	101 28%	133 32% zl	144 27%	72 25%	90 23%	257 28%	116 25%	67 28%
Ensure the dental professional apologises to the patient	419 26%	196 25%	222 27%	56 25%	76 28%	63 25%	69 26%	59 24%	95 26%	120 29%	136 26%	66 23%	96 25%	232 25%	123 27%	62 26%
Stop the dentist or other dental care professional from practising or being able to do that job anymore	334 21%	155 20%	178 22%	39 17%	62 23%	64 26% g	57 21%	41 17%	71 19%	79 19%	116 22%	64 22%	74 19%	186 20%	98 21%	50 21%
I do not think the Dental Complaints Service should do anything	116 7%	60 8%	56 7%	15 6%	21 8%	24 10% g	16 6%	10 4%	29 8%	22 5%	35 7%	31 11% zi	29 7%	69 8%	31 7%	16 7%
Dental professional should fix / redo it / for free / no extra cost	24 1% al	6 1%	18 2% za	- -	4 1%	- -	7 3% ce	2 1%	12 3% zceg	6 1%	12 2% l	5 2%	1 *	15 2%	3 1%	5 2%
Investigate to find out what happened	18 1%	7 1%	11 1%	* *	3 1%	6 2%	5 2%	3 1%	2 *	5 1%	7 1%	4 1%	2 1%	13 1%	2 1%	3 1%
Training / retraining	10	7	3	-	2	2	4	-	2	5	1	4	-	10	-	-

	1%	1%	*	-	1%	1%	2%	-	1%	1%	*	1% l	-	1% z	-	-
Go back to dental professional	8 1%	2 *	7 1%	2 1%	2 1%	1 1%	- -	1 *	2 *	3 1%	5 1%	1 *	- -	7 1%	- -	1 *
Depends on the circumstances	6 *	2 *	4 *	- -	- -	- -	2 1%	1 *	3 1% z	3 1%	3 1%	- -	- -	3 *	* *	3 1% zn
Complain / speak to dental professional / directly to dental professional	6 *	1 *	5 1%	1 *	- -	- -	- -	- -	5 1% z	1 *	2 *	1 *	2 1%	4 *	1 *	1 *
Dental professional should face a disciplinary	4 *	2 *	2 *	- -	- -	1 *	2 1%	1 *	* *	1 *	3 1%	* *	- -	4 *	- -	- -
Complain to official body / dental service / GDC	4 *	1 *	3 *	- -	1 *	- -	- -	- -	3 1% z	2 *	1 *	- -	1 *	1 *	2 *	1 *
Complain to head / dental practice / practice manager	3 *	2 *	1 *	- -	- -	- -	1 *	- -	2 1%	2 1%	1 *	- -	- -	1 *	3 1%	- -
Report them / complain (not specified to who)	3 *	2 *	1 *	- -	- -	- -	- -	2 1% z	1 *	2 *	- -	1 *	- -	1 *	1 *	* *
Issue a warning / written warning	2 *	2 *	1 *	1 *	- -	- -	- -	- -	1 *	- -	* *	2 1%	* *	1 *	1 *	1 *
Dental professional to be monitored / kept an eye on for a period of time	2 *	1 *	1 *	- -	- -	- -	1 *	* *	1 *	* *	2 *	- -	- -	2 *	- -	- -
Assist patient in getting problem fixed	1 *	1 *	- -	- -	- -	- -	- -	1 *	* *	1 *	- -	- -	- -	1 *	- -	- -
Be rude back	* *	- -	* *	- -	- -	- -	- -	* *	- -	- -	- -	- -	* *	- -	* *	- -
Other	3 *	2 *	* *	- -	- -	2 1%	- -	- -	1 *	- -	1 *	- -	1 *	1 *	2 *	- -
Don't know	30 2%	14 2%	16 2%	6 3%	5 2%	1 *	2 1%	4 2%	13 3% zef	5 1%	12 2%	3 1%	11 3%	13 1%	7 1%	9 4% zm
No answer	4 *	3 *	1 *	- -	- -	- -	1 *	- -	3 1% z	* *	2 *	- -	1 *	1 *	- -	2 1% z

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

Table 153

GD0280 - In each of the following scenarios, which, if any, of the following do you think the Dental Complaints Service should do? A private dental professional removes the wrong tooth

BASE: All Respondents

	WORKING STATUS			OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULLTIME (c)	PARTTIME (d)	SELFEMPL OYE D (e)	HOUSE WIFE (f)	STILL IN EDUCATIO N (g)	UNEMPLO YED (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	1674	796	878	529	177	90	79	121	40	541	97	414	1260	141	99	148	213	1260
Weighted Base	1618	928	690	638	186	104*	75*	111*	38*	378	89*	455	1163	151	107*	170	236	1163
Assist the patient in claiming financial compensation if possible	746 46% bi	455 49% zb	292 42% zb	313 49% i	88 47% i	54 52% i	28 37% i	62 56% zghi	13 35% i	147 39% i	42 47% i	227 50% i	519 45% i	72 48% i	51 47% i	84 49% i	117 50% i	519 45% i
Impose a fine on the dentist or other dental care professional involved	569 35% bi	371 40% zb	198 29% zb	252 39% zi	67 36% i	52 50% zdghi	28 36% i	38 34% i	10 26% i	92 24% i	31 35% i	175 39% i	394 34% i	58 39% i	45 42% i	69 41% i	82 35% i	394 34% i
Support the patient in finding an alternative dental professional for the future	439 27% i	257 28% i	182 26% i	179 28% i	43 23% i	35 33% i	17 23% i	23 21% i	10 28% i	108 29% i	23 26% i	115 25% i	324 28% i	40 27% i	27 25% i	44 26% i	60 25% i	324 28% i
Ensure the dental professional apologises to the patient	419 26% i	237 26% i	181 26% i	156 25% i	49 26% i	32 31% i	30 40% zcdij	29 26% i	7 20% i	96 25% i	18 20% i	118 26% i	301 26% i	36 24% i	24 22% i	49 29% i	64 27% i	301 26% i
Stop the dentist or other dental care professional from practising or being able to do that job anymore	334 21% i	190 20% i	144 21% i	124 19% i	41 22% i	25 24% i	18 24% i	17 15% i	10 26% i	76 20% i	24 27% i	97 21% i	237 20% i	41 27% i	22 21% i	33 20% i	45 19% i	237 20% i
I do not think the Dental Complaints Service should do anything	116 7% i	65 7% i	51 7% i	45 7% i	11 6% i	9 8% i	3 3% i	10 9% i	5 14% i	29 8% i	4 5% i	26 6% i	90 8% i	10 6% i	7 7% i	12 7% i	14 6% i	90 8% i
Dental professional should fix / redo it / for free / no extra cost	24 1% i	9 1% i	15 2% i	5 1% i	3 2% i	1 1% i	1 2% i	- - i	2 5% cg	11 3% zc	1 1% i	4 1% i	20 2% i	2 1% i	- - i	1 1% i	3 1% i	20 2% i
Investigate to find out what happened	18 1% i	14 1% i	5 1% i	9 1% i	4 2% i	- - i	1 1% i	- - i	1 3% i	3 1% i	- - i	6 1% i	13 1% i	1 1% i	5 4% zoq	- - i	5 2% i	13 1% i
Training / retraining	10 1% i	8 1% i	2 * i	8 1% i	- - i	* * i	- - i	- - i	- - i	2 1% i	- - i	3 1% i	6 1% i	- - i	2 2% i	3 2% i	2 1% i	6 1% i
Go back to dental professional	8 1% i	6 1% i	3 * i	6 1% i	- - i	- - i	- - i	- - i	- - i	3 1% i	- - i	1 * i	7 1% i	- - i	- - i	- - i	1 1% i	7 1% i

Depends on the circumstances	6 *	3 *	3 *	2 *	1 1%	- -	- -	- -	- -	3 1%	- -	2 *	4 *	- -	- -	2 1%	- -	4 *
Complain / speak to dental professional / directly to dental professional	6 *	1 *	5 1% z	- -	1 *	- -	1 1% c	- -	- -	4 1% zc	- -	- -	6 *	- -	- -	- -	- -	6 *
Dental professional should face a disciplinary	4 *	4 *	1 *	3 *	- -	1 1%	- -	- -	* 1%	* *	- -	3 1%	1 *	- -	1 1%	3 2% zq	- -	1 *
Complain to official body / dental service / GDC	4 *	1 *	3 *	1 *	- -	- -	- -	- -	- -	3 1% z	- -	- -	4 *	- -	- -	- -	- -	4 *
Complain to head / dental practice / practice manager	3 *	1 *	2 *	- -	1 1%	- -	- -	- -	- -	2 1%	- -	- -	3 *	- -	- -	- -	- -	3 *
Report them / complain (not specified to who)	3 *	2 *	1 *	2 *	- -	- -	- -	- -	- -	1 *	* *	- -	3 *	- -	- -	- -	- -	3 *
Issue a warning / written warning	2 *	- -	2 *	- -	- -	- -	- -	1 1% c	- -	1 *	- -	- -	2 *	- -	- -	- -	- -	2 *
Dental professional to be monitored / kept an eye on for a period of time	2 *	1 *	1 *	* *	- -	1 1%	- -	- -	- -	1 *	- -	1 *	1 *	- -	- -	- -	1 *	1 *
Assist patient in getting problem fixed	1 *	- -	1 *	- -	- -	- -	- -	- -	- -	1 * z	- -	- -	1 *	- -	- -	- -	- -	1 *
Be rude back	* *	- -	* *	- -	- -	- -	- -	- -	- -	- -	* 1%	- *	* *	- -	- -	- -	- -	* *
Other	3 *	1 *	1 *	- -	- -	1 1% zc	* 1%	- -	- -	1 *	- -	* *	2 *	* *	- -	- -	- -	2 *
Don't know	30 2%	17 2%	14 2%	12 2%	4 2%	- -	- -	1 1%	- -	12 3% z	1 1%	4 1%	27 2%	1 *	- -	- -	3 1%	27 2%
No answer	4 *	1 *	3 *	- -	- -	1 1% c	- -	- -	- -	3 1% zc	- -	- -	4 *	- -	- -	- -	- -	4 *

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



GENERAL PUBLIC
GENERAL DENTAL COUNCIL PATIENT AND PUBLIC SURVEY 2020

12 Mar 2020

Table 154

GD0280 - In each of the following scenarios, which, if any, of the following do you think the Dental Complaints Service should do? A private dental professional removes the wrong tooth

BASE: All Respondents

	TOTAL (z)	REGION													ETHNICITY		ETHNICITY				DISABILITY	
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	BAME (o)	White (p)	Asian/ Asian British (q)	Black/ Black British (r)	Mixed /Other (s)	YES (t)	NO (u)
Unweighted Base	1674	102	129	142	256	73	173	136	178	115	104	123	143	1332	1424	246	1424	146	54	46	204	1425
Weighted Base	1618	46	117	151	214	67*	177	135	221	138*	77*	141*	133	1360	1412	202	1412	113*	45*	44*	169	1411
Assist the patient in claiming financial compensation if possible	746 46% hqt	24 52% fh	54 46% e	66 44% e	104 49% h	40 60% zcfghm	69 39% e	56 41% e	76 34% e	80 58% zcfghm	45 58% zcfghm	65 46% e	67 50% h	621 46% h	665 47% q	80 39% q	665 47% q	37 33% q	22 48% q	21 47% q	60 36% zt	668 47% zt
Impose a fine on the dentist or other dental care professional involved	569 35% ehj	18 38% ehj	43 37% e	46 31% e	98 46% zceghjm	12 18% e	67 38% ehj	45 33% e	58 26% e	53 38% e	18 24% e	56 40% ehj	55 41% ehj	488 36% ehj	493 35% z	74 36% z	493 35% z	43 38% z	18 40% z	13 30% z	53 32% z	500 35% z
Support the patient in finding an alternative dental professional for the future	439 27% aoq	7 16% aoq	31 26% aoq	32 21% aoq	55 26% aoq	16 24% aoq	55 31% a	28 21% a	52 24% a	61 44% zabcdeghjlm	16 21% a	45 32% a	40 30% a	388 29% za	398 28% zo	40 20% zo	398 28% zq	13 12% zq	15 34% q	11 25% q	45 27% t	387 27% t
Ensure the dental professional apologises to the patient	419 26% ft	15 32% f	27 23% f	39 26% f	56 26% f	25 37% zfhjlm	33 19% f	35 26% f	50 23% f	48 35% zfhm	17 22% f	44 31% f	30 23% f	352 26% f	365 26% f	51 25% f	365 26% f	30 27% f	13 28% f	8 18% f	32 19% t	379 27% t
Stop the dentist or other dental care professional from practising or being able to do that job anymore	334 21% enp	6 14% enp	16 14% enp	32 21% enp	65 30% zabefghjm	7 10% enp	32 18% enp	21 15% enp	56 25% abe	27 19% abe	11 15% abe	32 22% abe	29 22% abe	295 22% zbe	273 19% zn	60 30% zn	273 19% zn	33 29% zp	10 22% zp	17 40% zp	45 27% t	284 20% t
I do not think the Dental Complaints Service should do anything	116 7% l	2 5% l	11 9% l	24 16% zadefghjlm	12 6% l	1 2% l	11 6% l	7 5% l	19 9% l	8 6% l	2 2% l	16 11% ejl	3 2% l	105 8% l	99 7% l	17 9% l	99 7% l	7 6% l	6 13% l	5 11% l	8 5% l	103 7% l
Dental professional should fix / redo it / for free / no extra cost	24 1% m	1 3% m	3 2% m	1 * m	2 1% m	1 2% m	1 * m	1 1% m	4 2% m	3 2% m	5 7% zcdcfghklm	1 * m	1 1% m	16 1% m	24 2% m	- - m	24 2% m	- - m	- - m	- - m	3 2% m	21 2% m
Investigate to find out what happened	18 1% m	* 1% m	1 1% m	2 1% m	* * m	- - m	3 1% m	1 1% m	4 2% m	3 2% m	1 1% m	1 1% m	2 2% m	16 1% m	18 1% m	- - m	18 1% m	- - m	- - m	- - m	* * m	18 1% m
Training / retraining	10 1% m	- - m	1 1% m	- - m	* * m	2 3% zcdgm	1 1% m	- - m	3 2% m	- - m	- - m	- - m	1 1% m	10 1% m	10 1% m	* * m	10 1% m	- - m	* 1% m	- - m	1 * m	9 1% m
Go back to dental professional	8 1% m	- - m	- - m	- - m	- - m	- - m	- - m	2 1% m	7 3% zdfm	- - m	- - m	- - m	- - m	7 1% m	8 1% m	- - m	8 1% m	- - m	- - m	- - m	2 1% m	7 * m
Depends on the circumstances	6 * m	- - m	- - m	1 1% m	* * m	- - m	- - m	1 1% m	3 1% m	- - m	- - m	- - m	1 1% m	5 * m	6 * m	- - m	6 * m	- - m	- - m	- - m	1 1% m	5 * m
Complain / speak to dental professional / directly to dental professional	6 * m	- - m	- - m	- - m	- - m	1 1% m	- - m	3 2% zm	2 1% m	- - m	- - m	- - m	- - m	3 * m	6 * m	- - m	6 * m	- - m	- - m	- - m	- - m	6 * m
Dental professional should face a disciplinary	4 * m	- - m	1 1% m	- - m	- - m	- - m	1 1% m	- - m	2 1% m	- - m	* * m	- - m	- - m	4 1% m	4 1% m	- - m	4 1% m	- - m	- - m	- - m	* * m	4 1% m

	*	-	1%	-	-	-	1%	-	1%	-	*	-	-	*	*	-	*	-	-	-	*	*
Complain to official body / dental service / GDC	4 *	-	-	1 1%	-	-	-	1 1%	2 1%	-	-	-	-	3 *	4 *	-	4 *	-	-	-	2 1% zu	2 *
Complain to head / dental practice / practice manager	3 *	-	-	-	-	-	-	1 1%	2 1% m	-	-	-	-	2 *	3 *	-	3 *	-	-	-	1 1%	3 *
Report them / complain (not specified to who)	3 *	-	-	1 1%	-	1 1%	-	-	-	-	2 2% zdhm	-	-	1 *	3 *	-	3 *	-	-	-	* *	3 *
Issue a warning / written warning	2 *	-	-	-	*	1 1%	1 1%	-	-	-	-	-	-	2 *	2 *	-	2 *	-	-	-	1 *	2 *
Dental professional to be monitored / kept an eye on for a period of time	2 *	*	-	-	1 *	-	-	-	1 *	-	-	-	-	2 *	2 *	-	2 *	-	-	-	-	2 *
Assist patient in getting problem fixed	1 *	-	-	-	-	-	-	1 1% m	-	-	*	-	-	-	1 *	-	1 *	-	-	-	* *	1 *
Be rude back	* *	* 1% zm	-	-	-	-	-	-	-	-	-	-	-	-	* *	-	* *	-	-	-	* *	-
Other	3 *	* 1% zm	-	-	1 1% m	-	-	-	-	-	1 1% m	-	-	1 *	3 *	-	3 *	-	-	-	* *	2 *
Don't know	30 2%	1 2%	2 1%	4 3%	5 3%	-	1 1%	8 6% zfjlm	3 2%	3 2%	-	3 2%	* *	22 2%	27 2%	4 2%	27 2%	2 2%	2 4%	-	2 1%	28 2%
No answer	4 *	-	2 1% zm	-	-	-	-	-	1 1%	-	*	-	-	3 *	4 *	-	4 *	-	-	-	-	4 *

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

GENERAL PUBLIC
GENERAL DENTAL COUNCIL PATIENT AND PUBLIC SURVEY 2020

12 Mar 2020

Table 155
GD0280 - In each of the following scenarios, which, if any, of the following do you think the Dental Complaints Service should do? A private dental professional removes the wrong tooth

BASE: All Respondents

	TOTAL (z)	Importance of title Doctor		When last visited a dental professional		When did you last go to the dentist		When did you last see a dental professional other than a dentist		Frequency visit a dental professional			Type of dental treatment received					Satisfaction with dental care or treatment		Confidence in healthcare regulation		Awareness of General Dental Council			Confidence in dental regulation	
		Important (a)	Not important (b)	Patients (last 12 mths) (c)	Public (less often) (d)	Patients (last 12 mths) (e)	Public (less often) (f)	Patients (last 12 mths) (g)	Public (less often) (h)	Once a year or more often (i)	Less often (j)	Don't know (k)	NHS (l)	Private (m)	Mixture (n)	Unsure (o)	Abroad (p)	Satisfied (q)	Dissatisfied (r)	Confident (s)	Not confident (t)	Aware (u)	Unaware (v)	Unsure (w)	Confident (x)	Not confident (y)
Unweighted Base	1674	585	1049	1111	563	1001	673	110	563	1162	422	3	879	261	131	18	43	1119	43	1337	274	317	1082	270	1186	313
Weighted Base	1618	560	1019	1058	560	951	667	107*	560	1116	407	2**	825	265	124	18**	42**	1075	40*	1299	257	304	1063	247	1147	293
Assist the patient in claiming financial compensation if possible	746 46% dfhy	240 43%	487 48%	523 49% zd	224 40%	481 51% zf	265 40%	42 39%	224 40%	554 50% zj	170 42%	* 24%	379 46%	136 51%	72 59% zl	6 35%	20 49%	534 50% z	20 50%	598 46%	121 47%	138 45%	481 45%	126 51%	555 48% zy	112 38%
Impose a fine on the dentist or other dental care professional involved	569 35% b	221 40% zb	336 33%	370 35%	199 36%	336 35%	233 35%	34 32%	199 36%	397 36%	150 37%	* 24%	301 36%	98 37%	38 30%	2 10%	22 52%	379 35%	18 45%	459 35%	90 35%	119 39%	362 34%	88 36%	424 37% z	90 31%
Support the patient in finding an alternative dental professional for the future	439 27% y	149 27%	273 27%	300 28%	139 25%	278 29% zf	161 24%	22 21%	139 25%	320 29% z	101 25%	* 24%	228 28%	82 31%	27 22%	5 29%	13 32%	307 29%	13 32%	360 28%	61 24%	86 28%	274 26%	78 31%	328 29% y	57 20%
Ensure the dental professional apologises to the patient	419 26% bv	151 27%	255 25%	285 27%	134 24%	259 27%	159 24%	26 24%	134 24%	301 27%	104 26%	* 24%	231 28%	72 27%	28 23%	3 15%	10 24%	293 27%	8 21%	351 27% t	52 20%	84 28%	256 24%	79 32% zv	317 28% zy	50 17%
Stop the dentist or other dental care professional from practising or being able to do that job anymore	334 21% b	135 24% zb	191 19%	214 20%	119 21%	189 20%	144 22%	25 24%	119 21%	227 20%	89 22%	- -	155 19%	58 22%	20 17%	3 17%	15 37%	218 20%	8 21%	254 20%	70 27% zs	53 17%	232 22%	49 20%	229 20%	73 25%
I do not think the Dental Complaints Service should do anything	116 7% ceiqx	39 7%	74 7%	62 6%	54 10% zc	51 5%	65 10% ze	11 10%	54 10% z	63 6%	25 6%	- -	57 7%	14 5%	5 4%	2 13%	1 2%	62 6%	1 2%	92 7%	21 8%	18 6%	86 8%	11 4%	63 5%	39 13% zx
Dental professional should fix / redo it / for free / no extra cost	24 1% dfhj	6 1%	19 2%	21 2% z	3 1%	20 2% zf	4 1%	1 1%	3 1%	22 2% zj	1 *	1 63%	16 2%	4 1%	1 *	- -	1 3%	22 2% z	- -	16 1%	5 2%	5 1%	15 1%	4 2%	18 2%	3 1%
Investigate to find out what happened	18 1% av	* *	18 2% za	13 1%	5 1%	13 1%	5 1%	- -	5 1%	15 1%	3 1%	- -	12 1%	4 1%	3 3%	- -	- -	15 1%	- -	16 1%	2 1%	7 2% v	4 *	7 3% zv	13 1%	2 1%
Training / retraining	10 1%	3 *	7 1%	7 1%	3 *	7 1%	3 *	- -	3 *	8 1%	2 *	- -	4 1%	4 1%	1 1%	- -	- -	8 1%	- -	9 1%	- -	1 *	5 1%	4 1%	5 *	3 1%
Go back to dental professional	8 1% lv	- -	8 1%	5 1%	3 1%	5 1%	3 *	- -	3 1%	7 1%	2 *	- -	2 *	- -	7 6% zlm	- -	- -	7 1%	- -	8 1%	- -	- -	2 *	7 3% zuv	8 1%	- -
Depends on the circumstances	6 *	* *	6 1%	4 *	2 *	4 *	2 *	- -	2 *	5 *	1 *	- -	2 *	2 1%	- -	1 8%	- -	5 *	- -	6 *	- -	2 1%	3 *	2 1%	3 *	1 *
Complain / speak to dental professional / directly to dental professional	6 *	- -	6 1%	3 *	3 1%	3 *	3 *	- -	3 1%	5 *	1 *	- -	4 *	1 *	- -	- -	- -	5 *	- -	6 *	- -	1 *	5 *	- -	6 *	- -
Dental professional should face a disciplinary	4 * v	- -	4 *	4 *	* *	4 *	* *	- -	* *	4 *	1 *	- -	2 *	2 1%	- -	- -	- -	4 *	- -	3 *	1 *	3 1% v	* *	1 *	3 *	1 *
Complain to official body / dental service / GDC	4 *	2 *	2 *	4 *	- -	4 *	- -	- -	- -	4 *	- -	- -	2 *	1 *	1 1%	- -	- -	4 *	- -	4 *	- -	1 *	2 *	1 *	4 *	- -
Complain to head / dental practice / practice manager	3	1	3	3	-	3	-	-	-	3	-	-	3	-	-	-	-	3	-	3	-	2	1	-	3	-

Report them / complain (not specified to who)	3	-	3	2	1	2	1	-	1	1	-	-	-	2	-	2	-	2	1	-	2	*
Issue a warning / written warning	2	1	2	2	-	2	-	-	-	2	1	-	-	2	-	2	-	*	2	-	1	-
Dental professional to be monitored / kept an eye on for a period of time	2	-	2	2	-	2	-	-	-	*	2	-	-	2	-	1	1	1	1	-	*	-
Assist patient in getting problem fixed	1	-	1	1	-	1	-	-	-	1	-	-	-	1	-	1	-	1	*	-	1	*
Be rude back	*	-	*	*	-	*	-	-	-	*	-	-	-	*	-	*	-	-	*	-	*	*
Other	3	*	2	3	-	3	-	-	-	1	1	-	-	3	-	*	2	1	2	-	3	-
Don't know	30	6	20	16	14	16	14	-	14	13	9	1	2	16	-	13	7	1	26	2	7	6
No answer	4	1	3	1	2	1	2	-	2	1	-	-	-	*	1	1	2	1	2	*	2	1

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

GENERAL PUBLIC
GENERAL DENTAL COUNCIL PATIENT AND PUBLIC SURVEY 2020

12 Mar 2020

Table 156
GD0280 - In each of the following scenarios, which, if any, of the following do you think the Dental Complaints Service should do? A private dental professional removes the wrong tooth

BASE: All Respondents

		Complained about a dental professional		Focus of regulator for dental professionals			Confidence of how dental care is delivered in the UK		Confidence in dental professional		Opinion about dentists' use of title Doctor when they do not also hold another general medical qualification or a PhD		Awareness of Dental Complaints Service			Contacted a person or organisation for support making any type of complaint		Contacted a person or organisation for support making a complaint about dental care or treatment		Would find it helpful to use a support service to deal with something that went seriously wrong during visit to dental professional			Seen advertised or been offered cosmetic treatments at dental practice		Received cosmetic treatments at dental practice	
	TOTAL (z)	Yes (a)	No (b)	Mainly on preventing bad practice (c)	Equally on both (d)	Mainly on taking action against serious complaints (e)	Confident (f)	Not confident (g)	Yes (h)	No (i)	Should be able to use (j)	Should not be able to use (k)	Aware (l)	Unaware (m)	Unsure (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)	DK (u)	Yes (v)	No (w)	Yes (x)	No (y)
Unweighted Base	1674	94	1492	441	1081	152	1328	286	1555	106	393	881	184	1246	236	405	1247	15	1659	1393	252	29	1007	667	118	1556
Weighted Base	1618	93*	1431	441	1018	159	1284	278	1498	105*	403	822	171	1218	222	389	1211	15**	1603	1360	230	29**	979	639	120*	1498
Assist the patient in claiming financial compensation if possible	746 46% eljtw	39 42%	685 48% z	185 42%	508 50% zoe	53 33%	610 47%	117 42%	711 47% zi	32 31%	156 39%	425 52% zj	69 40%	572 47%	105 47%	184 47%	559 46%	7 46%	740 46%	666 49% zt	78 34%	2 7%	498 51% zw	249 39%	60 50%	686 46%
Impose a fine on the dentist or other dental care professional involved	569 35% tw	29 31%	519 36% z	139 32%	376 37%	54 34%	444 35%	108 39%	530 35%	36 34%	137 34%	316 38% z	53 31%	433 36%	82 37%	151 39%	414 34%	2 11%	567 35%	505 37% zt	58 25%	6 19%	372 38% zw	197 31%	45 38%	524 35%
Support the patient in finding an alternative dental professional for the future	439 27% tw	29 31%	392 27%	104 24%	294 29%	41 26%	358 28%	64 23%	417 28% zi	18 17%	96 24%	256 31% zj	47 27%	331 27%	60 27%	106 27%	331 27%	3 18%	436 27%	399 29% zt	35 15%	4 14%	290 30% zw	149 23%	33 27%	406 27%
Ensure the dental professional apologises to the patient	419 26% aiw	15 16%	391 27% za	109 25%	278 27%	32 20%	350 27% zg	57 21%	403 27% zi	14 13%	101 25%	220 27%	40 23%	306 25%	72 32% zm	96 25%	319 26%	3 22%	415 26%	367 27% z	48 21%	4 15%	276 28% zw	142 22%	38 32%	380 25%
Stop the dentist or other dental care professional from practising or being able to do that job anymore	334 21% bj	37 40% zb	279 19%	86 20%	217 21%	31 19%	257 20%	66 24%	308 21%	22 21%	63 16%	199 24% zj	28 16%	253 21%	52 23%	92 24%	241 20%	4 29%	329 21%	293 22%	39 17%	2 6%	190 19%	144 22%	24 20%	309 21%
I do not think the Dental Complaints Service should do anything	116 7% bfhknsvy	3 3%	84 6%	30 7%	65 6%	21 13% zod	73 6%	37 13% zf	86 6%	27 26% zh	36 9% k	32 4% k	15 9% n	92 8% n	6 3%	21 5%	89 7%	- -	116 7%	58 4%	53 23% zs	6 20%	57 6%	59 9% zv	15 13% zy	101 7%
Dental professional should fix / redo it / for free / no extra cost	24 1% m	- -	24 2%	2 1%	21 2% z	1 1%	16 1%	6 2%	24 2%	- -	4 1%	16 2%	3 2%	12 1%	9 4% zm	7 2%	17 1%	- -	24 2%	17 1%	7 3%	- -	13 1%	11 2%	2 1%	22 1%
Investigate to find out what happened	18 1% p	- -	18 1%	3 1%	16 2%	- -	14 1%	3 1%	18 1%	- -	2 1%	8 1%	5 3%	11 1%	2 1%	9 2% p	10 1%	- -	18 1%	18 1%	- -	- -	14 1%	4 1%	- -	18 1%
Training / retraining	10 1% z	- -	10 1%	- -	10 1% z	- -	7 1%	3 1%	10 1%	- -	2 *	8 1%	1 *	9 1%	* *	4 1%	6 *	- -	10 1%	9 1%	1 1%	- -	8 1%	2 *	- -	10 1%
Go back to dental professional	8 1% z	- -	8 1%	- -	8 1%	- -	8 1%	- -	8 1%	- -	1 *	3 *	- -	4 *	4 2% zm	2 1%	6 *	- -	8 1%	8 1%	1 *	- -	4 *	4 1%	- -	8 1%
Depends on the circumstances	6 *	- -	6 *	* *	5 *	1 1%	4 *	2 1%	6 *	- -	3 1%	3 *	- -	4 *	2 1%	1 *	5 *	- -	6 *	5 *	1 1%	- -	4 *	2 *	- -	6 *
Complain / speak to dental professional / directly to dental professional	6	-	6	1	4	-	6	-	6	-	1	1	-	5	1	1	5	-	6	3	3	-	3	2	1	5

	*s	-	*	-	*	*	-	*	-	*	*	-	*	*	-	*	1% s	-	*	*	1% *					
Dental professional should face a disciplinary	4 *	-	4 *	-	4 *	*	3 *	1 *	3 *	1 1%	3 1%	1 *	-	2 *	3 1% zm	1 *	3 *	-	4 *	4 *	-	-	4 *	*	-	4 *
Complain to official body / dental service / GDC	4 *	-	4 *	-	3 *	1 1%	4 *	-	4 *	-	1 *	1 *	1 1%	2 *	1 *	1 *	3 *	-	4 *	3 *	1 *	-	4 *	-	-	4 *
Complain to head / dental practice / practice manager	3 *y	-	3 *	-	3 *	-	3 *	-	3 *	-	1 *	1 *	1 1%	3 *	-	1 *	2 *	-	3 *	3 *	-	-	2 *	1 *	1 1%	2 *
Report them / complain (not specified to who)	3 *p	-	3 *	1 *	2 *	-	2 *	-	3 *	-	-	2 *	1 *	2 *	-	3 1% zp	*	-	3 *	3 *	-	-	2 *	1 *	-	3 *
Issue a warning / written warning	2 *	-	2 *	-	2 *	-	2 *	*	2 *	-	-	2 *	1 *	2 *	-	-	2 *	-	2 *	2 *	-	1 2%	2 *	1 *	-	2 *
Dental professional to be monitored / kept an eye on for a period of time	2 *	-	2 *	-	1 *	1 1%	1 *	1 *	2 *	-	1 *	1 *	1 *m	-	1 1% m	1 *	1 *	-	2 *	2 *	-	-	1 *	1 *	-	2 *
Assist patient in getting problem fixed	1 *b	1 1% zb	*	-	1 *	-	1 *	*	1 *	-	-	1 *	1 1% m	-	-	*	-	1 *	-	1 *	1 *	-	-	1 *	*	1 *
Be rude back	*	-	*	-	*	-	*	-	*	-	*	-	*	-	*	*	*	-	*	*	-	-	*	-	-	*
Other	3 *y	-	3 *	-	3 *	-	3 *	-	3 *	-	-	2 *	-	2 *	*	1 *	2 *	-	3 *	2 *	1 *	-	2 *	1 *	1 1% zy	1 *
Don't know	30 2% fhsv	1 1%	24 2%	9 2%	17 2%	5 3%	17 1%	6 2%	21 1%	7 6% zh	9 2%	13 2%	1 1%	27 2%	1 1%	7 2%	22 2%	-	30 2%	14 1%	5 2%	11 38%	11 1%	19 3% zv	1 1% zy	30 2%
No answer	4 *bhs	1 1% b	*	*	2 *	1 1%	1 *	2 1%	2 *	1 1% h	-	2 *	-	4 *	-	-	4 *	-	4 *	1 *	3 1% zs	-	-	4 1% v	-	4 *

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

Table 157

GD0280 - In each of the following scenarios, which, if any, of the following do you think the Dental Complaints Service should do? A patient is overcharged for their treatment by a private dental professional.

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)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (m)	SINGLE (n)	WID/ DIV/ SEP (o)
Unweighted Base	1674	826	844	209	224	225	237	254	525	416	571	341	346	933	459	276
Weighted Base	1618	791	823	228	267	250	265	244	365	420	523	289	387	913	462	237
Assist the patient in claiming financial compensation if possible	840 52% l	421 53%	419 51%	122 53%	137 51%	137 55%	132 50%	132 54%	181 50%	260 62% zjkl	268 51% l	144 50%	168 43%	456 50%	267 58% zmo	116 49%
Impose a fine on the dentist or other dental care professional involved	505 31% ho	243 31%	261 32%	75 33% h	86 32% h	81 32% h	93 35% h	86 35% h	84 23%	136 32%	173 33%	79 27%	117 30%	308 34% zo	134 29%	60 25%
Ensure the dental professional apologises to the patient	364 22%	184 23%	179 22%	47 21%	65 24%	56 23%	63 24%	50 21%	82 22%	86 20%	121 23%	68 23%	89 23%	208 23%	101 22%	54 23%
Support the patient in finding an alternative dental professional for the future	299 18%	150 19%	149 18%	40 18%	54 20%	34 14%	60 23% e	43 18%	67 18%	71 17%	108 21%	45 16%	75 20%	174 19%	86 19%	39 16%
I do not think the Dental Complaints Service should do anything	171 11% n	83 11%	87 11%	18 8%	25 10%	32 13%	22 8%	26 11%	48 13% z	38 9%	54 10%	38 13%	41 11%	109 12% n	33 7%	30 12% n
Stop the dentist or other dental care professional from practising or being able to do that job anymore	127 8%	71 9%	56 7%	16 7%	25 9%	21 8%	17 6%	26 11% h	22 6%	28 7%	47 9%	18 6%	33 9%	72 8%	41 9%	12 5%
Complain / speak to dental professional / directly to dental professional	14 1%	5 1%	9 1%	2 1%	1 *	- -	3 1%	2 1%	5 1%	7 2% l	3 1%	5 2% l	- -	10 1%	2 *	2 1%
Investigate to find out what happened	9 1%	3 *	6 1%	- -	- -	3 1%	3 1%	- -	3 1%	5 1%	4 1%	1 *	- -	4 *	3 1%	2 1%

Report them / complain (not specified to who)	6 *	3 *	3 *	- -	- -	3 1%	- -	1 1%	2 1%	2 *	2 *	- -	3 1%	5 1%	- -	1 1%
Go back to dental professional	6 *	3 *	3 *	- -	- -	1 *	2 1%	1 *	2 1%	3 1%	2 *	- -	1 *	3 *	- -	2 1%
Complain to official body / dental service / GDC	3 *	2 *	1 *	- -	- -	- -	- -	3 1% zh	- -	2 1%	1 *	- -	- -	3 *	- -	- -
Assist patient in getting problem fixed	3 *	2 *	1 *	- -	- -	- -	1 *	2 1%	- -	1 *	- -	- -	2 *	3 *	- -	- -
Depends on the circumstances	2 *	2 *	- -	- -	- -	- -	2 1%	- -	1 *	1 *	2 *	- -	- -	2 *	- -	- -
Refuse to pay	2 *	1 *	1 *	- -	- -	- -	1 *	- -	1 *	2 *	- -	- -	- -	2 *	- -	- -
Dental professional to be monitored / kept an eye on for a period of time	2 *	1 *	1 *	- -	- -	- -	- -	1 *	1 *	1 *	1 *	- -	- -	2 *	- -	- -
Issue a warning / written warning	2 *	1 *	1 *	1 *	- -	- -	- -	- -	1 *	- -	1 *	1 *	- -	- -	1 *	1 *
Complain / speak to desk / reception	1 *	- -	1 *	- -	- -	1 1%	- -	- -	- -	- -	1 *	- -	- -	1 *	- -	- -
Complain to head / dental practice / practice manager	1 *	- -	1 *	- -	- -	- -	1 *	- -	- -	1 *	- -	- -	- -	- -	- -	1 1% zm
Dental professional should face a disciplinary	1 *	* *	* *	- -	- -	- -	* *	- -	* *	- -	* *	* *	- -	1 *	- -	- -
Other	2 *	* *	1 *	- -	- -	- -	- -	1 *	1 *	1 *	* *	- -	1 *	2 *	- -	- -
Don't know	30 2%	15 2%	15 2%	5 2%	5 2%	1 *	3 1%	3 1%	13 4%	4 1%	11 2%	8 3%	7 2%	13 1%	8 2%	7 3%
No answer	3 *	2 *	1 *	- -	- -	- -	- -	- -	3 1% z	* *	1 *	- -	1 *	* *	- -	2 1% zm

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

Table 158

GD0280 - In each of the following scenarios, which, if any, of the following do you think the Dental Complaints Service should do? A patient is overcharged for their treatment by a private dental professional.

BASE: All Respondents

	WORKING STATUS			OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULLTIME (c)	PARTTIME (d)	SELFEMPL OYE D (e)	HOUSE WIFE (f)	STILL IN EDUCATIO N (g)	UNEMPLO YED (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	1674	796	878	529	177	90	79	121	40	541	97	414	1260	141	99	148	213	1260
Weighted Base	1618	928	690	638	186	104*	75*	111*	38*	378	89*	455	1163	151	107*	170	236	1163
Assist the patient in claiming financial compensation if possible	840 52% f	498 54%	342 50%	336 53% f	99 53% f	63 60% f	27 36%	64 58% f	21 57%	186 49%	43 49%	235 52%	605 52%	73 49%	55 51%	95 56%	128 54%	605 52%
Impose a fine on the dentist or other dental care professional involved	505 31% bi	309 33%	196 28%	204 32% i	64 35% i	40 39% i	28 37% i	37 33%	14 37%	91 24%	27 30%	153 34%	351 30%	42 28%	33 31%	54 31%	75 32%	351 30%
Ensure the dental professional apologises to the patient	364 22%	214 23%	149 22%	143 22%	48 26%	24 23%	20 26%	22 20%	7 18%	80 21%	21 23%	107 24%	257 22%	41 27%	26 24%	39 23%	53 23%	257 22%
Support the patient in finding an alternative dental professional for the future	299 18%	177 19%	121 18%	122 19%	35 19%	21 20%	14 19%	14 13%	6 15%	72 19%	16 18%	80 18%	218 19%	24 16%	13 13%	26 15%	49 21%	218 19%
I do not think the Dental Complaints Service should do anything	171 11%	97 10%	74 11%	69 11%	20 11%	9 9%	7 9%	8 7%	5 14%	48 13%	7 8%	46 10%	125 11%	18 12%	13 12%	16 9%	22 9%	125 11%
Stop the dentist or other dental care professional from practising or being able to do that job anymore	127 8%	71 8%	56 8%	46 7%	17 9%	8 8%	5 7%	11 10%	5 14%	26 7%	8 9%	37 8%	90 8%	16 11%	9 9%	14 8%	15 6%	90 8%
Complain / speak to dental professional / directly to dental professional	14 1%	7 1%	7 1%	5 1%	1 *	1 1%	2 2%	- -	- -	4 1%	1 1%	3 1%	11 1%	- -	- -	- -	3 1%	11 1%
Investigate to find out what happened	9 1%	5 1%	4 1%	4 1%	- -	1 1%	- -	- -	- -	4 1%	- -	1 *	8 1%	1 1%	- -	- -	- -	8 1%
Report them / complain (not specified to who)	6 *	3 *	3 *	3 *	- -	1 1%	- -	- -	- -	1 *	1 2%	3 1%	3 *	- -	- -	- -	3 1%	3 *
Go back to dental professional	6 *	3 *	3 *	3 *	- -	- -	- -	- -	- -	3 1%	- -	1 *	5 *	- -	- -	1 1%	1 *	5 *
Complain to official body / dental service / GDC	3 *	3 *	- -	2 *	- -	1 1%	- -	- -	- -	- -	- -	- -	3 *	- -	- -	- -	- -	3 *

Assist patient in getting problem fixed	3 *	3 *	- -	- -	1 1%	2 2% zci	- -	- -	- -	- -	- -	1 *	2 *	- -	- -	1 1%	1 1%	2 *
Depends on the circumstances	2 *	2 *	1 *	2 *	- -	- -	- -	- -	- -	1 *	- -	2 *	1 *	- -	- -	2 1% zq	- -	1 *
Refuse to pay	2 *	1 *	1 *	1 *	- -	- -	1 1% zi	- -	- -	- -	- -	- -	2 *	- -	- -	- -	- -	2 *
Dental professional to be monitored / kept an eye on for a period of time	2 *	- -	2 *	- -	- -	- -	- -	- -	- -	2 1% z	- -	- -	2 *	- -	- -	- -	- -	2 *
Issue a warning / written warning	2 *	- -	2 *	- -	- -	- -	- -	1 1% c	- -	1 *	- -	- -	2 *	- -	- -	- -	- -	2 *
Complain / speak to desk / reception	1 *	1 *	- -	1 *	- -	- -	- -	- -	- -	- -	- -	1 *	- -	- -	- -	- -	1 1% q	- -
Complain to head / dental practice / practice manager	1 *	1 *	- -	1 *	- -	- -	- -	- -	- -	- -	- -	- -	1 *	- -	- -	- -	- -	1 *
Dental professional should face a disciplinary	1 *	- -	1 *	- -	- -	- -	- -	- -	* 1% zc	* *	- -	- -	1 *	- -	- -	- -	- -	1 *
Other	2 *	- -	2 *	- -	- -	- -	- -	- -	- -	2 1% z	- -	- -	2 *	- -	- -	- -	- -	2 *
Don't know	30 2% k	16 2%	14 2%	14 2%	2 1%	- -	- -	* *	- -	14 4% z	- -	2 1%	27 2% zk	1 *	- -	- -	2 1%	27 2% z
No answer	3 *	- -	3 *	- -	- -	- -	- -	- -	- -	3 1% zc	- -	- -	3 *	- -	- -	- -	- -	3 *

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



GENERAL PUBLIC
GENERAL DENTAL COUNCIL PATIENT AND PUBLIC SURVEY 2020

12 Mar 2020

Table 159

GD0280 - In each of the following scenarios, which, if any, of the following do you think the Dental Complaints Service should do? A patient is overcharged for their treatment by a private dental professional.

BASE: All Respondents

	TOTAL (z)	REGION													ETHNICITY		ETHNICITY					DISABILITY	
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	BAME (o)	White (p)	Asian/ Asian British (q)	Black/ Black British (r)	Mixed /Other (s)	YES (t)	NO (u)	
Unweighted Base	1674	102	129	142	256	73	173	136	178	115	104	123	143	1332	1424	246	1424	146	54	46	204	1425	
Weighted Base	1618	46	117	151	214	67*	177	135	221	138*	77*	141*	133	1360	1412	202	1412	113*	45*	44*	169	1411	
Assist the patient in claiming financial compensation if possible	840 52% hoq	32 69% zbcdfghklm	57 49% e	76 51% aei	112 52% aeim	42 63% gh	94 53% aei	60 44% aei	96 43% aei	82 59% gh	46 60% gh	71 50% e	73 54% e	702 52% h	756 54% zo	82 41% e	756 54% zq	44 39% p	21 46% r	17 39% s	80 47% t	742 53% u	
Impose a fine on the dentist or other dental care professional involved	505 31% aei	9 20% e	34 29% e	50 33% aei	79 37% aeim	10 15% aei	66 37% aei	49 36% aei	76 34% aei	28 21% aei	24 32% e	41 29% e	38 28% e	422 31% aei	433 31% aei	69 34% e	433 31% aei	40 36% p	12 27% r	17 38% s	50 30% t	444 31% u	
Ensure the dental professional apologises to the patient	364 22% zcgjh	14 30% zcgjh	29 25% e	28 19% aei	54 25% aeim	17 26% aei	38 22% aei	25 18% aei	42 19% aei	26 19% aei	13 16% e	37 26% e	41 30% e	312 23% aei	317 22% aei	45 22% e	317 22% aei	29 26% p	9 20% r	7 17% s	33 20% t	323 23% u	
Support the patient in finding an alternative dental professional for the future	299 18% a	4 9% a	24 20% a	22 15% aei	42 20% aeim	12 17% aei	41 23% aei	20 15% aei	39 18% aei	27 20% a	12 15% e	32 22% a	25 19% e	263 19% a	259 18% aei	39 19% e	259 18% aei	24 21% p	12 26% r	3 8% s	30 18% t	262 19% u	
I do not think the Dental Complaints Service should do anything	171 11% ad	2 4% ad	18 15% ad	28 19% zadfgghlm	14 7% aeim	5 8% aei	14 8% aei	11 8% aei	20 9% aei	24 17% zadffl	7 10% e	17 12% e	10 8% e	151 11% ad	156 11% aei	16 8% e	156 11% aei	9 8% p	1 3% r	6 13% s	16 10% t	150 11% u	
Stop the dentist or other dental care professional from practising or being able to do that job anymore	127 8% np	4 8% np	6 5% e	11 7% aei	31 15% zbcdfghklm	1 2% aei	11 6% aei	6 4% aei	26 12% eg	11 8% aei	3 4% e	7 5% e	10 7% e	114 8% aei	83 6% aei	43 21% zn	83 6% aei	22 20% zp	7 16% p	13 30% zp	16 10% t	108 8% u	
Complain / speak to dental professional / directly to dental professional	14 1% m	- - m	2 2% e	- - aei	- - aeim	- - aei	1 1% aei	4 3% aei	4 2% aei	1 1% aei	2 2% d	- - e	- - e	8 1% aei	14 1% aei	- - e	14 1% aei	- - p	- - r	- - s	2 1% t	12 1% u	
Investigate to find out what happened	9 1% m	- - m	1 1% e	- - aei	2 1% aeim	1 2% aei	1 1% aei	1 1% aei	2 1% aei	- - aei	1 1% e	- - e	- - e	7 1% aei	8 1% aei	1 1% e	8 1% aei	* * p	- - r	1 2% s	2 1% t	6 * u	
Report them / complain (not specified to who)	6 *np	- - np	3 2% zm	- - aei	1 * aeim	- - aei	- - aei	- - aei	1 1% aei	- - aei	1 2% e	- - e	- - e	5 * aei	3 * aei	3 1% e	3 * aei	3 2% zp	- - r	- - s	* * t	6 * u	
Go back to dental professional	6 * m	- - m	1 1% e	- - aei	- - aeim	1 1% aei	- - aei	1 1% aei	3 1% aei	- - aei	- - e	- - e	- - e	5 * aei	6 * aei	- - e	6 * aei	- - p	- - r	- - s	1 1% t	5 * u	
Complain to official body / dental service / GDC	3 * m	- - m	- - e	- - aei	- - aeim	- - aei	1 1% aei	- - aei	2 1% aei	- - aei	- - e	- - e	- - e	3 * aei	3 * aei	- - e	3 * aei	- - p	- - r	- - s	- - t	3 * u	
Assist patient in getting problem fixed	3 * m	- - m	- - e	- - aei	2 1% aeim	- - aei	- - aei	- - aei	- - aei	1 1% aei	- - e	- - e	- - e	3 * aei	3 * aei	- - e	3 * aei	- - p	- - r	- - s	- - t	3 * u	
Depends on the circumstances	2 * m	- - m	- - e	- - aei	- - aeim	- - aei	- - aei	1 * aei	2 1% aei	- - aei	- - e	- - e	- - e	2 * aei	2 * aei	- - e	2 * aei	- - p	- - r	- - s	- - t	2 * u	

Refuse to pay	2 *	-	1 1%	-	-	-	-	-	1 *	-	-	-	-	2 *	2 *	-	2 *	-	-	-	-	-	2 *
Dental professional to be monitored / kept an eye on for a period of time	2 *	-	-	-	-	-	-	1 1%	1 *	-	-	-	-	1 *	2 *	-	2 *	-	-	-	-	-	2 *
Issue a warning / written warning	2 *	-	-	-	1 *	-	1 *	-	-	-	-	-	-	2 *	2 *	-	2 *	-	-	-	-	-	2 *
Complain / speak to desk / reception	1 *	-	-	-	-	-	-	-	1 1%	-	-	-	-	1 *	1 *	-	1 *	-	-	-	-	-	1 *
Complain to head / dental practice / practice manager	1 *	-	-	-	-	-	1 1% z	-	-	-	-	-	-	1 *	1 *	-	1 *	-	-	-	-	-	1 *
Dental professional should face a disciplinary	1 *	-	-	-	-	-	*	-	-	-	*	-	-	*	1 *	-	1 *	-	-	-	-	*	*
Other	2 *	-	*	1 1%	-	-	-	-	-	1 *	-	-	-	2 *	2 *	-	2 *	-	-	-	-	1 1%	1 *
Don't know	30 2%	3 6%	2 2%	4 3%	4 2%	-	1 1%	6 4%	3 1%	2 1%	* 1%	3 2%	1 1%	21 2%	27 2%	3 2%	27 2%	1 1%	2 4%	-	1 1%	28 2%	
No answer	3 *	-	1 1%	-	-	-	-	-	1 1%	-	* 1%	-	-	2 *	3 *	-	3 *	-	-	-	-	-	3 *

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

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Table 160
GD0280 - In each of the following scenarios, which, if any, of the following do you think the Dental Complaints Service should do? A patient is overcharged for their treatment by a private dental professional.

BASE: All Respondents

	Importance of title Doctor			When last visited a dental professional		When did you last go to the dentist		When did you last see a dental professional other than a dentist		Frequency visit a dental professional			Type of dental treatment received					Satisfaction with dental care or treatment		Confidence in healthcare regulation		Awareness of General Dental Council			Confidence in dental regulation	
	TOTAL (z)	Important (a)	Not important (b)	Patients (last 12 mths) (c)	Public (less often) (d)	Patients (last 12 mths) (e)	Public (less often) (f)	Patients (last 12 mths) (g)	Public (less often) (h)	Once a year or more often (i)	Less often (j)	Don't know (k)	NHS (l)	Private (m)	Mixture (n)	Unsure (o)	Abroad (p)	Satisfied (q)	Dissatisfied (r)	Confident (s)	Not confident (t)	Aware (u)	Unaware (v)	Unsure (w)	Confident (x)	Not confident (y)
Unweighted Base	1674	585	1049	1111	563	1001	673	110	563	1162	422	3	879	261	131	18	43	1119	43	1337	274	317	1082	270	1186	313
Weighted Base	1618	560	1019	1058	560	951	667	107*	560	1116	407	2**	825	265	124	18**	42**	1075	40*	1299	257	304	1063	247	1147	293
Assist the patient in claiming financial compensation if possible	840 52% f	273 49%	549 54%	568 54%	272 49%	519 55%	321 48%	49 46%	272 49%	598 54%	221 54%	2 87%	425 51%	152 57%	66 53%	9 48%	22 52%	581 54% z	17 41%	678 52%	138 54%	155 51%	539 51%	145 58% zv	616 54% z	141 48%
Impose a fine on the dentist or other dental care professional involved	505 31% v	192 34%	301 30%	332 31%	173 31%	296 31%	209 31%	36 33%	173 31%	346 31%	140 34%	- -	242 29%	91 34%	43 35%	7 37%	12 28%	328 31%	18 44%	409 32%	79 31%	117 38% zv	303 29%	85 34%	383 33% z	81 28%
Ensure the dental professional apologises to the patient	364 22%	138 25%	216 21%	244 23%	120 21%	216 23%	147 22%	28 26%	120 21%	253 23%	100 25%	- -	198 24%	63 24%	23 18%	3 15%	6 14%	246 23%	6 16%	306 24%	48 19%	73 24%	232 22%	59 24%	269 23%	52 18%
Support the patient in finding an alternative dental professional for the future	299 18% n	111 20%	175 17%	198 19%	101 18%	181 19%	118 18%	17 16%	101 18%	218 20%	65 16%	* 24%	154 19%	55 21% n	14 11%	4 24%	15 35%	207 19%	11 27%	240 19%	51 20%	61 20%	185 17%	53 22%	212 19%	44 15%
I do not think the Dental Complaints Service should do anything	171 11% jx	48 9%	116 11%	112 11%	60 11%	101 11%	70 11%	11 10%	60 11%	114 10%	29 7%	- -	86 10%	25 9%	16 13%	4 20%	- -	109 10%	5 12%	137 11%	26 10%	26 9%	124 12%	21 9%	95 8%	47 16% zx
Stop the dentist or other dental care professional from practising or being able to do that job anymore	127 8% boellnq	72 13% zb	52 5%	61 6%	66 12% zc	53 6%	74 11% ze	8 8%	66 12% z	71 6%	44 11% zi	- -	47 6%	25 9% n	3 2%	- -	11 26%	70 6%	2 4%	100 8%	24 9%	23 8%	87 8%	17 7%	92 8%	26 9%
Complain / speak to dental professional / directly to dental professional	14 1%	2 *	12 1%	12 1%	2 *	12 1%	2 *	- -	2 *	13 1%	1 *	- -	6 1%	3 1%	3 3% z	- -	- -	13 1%	- -	11 1%	2 1%	3 1%	8 1%	3 1%	11 1%	1 *
Investigate to find out what happened	9 1% v	1 *	8 1%	7 1%	2 *	5 1%	4 1%	2 1%	2 *	9 1%	- -	- -	6 1%	2 1%	1 1%	- -	- -	9 1%	- -	7 1%	2 1%	3 1%	3 *	4 1% v	6 1%	1 *
Report them / complain (not specified to who)	6 *ce	3 *	3 *	1 *	5 1% c	1 *	5 1%	- -	5 1%	6 *	1 *	- -	5 1%	1 *	- -	- -	- -	6 1%	- -	6 *	1 *	1 *	5 *	- -	6 *	- -
Go back to dental professional	6 *v	- -	6 1%	6 1%	- -	6 1%	- -	- -	- -	6 1%	- -	- -	3 *	- -	3 2% zlm	- -	- -	6 1%	- -	6 *	- -	4 1% zv	1 *	1 *	5 *	1 *
Complain to official body / dental service / GDC	3 *	- -	3 *	1 *	2 *	1 *	2 *	- -	2 *	3 *	- -	- -	1 *	2 1% z	- -	- -	- -	3 *	- -	2 *	1 *	1 *	2 *	- -	2 *	1 *
Assist patient in getting problem fixed	3 *	3 1% b	- -	3 *	- -	3 *	- -	- -	- -	1 *	2 *	- -	1 *	- -	2 1% zi	- -	- -	- -	1 3% zq	3 *	- -	1 *	- -	2 1% v	3 *	- -
Depends on the circumstances	2 *	1 *	2 *	2 *	- -	2 *	- -	- -	- -	2 *	- -	- -	- -	2 1% zi	- -	- -	- -	2 *	- -	2 *	- -	2 1%	1 *	- -	2 *	- -
Refuse to pay	2 *	- -	2 *	- -	2 *	- -	2 *	- -	2 *	- -	2 *	- -	- -	- -	- -	- -	- -	- -	- -	2 *	- -	- -	2 *	- -	1 *	1 *

Dental professional to be monitored / kept an eye on for a period of time	2 *	- -	2 *	2 *	- -	2 *	- -	- -	- -	2 *	- -	- -	1 *	1 *	- -	- -	- -	2 *	- -	2 *	- -	1 *	1 *	- -	1 *	- -
Issue a warning / written warning	2 *	- -	2 *	2 *	- -	2 *	- -	- -	- -	2 *	- -	- -	2 *	- -	- -	- -	- -	2 *	- -	1 *	1 *	- -	2 *	- -	1 *	- -
Complain / speak to desk / reception	1 *	- -	1 *	1 *	- -	1 *	- -	- -	- -	1 *	- -	- -	- -	- -	1 1% zl	- -	- -	1 *	- -	1 *	- -	- -	- -	1 1% zv	1 *	- -
Complain to head / dental practice / practice manager	1 *	- -	1 *	1 *	- -	1 *	- -	- -	- -	1 *	- -	- -	1 *	- -	- -	- -	- -	1 *	- -	1 *	- -	1 *	- -	- -	1 *	- -
Dental professional should face a disciplinary	1 *	- -	1 *	* *	* *	* *	* *	- -	* *	- -	1 *	- -	- -	- -	- -	- -	- -	- -	- -	* *	* *	- -	* *	* *	* *	* *
Other	2 *	- -	1 *	* *	1 *	* *	1 *	- -	1 *	1 *	- -	- -	2 *	- -	- -	- -	- -	1 *	- -	2 *	- -	- -	1 *	1 *	1 *	1 *
Don't know	30 2% asx	4 1%	21 2%	20 2%	10 2%	19 2%	11 2%	1 1%	10 2%	16 1%	10 2%	13%	15 2%	2 1%	1 1%	2 9%	- -	16 1%	* 1%	13 1%	7 3%	2 1%	23 2%	3 1%	8 1%	7 2%
No answer	3 *l	- -	3 *	* *	2 *	* *	2 *	- -	2 *	* *	- -	- -	- -	- -	* *	- -	- -	* *	- -	1 *	1 1%	- -	2 *	* *	1 *	1 *

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

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Table 161
GD0280 - In each of the following scenarios, which, if any, of the following do you think the Dental Complaints Service should do? A patient is overcharged for their treatment by a private dental professional.

BASE: All Respondents

		Complained about a dental professional		Focus of regulator for dental professionals			Confidence of how dental care is delivered in the UK		Confidence in dental professional		Opinion about dentists' use of title Doctor when they do not also hold another general medical qualification or a PhD		Awareness of Dental Complaints Service			Contacted a person or organisation for support making any type of complaint		Contacted a person or organisation for support making a complaint about dental care or treatment		Would find it helpful to use a support service to deal with something that went seriously wrong during visit to dental professional			Seen advertised or been offered cosmetic treatments at dental practice		Received cosmetic treatments at dental practice	
	TOTAL (z)	Yes (a)	No (b)	Mainly on preventing bad practice (c)	Equally on both (d)	Mainly on taking action against serious complaints (e)	Confident (f)	Not confident (g)	Yes (h)	No (i)	Should be able to use (j)	Should not be able to use (k)	Aware (l)	Unaware (m)	Unsure (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)	DK (u)	Yes (v)	No (w)	Yes (x)	No (y)
Unweighted Base	1674	94	1492	441	1081	152	1328	286	1555	106	393	881	184	1246	236	405	1247	15	1659	1393	252	29	1007	667	118	1556
Weighted Base	1618	93*	1431	441	1018	159	1284	278	1498	105*	403	822	171	1218	222	389	1211	15**	1603	1360	230	29**	979	639	120*	1498
Assist the patient in claiming financial compensation if possible	840 52% ceijtw	51 55%	769 54% z	189 43%	592 58% zoe	60 38%	686 53% z	136 49%	802 54% zi	35 33%	167 42%	487 59% zi	77 45%	652 54%	112 50%	213 55%	624 51%	7 44%	834 52%	746 55% zi	90 39%	4 14%	549 56% zw	291 46%	55 46%	786 52%
Impose a fine on the dentist or other dental care professional involved	505 31% t	27 29%	459 32%	147 33%	308 30%	50 31%	404 31%	89 32%	476 32%	26 24%	137 34%	266 32%	59 35%	365 30%	80 36%	137 35%	365 30%	5 33%	500 31%	458 34% zi	44 19%	2 7%	315 32%	190 30%	35 29%	470 31%
Ensure the dental professional apologises to the patient	364 22% it	20 21%	333 23% z	93 21%	238 23%	32 20%	304 24% z	52 19%	350 23% zi	14 13%	91 23%	189 23%	35 20%	264 22%	64 29% zm	95 24%	265 22%	4 26%	360 22%	320 24% zi	39 17%	5 18%	226 23%	138 22%	24 20%	340 23%
Support the patient in finding an alternative dental professional for the future	299 18% gt	15 16%	268 19%	75 17%	188 18%	36 23%	251 20% g	35 13%	280 19%	16 16%	85 21%	155 19%	28 16%	226 19%	44 20%	74 19%	223 18%	1 10%	297 19%	275 20% zi	19 8%	5 16%	191 20%	108 17%	27 22%	272 18%
I do not think the Dental Complaints Service should do anything	171 11% bfhkos	5 6%	138 10%	51 12%	97 10%	23 14%	112 9% zf	50 18% zh	139 9%	30 28% zh	41 10%	70 9%	16 9%	134 11%	18 8%	25 6%	139 11% o	- -	171 11%	106 8%	57 25% zs	9 30%	98 10%	73 11%	16 13%	155 10%
Stop the dentist or other dental care professional from practising or being able to do that job anymore	127 8% vy	9 9%	107 7%	45 10%	70 7%	12 7%	96 7%	27 10%	113 8%	10 10%	43 11% zk	57 7%	18 10%	88 7%	21 9%	22 6%	104 9%	- -	127 8%	113 8%	14 6%	- -	49 5%	78 12% zv	16 13% zy	111 7%
Complain / speak to dental professional / directly to dental professional	14 1% s	1 1%	12 1%	3 1%	11 1%	- -	11 1%	3 1%	14 1%	- -	2 *	6 1%	2 1%	8 1%	4 2%	2 1%	12 1%	- -	14 1%	8 1%	6 3% zs	- -	7 1%	7 1%	- -	14 1%
Investigate to find out what happened	9 1%	- -	9 1%	2 *	8 1%	- -	5 *	4 1%	9 1%	* *	- -	8 1%	* *	7 1%	1 1%	4 1%	5 *	- -	9 1%	9 1%	- -	- -	6 1%	3 *	1 1%	8 1%
Report them / complain (not specified to who)	6 *	- -	6 *	- -	6 1%	- -	6 *	- -	6 *	- -	1 *	5 1%	- -	6 1%	- -	3 1%	3 *	- -	6 *	6 *	1 *	- -	6 1%	- -	- -	6 *
Go back to dental professional	6 *mpy	1 1%	5 *	- -	5 *	1 1%	6 *	- -	6 *	- -	1 *	2 *	3 2% zm	1 *	2 1% m	4 1% p	2 *	1 7%	5 *	5 *	1 *	- -	5 *	1 *	2 2% y	4 *
Complain to official body / dental service / GDC	3 *	- -	3 *	2 1%	1 *	- -	2 *	1 *	3 *	- -	- -	1 *	- -	2 *	1 *	1 *	2 *	- -	3 *	3 *	- -	- -	3 *	- -	- -	3 *
Assist patient in getting problem fixed	3 *y	- -	3 *	- -	3 *	- -	2 *	1 *	3 *	- -	- -	1 *	- -	1 *	2 1%	1 *	2 *	- -	3 *	3 *	- -	- -	3 *	- -	2 2% zy	1 *

Depends on the circumstances	2 *m	- -	2 *	- -	2 *	- -	2 *	- -	2 *	1 *	- -	1 *	2 1% zm	1 *	2 *	- -	2 *	2 *	- -	1 2%	2 *	- -	- -	2 *		
Refuse to pay	2 *h	- -	2 *	- -	2 *	- -	1 *	1 *	1 *	1 1% h	- -	1 *	2 *	1 *	1 *	- -	2 *	1 *	1 *	- -	- -	2 *	- -	2 *		
Dental professional to be monitored / kept an eye on for a period of time	2 *	1 1% zb	1 *	- -	1 *	1 1%	2 *	- -	2 *	- -	1 *	1 *	1 1% m	1 *	1 *	- -	2 *	2 *	- -	- -	1 *	1 *	- -	2 *		
Issue a warning / written warning	2 *	- -	2 *	1 *	1 *	- -	2 *	- -	2 *	- -	- -	2 *	- -	2 *	2 *	- -	2 *	2 *	- -	- -	1 *	1 *	- -	2 *		
Complain / speak to desk / reception	1 *	- -	1 *	- -	1 *	- -	1 *	- -	1 *	- -	- -	1 *	- -	1 *	- -	- -	1 *	1 *	- -	- -	1 *	- -	- -	1 *		
Complain to head / dental practice / practice manager	1 *	- -	1 *	- -	1 *	- -	- -	1 *f	1 *	- -	- -	1 *	1 1% zm	- -	- -	- -	1 *	1 *	- -	- -	1 *	- -	- -	1 *		
Dental professional should face a disciplinary	1 *	- -	1 *	- -	* *	* *	1 *	- -	1 *	- -	- -	1 *	- -	1 *	- -	- -	1 *	1 *	- -	- -	* *	* *	- -	1 *		
Other	2 *f	- -	2 *	- -	2 *	- -	* *	1 1%	2 *	- -	- -	1 *	- -	2 *	- -	- -	2 *	2 *	- -	- -	1 *	1 *	- -	2 *		
Don't know	30 2% fhsv	- -	26 2%	6 1%	20 2%	4 2%	16 1%	8 3%	20 1%	6 6% zh	5 1%	14 2%	2 1%	27 2% n	- -	9 2%	19 2%	- -	30 2%	12 1%	9 4% zs	9 31%	10 1%	19 3% zv	* *	29 2%
No answer	3 *bfh	- -	* *	* *	1 *	1 1%	* *	2 1% zf	1 *	1 1% zh	- -	1 *	- -	3 *	- -	- -	3 *	- -	3 *	- -	3 1% zs	- -	3 *	- -	3 *	

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



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Table 162

GD0280 - In each of the following scenarios, which, if any, of the following do you think the Dental Complaints Service should do?

BASE: All Respondents

	A private dental professional is rude to a patient	A patient's filling falls out after treatment from a private dental professional	A private dental professional removes the wrong tooth	A patient is overcharged for their treatment by a private dental professional.
Unweighted Base	1674	1674	1674	1674
Weighted Base	1618	1618	1618	1618
Impose a fine on the dentist or other dental care professional involved	206 13%	238 15%	569 35%	505 31%
Stop the dentist or other dental care professional from practising or being able to do that job anymore	122 8%	126 8%	334 21%	127 8%
Assist the patient in claiming financial compensation if possible	148 9%	416 26%	746 46%	840 52%

Ensure the dental professional apologises to the patient	776 48%	344 21%	419 26%	364 22%
Support the patient in finding an alternative dental professional for the future	357 22%	425 26%	439 27%	299 18%
I do not think the Dental Complaints Service should do anything	289 18%	346 21%	116 7%	171 11%
Assist patient in getting problem fixed	4 *	9 1%	1 *	3 *
Complain / speak to dental professional / directly to dental professional	9 1%	19 1%	6 *	14 1%
Complain to head / dental practice / practice manager	7 *	1 *	3 *	1 *
Complain / speak to desk / reception	2 *	- -	- -	1 *
Be rude back	7 *	- -	* *	- -
Dental professional should face a disciplinary	2 *	- -	4 *	1 *
Investigate to find out what happened	6 *	21 1%	18 1%	9 1%
Depends on the circumstances	12 1%	5 *	6 *	2 *
Complain to official body / dental service / GDC	7	1	4	3

	*	*	*	*
Report them / complain (not specified to who)	7 *	4 *	3 *	6 *
Issue a warning / written warning	6 *	- -	2 *	2 *
Training / retraining	9 1%	5 *	10 1%	- -
Dental professional should fix / redo it / for free / no extra cost	- -	137 8%	24 1%	- -
Go back to dental professional	1 *	23 1%	8 1%	6 *
Dental professional to be monitored / kept an eye on for a period of time	- -	- -	2 *	2 *
Just walk away / don't go again	5 *	- -	- -	- -
Refuse to pay	- -	- -	- -	2 *
Other	- -	3 *	3 *	2 *
Don't know	26 2%	37 2%	30 2%	30 2%
No answer	4 *	6 *	4 *	3 *

Table 214
GD032 - You said you have accessed one or more of these services in relation to dental services. How did you hear about it?

BASE: People who have contacted a person or an organisation about getting support with making a complaint about dental services

	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)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (m)	SINGLE (n)	WID/ DIV/ SEP (o)
Unweighted Base	15	5	10	2	2	1	2	4	4	3	7	1	4	6	6	3
Weighted Base	15**	5**	10**	3**	3**	1**	2**	4**	3**	2**	7**	***	5**	5**	7**	3**
Through dental professional	3	-	3	1	-	-	-	2	-	1	1	-	1	1	2	-
	21%	-	30%	42%	-	-	-	53%	-	25%	16%	-	27%	21%	29%	-
Through CAB / Citizens Advice Centre	2	2	-	-	-	-	1	1	-	-	-	-	2	-	-	2
	13%	42%	-	-	-	-	78%	19%	-	-	-	-	36%	-	-	69%
Saw advertisement	1	-	1	-	-	-	-	1	-	-	1	-	-	1	-	-
	7%	-	10%	-	-	-	-	27%	-	-	16%	-	-	21%	-	-
Friend / family / word of mouth	1	-	1	-	-	-	-	-	1	-	1	-	-	1	-	-
	6%	-	8%	-	-	-	-	-	27%	-	12%	-	-	16%	-	-
DK / no answer	6	2	4	1	3	-	-	-	2	1	3	-	2	1	4	1
	40%	50%	35%	58%	100%	-	-	-	53%	32%	47%	-	37%	15%	62%	31%
Other	2	*	2	-	-	1	*	-	1	1	1	*	-	1	1	-
	13%	8%	16%	-	-	100%	22%	-	20%	43%	9%	100%	-	27%	9%	-

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



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Table 215

GD032 - You said you have accessed one or more of these services in relation to dental services. How did you hear about it?

BASE: People who have contacted a person or an organisation about getting support with making a complaint about dental services

	WORKING STATUS			OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULLTIME (c)	PARTTIME (d)	SELFEMPL OYE D (e)	HOUSE WIFE (f)	STILL IN EDUCATIO N (g)	UNEMPLO YED (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	15	8	7	6	1	1	-	-	-	4	3	5	10	2	1	2	2	10
Weighted Base	15**	8**	6**	6**	2**	1**	-**	-**	-**	3**	3**	5**	10**	2**	***	3**	3**	10**
Through dental professional	3	2	1	1	-	1	-	-	-	-	1	1	2	1	-	-	-	2
	21%	20%	23%	18%	-	100%	-	-	-	-	43%	20%	21%	56%	-	-	-	21%
Through CAB / Citizens Advice Centre	2	-	2	-	-	-	-	-	-	-	2	-	2	-	-	-	-	2
	13%	-	30%	-	-	-	-	-	-	-	57%	-	20%	-	-	-	-	20%
Saw advertisement	1	1	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	1
	7%	13%	-	18%	-	-	-	-	-	-	-	-	11%	-	-	-	-	11%
Friend / family / word of mouth	1	-	1	-	-	-	-	-	-	1	-	-	1	-	-	-	-	1
	6%	-	13%	-	-	-	-	-	-	27%	-	-	9%	-	-	-	-	9%
DK / no answer	6	4	2	2	2	-	-	-	-	2	-	3	3	1	-	2	2	3
	40%	52%	25%	40%	100%	-	-	-	-	53%	-	54%	32%	44%	-	67%	67%	32%
Other	2	1	1	1	-	-	-	-	-	1	-	1	1	-	*	1	1	1
	13%	16%	10%	24%	-	-	-	-	-	20%	-	26%	6%	-	100%	33%	33%	6%

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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GENERAL DENTAL COUNCIL PATIENT AND PUBLIC SURVEY 2020

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Table 216

GD032 - You said you have accessed one or more of these services in relation to dental services. How did you hear about it?

BASE: People who have contacted a person or an organisation about getting support with making a complaint about dental services

	TOTAL	REGION												ETHNICITY		ETHNICITY				DISABILITY		
		NORTHER N IRELAND	EAST MIDLANDS	EAST OF ENGLAND	LONDON	NORTH EAST	NORTH WEST	SCOTLAND	SOUTH EAST	SOUTH WEST	WALES	WEST MIDLANDS	YORKS & HUMBER	ENGLAND	WHITE	BAME	White	Asian/ British	Asian/ British	Black/ British	Mixed /Other	YES
	(2)	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)
Unweighted Base	15	-	1	2	3	-	1	2	-	1	1	-	4	12	12	3	12	-	2	1	3	12
Weighted Base	15**	..**	1**	2**	2**	..**	2**	2**	..**	1**	1**	..**	5**	12**	13**	2**	13**	..**	1**	1**	3**	12**
Through dental professional	3	-	-	-	-	-	-	-	-	-	1	-	2	2	3	1	3	-	-	1	-	3
	21%	-	-	-	-	-	-	-	-	-	100%	-	45%	17%	19%	33%	19%	-	-	100%	-	26%
Through CAB / Citizens Advice Centre	2	-	-	2	-	-	-	-	-	-	-	-	-	2	2	-	2	-	-	-	2	-
	13%	-	-	100%	-	-	-	-	-	-	-	-	-	16%	15%	-	15%	-	-	-	66%	-
Saw advertisement	1	-	-	-	-	-	-	-	-	-	-	-	1	1	1	-	1	-	-	-	-	1
	7%	-	-	-	-	-	-	-	-	-	-	-	23%	9%	8%	-	8%	-	-	-	-	9%
Friend / family / word of mouth	1	-	-	-	-	-	-	-	-	1	-	-	-	1	1	-	1	-	-	-	-	1
	6%	-	-	-	-	-	-	-	-	100%	-	-	-	7%	6%	-	6%	-	-	-	-	7%
DK / no answer	6	-	-	-	1	-	2	2	-	-	-	-	1	4	5	1	5	-	1	-	-	6
	40%	-	-	-	47%	-	100%	100%	-	-	-	-	32%	36%	39%	47%	39%	-	71%	-	-	50%
Other	2	-	1	-	1	-	-	-	-	-	-	-	-	2	2	*	2	-	*	-	1	1
	13%	-	100%	-	53%	-	-	-	-	-	-	-	-	16%	12%	20%	12%	-	29%	-	34%	8%

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

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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GENERAL DENTAL COUNCIL PATIENT AND PUBLIC SURVEY 2020

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Table 217
GD032 - You said you have accessed one or more of these services in relation to dental services. How did you hear about it?

BASE: People who have contacted a person or an organisation about getting support with making a complaint about dental services

	Importance of title Doctor			When last visited a dental professional		When did you last go to the dentist		When did you last see a dental professional other than a dentist		Frequency visit a dental professional			Type of dental treatment received					Satisfaction with dental care or treatment		Confidence in healthcare regulation		Awareness of General Dental Council			Confidence in dental regulation	
	TOTAL	Important (a)	Not important (b)	Patients (last 12 mths) (c)	Public (less often) (d)	Patients (last 12 mths) (e)	Public (less often) (f)	Patients (last 12 mths) (g)	Public (less often) (h)	Once a year or more often (i)	Less often (j)	Don't know (k)	NHS (l)	Private (m)	Mixture (n)	Unsure (o)	Abroad (p)	Satisfied (q)	Dissatisfied (r)	Confident (s)	Not confident (t)	Aware (u)	Unaware (v)	Unsure (w)	Confident (x)	Not confident (y)
Unweighted Base	15	6	9	13	2	11	4	2	2	12	3	-	11	1	1	1	-	11	1	10	4	5	7	3	9	6
Weighted Base	15**	6**	9**	12**	3**	10**	5**	2**	3**	13**	2**	**	11**	1**	1**	1**	**	12**	1**	11**	3**	4**	7**	4**	10**	4**
Through dental professional	3	1	3	3	-	3	-	-	-	3	-	-	3	1	-	-	-	3	-	3	1	1	3	-	3	1
	21%	9%	30%	26%	-	31%	-	-	-	24%	-	-	23%	100%	-	-	-	25%	-	22%	21%	15%	37%	-	24%	13%
Through CAB / Citizens Advice Centre	2	-	2	2	-	1	1	1	-	2	-	-	2	-	-	-	-	1	1	1	1	-	1	1	1	1
	13%	-	23%	16%	-	7%	25%	62%	-	15%	-	-	18%	-	-	-	-	10%	100%	11%	27%	-	11%	30%	11%	17%
Saw advertisement	1	1	-	1	-	1	-	-	-	1	-	-	1	-	-	-	-	1	-	1	-	1	-	-	1	-
	7%	17%	-	9%	-	11%	-	-	-	8%	-	-	10%	-	-	-	-	9%	-	9%	-	26%	-	-	10%	-
Friend / family / word of mouth	1	1	-	1	-	1	-	-	-	1	-	-	1	-	-	-	-	1	-	1	-	-	1	-	1	-
	6%	13%	-	7%	-	8%	-	-	-	6%	-	-	7%	-	-	-	-	7%	-	7%	-	-	12%	-	8%	-
DK / no answer	6	4	2	3	3	2	4	1	3	5	1	-	3	-	1	1	-	5	-	4	1	1	2	3	4	2
	40%	55%	29%	26%	100%	23%	75%	38%	100%	39%	47%	-	25%	-	100%	100%	-	41%	-	38%	30%	19%	35%	70%	41%	39%
Other	2	*	2	2	-	2	-	-	-	1	1	-	2	-	-	-	-	1	-	1	1	2	*	-	1	1
	13%	5%	19%	16%	-	20%	-	-	-	8%	53%	-	18%	-	-	-	-	8%	-	12%	22%	40%	5%	-	6%	31%

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



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Table 218
GD032 - You said you have accessed one or more of these services in relation to dental services. How did you hear about it?

BASE: People who have contacted a person or an organisation about getting support with making a complaint about dental services

	Complained about a dental professional			Focus of regulator for dental professionals			Confidence of how dental care is delivered in the UK		Confidence in dental professional		Opinion about dentists' use of title Doctor when they do not also hold another general medical qualification or a PhD		Awareness of Dental Complaints Service			Contacted a person or organisation for support making any type of complaint		Contacted a person or organisation for support making a complaint about dental care or treatment		Would find it helpful to use a support service to deal with something that went seriously wrong during visit to dental professional			Seen advertised or been offered cosmetic treatments at dental practice		Received cosmetic treatments at dental practice	
	TOTAL (z)	Yes (a)	No (b)	Mainly on preventing bad practice (c)	Equally on both (d)	Mainly on taking action against serious complaints (e)	Confident (f)	Not confident (g)	Yes (h)	No (i)	Should be able to use (j)	Should not be able to use (k)	Aware (l)	Unaware (m)	Unsure (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)	DK (u)	Yes (v)	No (w)	Yes (x)	No (y)
Unweighted Base	15	7	8	7	5	3	11	4	14	1	4	8	8	3	4	15	-	15	-	13	2	-	9	6	2	13
Weighted Base	15**	7**	8**	8**	4**	3**	12**	3**	14**	1**	4**	8**	8**	3**	4**	15**	-**	15**	-**	13**	2**	-**	8**	7**	2**	13**
Through dental professional	3	2	1	2	-	1	3	1	3	-	-	3	2	1	-	3	-	3	-	3	-	-	2	1	-	3
	21%	31%	13%	21%	-	45%	20%	23%	22%	-	-	37%	21%	48%	-	21%	-	21%	-	24%	-	-	22%	20%	-	24%
Through CAB / Citizens Advice Centre	2	1	1	1	-	1	1	1	1	1	-	2	1	1	-	2	-	2	-	2	-	-	2	-	-	2
	13%	18%	9%	15%	-	23%	10%	30%	8%	100%	-	23%	15%	24%	-	13%	-	13%	-	15%	-	-	26%	-	-	15%
Saw advertisement	1	1	-	-	1	-	1	-	1	-	-	1	1	-	-	1	-	1	-	-	1	-	1	-	-	1
	7%	16%	-	-	28%	-	9%	-	7%	-	-	13%	14%	-	-	7%	-	7%	-	-	51%	-	14%	-	-	8%
Friend / family / word of mouth	1	-	1	1	-	-	1	-	1	-	1	-	-	-	1	1	-	1	-	1	-	-	-	1	-	1
	6%	-	10%	11%	-	-	7%	-	6%	-	18%	-	-	-	20%	6%	-	6%	-	6%	-	-	-	11%	-	6%
DK / no answer	6	1	5	4	2	-	5	1	6	-	2	2	2	1	3	6	-	6	-	6	-	-	2	4	1	5
	40%	13%	61%	45%	63%	-	41%	33%	42%	-	45%	28%	29%	28%	71%	40%	-	40%	-	47%	-	-	21%	60%	45%	39%
Other	2	1	1	1	*	1	2	*	2	-	2	-	2	-	*	2	-	2	-	1	1	-	1	1	1	1
	13%	21%	7%	8%	9%	31%	13%	14%	14%	-	36%	-	21%	-	9%	13%	-	13%	-	8%	49%	-	18%	8%	55%	7%

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

Table 219
GD033 - If something went seriously wrong during your visit to a dental professional would you find using a service like this helpful rather than just dealing with the issue another way?

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)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (m)	SINGLE (n)	WID/ DIV/ SEP (o)
Unweighted Base	1674	826	844	209	224	225	237	254	525	416	571	341	346	933	459	276
Weighted Base	1618	791	823	228	267	250	265	244	365	420	523	289	387	913	462	237
Yes - I would definitely find this helpful	651 40%	330 42%	320 39%	83 36%	116 43%	95 38%	111 42%	108 44%	138 38%	197 47% zkl	211 40%	101 35%	142 37%	375 41%	181 39%	94 40%
Yes - I would probably find this helpful	708 44% ho	333 42%	374 45%	100 44%	113 42%	125 50% h	121 46%	107 44%	143 39%	175 42%	235 45%	131 45%	167 43%	416 46% o	206 45% o	86 36%
No - I would probably not find this helpful	127 8% jm	59 7%	67 8%	18 8%	17 6%	15 6%	17 6%	17 7%	44 12% zdefg	27 7%	30 6%	27 9%	43 11% zij	53 6%	40 9%	31 13% zm
No - I would definitely not find this helpful	103 6% gi	55 7%	47 6%	20 9% g	19 7%	12 5%	14 5%	7 3%	30 8% g	16 4%	36 7%	28 10% zi	23 6%	58 6%	27 6%	17 7%
Don't know	29 2%	14 2%	15 2%	7 3% f	2 1%	3 1%	1 *	5 2%	11 3% zf	4 1%	11 2%	2 1%	12 3%	11 1%	8 2%	9 4% zm
Helpful (NET)	1360 84% hlo	663 84%	694 84%	183 80%	229 86% h	220 88% h	233 88% h	215 88% ch	281 77%	373 89% zkl	446 85%	232 80%	309 80%	791 87% zo	387 84% o	180 76% zm
Not helpful (NET)	230 14% im	114 14%	115 14%	38 17%	36 14%	27 11%	31 12%	24 10%	73 20% zefg	43 10%	66 13%	54 19% zij	66 17% i	110 12%	67 14%	49 21% zm

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

Table 220

GD033 - If something went seriously wrong during your visit to a dental professional would you find using a service like this helpful rather than just dealing with the issue another way?

BASE: All Respondents

	WORKING STATUS			OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULLTIME (c)	PARTTIME (d)	SELFEMPL OYE D (e)	HOUSE WIFE (f)	STILL IN EDUCATIO N (g)	UNEMPLO YED (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	1674	796	878	529	177	90	79	121	40	541	97	414	1260	141	99	148	213	1260
Weighted Base	1618	928	690	638	186	104*	75*	111*	38*	378	89*	455	1163	151	107*	170	236	1163
Yes - I would definitely find this helpful	651 40%	388 42%	263 38%	264 41%	84 45%	40 38%	27 36%	40 36%	14 38%	147 39%	34 39%	185 41%	466 40%	51 34%	36 33%	64 38%	108 46% mn	466 40%
Yes - I would probably find this helpful	708 44% i	417 45%	291 42%	278 44%	84 45%	56 54% i	34 46%	51 46%	18 48%	149 39%	39 44%	213 47%	496 43%	84 56% zpq	59 55% zpq	85 50%	99 42%	496 43%
No - I would probably not find this helpful	127 8% a	56 6%	72 10% za	41 6%	11 6%	4 3%	10 13% e	7 7%	2 5%	40 11% zce	12 14% zcde	26 6%	101 9%	8 5%	5 5%	11 7%	19 8%	101 9%
No - I would definitely not find this helpful	103 6%	52 6%	51 7%	40 6%	7 4%	5 5%	3 4%	11 10%	2 5%	32 8% z	3 3%	26 6%	77 7%	6 4%	8 7%	10 6%	9 4%	77 7%
Don't know	29 2%	15 2%	13 2%	15 2%	- -	- -	2 2%	1 1%	1 4% d	9 2% d	- -	5 1%	24 2%	2 1%	* *	- -	3 1%	24 2%
Helpful (NET)	1360 84% bilq	805 87% zb	554 80%	542 85% i	167 90% zi	96 92% i	61 81%	91 82%	32 86%	296 78%	74 83%	398 88% zl	961 83%	135 90%	95 88%	149 87%	206 87%	961 83%
Not helpful (NET)	230 14% a	107 12%	122 18% za	80 13%	18 10%	8 8%	12 16%	19 17%	4 11%	72 19% zcde	15 17%	52 11%	178 15%	14 9%	13 12%	21 13%	27 12%	178 15%

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 221
GD033 - If something went seriously wrong during your visit to a dental professional would you find using a service like this helpful rather than just dealing with the issue another way?

BASE: All Respondents

	TOTAL (z)	REGION													ETHNICITY		ETHNICITY				DISABILITY	
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	BAME (o)	White (p)	Asian/ Asian British (q)	Black/ Black British (r)	Mixed /Other (s)	YES (t)	NO (u)
Unweighted Base	1674	102	129	142	256	73	173	136	178	115	104	123	143	1332	1424	246	1424	146	54	46	204	1425
Weighted Base	1618	46	117	151	214	67*	177	135	221	138*	77*	141*	133	1360	1412	202	1412	113*	45*	44*	169	1411
Yes - I would definitely find this helpful	651 40% agk	12 25%	47 40% ak	67 44% agk	95 44% agk	33 49% agk	66 37%	41 31%	99 45% agk	52 38%	40 52% zafgk	36 26%	62 47% agk	558 41%	559 40%	92 46%	559 40%	52 46%	27 59% zps	14 31%	84 50% zu	555 39%
Yes - I would probably find this helpful	708 44% t	28 62% zbcdefghijlm	45 38%	56 37%	95 44%	28 42%	84 48%	60 44%	89 40%	62 45%	28 36%	71 50%	63 47%	593 44%	631 45%	76 38%	631 45%	41 36%	15 33%	20 46%	58 34%	642 45% zt
No - I would probably not find this helpful	127 8% mu	4 8%	14 12% fhlm	13 9%	15 7%	4 7%	8 5%	21 16% zdfhlm	9 4%	13 9%	8 10%	13 9%	6 4%	95 7%	111 8%	15 7%	111 8%	8 7%	1 3%	5 12%	15 9%	100 7%
No - I would definitely not find this helpful	103 6% de	1 3%	9 8%	12 8% del	6 3%	- -	16 9% del	5 4%	22 10% del	11 8% e	2 3%	14 10% del	3 2%	94 7% del	85 6%	16 8%	85 6%	10 9%	2 4%	4 10%	8 5%	90 6%
Don't know	29 2%	1 2%	2 2%	2 2%	2 1%	2 2%	2 1%	8 6% zdfhijlm	2 1%	1 *	- -	7 5%	* *	20 1%	26 2%	2 1%	26 2%	1 1%	1 2%	* 1%	4 2%	24 2%
Helpful (NET)	1360 84% gk	40 87% g	92 79%	123 81%	190 89% zbgk	61 91% bgk	150 85% g	101 75%	188 85% g	114 82%	67 87% g	107 76%	125 94% zbcdfghikm	1151 85% gk	1190 84%	169 84%	1190 84%	93 83%	41 91%	34 77%	142 84%	1197 85%
Not helpful (NET)	230 14% l	5 11%	23 20% del	26 17% l	21 10%	4 7%	24 14%	26 20% del	31 14%	24 17% l	10 13%	27 19% del	8 6%	189 14% l	195 14%	31 15%	195 14%	18 16%	3 7%	10 22%	23 14%	190 13%

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

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Table 222
GD033 - If something went seriously wrong during your visit to a dental professional would you find using a service like this helpful rather than just dealing with the issue another way?

BASE: All Respondents

	Importance of title Doctor			When last visited a dental professional		When did you last go to the dentist		When did you last see a dental professional other than a dentist		Frequency visit a dental professional			Type of dental treatment received					Satisfaction with dental care or treatment		Confidence in healthcare regulation		Awareness of General Dental Council			Confidence in dental regulation	
	TOTAL (z)	Important (a)	Not important (b)	Patients (last 12 mths) (c)	Public (less often) (d)	Patients (last 12 mths) (e)	Public (less often) (f)	Patients (last 12 mths) (g)	Public (less often) (h)	Once a year or more often (i)	Less often (j)	Don't know (k)	NHS (l)	Private (m)	Mixture (n)	Unsure (o)	Abroad (p)	Satisfied (q)	Dissatisfied (r)	Confident (s)	Not confident (t)	Aware (u)	Unaware (v)	Unsure (w)	Confident (x)	Not confident (y)
Unweighted Base	1674	585	1049	1111	563	1001	673	110	563	1162	422	3	879	261	131	18	43	1119	43	1337	274	317	1082	270	1186	313
Weighted Base	1618	560	1019	1058	560	951	667	107*	560	1116	407	2**	825	265	124	18**	42**	1075	40*	1299	257	304	1063	247	1147	293
Yes - I would definitely find this helpful	651 40% v	227 41%	410 40%	430 41%	221 40%	382 40%	269 40%	47 44%	221 40%	462 41%	160 39%	1 63%	338 41%	99 37%	53 43%	9 51%	20 47%	445 41%	17 42%	537 41%	94 36%	163 54% zv	366 34%	121 49% zv	489 43% zy	103 35%
Yes - I would probably find this helpful	708 44% u	256 46%	437 43%	478 45%	230 41%	435 46%	274 41%	44 41%	230 41%	512 46% z	173 42%	1 37%	369 45%	129 49%	60 48%	6 33%	20 48%	493 46% z	18 46%	588 45% z	98 38%	103 34%	501 47% zu	104 42%	526 46% zy	113 39%
No - I would probably not find this helpful	127 8% sx	41 7%	85 8%	87 8%	40 7%	80 8%	48 7%	8 7%	40 7%	83 7%	34 8%	- -	69 8%	18 7%	8 6%	1 3%	2 4%	80 7%	4 9%	92 7%	27 11%	24 8%	87 8%	16 7%	77 7%	31 11% x
No - I would definitely not find this helpful	103 6% cellqsuwx	29 5%	73 7%	47 4%	56 10% zc	42 4%	61 9% ze	5 5%	56 10% z	45 4%	30 7% i	- -	40 5%	16 6%	4 3%	1 4%	* *	44 4%	1 3%	69 5%	33 13% zs	11 4%	86 8% zuw	6 2% *	46 4%	44 15% zx
Don't know	29 2% iqswx	6 1%	14 1%	16 1%	13 2%	12 1%	16 2%	3 3%	13 2%	13 1%	10 2%	- -	11 1%	3 1%	- -	2 9%	- -	13 1%	- -	14 1%	5 2%	4 1%	23 2%	* *	10 1%	2 1%
Helpful (NET)	1360 84% dfhtvy	484 86%	847 83%	908 86% zd	452 81%	817 86% zf	543 81%	91 85%	452 81%	974 87% zj	333 82%	2 100%	706 86%	228 86%	112 91% z	15 84%	40 95%	938 87% z	36 88%	1124 87% zl	192 75%	266 87% v	867 82%	225 91% zv	1014 88% zy	216 74%
Not helpful (NET)	230 14% ciqswx	70 12%	158 15%	134 13%	96 17% zc	122 13%	108 16%	13 12%	96 17% z	129 12%	65 16% i	- -	108 13%	34 13%	11 9%	1 7%	2 5%	124 12%	5 12%	161 12%	60 23% zs	35 12%	173 16% zw	22 9%	123 11%	76 26% zx

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

GENERAL PUBLIC
GENERAL DENTAL COUNCIL PATIENT AND PUBLIC SURVEY 2020

12 Mar 2020

Table 223
GD033 - If something went seriously wrong during your visit to a dental professional would you find using a service like this helpful rather than just dealing with the issue another way?

BASE: All Respondents

		Complained about a dental professional		Focus of regulator for dental professionals			Confidence of how dental care is delivered in the UK		Confidence in dental professional		Opinion about dentists' use of title Doctor when they do not also hold another general medical qualification or a PhD		Awareness of Dental Complaints Service			Contacted a person or organisation for support making any type of complaint		Contacted a person or organisation for support making a complaint about dental care or treatment		Would find it helpful to use a support service to deal with something that went seriously wrong during visit to dental professional			Seen advertised or been offered cosmetic treatments at dental practice		Received cosmetic treatments at dental practice	
	TOTAL (z)	Yes (a)	No (b)	Mainly on preventing bad practice (c)	Equally on both (d)	Mainly on taking action against serious complaints (e)	Confident (f)	Not confident (g)	Yes (h)	No (i)	Should be able to use (j)	Should not be able to use (k)	Aware (l)	Unaware (m)	Unsure (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)	DK (u)	Yes (v)	No (w)	Yes (x)	No (y)
Unweighted Base	1674	94	1492	441	1081	152	1328	286	1555	106	393	881	184	1246	236	405	1247	15	1659	1393	252	29	1007	667	118	1556
Weighted Base	1618	93*	1431	441	1018	159	1284	278	1498	105*	403	822	171	1218	222	389	1211	15**	1603	1360	230	29**	979	639	120*	1498
Yes - I would definitely find this helpful	651 40% imtw	50 54% zb	573 40%	180 41%	415 41%	56 35%	536 42% z	99 36%	618 41% zi	28 27%	163 40%	354 43% z	97 56% zmn	455 37%	100 45%	175 45% z	474 39%	8 52%	643 40%	651 48% zt	- - -	- - -	424 43% zw	228 36%	55 46%	596 40%
Yes - I would probably find this helpful	708 44% eilt	35 38%	650 45% z	194 44%	460 45% e	54 34%	581 45% z	111 40%	674 45% zi	32 31%	177 44%	366 44%	60 35%	549 45% l	99 45%	167 43%	533 44%	5 34%	703 44%	708 52% zt	- - -	- - -	428 44%	280 44%	49 41%	659 44%
No - I would probably not find this helpful	127 8% fs	5 5%	113 8%	38 9%	72 7%	17 11%	90 7%	30 11% f	115 8%	13 12%	34 8%	60 7%	10 6%	103 8%	15 7%	28 7%	99 8%	1 7%	126 8%	- - zs	127 55% -	- -	78 8%	50 8%	7 6%	120 8%
No - I would definitely not find this helpful	103 6% bdfhkinosv	3 3%	73 5%	27 6%	51 5%	24 15% zcd	59 5%	38 14% zf	70 5%	30 28% zh	26 6%	35 4%	2 1%	94 8% zin	5 2%	16 4%	85 7%	1 7%	102 6%	- - zs	103 45% -	- -	38 4%	65 10% zv	8 7%	94 6%
Don't know	29 2% cqhksv	- -	22 2%	2 *	20 2% c	7 4% zc	18 1%	- -	21 1%	2 2%	3 1%	9 1%	3 2%	18 1%	3 1%	2 1%	20 2%	- -	29 2%	- -	- -	29 100% v	11 1%	17 3%	* *	28 2%
Helpful (NET)	1360 84% egimtw	86 92%	1223 85%	374 85%	875 86%	111 70%	1117 87% zi	210 76%	1292 86% zi	61 58%	339 84%	719 87%	157 91% zm	1004 82%	199 89%	342 88% zp	1008 83%	13 86%	1347 84%	1360 100% zt	- -	- -	852 87% zv	508 79%	104 87%	1255 84%
Not helpful (NET)	230 14% bdfhkinsv	8 8%	186 13%	65 15%	124 12%	41 26% zcd	149 12% zf	68 24%	185 12% zh	42 40%	60 15%	94 11%	12 7%	197 16% zin	21 9%	44 11%	184 15%	2 14%	228 14%	- -	230 100% zs	- -	115 12%	114 18%	16 13%	214 14%

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

Table 224
GD0380 - Have you seen advertised or been offered any of the following cosmetic treatments at your dental practice? Botox

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)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (m)	SINGLE (n)	WID/ DIV/ SEP (o)
Unweighted Base	1674	826	844	209	224	225	237	254	525	416	571	341	346	933	459	276
Weighted Base	1618	791	823	228	267	250	265	244	365	420	523	289	387	913	462	237
Yes, seen advertised	236 15% h	100 13% z	135 16% z	32 14% h	46 17% h	49 20% zh	43 16% h	34 14% h	32 9% h	71 17% h	78 15% h	36 12% h	51 13% h	142 16% h	65 14% h	27 11% h
Yes, been offered	18 1% e	10 1% e	9 1% e	3 1% e	5 2% e	3 1% e	4 1% e	1 1% e	2 * e	5 1% e	9 2% e	3 1% e	1 * e	11 1% e	5 1% e	3 1% e
No	1371 85% e	684 87% e	683 83% e	195 85% e	218 81% e	199 80% e	219 83% e	208 85% e	332 91% e	345 82% e	439 84% e	251 87% e	335 87% e	762 83% e	394 85% e	210 89% e
Yes (NET)	247 15% h	106 13% h	140 17% h	33 15% h	50 19% h	51 20% zh	45 17% h	35 15% h	33 9% h	75 18% h	84 16% h	37 13% h	52 13% h	151 17% h	68 15% h	27 11% h

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

Table 225

GD0380 - Have you seen advertised or been offered any of the following cosmetic treatments at your dental practice? Botox

BASE: All Respondents

	WORKING STATUS			OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULLTIME (c)	PARTTIME (d)	SELFEMPL OYE D (e)	HOUSE WIFE (f)	STILL IN EDUCATIO N (g)	UNEMPLO YED (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	1674	796	878	529	177	90	79	121	40	541	97	414	1260	141	99	148	213	1260
Weighted Base	1618	928	690	638	186	104*	75*	111*	38*	378	89*	455	1163	151	107*	170	236	1163
Yes, seen advertised	236 15% bgilq	170 18% zb	66 10% gi	110 17% gi	37 20% gi	23 22% gi	7 10% -	4 4% 2	2 7% -	34 9% 1	18 20% gi	81 18% zl	154 13% 15	26 17% 1	22 20% -	36 21% -	42 18% 3	154 13% 15
Yes, been offered	18 1% i	14 1% 1	5 1% 1	7 1% 1	2 1% 1	5 4% zci	- - -	2 2% -	- - -	1 * -	1 2% -	4 1% 1	15 1% 1	1 1% 1	- - -	- - -	3 1% 1	15 1% 1
No	1371 85% ae	750 81% za	621 90% za	523 82% ae	147 79% e	79 76% e	68 90% zcdej	104 94% zcdej	35 93% e	343 91% zcdej	71 80% z	372 82% z	999 86% z	124 82% 27	86 80% 22	135 79% 36	193 82% 43	999 86% 164
Yes (NET)	247 15% bgilq	178 19% zb	69 10% gi	115 18% gi	38 21% gi	25 24% zfg	7 10% hi	7 6% hi	2 7% gi	35 9% gi	18 20% gi	83 18% gi	164 14% gi	27 18% q	22 20% q	36 21% q	43 18% q	164 14% q

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 226

GD0380 - Have you seen advertised or been offered any of the following cosmetic treatments at your dental practice? Botox

BASE: All Respondents

	TOTAL	REGION													ETHNICITY		ETHNICITY					DISABILITY	
		NORTHERN N IRELAND	EAST MIDLANDS	EAST OF ENGLAND	LONDON	NORTH EAST	NORTH WEST	SCOTLAND	SOUTH EAST	SOUTH WEST	WALES	WEST MIDLANDS	YORKS & HUMBER	ENGLAND	WHITE	BAME	White	Asian/ British	Asian Black/ British	Mixed /Other	YES	NO	
	(z)	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	
Unweighted Base	1674	102	129	142	256	73	173	136	178	115	104	123	143	1332	1424	246	1424	146	54	46	204	1425	
Weighted Base	1618	46	117	151	214	67*	177	135	221	138*	77*	141*	133	1360	1412	202	1412	113*	45*	44*	169	1411	
Yes, seen advertised	236	13	12	20	58	4	24	11	28	13	8	27	18	203	200	34	200	17	12	5	23	205	
	15% eq	28% zbcefg hijlm	10% 10%	13% 13%	27% zbcefg hijlm	5% 5%	14% 14%	8% 8%	13% 13%	9% 9%	11% 11%	19% eqi	14% 14%	15% eq	14% 14%	17% 17%	14% 14%	15% 15%	27% zp	11% 11%	14% 14%	15% 15%	
Yes, been offered	18	1	1	-	7	1	1	1	4	-	-	1	-	16	15	4	15	1	1	1	3	15	
	1% cl	2% cl	1% 1%	- -	3% zcm	2% 2%	1% 1%	1% 1%	2% 2%	- -	- -	1% 1%	- -	1% 1%	1% 1%	2% 2%	1% 1%	1% 1%	3% 3%	3% 3%	2% 2%	1% 1%	
No	1371	32	106	131	154	62	151	123	189	126	69	113	115	1146	1204	165	1204	95	32	38	144	1195	
	85% adr	71% adr	90% adk	87% ad	72% adk	92% ad	86% ad	91% zadk	85% ad	91% adk	89% ad	80% ad	86% ad	84% ad	85% r	82% r	85% r	84% r	70% r	87% r	85% r	85% r	
Yes (NET)	247	14	12	20	60	5	25	12	32	13	8	29	18	214	208	37	208	18	13	6	25	216	
	15% a	29% zbcefg hijlm	10% 10%	13% 13%	28% zbcefg hijlm	8% 8%	14% 14%	9% 9%	15% 15%	9% 9%	11% 11%	20% beai	14% 14%	16% 16%	15% 15%	18% 18%	15% 15%	16% 16%	30% zp	13% 13%	15% 15%	15% 15%	

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

Overlap formulae used. * small base

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Table 227
GD0380 - Have you seen advertised or been offered any of the following cosmetic treatments at your dental practice? Botox

BASE: All Respondents

	Importance of title Doctor			When last visited a dental professional		When did you last go to the dentist		When did you last see a dental professional other than a dentist		Frequency visit a dental professional			Type of dental treatment received					Satisfaction with dental care or treatment		Confidence in healthcare regulation		Awareness of General Dental Council			Confidence in dental regulation	
	TOTAL (z)	Important (a)	Not important (b)	Patients (last 12 mths) (c)	Public (less often) (d)	Patients (last 12 mths) (e)	Public (less often) (f)	Patients (last 12 mths) (g)	Public (less often) (h)	Once a year or more often (i)	Less often (j)	Don't know (k)	NHS (l)	Private (m)	Mixture (n)	Unsure (o)	Abroad (p)	Satisfied (q)	Dissatisfied (r)	Confident (s)	Not confident (t)	Aware (u)	Unaware (v)	Unsure (w)	Confident (x)	Not confident (y)
Unweighted Base	1674	585	1049	1111	563	1001	673	110	563	1162	422	3	879	261	131	18	43	1119	43	1337	274	317	1082	270	1186	313
Weighted Base	1618	560	1019	1058	560	951	667	107*	560	1116	407	2**	825	265	124	18**	42**	1075	40*	1299	257	304	1063	247	1147	293
Yes, seen advertised	236	79	151	165	71	149	87	16	71	166	56	-	115	52	15	1	2	159	7	194	35	63	130	42	174	36
	15%	14%	15%	16%	13%	16%	13%	15%	13%	15%	14%	-	14%	20%	12%	3%	6%	15%	17%	15%	14%	21%	12%	17%	15%	12%
Yes, been offered	18	8	11	13	5	11	7	2	5	15	3	-	6	7	-	-	2	15	-	12	6	3	11	4	12	6
	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	-	1%	3%	-	-	5%	1%	-	1%	2%	1%	1%	2%	1%	2%
No	1371	475	862	885	485	796	575	89	485	940	349	2	706	209	108	18	37	906	34	1096	218	238	927	202	966	253
	85%	85%	85%	84%	87%	84%	86%	84%	87%	84%	86%	100%	86%	79%	88%	97%	89%	84%	83%	84%	85%	78%	87%	81%	84%	86%
Yes (NET)	247	85	157	172	75	155	92	17	75	176	58	-	119	56	15	1	5	169	7	203	38	66	136	46	182	40
	15%	15%	15%	16%	13%	16%	14%	16%	13%	16%	14%	-	14%	21%	12%	3%	11%	16%	17%	16%	15%	22%	13%	19%	16%	14%

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

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12 Mar 2020

Table 228
GD0380 - Have you seen advertised or been offered any of the following cosmetic treatments at your dental practice? Botox

BASE: All Respondents

	Complained about a dental professional			Focus of regulator for dental professionals			Confidence of how dental care is delivered in the UK		Confidence in dental professional		Opinion about dentists' use of title Doctor when they do not also hold another general medical qualification or a PhD		Awareness of Dental Complaints Service			Contacted a person or organisation for support making any type of complaint		Contacted a person or organisation for support making a complaint about dental care or treatment		Would find it helpful to use a support service to deal with something that went seriously wrong during visit to dental professional			Seen advertised or been offered cosmetic treatments at dental practice		Received cosmetic treatments at dental practice	
	TOTAL (z)	Yes (a)	No (b)	Mainly on preventing bad practice (c)	Equally on both (d)	Mainly on taking action against serious complaints (e)	Confident (f)	Not confident (g)	Yes (h)	No (i)	Should be able to use (j)	Should not be able to use (k)	Aware (l)	Unaware (m)	Unsure (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)	DK (u)	Yes (v)	No (w)	Yes (x)	No (y)
Unweighted Base	1674	94	1492	441	1081	152	1328	286	1555	106	393	881	184	1246	236	405	1247	15	1659	1393	252	29	1007	667	118	1556
Weighted Base	1618	93*	1431	441	1018	159	1284	278	1498	105*	403	822	171	1218	222	389	1211	15**	1603	1360	230	29**	979	639	120*	1498
Yes, seen advertised	236	21	201	67	145	24	186	44	216	18	75	114	33	168	34	68	160	3	232	199	31	6	236	-	36	199
	15%	23%	14%	15%	14%	15%	14%	16%	14%	17%	19%	14%	19%	14%	15%	18%	13%	22%	14%	15%	13%	20%	24%	-	30%	13%
	pwz	zb									z											zw			zy	
Yes, been offered	18	1	17	7	9	2	15	3	18	-	7	9	5	10	3	6	12	1	17	15	4	-	18	-	8	11
	1%	1%	1%	2%	1%	1%	1%	1%	1%	-	2%	1%	3%	1%	1%	2%	1%	6%	1%	1%	2%	-	2%	-	6%	1%
	wy												zm									zw			zy	
No	1371	72	1219	369	867	135	1090	230	1270	87	322	704	134	1044	187	316	1043	11	1360	1151	197	23	731	639	80	1290
	85%	77%	85%	84%	85%	85%	85%	83%	85%	83%	80%	86%	78%	86%	84%	81%	86%	72%	85%	85%	86%	80%	75%	100%	67%	86%
	jlvx										j		l			zo						zv			zx	
Yes (NET)	247	22	212	73	151	24	194	47	228	18	80	119	37	174	36	73	168	4	243	209	33	6	247	-	40	207
	15%	23%	15%	16%	15%	15%	15%	17%	15%	17%	20%	14%	22%	14%	16%	19%	14%	28%	15%	15%	14%	20%	25%	-	33%	14%
	pwz										zk		zm			p						zw			zy	

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



Table 229
GD0380 - Have you seen advertised or been offered any of the following cosmetic treatments at your dental practice? Lip fillers

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)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (m)	SINGLE (n)	WID/ DIV/ SEP (o)
Unweighted Base	1674	826	844	209	224	225	237	254	525	416	571	341	346	933	459	276
Weighted Base	1618	791	823	228	267	250	265	244	365	420	523	289	387	913	462	237
Yes, seen advertised	213 13% aghko	87 11% 7 1% h	126 15% 12 2% za	35 15% 3 1% gh	47 18% 9 3% gh	45 18% 4 2% zgh	38 15% - - gh	19 8% 3 1% zfh	29 8% 1 * zfh	68 16% 7 2% k	74 14% 8 1% k	25 9% 2 1% 2	46 12% 2 1% 2	133 15% 14 2% o	60 13% 4 1% 1	19 8% 1 1% 1
Yes, been offered	20 1% h	7 1% h	12 2% za	3 1% gh	9 3% gh	4 2% zgh	- - gh	3 1% zfh	1 * zfh	7 2% k	8 1% k	2 1% 2	2 1% 2	14 2% o	4 1% 1	1 1% 1
No	1387 86% bdeim	697 88% zb	688 84% zb	192 84% h	211 79% zgh	201 80% zgh	226 85% h	222 91% zde	336 92% zcdef	345 82% zk	441 84% k	263 91% zij	338 87% zij	766 84% zo	398 86% o	218 92% zmn
Yes (NET)	231 14% aghko	94 12% h	136 16% za	36 16% h	56 21% zgh	49 20% zgh	38 15% h	22 9% h	30 8% h	75 18% zk	82 16% k	25 9% k	49 13% k	147 16% zo	64 14% o	19 8% o

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



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Table 230

GD0380 - Have you seen advertised or been offered any of the following cosmetic treatments at your dental practice? Lip fillers

BASE: All Respondents

	WORKING STATUS			OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULLTIME (c)	PARTTIME (d)	SELFEMPL OYE D (e)	HOUSE WIFE (f)	STILL IN EDUCATIO N (g)	UNEMPLO YED (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	1674	796	878	529	177	90	79	121	40	541	97	414	1260	141	99	148	213	1260
Weighted Base	1618	928	690	638	186	104*	75*	111*	38*	378	89*	455	1163	151	107*	170	236	1163
Yes, seen advertised	213 13% bilq	148 16% zb	65 9% gi	104 16% zgi	32 17% gi	12 11% gi	9 11% gi	9 8% gi	3 7% gi	31 8% gi	14 16% i	87 19% zl	126 11% zl	28 19% q	20 19% q	37 22% zq	42 18% q	126 11% q
Yes, been offered	20 1%	15 2%	5 1%	9 1%	4 2%	2 2%	* 1%	1 1%	- -	2 1%	1 2%	8 2%	12 1%	5 3%	3 3%	3 2%	3 1%	12 1%
No	1387 86% ackmo	766 83% za	621 90% za	525 82% cd	150 81% cd	91 87% cd	66 88% cd	101 91% cd	35 93% zcd	344 91% zcd	75 84% zcd	361 79% zk	1026 88% zk	118 78% zk	84 78% zk	131 77% zk	192 81% zk	1026 88% zmnp
Yes (NET)	231 14% bilq	162 17% zb	69 10% gi	113 18% zgi	36 19% gi	14 13% gi	9 12% gi	10 9% gi	3 7% gi	33 9% gi	14 16% i	94 21% zl	137 12% zl	33 22% zq	23 22% q	40 23% zq	44 19% q	137 12% q

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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GENERAL DENTAL COUNCIL PATIENT AND PUBLIC SURVEY 2020

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Table 231

GD0380 - Have you seen advertised or been offered any of the following cosmetic treatments at your dental practice? Lip fillers

BASE: All Respondents

	TOTAL	REGION													ETHNICITY		ETHNICITY					DISABILITY	
		NORTHERN N IRELAND	EAST MIDLANDS	EAST OF ENGLAND	LONDON	NORTH EAST	NORTH WEST	SCOTLAND	SOUTH EAST	SOUTH WEST	WALES	WEST MIDLANDS	YORKS & HUMBER	ENGLAND	WHITE	BAME	White	Asian/ British	Asian Black/ British	Mixed /Other	YES	NO	
	(z)	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	
Unweighted Base	1674	102	129	142	256	73	173	136	178	115	104	123	143	1332	1424	246	1424	146	54	46	204	1425	
Weighted Base	1618	46	117	151	214	67*	177	135	221	138*	77*	141*	133	1360	1412	202	1412	113*	45*	44*	169	1411	
Yes, seen advertised	213	9	10	19	52	8	26	9	16	8	9	25	23	187	173	37	173	19	12	5	17	193	
	13%	20%	8%	13%	24%	11%	15%	6%	7%	6%	12%	18%	17%	14%	12%	18%	12%	17%	26%	12%	10%	14%	
Yes, been offered	ghinp	zbg	hi		zbcfghijlm		ghi					bg	ghi	ghi		n			zp				
	20	-	1	-	4	-	1	1	5	3	-	3	1	19	14	6	14	1	3	1	1	18	
No	1%	-	1%	-	2%	-	1%	1%	2%	2%	-	2%	1%	1%	1%	3%	1%	1%	7%	3%	1%	1%	
	np																		zp				
Yes (NET)	1387	37	108	132	159	59	150	126	199	128	68	113	110	1156	1226	160	1226	92	31	37	151	1200	
	86%	80%	92%	87%	74%	89%	85%	93%	90%	92%	88%	80%	82%	85%	87%	80%	87%	82%	69%	85%	90%	85%	
	dor		adklm	d		d	d	zadklm	adk	adklm	d			d	zo	zr							
	231	9	10	19	55	8	27	10	22	11	9	28	24	203	186	41	186	21	14	7	17	211	
	14%	20%	8%	13%	26%	11%	15%	7%	10%	8%	12%	20%	18%	15%	13%	20%	13%	18%	31%	15%	10%	15%	
	anp	bghi			zbcfahijlm						zbc	bahi	bai	bai		zn			zp				

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

Overlap formulae used. * small base



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GENERAL DENTAL COUNCIL PATIENT AND PUBLIC SURVEY 2020

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Table 232
GD0380 - Have you seen advertised or been offered any of the following cosmetic treatments at your dental practice? Lip fillers

BASE: All Respondents

	Importance of title Doctor		When last visited a dental professional		When did you last go to the dentist		When did you last see a dental professional other than a dentist		Frequency visit a dental professional			Type of dental treatment received					Satisfaction with dental care or treatment		Confidence in healthcare regulation		Awareness of General Dental Council			Confidence in dental regulation		
	TOTAL (z)	Important (a)	Not important (b)	Patients (last 12 mths) (c)	Public (less often) (d)	Patients (last 12 mths) (e)	Public (less often) (f)	Patients (last 12 mths) (g)	Public (less often) (h)	Once a year or more often (i)	Less often (j)	Don't know (k)	NHS (l)	Private (m)	Mixture (n)	Unsure (o)	Abroad (p)	Satisfied (q)	Dissatisfied (r)	Confident (s)	Not confident (t)	Aware (u)	Unaware (v)	Unsure (w)	Confident (x)	Not confident (y)
Unweighted Base	1674	585	1049	1111	563	1001	673	110	563	1162	422	3	879	261	131	18	43	1119	43	1337	274	317	1082	270	1186	313
Weighted Base	1618	560	1019	1058	560	951	667	107*	560	1116	407	2**	825	265	124	18**	42**	1075	40*	1299	257	304	1063	247	1147	293
Yes, seen advertised	213	83	125	149	65	132	81	17	65	154	46	-	121	38	12	*	3	148	6	179	31	50	141	22	159	34
	13%w	15%	12%	14%	12%	14%	12%	15%	12%	14%	11%	-	15%	14%	10%	2%	7%	14%	15%	14%	12%	16%w	13%	9%	14%	11%
Yes, been offered	20	12	8	14	6	13	6	*	6	16	2	-	12	2	1	*	1	16	-	17	3	5	9	6	11	9
	1%b	2%	1%	1%	1%	1%	1%	*	1%	1%	*	-	1%	1%	1%	2%	3%	1%	-	1%	1%	2%	1%	3%	1%	3%
No	1387	465	888	897	490	807	580	90	490	948	359	2	695	225	110	18	38	913	35	1104	224	250	914	219	978	253
	86%	83%	87%	85%	87%	85%	87%	84%	87%	85%	88%	100%	84%	85%	89%	98%	91%	85%	85%	85%	87%	82%	86%	89%	85%	86%
Yes (NET)	231	95	131	160	70	143	87	17	70	168	48	-	130	40	13	*	4	162	6	195	33	55	148	28	169	40
	14%b	17%b	13%	15%	13%	15%	13%	16%	13%	15%	12%	-	16%	15%	11%	2%	9%	15%	15%	15%	13%	18%w	14%	11%	15%	14%

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

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Table 233
GD0380 - Have you seen advertised or been offered any of the following cosmetic treatments at your dental practice? Lip fillers

BASE: All Respondents

	Complained about a dental professional			Focus of regulator for dental professionals			Confidence of how dental care is delivered in the UK		Confidence in dental professional		Opinion about dentists' use of title Doctor when they do not also hold another general medical qualification or a PhD		Awareness of Dental Complaints Service			Contacted a person or organisation for support making any type of complaint		Contacted a person or organisation for support making a complaint about dental care or treatment		Would find it helpful to use a support service to deal with something that went seriously wrong during visit to dental professional			Seen advertised or been offered cosmetic treatments at dental practice		Received cosmetic treatments at dental practice	
	TOTAL (z)	Yes (a)	No (b)	Mainly on preventing bad practice (c)	Equally on both (d)	Mainly on taking action against serious complaints (e)	Confident (f)	Not confident (g)	Yes (h)	No (i)	Should be able to use (j)	Should not be able to use (k)	Aware (l)	Unaware (m)	Unsure (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)	DK (u)	Yes (v)	No (w)	Yes (x)	No (y)
Unweighted Base	1674	94	1492	441	1081	152	1328	286	1555	106	393	881	184	1246	236	405	1247	15	1659	1393	252	29	1007	667	118	1556
Weighted Base	1618	93*	1431	441	1018	159	1284	278	1498	105*	403	822	171	1218	222	389	1211	15**	1603	1360	230	29**	979	639	120*	1498
Yes, seen advertised	213	20	181	66	126	22	180	30	199	14	65	108	29	153	31	62	147	3	210	182	25	6	213	-	35	179
	13%	21%	13%	15%	12%	14%	14%	11%	13%	14%	16%	13%	17%	13%	14%	16%	12%	22%	13%	13%	11%	21%	22%	-	29%	12%
Yes, been offered	20	-	17	7	8	5	15	5	17	3	12	6	3	13	4	2	18	1	19	13	7	-	20	-	7	13
	1%	-	1%	2%	1%	3%	1%	2%	1%	3%	3%	1%	2%	1%	2%	*	2%	6%	1%	1%	3%	-	2%	-	6%	1%
	dkswy					d					zk									zs			zw		zy	
No	1387	74	1235	368	885	134	1091	243	1284	88	327	710	139	1054	187	325	1048	11	1376	1164	200	22	748	639	79	1308
	86%	79%	86%	83%	87%	84%	85%	88%	86%	84%	81%	86%	81%	87%	84%	84%	87%	72%	86%	86%	87%	79%	76%	100%	66%	87%
	jvx										j												zv		zx	
Yes (NET)	231	20	196	73	133	25	193	35	214	17	76	112	32	164	35	63	163	4	227	195	30	6	231	-	41	190
	14%	21%	14%	17%	13%	16%	15%	12%	14%	16%	19%	14%	19%	13%	16%	16%	13%	28%	14%	14%	13%	21%	24%	-	34%	13%
	wy										zk												zw		zy	

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



Table 234
GD0380 - Have you seen advertised or been offered any of the following cosmetic treatments at your dental practice? Cheek fillers

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)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (m)	SINGLE (n)	WID/ DIV/ SEP (o)
Unweighted Base	1674	826	844	209	224	225	237	254	525	416	571	341	346	933	459	276
Weighted Base	1618	791	823	228	267	250	265	244	365	420	523	289	387	913	462	237
Yes, seen advertised	145 9%	57 7%	86 10%	29 13%	28 10%	29 11%	23 9%	14 6%	22 6%	46 11%	42 8%	18 6%	38 10%	88 10%	43 9%	13 6%
	ah	za	gh	gh		gh										
Yes, been offered	25 2%	11 1%	14 2%	6 2%	8 3%	6 3%	- -	2 1%	3 1%	8 2%	8 2%	4 1%	5 1%	17 2%	6 1%	2 1%
				f	fh	f										
No	1454 90%	722 91%	729 89%	195 86%	232 87%	217 87%	241 91%	228 94%	341 93%	368 88%	474 91%	268 93%	344 89%	811 89%	415 90%	223 94%
								cde	zcde			i				zm
Yes (NET)	164 10%	68 9%	95 11%	32 14%	35 13%	33 13%	23 9%	16 6%	25 7%	52 12%	49 9%	20 7%	43 11%	103 11%	47 10%	14 6%
	ho			gh	gh	gh				k				o		

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

Table 235

GD0380 - Have you seen advertised or been offered any of the following cosmetic treatments at your dental practice? Cheek fillers

BASE: All Respondents

	WORKING STATUS			OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULLTIME (c)	PARTTIME (d)	SELFEMPL OYE D (e)	HOUSE WIFE (f)	STILL IN EDUCATIO N (g)	UNEMPLO YED (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	1674	796	878	529	177	90	79	121	40	541	97	414	1260	141	99	148	213	1260
Weighted Base	1618	928	690	638	186	104*	75*	111*	38*	378	89*	455	1163	151	107*	170	236	1163
Yes, seen advertised	145 9%	97 10%	48 7%	68 11%	23 12%	6 6%	4 6%	8 8%	2 7%	22 6%	11 12%	49 11%	96 8%	14 10%	13 12%	25 15%	25 11%	96 8%
Yes, been offered	25 2%	16 2%	9 1%	11 2%	2 1%	3 3%	- -	3 2%	2 5%	3 1%	1 2%	10 2%	14 1%	4 2%	4 4%	6 4%	5 2%	14 1%
									i							zq		
No	1454 90%	819 88%	635 92%	561 88%	163 88%	95 91%	71 94%	100 90%	33 89%	353 93%	78 88%	400 88%	1054 91%	133 88%	93 86%	142 84%	209 89%	1054 91%
Yes (NET)	164 10%	109 12%	55 8%	76 12%	23 12%	10 9%	4 6%	11 10%	4 11%	25 7%	11 12%	55 12%	109 9%	18 12%	15 14%	28 16%	27 11%	109 9%
		bi	b	i	i											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 236

GD0380 - Have you seen advertised or been offered any of the following cosmetic treatments at your dental practice? Cheek fillers

BASE: All Respondents

	TOTAL (z)	REGION													ETHNICITY		ETHNICITY					DISABILITY	
		NORTHERN N IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	BAME (o)	White (p)	Asian/ British (q)	Asian Black/ British (r)	Mixed /Other (s)	YES (t)	NO (u)	
Unweighted Base	1674	102	129	142	256	73	173	136	178	115	104	123	143	1332	1424	246	1424	146	54	46	204	1425	
Weighted Base	1618	46	117	151	214	67*	177	135	221	138*	77*	141*	133	1360	1412	202	1412	113*	45*	44*	169	1411	
Yes, seen advertised	145	7	6	10	37	1	20	6	8	10	5	16	19	126	113	31	113	16	9	6	10	133	
	9%	15%	5%	7%	17%	2%	11%	5%	4%	7%	7%	11%	14%	9%	8%	15%	8%	14%	20%	13%	6%	9%	
	ehnp	zbcegh			zbceghijlm		eh					eh	zbegh	eh		zn			zp				
Yes, been offered	25	*	2	2	10	-	1	1	5	-	1	2		22	15	10	15	5	4	1	4	20	
	2%	1%	2%	1%	5%	-	*	1%	2%	-	2%	1%	-	2%	1%	5%	1%	4%	9%	3%	2%	1%	
	np				zfilm											zn		p	zp				
No	1454	39	111	139	170	66	156	128	208	129	70	124	114	1216	1287	164	1287	94	33	37	157	1261	
	90%	85%	95%	92%	79%	98%	89%	95%	94%	93%	92%	88%	86%	89%	91%	81%	91%	83%	74%	84%	93%	89%	
	doqr		adl	d	zadfkilm		d	adl	adlm	d	d				zo		zqr						
Yes (NET)	164	7	6	12	45	1	20	7	13	10	7	17	19	143	125	38	125	19	12	7	11	150	
	10%	15%	5%	8%	21%	2%	11%	5%	6%	7%	8%	12%	14%	11%	9%	19%	9%	17%	26%	16%	7%	11%	
	enp	beah			zbcefahijlm		e					e	beah	eh		zn		zp	zp				

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

Overlap formulae used. * small base



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Table 237
GD0380 - Have you seen advertised or been offered any of the following cosmetic treatments at your dental practice? Cheek fillers

BASE: All Respondents

	Importance of title Doctor			When last visited a dental professional		When did you last go to the dentist		When did you last see a dental professional other than a dentist		Frequency visit a dental professional			Type of dental treatment received					Satisfaction with dental care or treatment		Confidence in healthcare regulation		Awareness of General Dental Council			Confidence in dental regulation	
	TOTAL	Important (a)	Not important (b)	Patients (last 12 mths) (c)	Public (less often) (d)	Patients (last 12 mths) (e)	Public (less often) (f)	Patients (last 12 mths) (g)	Public (less often) (h)	Once a year or more often (i)	Less often (j)	Don't know (k)	NHS (l)	Private (m)	Mixture (n)	Unsure (o)	Abroad (p)	Satisfied (q)	Dissatisfied (r)	Confident (s)	Not confident (t)	Aware (u)	Unaware (v)	Unsure (w)	Confident (x)	Not confident (y)
Unweighted Base	1674	585	1049	1111	563	1001	673	110	563	1162	422	3	879	261	131	18	43	1119	43	1337	274	317	1082	270	1186	313
Weighted Base	1618	560	1019	1058	560	951	667	107*	560	1116	407	2**	825	265	124	18**	42**	1075	40*	1299	257	304	1063	247	1147	293
Yes, seen advertised	145	60	84	100	45	88	57	12	45	104	36	-	86	20	9	1	2	98	6	122	20	36	88	21	104	29
	9%	11%	8%	9%	8%	9%	8%	11%	8%	9%	9%	-	10%	8%	8%	3%	6%	9%	14%	9%	8%	12%	8%	8%	9%	10%
Yes, been offered	25	15	10	17	8	17	8	-	8	16	6	-	8	5	3	1	2	16	-	20	4	5	14	6	15	9
	2%	3%	1%	2%	1%	2%	1%	-	1%	1%	1%	-	1%	2%	2%	5%	5%	2%	-	2%	2%	2%	1%	2%	1%	3%
bl		zb																								
No	1454	487	929	947	507	852	602	95	507	1001	366	2	736	240	112	17	37	966	35	1161	234	264	966	221	1031	258
	90%	87%	91%	90%	91%	90%	90%	89%	91%	90%	90%	100%	89%	91%	90%	91%	89%	90%	86%	89%	91%	87%	91%	89%	90%	88%
Yes (NET)	164	73	90	111	53	99	65	12	53	114	41	-	89	25	12	2	5	109	6	138	23	41	97	26	116	36
	10%	13%	9%	10%	9%	10%	10%	11%	9%	10%	10%	-	11%	9%	10%	9%	11%	10%	14%	11%	9%	13%	9%	11%	10%	12%
	b	zb																								

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



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Table 238
GD0380 - Have you seen advertised or been offered any of the following cosmetic treatments at your dental practice? Cheek fillers

BASE: All Respondents

	Complained about a dental professional			Focus of regulator for dental professionals			Confidence of how dental care is delivered in the UK		Confidence in dental professional		Opinion about dentists' use of title Doctor when they do not also hold another general medical qualification or a PhD		Awareness of Dental Complaints Service			Contacted a person or organisation for support making any type of complaint		Contacted a person or organisation for support making a complaint about dental care or treatment		Would find it helpful to use a support service to deal with something that went seriously wrong during visit to dental professional			Seen advertised or been offered cosmetic treatments at dental practice		Received cosmetic treatments at dental practice	
	TOTAL (z)	Yes (a)	No (b)	Mainly on preventing bad practice (c)	Equally on both (d)	Mainly on taking action against serious complaints (e)	Confident (f)	Not confident (g)	Yes (h)	No (i)	Should be able to use (j)	Should not be able to use (k)	Aware (l)	Unaware (m)	Unsure (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)	DK (u)	Yes (v)	No (w)	Yes (x)	No (y)
Unweighted Base	1674	94	1492	441	1081	152	1328	286	1555	106	393	881	184	1246	236	405	1247	15	1659	1393	252	29	1007	667	118	1556
Weighted Base	1618	93*	1431	441	1018	159	1284	278	1498	105*	403	822	171	1218	222	389	1211	15**	1603	1360	230	29**	979	639	120*	1498
Yes, seen advertised	145	17	122	53	79	13	121	21	134	11	41	70	22	103	19	39	102	4	141	134	11	*	145	-	21	123
	9%	18%	9%	12%	8%	8%	9%	7%	9%	10%	10%	9%	13%	8%	9%	10%	8%	26%	9%	10%	5%	1%	15%	-	18%	8%
	drtwy	zb		zd																zt			zw		zy	
Yes, been offered	25	1	21	6	13	6	17	8	21	4	7	13	2	16	6	9	16	2	23	15	9	-	25	-	14	11
	2%	1%	1%	1%	1%	4%	1%	3%	1%	4%	2%	2%	1%	1%	3%	2%	1%	12%	1%	1%	4%	-	3%	-	12%	1%
	rswy																			zs			zw		zy	
No	1454	76	1292	383	929	143	1151	250	1348	91	358	741	148	1103	197	344	1096	10	1444	1213	212	28	815	639	88	1366
	90%	82%	90%	87%	91%	90%	90%	90%	90%	86%	89%	90%	87%	91%	88%	88%	90%	68%	90%	89%	92%	99%	83%	100%	73%	91%
	acvx	a		zc														z					zv		zx	
Yes (NET)	164	17	138	58	89	16	133	27	149	15	44	81	23	115	26	45	116	5	159	146	17	*	164	-	32	132
	10%	18%	10%	13%	9%	10%	10%	10%	10%	14%	11%	10%	13%	9%	12%	12%	10%	32%	10%	11%	8%	1%	17%	-	27%	9%
	drwy	zb		zd																zw			zw		zy	

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

Table 239
GD0380 - Have you seen advertised or been offered any of the following cosmetic treatments at your dental practice? Tooth whitening

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)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (m)	SINGLE (n)	WID/ DIV/ SEP (o)
Unweighted Base	1674	826	844	209	224	225	237	254	525	416	571	341	346	933	459	276
Weighted Base	1618	791	823	228	267	250	265	244	365	420	523	289	387	913	462	237
Yes, seen advertised	859 53% ahlo	391 49% za	464 56% h	126 56% h	147 55% h	142 57% h	142 54% h	135 55% h	166 46% zjkl	268 64% i	286 55% l	142 49% i	163 42% i	494 54% o	255 55% o	108 46% o
Yes, been offered	152 9% hl	72 9% bi	78 10% zb	27 12% h	24 9% h	40 16% zgh	33 12% gh	16 7% z	12 3% cdefg	51 12% i	58 11% i	25 9% i	19 5% zijk	94 10% o	42 9% o	15 6% o
No	663 41% bi	354 45% zb	309 38% h	85 37% h	103 39% h	86 35% h	100 38% h	99 41% h	190 52% h	120 29% zjkl	200 38% i	131 45% i	212 55% zijk	359 39% o	179 39% o	121 51% o
Yes (NET)	955 59% ahlo	437 55% za	514 62% h	143 63% h	164 61% h	163 65% h	165 62% h	145 59% h	175 48% h	299 71% zjkl	322 62% i	158 55% i	175 45% i	554 61% o	282 61% o	117 49% o

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



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Table 240

GD0380 - Have you seen advertised or been offered any of the following cosmetic treatments at your dental practice? Tooth whitening

BASE: All Respondents

	WORKING STATUS			OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULLTIME (c)	PARTTIME (d)	SELFEMPL OYE D (e)	HOUSE WIFE (f)	STILL IN EDUCATIO N (g)	UNEMPLO YED (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	1674	796	878	529	177	90	79	121	40	541	97	414	1260	141	99	148	213	1260
Weighted Base	1618	928	690	638	186	104*	75*	111*	38*	378	89*	455	1163	151	107*	170	236	1163
Yes, seen advertised	859 53% bilq	527 57% zb	332 48% i	358 56% hi	109 59% hi	60 57% i	40 53% i	59 53% i	15 39% i	172 46% i	46 52% i	271 60% zl	588 51% q	92 61% q	59 55% q	113 66% zq	142 60% zq	588 51% zq
Yes, been offered	152 9% bi	112 12% zb	40 6% i	81 13% zi	15 8% i	16 15% i	5 6% i	10 9% i	1 2% i	15 4% i	9 10% i	52 11% zl	100 9% q	15 10% q	14 13% q	16 10% zq	26 11% zq	100 9% zq
No	663 41% acko	329 35% za	334 48% i	224 35% zhi	67 36% hi	38 37% hi	33 43% hi	47 42% hi	23 61% zcde	196 52% zcde	36 40% i	161 35% zl	502 43% q	52 35% q	42 39% q	54 32% zq	84 36% zq	502 43% zo
Yes (NET)	955 59% bhilq	598 65% zb	356 52% i	414 65% zhi	119 64% hi	66 63% hi	43 57% hi	64 58% hi	15 39% i	182 48% i	53 60% i	294 65% zl	661 57% q	99 65% q	65 61% q	116 68% zq	152 64% zq	661 57% 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 241

GD0380 - Have you seen advertised or been offered any of the following cosmetic treatments at your dental practice? Tooth whitening

BASE: All Respondents

	TOTAL (z)	REGION													ETHNICITY		ETHNICITY				DISABILITY	
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	BAME (o)	White (p)	Asian/ Asian British (q)	Black/ Black British (r)	Mixed /Other (s)	YES (t)	NO (u)
Unweighted Base	1674	102	129	142	256	73	173	136	178	115	104	123	143	1332	1424	246	1424	146	54	46	204	1425
Weighted Base	1618	46	117	151	214	67*	177	135	221	138*	77*	141*	133	1360	1412	202	1412	113*	45*	44*	169	1411
Yes, seen advertised	859 53% hoqt	35 76% zbcdfghiklm	62 53% h	87 57% h	124 58% h	43 65% ghm	94 53% h	64 48% h	74 34% h	82 59% h	48 63% gh	79 56% h	66 49% h	711 52% h	769 54% zo	86 42% zq	769 54% zq	42 38% 6%	25 55% 8%	18 42% 13%	74 44% 11%	768 54% 9%
Yes, been offered	152 9% f	4 8% f	13 11% f	14 9% f	36 17% zafhjm	5 8% f	5 3% f	13 10% f	12 5% f	13 9% f	5 6% f	12 9% f	21 16% zfhjm	131 10% f	136 10% f	16 8% f	136 10% f	7 6% f	3 8% f	6 13% f	18 11% f	132 9% f
No	663 41% adenpu	9 19% a	49 42% a	53 35% a	73 34% a	18 27% adej	80 45% adej	64 47% adej	135 61% zabdefgijklm	54 39% a	24 31% a	52 37% a	51 38% a	566 42% ade	556 39% zn	107 53% zn	556 39% zn	67 60% zp	19 42% zp	21 48% zp	80 48% zp	561 40% zp
Yes (NET)	955 59% hoq	37 81% zbcdfghiklm	68 58% h	98 65% h	141 66% zfgm	48 73% zfgm	96 55% h	71 53% h	86 39% h	85 61% h	53 69% fgh	89 63% h	82 62% h	793 58% h	856 61% zo	94 47% zq	856 61% zq	45 40% zq	26 58% zq	23 52% zq	88 52% zq	849 60% zq

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

Overlap formulae used. * small base



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Table 242
GD0380 - Have you seen advertised or been offered any of the following cosmetic treatments at your dental practice? Tooth whitening

BASE: All Respondents

	TOTAL (z)	Importance of title Doctor		When last visited a dental professional		When did you last go to the dentist		When did you last see a dental professional other than a dentist		Frequency visit a dental professional			Type of dental treatment received					Satisfaction with dental care or treatment		Confidence in healthcare regulation		Awareness of General Dental Council			Confidence in dental regulation	
		Important (a)	Not important (b)	Patients (last 12 mths) (c)	Public (less often) (d)	Patients (last 12 mths) (e)	Public (less often) (f)	Patients (last 12 mths) (g)	Public (less often) (h)	Once a year or more often (i)	Less often (j)	Don't know (k)	NHS (l)	Private (m)	Mixture (n)	Unsure (o)	Abroad (p)	Satisfied (q)	Dissatisfied (r)	Confident (s)	Not confident (t)	Aware (u)	Unaware (v)	Unsure (w)	Confident (x)	Not confident (y)
Unweighted Base	1674	585	1049	1111	563	1001	673	110	563	1162	422	3	879	261	131	18	43	1119	43	1337	274	317	1082	270	1186	313
Weighted Base	1618	560	1019	1058	560	951	667	107*	560	1116	407	2**	825	265	124	18**	42**	1075	40*	1299	257	304	1063	247	1147	293
Yes, seen advertised	859	262	580	623	236	576	283	47	236	655	180	1	468	166	73	7	15	634	21	705	123	182	527	150	635	131
	53%	47%	57%	59%	42%	61%	42%	44%	42%	59%	44%	63%	57%	63%	59%	36%	36%	59%	51%	54%	48%	60%	50%	61%	55%	45%
Yes, been offered	152	53	98	115	37	105	46	10	37	135	17	-	89	31	16	1	6	128	7	122	25	30	98	24	114	32
	9%	9%	10%	11%	7%	11%	7%	9%	7%	12%	4%	-	11%	12%	13%	4%	14%	12%	16%	9%	10%	10%	9%	10%	10%	11%
No	663	261	380	365	298	314	349	50	298	378	214	1	301	83	39	11	22	362	16	518	118	106	476	77	439	144
	41%	47%	37%	34%	53%	33%	52%	47%	53%	34%	53%	37%	36%	31%	32%	60%	53%	34%	39%	40%	46%	35%	45%	31%	38%	49%
Yes (NET)	955	298	639	693	262	637	318	56	262	738	193	1	525	182	84	7	19	713	25	781	138	199	586	170	708	150
	59%	53%	63%	66%	47%	67%	48%	53%	47%	66%	47%	63%	64%	69%	68%	40%	47%	66%	61%	60%	54%	65%	55%	69%	62%	51%

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



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Table 243
GD0380 - Have you seen advertised or been offered any of the following cosmetic treatments at your dental practice? Tooth whitening

BASE: All Respondents

		Complained about a dental professional		Focus of regulator for dental professionals			Confidence of how dental care is delivered in the UK		Confidence in dental professional		Opinion about dentists' use of title Doctor when they do not also hold another general medical qualification or a PhD		Awareness of Dental Complaints Service			Contacted a person or organisation for support making any type of complaint		Contacted a person or organisation for support making a complaint about dental care or treatment		Would find it helpful to use a support service to deal with something that went seriously wrong during visit to dental professional			Seen advertised or been offered cosmetic treatments at dental practice		Received cosmetic treatments at dental practice	
	TOTAL (z)	Yes (a)	No (b)	Mainly on preventing bad practice (c)	Equally on both (d)	Mainly on taking action against serious complaints (e)	Confident (f)	Not confident (g)	Yes (h)	No (i)	Should be able to use (j)	Should not be able to use (k)	Aware (l)	Unaware (m)	Unsure (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)	DK (u)	Yes (v)	No (w)	Yes (x)	No (y)
Unweighted Base	1674	94	1492	441	1081	152	1328	286	1555	106	393	881	184	1246	236	405	1247	15	1659	1393	252	29	1007	667	118	1556
Weighted Base	1618	93*	1431	441	1018	159	1284	278	1498	105*	403	822	171	1218	222	389	1211	15**	1603	1360	230	29**	979	639	120*	1498
Yes, seen advertised	859	53	782	215	568	76	694	144	818	39	196	482	93	657	107	222	627	7	852	748	100	10	859	-	75	783
	53%	57%	55%	49%	56%	48%	54%	52%	55%	37%	49%	59%	54%	54%	48%	57%	52%	46%	53%	55%	44%	36%	88%	-	63%	52%
	z				zc				zi		zj									zt			zw			
Yes, been offered	152	12	140	27	105	20	126	23	148	4	38	88	19	101	31	43	108	2	150	136	15	*	152	-	45	107
	9%	13%	10%	6%	10%	12%	10%	8%	10%	4%	10%	11%	11%	8%	14%	11%	9%	12%	9%	10%	7%	2%	16%	-	37%	7%
	cmwy				c	c			z						zm					zw			zy			
No	663	36	556	204	391	68	508	123	585	65	178	290	66	502	89	139	517	7	656	524	121	18	24	639	20	643
	41%	38%	39%	46%	38%	43%	40%	44%	39%	62%	44%	35%	39%	41%	40%	36%	43%	49%	41%	39%	53%	63%	2%	100%	17%	43%
	bdfhksovx			zd					zh		k				zo					zs			zv		zx	
Yes (NET)	955	58	874	237	627	91	777	155	912	40	225	532	105	716	133	250	695	8	947	835	109	11	955	-	100	855
	59%	62%	61%	54%	62%	57%	60%	56%	61%	38%	56%	65%	61%	59%	60%	64%	57%	51%	59%	61%	47%	37%	98%	-	83%	57%
	ciptwy		z		zc		z		zi		zj					zp				zt			zw		zy	

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



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Table 244

GD0380 - Have you seen advertised or been offered any of the following cosmetic treatments at your dental practice?

BASE: All Respondents

	Botox	Lip fillers	Cheek fillers	Tooth whitening
Unweighted Base	1674	1674	1674	1674
Weighted Base	1618	1618	1618	1618
Yes, seen advertised	236 15%	213 13%	145 9%	859 53%
Yes, been offered	18 1%	20 1%	25 2%	152 9%
No	1371 85%	1387 86%	1454 90%	663 41%
Yes (NET)	247 15%	231 14%	164 10%	955 59%

Table 245
GD039 - Have you received any of the following cosmetic treatments at your dental practice?

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)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (m)	SINGLE (n)	WID/ DIV/ SEP (o)
Unweighted Base	1674	826	844	209	224	225	237	254	525	416	571	341	346	933	459	276
Weighted Base	1618	791	823	228	267	250	265	244	365	420	523	289	387	913	462	237
Tooth whitening	109 7% h	44 6% h	64 8% h	23 10% gh	17 6% gh	26 10% zgh	22 8% h	10 4% h	11 3% h	40 9% zk	34 7% zk	13 5% zk	21 6% zk	58 6% zk	38 8% zk	12 5% zk
Cheek fillers	11 1% h	5 1% h	6 1% h	1 * h	4 1% h	3 1% h	1 1% h	1 * h	2 1% h	5 1% h	3 1% h	1 * h	2 1% h	9 1% h	1 * h	1 * h
Lip fillers	8 * h	- - h	8 1% h	* * h	- - h	2 1% h	3 1% h	2 1% h	1 * h	4 1% h	4 1% h	* * h	- - h	8 1% h	* * h	- - h
Botox	8 * h	1 * h	7 1% h	* * h	- - h	2 1% h	3 1% h	1 * h	2 1% h	4 1% h	2 * h	- - h	1 * h	7 1% h	- - h	1 * h
None of these	1498 93% i	740 94% i	754 92% i	204 90% i	247 92% i	222 89% i	243 92% i	231 95% e	351 96% zcef	377 90% i	485 93% i	274 95% i	363 94% i	846 93% i	422 91% i	225 95% i
Yes (NET)	120 7% h	50 6% h	69 8% h	24 10% h	20 8% h	27 11% gh	22 8% h	13 5% h	14 4% h	43 10% zk	38 7% zk	15 5% zk	24 6% zk	68 7% zk	40 9% zk	13 5% zk

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

Table 246
GD039 - Have you received any of the following cosmetic treatments at your dental practice?

BASE: All Respondents

	WORKING STATUS			OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULLTIME (c)	PARTTIME (d)	SELFEMPL OYE D (e)	HOUSE WIFE (f)	STILL IN EDUCATIO N (g)	UNEMPLO YED (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	1674	796	878	529	177	90	79	121	40	541	97	414	1260	141	99	148	213	1260
Weighted Base	1618	928	690	638	186	104*	75*	111*	38*	378	89*	455	1163	151	107*	170	236	1163
Tooth whitening	109 7% i	64 7% i	45 6% i	45 7% i	9 5% i	10 10% i	11 14% zcdhij	17 15% zcdhij	- - -	14 4% -	3 3% -	36 8% zq	73 6% zq	18 12% zq	12 11% zq	11 7% zq	17 7% zq	73 6% zq
Cheek fillers	11 1% i	8 1% i	3 1% i	5 1% i	1 1% i	2 2% i	- - i	1 1% i	- - i	2 1% i	1 1% i	4 1% i	8 1% i	2 1% i	- - i	- - i	3 1% i	8 1% i
Lip fillers	8 *b i	7 1% i	1 * i	4 1% i	1 1% i	2 2% i	- - i	- - i	- - i	1 * i	- - i	3 1% i	5 * i	- - i	* * i	* * i	3 1% i	5 * i
Botox	8 * i	5 1% i	2 * i	2 * i	2 1% i	2 2% i	- - i	- - i	- - i	2 * i	1 1% i	4 1% i	4 * i	1 * i	- - i	- - i	4 2% i	4 * i
None of these	1498 93% fgm	856 92% fgm	642 93% fgm	586 92% g	177 95% fg	93 90% fg	65 86% fg	94 85% fg	38 100% fg	360 95% zcefg	85 96% fg	416 92% fg	1081 93% fg	130 86% fg	96 89% fg	159 93% m	218 92% m	1081 93% m
Yes (NET)	120 7% i	71 8% i	49 7% i	51 8% i	9 5% i	11 10% i	11 14% zdhij	17 15% zcdhij	- - i	17 5% i	4 4% i	38 8% i	82 7% i	21 14% zoq	12 11% zoq	11 7% zoq	18 8% zoq	82 7% zoq

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 247
GD039 - Have you received any of the following cosmetic treatments at your dental practice?

BASE: All Respondents

	TOTAL (z)	REGION													ETHNICITY		ETHNICITY				DISABILITY	
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	BAME (o)	White (p)	Asian/ Asian British (q)	Black/ Black British (r)	Mixed /Other (s)	YES (t)	NO (u)
Unweighted Base	1674	102	129	142	256	73	173	136	178	115	104	123	143	1332	1424	246	1424	146	54	46	204	1425
Weighted Base	1618	46	117	151	214	67*	177	135	221	138*	77*	141*	133	1360	1412	202	1412	113*	45*	44*	169	1411
Tooth whitening	109 7% finp	3 7% fi	3 3% bfi	14 9% zbfhijk	30 14% fi	5 8% fi	3 2% bfi	14 11% bfi	11 5% i	- - i	4 5% i	8 6% i	12 9% bfi	87 6% fi	86 6% zn	23 11% zn	86 6% zn	14 13% zp	6 13% zp	3 6% -	9 5% -	98 7% -
Cheek fillers	11 1%	- -	- -	1 1% 1%	1 * -	- - -	- - -	- - -	6 3% zm	- - -	1 2% -	1 * -	1 1% -	10 1% 1%	10 1% 1%	1 1% 1%	10 1% 1%	1 1% 1%	1 2% -	- - -	2 1% -	9 1% 1%
Lip fillers	8 *	- -	- -	1 1% 1%	* * -	- - -	- - -	- - -	3 1% -	2 2% -	- - -	- - -	2 1% -	8 1% 1%	6 * 1%	2 1% 1%	6 * 1%	- - -	* * -	2 5% zpq	2 1% -	6 * -
Botox	8 *	- -	- -	1 1% 1%	1 * -	- - -	1 * -	- - -	3 1% -	- - -	- - -	- - -	2 2% -	8 1% 1%	8 1% 1%	* * -	8 1% 1%	- - -	* * -	- - -	1 1% -	7 * -
None of these	1498 93% doq	43 93% zcdglm	114 97% zcdglm	137 91% bfi	183 85% zbfhikm	61 92% fi	173 98% fi	121 89% bfi	205 93% bfi	136 98% bfi	72 93% bfi	132 94% bfi	121 90% bfi	1262 93% bfi	1318 93% zo	176 87% zn	1318 93% zq	98 87% zp	38 85% zp	39 89% -	155 92% -	1306 93% -
Yes (NET)	120 7% bfip	3 7% fi	3 3% bfi	14 9% bfi	31 15% zbfhikm	5 8% fi	4 2% bfi	14 11% bfi	16 7% bfi	2 2% bfi	5 7% bfi	9 6% bfi	13 10% bfi	97 7% bfi	94 7% zn	26 13% zn	94 7% zn	15 13% zp	7 15% zp	5 11% -	13 8% -	104 7% -

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

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Table 248
GD039 - Have you received any of the following cosmetic treatments at your dental practice?

BASE: All Respondents

	Importance of title Doctor			When last visited a dental professional		When did you last go to the dentist		When did you last see a dental professional other than a dentist		Frequency visit a dental professional			Type of dental treatment received					Satisfaction with dental care or treatment		Confidence in healthcare regulation		Awareness of General Dental Council			Confidence in dental regulation	
	TOTAL (z)	Important (a)	Not important (b)	Patients (last 12 mths) (c)	Public (less often) (d)	Patients (last 12 mths) (e)	Public (less often) (f)	Patients (last 12 mths) (g)	Public (less often) (h)	Once a year or more often (i)	Less often (j)	Don't know (k)	NHS (l)	Private (m)	Mixture (n)	Unsure (o)	Abroad (p)	Satisfied (q)	Dissatisfied (r)	Confident (s)	Not confident (t)	Aware (u)	Unaware (v)	Unsure (w)	Confident (x)	Not confident (y)
Unweighted Base	1674	585	1049	1111	563	1001	673	110	563	1162	422	3	879	261	131	18	43	1119	43	1337	274	317	1082	270	1186	313
Weighted Base	1618	560	1019	1058	560	951	667	107*	560	1116	407	2**	825	265	124	18**	42**	1075	40*	1299	257	304	1063	247	1147	293
Tooth whitening	109	49	59	85	24	74	35	11	24	89	18	-	56	22	17	-	4	86	3	90	18	27	65	16	85	20
	7% dh	9% zb	6% zb	8% zd	4% zb	8% zb	5% zb	10% h	4% zb	8% zj	5% zb	-	7% zj	8% zj	13% zj	-	11% zj	8% z	8% z	7% z	7% z	9% v	6% v	6% v	7% v	7% v
Cheek fillers	11	7	4	6	5	6	5	-	5	5	4	-	3	1	1	-	-	5	-	9	2	5	3	4	7	4
	1% iv	1% iv	* iv	1% iv	1% iv	1% iv	1% iv	-	1% iv	* iv	1% iv	-	* iv	* iv	1% iv	-	-	* iv	-	1% iv	1% iv	2% v	* v	1% v	1% v	1% v
Lip fillers	8	4	4	4	4	4	4	-	4	4	2	-	2	1	1	-	-	4	-	7	1	4	2	2	8	*
	*v	1% iv	* iv	* iv	1% iv	* iv	1% iv	-	1% iv	* iv	* iv	-	* iv	* iv	1% iv	-	-	* iv	-	1% iv	* iv	1% v	* v	1% v	1% v	* v
Botox	8	2	5	5	3	5	3	-	3	5	3	-	3	1	1	-	-	5	-	6	2	5	2	1	7	-
	*v	* iv	* iv	* iv	1% iv	1% iv	* iv	-	1% iv	* iv	1% iv	-	* iv	* iv	1% iv	-	-	* iv	-	* iv	1% iv	2% zv	* zv	* zv	* zv	-
None of these	1498	502	958	969	528	874	624	96	528	1024	384	2	767	241	107	18	37	987	37	1200	236	273	996	225	1056	270
	93% an	90% za	94% za	92% za	94% za	92% za	94% za	90% n	94% n	92% n	94% n	100% n	93% n	91% n	87% n	100% n	89% n	92% n	92% n	92% n	92% n	90% zu	94% zu	91% zu	92% zu	92% zu
Yes (NET)	120	57	61	88	32	77	43	11	32	92	23	-	58	23	17	-	4	88	3	99	21	31	67	22	92	23
	7% bv	10% zb	6% zb	8% zb	6% zb	8% zb	6% zb	10% zb	6% zb	8% zb	6% zb	-	7% zb	9% zb	13% zb	-	11% zb	8% zb	8% zb	8% zb	8% zb	10% v	6% v	9% v	8% v	8% v

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

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Table 249
GD039 - Have you received any of the following cosmetic treatments at your dental practice?

BASE: All Respondents

	Complained about a dental professional			Focus of regulator for dental professionals			Confidence of how dental care is delivered in the UK		Confidence in dental professional		Opinion about dentists' use of title Doctor when they do not also hold another general medical qualification or a PhD		Awareness of Dental Complaints Service			Contacted a person or organisation for support making any type of complaint		Contacted a person or organisation for support making a complaint about dental care or treatment		Would find it helpful to use a support service to deal with something that went seriously wrong during visit to dental professional			Seen advertised or been offered cosmetic treatments at dental practice		Received cosmetic treatments at dental practice	
	TOTAL (z)	Yes (a)	No (b)	Mainly on preventing bad practice (c)	Equally on both (d)	Mainly on taking action against serious complaints (e)	Confident (f)	Not confident (g)	Yes (h)	No (i)	Should be able to use (j)	Should not be able to use (k)	Aware (l)	Unaware (m)	Unsure (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)	DK (u)	Yes (v)	No (w)	Yes (x)	No (y)
Unweighted Base	1674	94	1492	441	1081	152	1328	286	1555	106	393	881	184	1246	236	405	1247	15	1659	1393	252	29	1007	667	118	1556
Weighted Base	1618	93*	1431	441	1018	159	1284	278	1498	105*	403	822	171	1218	222	389	1211	15**	1603	1360	230	29**	979	639	120*	1498
Tooth whitening	109	8	100	32	63	14	89	18	107	1	31	58	16	73	18	31	77	1	108	98	10	*	95	13	109	-
	7%	8%	7%	7%	6%	9%	7%	7%	7%	1%	8%	7%	10%	6%	8%	8%	6%	7%	7%	7%	4%	1%	10%	2%	90%	-
	iwv								zi														zw		zy	
Cheek fillers	11	-	9	4	5	3	4	8	8	3	5	5	3	5	3	3	8	1	11	6	6	-	11	-	11	-
	1%	-	1%	1%	1%	2%	*	3%	1%	3%	1%	1%	2%	*	1%	1%	1%	6%	1%	*	2%	-	1%	-	9%	-
	fhmrsy							zf		zh			m							zs			zw		zy	
Lip fillers	8	-	6	2	6	-	4	4	8	-	4	4	6	2	-	2	6	-	8	8	*	-	6	2	8	-
	*fmy	-	*	*	1%	-	*	1%	1%	-	1%	1%	4%	*	-	*	1%	-	1%	1%	*	-	1%	*	7%	-
								zf					zmn												zy	
Botox	8	1	6	3	4	1	3	5	8	-	2	5	5	2	-	3	4	-	8	8	-	-	8	-	8	-
	*fmy	2%	*	1%	*	*	*	2%	1%	-	1%	1%	3%	*	-	1%	*	-	*	1%	-	-	1%	-	7%	-
								zf					zmn										w		zy	
None of these	1498	85	1325	407	949	142	1191	252	1382	101	366	761	151	1140	201	354	1128	13	1485	1255	214	28	874	624	-	1498
	93%	91%	93%	92%	93%	89%	93%	91%	92%	96%	91%	93%	88%	94%	90%	91%	93%	88%	93%	92%	93%	99%	89%	98%	-	100%
	lvx												zi										zv		zx	
Yes (NET)	120	9	105	34	69	17	94	25	116	5	37	62	21	78	21	35	84	2	118	104	16	*	105	15	120	-
	7%	9%	7%	8%	7%	11%	7%	9%	8%	4%	9%	7%	12%	6%	10%	9%	7%	12%	7%	8%	7%	1%	11%	2%	100%	-
	mwv												zm										zw		zy	

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

Table 250
GD0400 - If you were considering having Botox injections for cosmetic reasons, how confident, if at all, would you be for people in the following jobs to administer the injections? Dentist

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)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (m)	SINGLE (n)	WID/ DIV/ SEP (o)
Unweighted Base	1674	826	844	209	224	225	237	254	525	416	571	341	346	933	459	276
Weighted Base	1618	791	823	228	267	250	265	244	365	420	523	289	387	913	462	237
Very confident	176 11%	98 12%	77 9%	29 13%	32 12%	27 11%	24 9%	30 12%	34 9%	48 11%	54 10%	40 14%	34 9%	101 11%	50 11%	24 10%
Fairly confident	358 22% ho	178 22%	181 22%	60 26% h	62 23% h	69 28% h	64 24% h	52 21% h	53 14%	107 26%	104 20%	57 20%	90 23%	194 21%	126 27% zmo	39 16%
Not very confident	277 17% ho	124 16%	152 18%	48 21% h	43 16% h	52 21% h	43 16% h	39 16% h	52 14%	66 16%	98 19%	50 17%	63 16%	160 18% o	90 20% o	26 11%
Not at all confident	451 28% e	201 25%	250 30% za	56 25% e	65 24% e	52 21% e	86 33% e	69 28% e	123 34% zcde	124 30%	150 29%	76 27%	100 26%	254 28%	119 26%	77 32%
I have never heard of this type of person or job	50 3%	21 3%	28 3%	7 3%	14 5% e	4 1%	7 3%	6 2%	13 4%	8 2%	13 3%	10 3%	19 5% i	29 3%	10 2%	11 4%
Don't know	306 19% bcn	169 21% zb	135 16%	28 12%	51 19%	45 18%	41 15%	49 20% c	92 25% zcf	66 16%	104 20%	55 19%	80 21%	176 19%	66 14%	62 26% zmn
Confident (NET)	534 33% ho	276 35%	258 31%	88 39% h	94 35% h	96 38% h	88 33% h	81 33% h	86 24%	155 37% j	158 30%	97 34%	124 32%	295 32%	176 38% zo	62 26%
Not confident (NET)	728 45% a	325 41%	402 49% za	104 46%	107 40%	105 42%	129 49%	108 44%	174 48%	191 45%	248 47%	126 44%	163 42%	413 45%	210 45%	103 43%
NET Confident	-194 -12%	-49 -6%	-145 -18%	-16 -7%	-13 -5%	-9 -4%	-41 -16%	-27 -11%	-88 -24%	-36 -9%	-90 -17%	-29 -10%	-39 -10%	-119 -13%	-34 -7%	-40 -17%

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

Table 251

GD0400 - If you were considering having Botox injections for cosmetic reasons, how confident, if at all, would you be for people in the following jobs to administer the injections? Dentist

BASE: All Respondents

	WORKING STATUS			OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULLTIME (c)	PARTTIME (d)	SELFEMPL OYE D (e)	HOUSE WIFE (f)	STILL IN EDUCATIO N (g)	UNEMPLO YED (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	1674	796	878	529	177	90	79	121	40	541	97	414	1260	141	99	148	213	1260
Weighted Base	1618	928	690	638	186	104*	75*	111*	38*	378	89*	455	1163	151	107*	170	236	1163
Very confident	176 11% i	106 11% i	70 10% i	73 12% i	24 13% i	8 8% i	9 12% i	15 13% i	6 17% i	32 9% i	8 9% i	50 11% i	126 11% i	20 14% i	12 11% i	13 8% i	24 10% i	126 11% i
Fairly confident	358 22% i	210 23% i	149 22% i	143 22% i	41 22% i	26 25% i	19 25% i	26 24% i	15 39% i	60 16% i	29 33% i	113 25% i	245 21% i	35 23% i	29 27% i	50 29% i	58 24% i	245 21% i
Not very confident	277 17% bi	177 19% b	100 15% i	110 17% i	40 22% i	26 25% fi	8 10% fi	25 23% i	5 13% i	48 13% i	14 16% i	82 18% i	195 17% i	30 20% n	10 9% n	31 18% n	43 18% n	195 17% n
Not at all confident	451 28% h	252 27% h	198 29% h	183 29% h	44 24% h	25 24% h	19 26% h	34 31% h	5 13% h	122 32% zhj	18 20% h	113 25% h	338 29% h	31 20% m	34 31% m	37 22% m	63 27% m	338 29% m
I have never heard of this type of person or job	50 3% ag	28 3% ag	22 3% za	20 3% i	7 4% i	2 2% i	2 3% i	1 1% i	1 1% i	14 4% i	3 4% i	19 4% i	32 3% i	8 5% q	7 7% q	9 5% q	9 4% q	32 3% q
Don't know	306 19% ag	155 17% ag	151 22% za	108 17% i	30 16% i	17 16% i	18 24% g	10 9% i	6 16% i	101 27% zcdg	16 18% i	79 17% i	227 20% i	27 18% i	15 14% i	30 18% i	40 17% i	227 20% i
Confident (NET)	534 33% i	316 34% i	219 32% i	217 34% i	65 35% i	34 33% i	28 37% i	41 37% i	21 56% i	92 24% i	37 42% i	163 36% i	371 32% i	56 37% i	41 38% i	63 37% i	82 35% i	371 32% i
Not confident (NET)	728 45% h	429 46% h	299 43% h	293 46% h	84 45% h	51 49% h	27 36% h	59 53% fhj	10 26% h	170 45% h	32 36% h	195 43% h	533 46% h	60 40% h	43 40% h	68 40% h	106 45% h	533 46% h
NET Confident	-194 -12% fj	-114 -12% fj	-80 -12% fj	-77 -12% fj	-20 -11% fj	-17 -17% fj	* 1% fj	-19 -17% fj	11 31% fj	-78 -21% fj	5 5% fj	-32 -7% fj	-162 -14% fj	-5 -3% fj	-2 -2% fj	-5 -3% fj	-24 -10% fj	-162 -14% fj

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 252

GD0400 - If you were considering having Botox injections for cosmetic reasons, how confident, if at all, would you be for people in the following jobs to administer the injections? Dentist

BASE: All Respondents

	TOTAL (z)	REGION													ETHNICITY		ETHNICITY					DISABILITY	
		NORTHERN N IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	BAME (o)	White (p)	Asian/ British (q)	Black/ Black British (r)	Mixed /Other (s)	YES (t)	NO (u)	
Unweighted Base	1674	102	129	142	256	73	173	136	178	115	104	123	143	1332	1424	246	1424	146	54	46	204	1425	
Weighted Base	1618	46	117	151	214	67*	177	135	221	138*	77*	141*	133	1360	1412	202	1412	113*	45*	44*	169	1411	
Very confident	176	4	11	19	38	3	17	11	43	3	4	18	5	157	144	30	144	24	2	4	14	154	
	11%	8%	9%	13%	18%	4%	9%	8%	19%	2%	5%	13%	3%	12%	10%	15%	10%	21%	5%	9%	8%	11%	
Fairly confident	358	10	22	29	55	17	42	22	54	16	23	31	36	303	316	41	316	25	10	6	34	321	
	22%	22%	19%	19%	26%	26%	24%	16%	24%	12%	30%	22%	27%	22%	22%	20%	22%	22%	22%	13%	20%	23%	
Not very confident	277	9	17	35	27	13	31	22	27	31	14	23	28	232	249	27	249	7	7	12	32	240	
	17%	21%	15%	23%	13%	20%	17%	16%	12%	22%	18%	16%	21%	17%	18%	13%	18%	7%	15%	28%	19%	17%	
Not at all confident	451	15	43	38	53	21	40	47	34	53	22	41	44	367	393	58	393	23	19	16	54	391	
	28%	32%	36%	25%	25%	32%	23%	35%	16%	38%	28%	29%	33%	27%	28%	29%	28%	21%	42%	36%	32%	28%	
I have never heard of this type of person or job	50	2	4	7	10	3	5	5	8	3	*	1	2	43	40	9	40	7	1	1	6	43	
	3%	5%	4%	5%	5%	4%	3%	3%	4%	2%	1%	1%	1%	3%	3%	4%	3%	6%	2%	3%	3%	3%	
Don't know	306	6	20	22	30	10	42	28	55	32	13	27	20	258	269	37	269	25	6	5	30	261	
	19%	13%	17%	15%	14%	14%	24%	21%	25%	23%	18%	19%	15%	19%	19%	18%	19%	23%	14%	11%	18%	19%	
Confident (NET)	534	14	33	49	93	20	59	34	97	19	27	49	41	460	461	71	461	49	12	10	48	475	
	33%	29%	28%	32%	44%	30%	33%	25%	44%	14%	36%	35%	31%	34%	33%	35%	33%	44%	27%	22%	28%	34%	
Not confident (NET)	728	24	60	73	80	35	71	69	61	83	36	64	71	599	642	85	642	31	26	28	86	632	
	45%	53%	51%	49%	38%	52%	40%	51%	28%	60%	46%	45%	53%	44%	45%	42%	45%	27%	57%	65%	51%	45%	
NET Confident	-194	-11	-27	-25	13	-15	-12	-35	35	-64	-8	-15	-30	-139	-181	-14	-181	19	-13	-19	-38	-156	
	-12%	-24%	-23%	-17%	6%	-22%	-7%	-26%	16%	-46%	-11%	-10%	-23%	-10%	-13%	-7%	-13%	17%	-30%	-43%	-22%	-11%	

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

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Table 253
GD0400 - If you were considering having Botox injections for cosmetic reasons, how confident, if at all, would you be for people in the following jobs to administer the injections? Dentist

BASE: All Respondents

	TOTAL (z)	Importance of title Doctor		When last visited a dental professional		When did you last go to the dentist		When did you last see a dental professional other than a dentist		Frequency visit a dental professional			Type of dental treatment received					Satisfaction with dental care or treatment		Confidence in healthcare regulation		Awareness of General Dental Council			Confidence in dental regulation	
		Important (a)	Not important (b)	Patients (last 12 mths) (c)	Public (less often) (d)	Patients (last 12 mths) (e)	Public (less often) (f)	Patients (last 12 mths) (g)	Public (less often) (h)	Once a year or more often (i)	Less often (j)	Don't know (k)	NHS (l)	Private (m)	Mixture (n)	Unsure (o)	Abroad (p)	Satisfied (q)	Dissatisfied (r)	Confident (s)	Not confident (t)	Aware (u)	Unaware (v)	Unsure (w)	Confident (x)	Not confident (y)
Unweighted Base	1674	585	1049	1111	563	1001	673	110	563	1162	422	3	879	261	131	18	43	1119	43	1337	274	317	1082	270	1186	313
Weighted Base	1618	560	1019	1058	560	951	667	107*	560	1116	407	2**	825	265	124	18**	42**	1075	40*	1299	257	304	1063	247	1147	293
Very confident	176	74	102	106	70	93	83	13	70	112	55	-	78	32	11	4	7	109	3	148	23	41	113	22	131	23
	11%	13%	10%	10%	13%	10%	12%	12%	13%	10%	14%	-	10%	12%	9%	24%	16%	10%	7%	11%	9%	13%	11%	9%	11%	8%
Fairly confident	358	125	231	239	119	211	147	28	119	257	88	1	193	65	28	1	7	252	5	298	51	70	235	54	282	57
	22%	22%	23%	23%	21%	22%	22%	26%	21%	23%	22%	63%	23%	24%	23%	7%	17%	23%	12%	23%	20%	23%	22%	22%	25%	19%
Not very confident	277	89	180	197	80	183	94	14	80	207	63	-	155	47	26	1	2	196	11	231	38	48	179	51	208	43
	17%	16%	18%	19%	14%	19%	14%	14%	14%	19%	15%	-	19%	18%	21%	3%	5%	18%	27%	18%	15%	16%	17%	20%	18%	15%
Not at all confident	451	153	286	306	145	280	171	26	145	329	109	*	240	76	31	2	20	314	15	360	73	87	293	70	306	80
	28%	27%	28%	29%	26%	29%	26%	24%	26%	29%	27%	24%	29%	29%	25%	12%	49%	29%	37%	28%	29%	28%	28%	28%	27%	27%
I have never heard of this type of person or job	50	27	23	26	24	18	32	8	24	30	12	-	22	9	2	2	-	29	1	38	11	4	38	8	36	13
	3%	5%	2%	2%	4%	2%	5%	8%	4%	3%	3%	-	3%	3%	2%	11%	-	3%	3%	3%	4%	1%	4%	3%	3%	4%
Don't know	306	91	197	184	122	166	139	17	122	180	80	*	138	36	25	8	6	175	6	223	60	56	205	43	185	77
	19%	16%	19%	17%	22%	17%	21%	16%	22%	16%	20%	13%	17%	14%	20%	43%	14%	16%	14%	17%	23%	18%	19%	17%	16%	26%
Confident (NET)	534	199	332	345	190	304	230	41	190	368	143	1	271	96	39	6	13	361	8	447	74	110	348	76	412	80
	33%	36%	33%	33%	34%	32%	35%	38%	34%	33%	35%	63%	33%	36%	32%	31%	32%	34%	19%	34%	29%	36%	33%	31%	36%	27%
Not confident (NET)	728	243	466	503	225	463	265	40	225	536	172	*	394	124	57	3	23	510	26	590	111	134	471	121	514	123
	45%	43%	46%	48%	40%	49%	40%	38%	40%	48%	42%	24%	48%	47%	46%	15%	54%	47%	64%	45%	43%	44%	44%	49%	45%	42%
NET Confident	-194	-43	-134	-158	-35	-158	-35	*	-35	-168	-29	1	-123	-27	-18	3	-9	-150	-18	-144	-38	-24	-124	-45	-102	-43
	-12%	-8%	-13%	-15%	-6%	-17%	-5%	*	-6%	-15%	-7%	39%	-15%	-10%	-15%	16%	-22%	-14%	-45%	-11%	-15%	-8%	-12%	-18%	-9%	-15%

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

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Table 254
GD0400 - If you were considering having Botox injections for cosmetic reasons, how confident, if at all, would you be for people in the following jobs to administer the injections? Dentist

BASE: All Respondents

		Complained about a dental professional		Focus of regulator for dental professionals			Confidence of how dental care is delivered in the UK		Confidence in dental professional		Opinion about dentists' use of title Doctor when they do not also hold another general medical qualification or a PhD		Awareness of Dental Complaints Service			Contacted a person or organisation for support making any type of complaint		Contacted a person or organisation for support making a complaint about dental care or treatment		Would find it helpful to use a support service to deal with something that went seriously wrong during visit to dental professional			Seen advertised or been offered cosmetic treatments at dental practice		Received cosmetic treatments at dental practice	
	TOTAL (z)	Yes (a)	No (b)	Mainly on preventing bad practice (c)	Equally on both (d)	Mainly on taking action against serious complaints (e)	Confident (f)	Not confident (g)	Yes (h)	No (i)	Should be able to use (j)	Should not be able to use (k)	Aware (l)	Unaware (m)	Unsure (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)	DK (u)	Yes (v)	No (w)	Yes (x)	No (y)
Unweighted Base	1674	94	1492	441	1081	152	1328	286	1555	106	393	881	184	1246	236	405	1247	15	1659	1393	252	29	1007	667	118	1556
Weighted Base	1618	93*	1431	441	1018	159	1284	278	1498	105*	403	822	171	1218	222	389	1211	15**	1603	1360	230	29**	979	639	120*	1498
Very confident	176	8	159	54	105	17	148	23	165	10	60	82	20	134	21	35	140	2	174	148	26	1	127	49	22	153
	11%	8%	11%	12%	10%	10%	12%	8%	11%	10%	15%	10%	12%	11%	10%	9%	12%	13%	11%	11%	12%	4%	13%	8%	19%	10%
	wy										zk											zw				
Fairly confident	358	28	318	104	225	29	299	54	345	12	93	181	36	263	59	96	260	1	357	328	27	3	245	113	35	323
	22%	30%	22%	24%	22%	18%	23%	19%	23%	11%	23%	22%	21%	22%	27%	25%	21%	7%	22%	24%	12%	11%	25%	18%	29%	22%
	itw								zi											zl			zw			
Not very confident	277	14	256	82	173	22	234	39	265	12	55	165	31	210	36	70	204	1	276	245	29	2	199	78	19	258
	17%	16%	18%	19%	17%	14%	18%	14%	18%	11%	14%	20%	18%	17%	16%	18%	17%	8%	17%	18%	13%	8%	20%	12%	16%	17%
	w						z		z		z									z			zw			
Not at all confident	451	28	410	94	317	40	350	84	424	26	94	252	56	334	60	105	343	5	446	381	66	4	270	181	24	426
	28%	30%	29%	21%	31%	25%	27%	30%	28%	24%	23%	31%	32%	27%	27%	27%	28%	34%	28%	28%	29%	14%	28%	28%	20%	28%
	ci					zc					zi															
I have never heard of this type of person or job	50	1	42	21	22	7	38	11	44	7	18	19	6	37	7	14	36	4	46	41	9	1	19	31	4	46
	3%	1%	3%	5%	2%	5%	3%	4%	3%	6%	5%	2%	3%	3%	3%	4%	3%	29%	3%	3%	4%	2%	2%	5%	3%	3%
	drv																									
Don't know	306	14	246	86	176	44	216	68	254	39	82	123	23	239	39	69	228	1	304	216	73	17	118	188	15	290
	19%	15%	17%	19%	17%	27%	17%	24%	17%	37%	20%	15%	13%	20%	17%	18%	19%	9%	19%	16%	32%	60%	12%	29%	13%	19%
	bdfnksv					zd			zh		k									zs			zv			
Confident (NET)	534	36	477	159	330	46	446	77	511	22	153	263	56	398	80	131	400	3	531	476	53	4	372	162	58	476
	33%	38%	33%	36%	32%	29%	35%	28%	34%	21%	38%	32%	33%	33%	36%	34%	33%	20%	33%	35%	23%	16%	38%	25%	48%	32%
	itwy					zg			zi		z									zl			zw			
Not confident (NET)	728	43	666	176	490	62	584	122	689	38	149	417	86	545	97	175	548	6	722	626	95	6	469	258	43	685
	45%	46%	47%	40%	48%	39%	45%	44%	46%	36%	37%	51%	50%	45%	43%	45%	45%	42%	45%	46%	41%	22%	48%	40%	36%	46%
	cjw					zc			z		zi															
NET Confident	-194	-7	-189	-17	-160	-17	-138	-46	-179	-16	4	-153	-30	-147	-16	-44	-148	-3	-190	-150	-42	-2	-97	-96	15	-208
	-12%	-7%	-13%	-4%	-16%	-11%	-11%	-16%	-12%	-15%	1%	-19%	-17%	-12%	-7%	-11%	-12%	-23%	-12%	-11%	-18%	-7%	-10%	-15%	12%	-14%

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

Table 255
GD0400 - If you were considering having Botox injections for cosmetic reasons, how confident, if at all, would you be for people in the following jobs to administer the injections? Another type of dental professional

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)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (m)	SINGLE (n)	WID/ DIV/ SEP (o)
Unweighted Base	1674	826	844	209	224	225	237	254	525	416	571	341	346	933	459	276
Weighted Base	1618	791	823	228	267	250	265	244	365	420	523	289	387	913	462	237
Very confident	77 5%	49 6%	29 3%	17 8%	22 8%	10 4%	11 4%	6 3%	12 3%	24 6%	21 4%	13 5%	19 5%	48 5%	20 4%	8 3%
	bh	zb		gh	zgh											
Fairly confident	309 19%	167 21%	142 17%	56 25%	59 22%	60 24%	50 19%	48 20%	35 10%	79 19%	85 16%	62 21%	83 21%	156 17%	118 25%	35 15%
	hm			h	h	h	h	h							zmo	
Not very confident	320 20%	142 18%	178 22%	56 25%	47 18%	54 21%	53 20%	49 20%	62 17%	84 20%	114 22%	56 19%	67 17%	185 20%	100 22%	34 14%
	o			h											o	
Not at all confident	520 32%	220 28%	297 36%	58 25%	82 31%	70 28%	91 34%	83 34%	137 38%	155 37%	175 33%	83 29%	107 28%	306 34%	137 30%	77 33%
	a		za						zce	zkl						
I have never heard of this type of person or job	76 5%	39 5%	37 4%	10 4%	12 5%	11 4%	15 6%	6 2%	22 6%	13 3%	17 3%	21 7%	25 6%	46 5%	12 3%	16 7%
	n								g			zij				n
Don't know	316 20%	175 22%	140 17%	30 13%	46 17%	45 18%	45 17%	52 22%	98 27%	66 16%	111 21%	54 19%	86 22%	172 19%	75 16%	66 28%
	bci	zb					c	zcdef			i		i			zmn
Confident (NET)	386 24%	215 27%	170 21%	74 32%	81 30%	70 28%	61 23%	54 22%	47 13%	102 24%	106 20%	75 26%	102 26%	204 22%	137 30%	43 18%
	bhjo	zb		zgh	zh	h	h	h							zmo	
Not confident (NET)	840 52%	362 46%	476 58%	114 50%	129 48%	124 50%	143 54%	132 54%	199 54%	239 57%	289 55%	139 48%	174 45%	491 54%	236 51%	112 47%
	al		za							zkl	l					
NET Confident	-454 -28%	-146 -19%	-305 -37%	-40 -18%	-48 -18%	-54 -22%	-83 -31%	-78 -32%	-152 -42%	-137 -33%	-183 -35%	-64 -22%	-71 -18%	-287 -31%	-99 -21%	-69 -29%

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

Table 256

GD0400 - If you were considering having Botox injections for cosmetic reasons, how confident, if at all, would you be for people in the following jobs to administer the injections? Another type of dental professional

BASE: All Respondents

	WORKING STATUS			OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULLTIME (c)	PARTTIME (d)	SELFEMPL OYE D (e)	HOUSE WIFE (f)	STILL IN EDUCATIO N (g)	UNEMPLO YED (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	1674	796	878	529	177	90	79	121	40	541	97	414	1260	141	99	148	213	1260
Weighted Base	1618	928	690	638	186	104*	75*	111*	38*	378	89*	455	1163	151	107*	170	236	1163
Very confident	77 5%	52 6%	25 4%	32 5%	13 7%	7 7%	3 3%	8 7%	1 2%	10 3%	4 5%	19 4%	58 5%	8 5%	4 4%	8 5%	8 3%	58 5%
Fairly confident	309 19% ilq	187 20%	122 18%	125 20%	41 22%	21 20%	18 24%	27 25%	19 50%	38 10%	19 22%	104 23%	204 18%	36 24%	25 23%	42 24%	53 23%	204 18%
Not very confident	320 20% bi zb	207 22%	114 16%	136 21%	44 23%	27 26%	10 14%	25 23%	5 13%	58 15%	14 16%	97 21%	223 19%	34 22%	20 19%	37 22%	53 22%	223 19%
Not at all confident	520 32% h	289 31%	231 33%	212 33%	50 27%	27 26%	25 33%	35 31%	5 12%	138 37%	29 33%	135 30%	385 33%	43 28%	40 37%	50 29%	70 30%	385 33%
I have never heard of this type of person or job	76 5%	42 5%	34 5%	31 5%	7 4%	4 4%	4 5%	2 1%	1 3%	25 7%	2 2%	25 6%	51 4%	8 5%	8 8%	10 6%	11 5%	51 4%
Don't know	316 20% acn	151 16%	165 24%	101 16%	31 17%	19 18%	16 21%	14 13%	7 19%	108 29%	20 22%	73 16%	243 21%	23 15%	10 9%	24 14%	40 17%	243 21%
Confident (NET)	386 24% bi	239 26%	147 21%	157 25%	54 29%	27 26%	21 27%	35 32%	20 52%	48 13%	23 26%	124 27%	262 23%	44 29%	29 27%	50 29%	61 26%	262 23%
Not confident (NET)	840 52% h	496 53%	345 50%	348 55%	94 51%	54 52%	35 47%	60 54%	10 25%	197 52%	43 49%	232 51%	608 52%	77 51%	60 56%	86 51%	123 52%	608 52%
NET Confident	-454 -28%	-257 -28%	-197 -29%	-190 -30%	-40 -22%	-27 -26%	-14 -19%	-24 -22%	10 27%	-148 -39%	-20 -23%	-109 -24%	-346 -30%	-33 -22%	-31 -29%	-36 -21%	-62 -26%	-346 -30%

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 257

GD0400 - If you were considering having Botox injections for cosmetic reasons, how confident, if at all, would you be for people in the following jobs to administer the injections? Another type of dental professional

BASE: All Respondents

	TOTAL (z)	REGION													ETHNICITY		ETHNICITY				DISABILITY	
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	BAME (o)	White (p)	Asian/ Asian British (q)	Black/ Black British (r)	Mixed /Other (s)	YES (t)	NO (u)
Unweighted Base	1674	102	129	142	256	73	173	136	178	115	104	123	143	1332	1424	246	1424	146	54	46	204	1425
Weighted Base	1618	46	117	151	214	67*	177	135	221	138*	77*	141*	133	1360	1412	202	1412	113*	45*	44*	169	1411
Very confident	77 5% Inp	1 2%	7 6%	5 3%	20 9%	1 1%	5 3%	4 3%	21 10%	2 1%	2 3%	9 7%	* *	71 5%	56 4%	20 10%	56 4%	19 17%	- -	1 3%	5 3%	67 5%
Fairly confident	309 19% b	7 16%	13 11%	29 19%	55 26%	14 21%	31 17%	20 15%	55 25%	18 13%	18 24%	22 15%	26 20%	263 19%	260 18%	47 24%	260 18%	26 23%	9 19%	13 31%	25 15%	280 20%
Not very confident	320 20% doq	12 26%	19 16%	42 28%	29 14%	10 15%	39 22%	32 23%	34 15%	23 17%	14 18%	30 22%	36 27%	262 19%	298 21%	22 11%	298 21%	11 9%	5 12%	6 14%	34 20%	281 20%
Not at all confident	520 32% h	17 37%	52 44%	43 29%	62 29%	32 48%	48 27%	45 33%	44 20%	56 40%	28 36%	46 32%	46 34%	430 32%	453 32%	66 32%	453 32%	26 23%	24 54%	15 35%	63 37%	451 32%
I have never heard of this type of person or job	76 5% b	2 4%	8 7%	7 5%	13 6%	3 5%	6 3%	3 2%	12 5%	10 7%	1 1%	5 4%	6 4%	70 5%	64 5%	12 6%	64 5%	9 8%	1 1%	2 5%	7 4%	66 5%
Don't know	316 20% h	7 15%	18 15%	24 16%	34 16%	7 10%	47 27%	32 23%	55 25%	30 22%	14 18%	29 21%	19 14%	264 19%	281 20%	35 17%	281 20%	23 20%	6 14%	6 13%	35 21%	265 19%
Confident (NET)	386 24% inp	8 18%	21 18%	34 22%	76 35%	14 22%	36 20%	24 17%	76 34%	20 14%	20 26%	31 22%	27 20%	334 25%	316 22%	67 33%	316 22%	44 39%	9 19%	15 33%	30 18%	347 25%
Not confident (NET)	840 52% dhoq	29 64%	71 60%	86 57%	91 43%	42 63%	87 49%	77 57%	79 36%	79 57%	42 55%	76 54%	82 61%	692 51%	751 53%	88 43%	751 53%	37 32%	30 66%	21 49%	96 57%	733 52%
NET Confident	-454 -28%	-21 -46%	-50 -43%	-52 -34%	-16 -7%	-28 -42%	-51 -29%	-53 -39%	-2 -1%	-59 -43%	-22 -28%	-45 -32%	-55 -41%	-358 -26%	-435 -31%	-20 -10%	-435 -31%	8 7%	-21 -47%	-7 -15%	-66 -39%	-386 -27%

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

Overlap formulae used. * small base

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Table 258
GD0400 - If you were considering having Botox injections for cosmetic reasons, how confident, if at all, would you be for people in the following jobs to administer the injections? Another type of dental professional

BASE: All Respondents

	TOTAL (z)	Importance of title Doctor		When last visited a dental professional		When did you last go to the dentist		When did you last see a dental professional other than a dentist		Frequency visit a dental professional			Type of dental treatment received					Satisfaction with dental care or treatment		Confidence in healthcare regulation		Awareness of General Dental Council			Confidence in dental regulation	
		Important (a)	Not important (b)	Patients (last 12 mths) (c)	Public (less often) (d)	Patients (last 12 mths) (e)	Public (less often) (f)	Patients (last 12 mths) (g)	Public (less often) (h)	Once a year or more often (i)	Less often (j)	Don't know (k)	NHS (l)	Private (m)	Mixture (n)	Unsure (o)	Abroad (p)	Satisfied (q)	Dissatisfied (r)	Confident (s)	Not confident (t)	Aware (u)	Unaware (v)	Unsure (w)	Confident (x)	Not confident (y)
Unweighted Base	1674	585	1049	1111	563	1001	673	110	563	1162	422	3	879	261	131	18	43	1119	43	1337	274	317	1082	270	1186	313
Weighted Base	1618	560	1019	1058	560	951	667	107*	560	1116	407	2**	825	265	124	18**	42**	1075	40*	1299	257	304	1063	247	1147	293
Very confident	77 5% bceilq	46 8% zb	31 3% zc	40 4% zc	37 7% zc	34 4% zc	44 7% ze	6 6% z	37 7% z	39 4% zi	31 8% zi	- - -	31 4% z	13 5% z	6 5% z	2 11% z	1 2% z	37 3% z	3 7% z	65 5% z	12 5% z	20 6% z	48 4% z	10 4% z	60 5% z	11 4% z
Fairly confident	309 19%	122 22%	186 18%	186 18%	122 22%	166 17%	143 21%	21 19%	122 22%	213 19%	82 20%	- -	155 19%	56 21%	18 14%	3 15%	10 24%	210 20%	3 8%	250 19%	48 19%	55 18%	208 20%	45 18%	229 20%	54 18%
Not very confident	320 20%	99 18%	213 21%	235 22%	85 15%	216 23%	105 16%	20 19%	85 15%	244 22%	65 16%	1 63%	181 22%	54 21%	33 26%	1 5%	5 12%	234 22%	10 24%	274 21%	42 16%	51 17%	213 20%	55 22%	248 22%	51 17%
Not at all confident	520 32%	168 30%	338 33%	373 35%	147 26%	340 36%	180 27%	33 31%	147 26%	391 35%	115 28%	* 24%	283 34%	90 34%	37 30%	2 10%	20 48%	374 35%	17 42%	418 32%	80 31%	109 36%	318 30%	92 37%	359 31%	85 29%
I have never heard of this type of person or job	76 5% ceilqu	29 5% zc	47 5% zc	36 3% zc	39 7% ze	29 3% ze	47 7% ze	8 7% z	39 7% z	41 4% z	23 6% z	* 13%	33 4% z	7 3% z	4 3% z	2 13% z	* 1%	40 4% z	1 3% z	60 5% z	16 6% z	7 2% z	59 6% u	10 4% z	51 4% z	19 7% z
Don't know	316 20%	96 17%	203 20%	187 18%	129 23%	167 18%	149 22%	20 18%	129 23%	187 17%	91 22%	- -	143 17%	43 16%	26 21%	9 47%	6 14%	180 17%	6 16%	232 18%	60 23%	62 20%	217 20%	35 14%	200 17%	73 25%
Confident (NET)	386 24%	168 30%	218 21%	227 21%	159 28%	200 21%	186 28%	27 25%	159 28%	253 23%	113 28%	- -	186 22%	70 26%	24 19%	5 25%	11 26%	247 23%	6 15%	314 24%	60 23%	75 25%	255 24%	55 22%	289 25%	65 22%
Not confident (NET)	840 52%	267 48%	551 54%	608 58%	232 41%	556 58%	285 43%	53 49%	232 41%	635 57%	180 44%	2 87%	464 56%	145 55%	70 57%	3 15%	25 59%	608 57%	27 67%	692 53%	122 47%	160 53%	531 50%	148 60%	607 53%	136 46%
NET Confident	-454 -28%	-99 -18%	-334 -33%	-382 -36%	-73 -13%	-356 -37%	-98 -15%	-26 -24%	-73 -13%	-383 -34%	-68 -17%	-2 -87%	-279 -34%	-75 -28%	-46 -37%	2 10%	-14 -33%	-362 -34%	-21 -52%	-378 -29%	-62 -24%	-85 -28%	-276 -26%	-93 -38%	-318 -28%	-71 -24%

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



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Table 259
GD0400 - If you were considering having Botox injections for cosmetic reasons, how confident, if at all, would you be for people in the following jobs to administer the injections? Another type of dental professional

BASE: All Respondents

	Complained about a dental professional			Focus of regulator for dental professionals			Confidence of how dental care is delivered in the UK		Confidence in dental professional		Opinion about dentists' use of title Doctor when they do not also hold another general medical qualification or a PhD		Awareness of Dental Complaints Service			Contacted a person or organisation for support making any type of complaint		Contacted a person or organisation for support making a complaint about dental care or treatment		Would find it helpful to use a support service to deal with something that went seriously wrong during visit to dental professional			Seen advertised or been offered cosmetic treatments at dental practice		Received cosmetic treatments at dental practice	
	TOTAL (z)	Yes (a)	No (b)	Mainly on preventing bad practice (c)	Equally on both (d)	Mainly on taking action against serious complaints (e)	Confident (f)	Not confident (g)	Yes (h)	No (i)	Should be able to use (j)	Should not be able to use (k)	Aware (l)	Unaware (m)	Unsure (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)	DK (u)	Yes (v)	No (w)	Yes (x)	No (y)
Unweighted Base	1674	94	1492	441	1081	152	1328	286	1555	106	393	881	184	1246	236	405	1247	15	1659	1393	252	29	1007	667	118	1556
Weighted Base	1618	93*	1431	441	1018	159	1284	278	1498	105*	403	822	171	1218	222	389	1211	15**	1603	1360	230	29**	979	639	120*	1498
Very confident	77	7	63	31	33	13	67	10	69	8	34	26	16	53	8	15	63	1	76	65	13	-	53	24	14	63
	5%	8%	4%	7%	3%	8%	5%	4%	5%	8%	8%	3%	9%	4%	4%	4%	5%	7%	5%	5%	6%	-	5%	4%	12%	4%
	dky			zd		d					zk		zmn												zy	
Fairly confident	309	14	281	102	187	20	255	47	290	17	98	149	23	235	50	71	235	-	309	275	30	4	206	103	31	277
	19%	15%	20%	23%	18%	13%	20%	17%	19%	16%	24%	18%	14%	19%	23%	18%	19%	-	19%	20%	13%	13%	21%	16%	26%	19%
	tw			ze							zk				l					zt			zw			
Not very confident	320	25	285	85	207	28	266	50	305	15	54	201	32	243	45	79	239	2	318	288	30	3	228	93	21	299
	20%	27%	20%	19%	20%	17%	21%	18%	20%	14%	13%	24%	19%	20%	20%	20%	20%	15%	20%	21%	13%	9%	23%	14%	18%	20%
	l w			z					z		zi									zt			zw			
Not at all confident	520	33	474	106	372	42	407	94	495	24	117	284	68	379	73	130	386	6	515	450	65	5	330	190	36	485
	32%	35%	33%	24%	37%	27%	32%	34%	33%	23%	29%	35%	40%	31%	33%	33%	32%	37%	32%	33%	28%	19%	34%	30%	30%	32%
	c		z		zce				z			z	zm													
I have never heard of this type of person or job	76	1	64	25	36	14	59	15	69	7	23	33	6	62	7	20	56	5	71	54	20	1	34	42	2	73
	5%	1%	4%	6%	4%	9%	5%	5%	5%	7%	6%	4%	3%	5%	3%	5%	5%	31%	4%	4%	9%	5%	3%	7%	2%	5%
	drsv				zd															zs			zv			
Don't know	316	13	264	93	182	41	231	62	270	34	76	128	26	245	39	75	232	1	315	228	72	16	128	188	15	301
	20%	14%	18%	21%	18%	26%	18%	22%	18%	33%	19%	16%	15%	20%	18%	19%	19%	9%	20%	17%	31%	55%	13%	29%	13%	20%
	bdfhksv				d					zh										zs			zv			
Confident (NET)	386	21	344	132	220	34	321	57	359	25	132	175	39	288	58	86	297	1	385	340	42	4	259	127	46	340
	24%	22%	24%	30%	22%	21%	25%	21%	24%	24%	33%	21%	23%	24%	26%	22%	25%	7%	24%	25%	18%	13%	26%	20%	38%	23%
	dkwy			zd							zk									z			zw		zy	
Not confident (NET)	840	58	759	191	580	70	673	144	800	39	172	486	100	622	118	209	625	8	833	738	95	8	558	283	57	783
	52%	62%	53%	43%	57%	44%	52%	52%	53%	37%	43%	59%	59%	51%	53%	54%	52%	52%	52%	54%	41%	27%	57%	44%	47%	52%
	c l w			z	zce				zi		zi									zt			zw			
NET Confident	-454	-37	-415	-59	-360	-36	-351	-87	-441	-14	-40	-310	-61	-333	-60	-123	-328	-7	-448	-398	-52	-4	-299	-156	-11	-443
	-28%	-40%	-29%	-13%	-35%	-23%	-27%	-31%	-29%	-13%	-10%	-38%	-36%	-27%	-27%	-32%	-27%	-45%	-28%	-29%	-23%	-14%	-31%	-24%	-9%	-30%

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

Table 260
GD0400 - If you were considering having Botox injections for cosmetic reasons, how confident, if at all, would you be for people in the following jobs to administer the injections? Beautician

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)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (m)	SINGLE (n)	WID/ DIV/ SEP (o)
Unweighted Base	1674	826	844	209	224	225	237	254	525	416	571	341	346	933	459	276
Weighted Base	1618	791	823	228	267	250	265	244	365	420	523	289	387	913	462	237
Very confident	59 4%	27 3%	32 4%	13 6%	15 6%	9 3%	11 4%	6 2%	5 1%	15 4%	17 3%	11 4%	16 4%	38 4%	19 4%	2 1%
Fairly confident	274 17%	128 16%	146 18%	65 29%	60 23%	43 17%	48 18%	27 11%	31 8%	64 15%	81 16%	56 19%	72 19%	144 16%	100 22%	28 12%
Not very confident	301 19%	132 17%	169 21%	37 16%	48 18%	65 26%	51 19%	48 20%	52 14%	80 19%	107 20%	56 19%	59 15%	165 18%	98 21%	37 16%
Not at all confident	581 36%	280 35%	298 36%	73 32%	79 30%	80 32%	98 37%	100 41%	151 41%	180 43%	193 37%	89 31%	119 31%	336 37%	160 35%	85 36%
I have never heard of this type of person or job	74 5%	38 5%	36 4%	9 4%	14 5%	3 1%	13 5%	14 6%	22 6%	10 2%	15 3%	24 8%	26 7%	45 5%	13 3%	15 6%
Don't know	329 20%	186 23%	142 17%	31 13%	52 19%	50 20%	43 16%	49 20%	104 29%	71 17%	110 21%	53 19%	95 25%	185 20%	72 16%	70 29%
Confident (NET)	333 21%	155 20%	178 22%	78 34%	75 28%	52 21%	59 22%	33 13%	36 10%	79 19%	99 19%	67 23%	88 23%	182 20%	119 26%	30 13%
Not confident (NET)	883 55%	412 52%	468 57%	110 48%	127 47%	145 58%	149 56%	148 61%	204 56%	260 62%	300 57%	145 50%	178 46%	501 55%	258 56%	123 52%
NET Confident	-550 -34%	-257 -33%	-289 -35%	-32 -14%	-52 -19%	-93 -37%	-90 -34%	-116 -48%	-168 -46%	-181 -43%	-201 -38%	-78 -27%	-89 -23%	-319 -35%	-139 -30%	-93 -39%

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

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Table 261

GD0400 - If you were considering having Botox injections for cosmetic reasons, how confident, if at all, would you be for people in the following jobs to administer the injections? Beautician

BASE: All Respondents

	WORKING STATUS			OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULLTIME (c)	PARTTIME (d)	SELFEMPL OYE D (e)	HOUSE WIFE (f)	STILL IN EDUCATIO N (g)	UNEMPLO YED (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	1674	796	878	529	177	90	79	121	40	541	97	414	1260	141	99	148	213	1260
Weighted Base	1618	928	690	638	186	104*	75*	111*	38*	378	89*	455	1163	151	107*	170	236	1163
Very confident	59 4%	40 4%	19 3%	30 5%	5 3%	5 4%	1 1%	8 7%	2 5%	5 1%	3 4%	15 3%	44 4%	5 4%	4 4%	4 3%	9 4%	44 4%
Fairly confident	274 17% bilq	179 19% zb	94 14% i	123 19% i	40 21% i	17 16% i	13 17% i	32 29% zcij	10 27% i	27 7% i	12 14% g	92 20% zq	182 16% m	37 25% zq	16 15% m	35 21% zq	51 21% q	182 16% m
Not very confident	301 19% bilq	192 21% b	109 16% i	113 18% i	53 28% zcij	26 25% i	16 21% h	23 21% i	10 28% i	46 12% zdgh	13 15% h	102 22% zl	199 17% h	32 21% m	19 18% m	44 26% m	56 24% q	199 17% m
Not at all confident	581 36% dhm	321 35% i	260 38% i	238 37% dh	51 27% i	33 32% i	29 39% h	34 30% i	6 15% i	160 42% zdgh	31 35% h	146 32% h	435 37% h	41 27% m	43 40% m	51 30% m	74 32% m	435 37% m
I have never heard of this type of person or job	74 5% g	40 4% g	34 5% g	22 3% g	11 6% g	7 6% g	1 1% g	* * g	2 5% g	27 7% zcg	5 5% g	19 4% g	55 5% g	10 7% g	7 7% g	5 3% g	7 3% g	55 5% g
Don't know	329 20% ad	155 17% za	173 25% za	112 18% za	26 14% za	17 16% za	16 21% za	14 13% za	8 20% za	112 30% zcdeg	24 27% dg	80 18% dg	249 21% dg	27 18% dg	18 17% dg	30 18% dg	39 16% dg	249 21% dg
Confident (NET)	333 21% bi	219 24% zb	114 16% i	153 24% zi	45 24% i	21 21% i	14 18% i	40 36% zcefij	12 32% i	33 9% i	16 18% i	107 24% i	226 19% i	42 28% zq	20 19% zq	40 23% zq	60 25% zq	226 19% zq
Not confident (NET)	883 55% bi	513 55% zb	369 53% i	351 55% zi	103 56% i	59 57% i	45 60% i	57 51% zcefij	16 43% i	207 55% i	45 50% i	249 55% i	634 55% i	72 48% zq	62 58% zq	95 56% zq	130 55% zq	634 55% zq
NET Confident	-550 -34%	-294 -32%	-256 -37%	-198 -31%	-58 -31%	-38 -36%	-31 -42%	-17 -16%	-4 -11%	-174 -46%	-29 -33%	-141 -31%	-408 -35%	-30 -20%	-42 -39%	-55 -32%	-71 -30%	-408 -35%

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 262

GD0400 - If you were considering having Botox injections for cosmetic reasons, how confident, if at all, would you be for people in the following jobs to administer the injections? Beautician

BASE: All Respondents

	TOTAL (z)	REGION													ETHNICITY		ETHNICITY					DISABILITY	
		NORTHERN N IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	BAME (o)	White (p)	Asian/ British (q)	Black/ Black British (r)	Mixed / Other (s)	YES (t)	NO (u)	
Unweighted Base	1674	102	129	142	256	73	173	136	178	115	104	123	143	1332	1424	246	1424	146	54	46	204	1425	
Weighted Base	1618	46	117	151	214	67*	177	135	221	138*	77*	141*	133	1360	1412	202	1412	113*	45*	44*	169	1411	
Very confident	59 4%	* 1%	6 5%	1 1%	12 6%	1 1%	2 1%	1 1%	13 6%	5 4%	4 6%	8 5%	5 4%	53 4%	47 3%	12 6%	47 3%	10 9%	2 5%	* 1%	2 1%	55 4%	
Fairly confident	274	7	12	22	45	11	32	7	54	23	14	19	28	246	235	38	235	21	12	5	24	246	
	17% bg	15% g	10% g	15% g	21% bg	17% g	18% g	5% zbgkm	24% g	16% g	18% g	13% bg	21% zbg	18% zbg	17% 17%	19% 19%	17% 19%	19% 19%	27% 27%	11% 11%	14% 14%	17% 17%	
Not very confident	301 19%	12 25%	21 18%	25 17%	42 20%	10 14%	45 26%	28 20%	30 14%	24 17%	14 18%	28 20%	23 17%	249 18%	275 19%	26 13%	275 19%	15 13%	8 17%	3 7%	23 14%	275 19%	
Not at all confident	581	18	51	62	73	37	48	57	53	47	31	50	53	475	505	72	505	29	16	27	74	495	
	36% fhq	39% h	43% fh	41% fh	34% h	55% zdfhikm	27% h	42% fh	24% h	34% h	40% h	35% h	40% fh	35% fh	36% q	36% q	36% q	25% q	36% q	62% zpq	44% zu	35% zu	
I have never heard of this type of person or job	74 5%	2 5%	7 6%	19 12%	8 4%	2 2%	5 3%	8 6%	14 6%	5 3%	- -	3 2%	2 2%	64 5%	63 4%	11 5%	63 4%	8 7%	1 2%	2 6%	7 4%	66 5%	
	329 20% u	7 15%	21 18%	22 15%	34 16%	7 11%	43 25%	35 26%	56 25%	34 25%	14 18%	33 24%	21 16%	273 20%	286 20%	42 21%	286 20%	31 27%	6 12%	6 13%	38 22%	273 19%	
Confident (NET)	333 21% q	7 16% q	17 15% q	23 15% q	57 27% zabcq	12 18% q	35 20% q	8 6% zabcfqkm	67 30% q	28 20% q	18 24% q	26 19% q	33 25% q	299 22% zq	282 20% q	51 25% q	282 20% q	31 27% q	15 32% q	5 12% q	27 16% q	301 21% q	
Not confident (NET)	883 55% hmq	30 65% zhm	71 61% h	87 58% h	115 54% h	46 69% zdfhim	94 53% h	85 63% h	83 38% h	71 51% h	45 58% h	78 55% h	77 57% h	723 53% h	780 55% q	98 49% q	780 55% q	44 39% q	24 53% q	30 69% q	97 57% q	770 55% q	
NET Confident	-550 -34%	-23 -49%	-54 -46%	-64 -42%	-58 -27%	-34 -52%	-59 -34%	-77 -57%	-16 -7%	-43 -31%	-26 -34%	-52 -37%	-44 -33%	-424 -31%	-498 -35%	-47 -23%	-498 -35%	-13 -11%	-9 -21%	-25 -57%	-70 -42%	-469 -33%	

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

Overlap formulae used. * small base

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Table 263
GD0400 - If you were considering having Botox injections for cosmetic reasons, how confident, if at all, would you be for people in the following jobs to administer the injections? Beautician

BASE: All Respondents

	Importance of title Doctor			When last visited a dental professional		When did you last go to the dentist		When did you last see a dental professional other than a dentist		Frequency visit a dental professional			Type of dental treatment received					Satisfaction with dental care or treatment		Confidence in healthcare regulation		Awareness of General Dental Council			Confidence in dental regulation	
	TOTAL (z)	Important (a)	Not important (b)	Patients (last 12 mths) (c)	Public (less often) (d)	Patients (last 12 mths) (e)	Public (less often) (f)	Patients (last 12 mths) (g)	Public (less often) (h)	Once a year or more often (i)	Less often (j)	Don't know (k)	NHS (l)	Private (m)	Mixture (n)	Unsure (o)	Abroad (p)	Satisfied (q)	Dissatisfied (r)	Confident (s)	Not confident (t)	Aware (u)	Unaware (v)	Unsure (w)	Confident (x)	Not confident (y)
Unweighted Base	1674	585	1049	1111	563	1001	673	110	563	1162	422	3	879	261	131	18	43	1119	43	1337	274	317	1082	270	1186	313
Weighted Base	1618	560	1019	1058	560	951	667	107*	560	1116	407	2**	825	265	124	18**	42**	1075	40*	1299	257	304	1063	247	1147	293
Very confident	59 4% b	30 5% zb	28 3% 3%	40 4% 4%	20 3% 3%	34 4% 4%	25 4% 4%	5 5% 3%	20 3% 3%	37 3% 5%	19 5% -	- - -	30 4% 3%	7 3% 4%	4 4% 17%	3 17% 2%	1 2%	35 3% 5%	2 5% -	51 4% 3%	8 3% 3%	17 6% 3%	35 3% 3%	7 3% 3%	44 4% 3%	9 3% 3%
Fairly confident	274 17% cenu	111 20% zb	157 15% 15%	162 15% 20%	111 20% c	143 15% 20%	130 20% e	19 18% 20%	111 20% 20%	185 17% 18%	72 18% -	- - -	141 17% n	48 18% n	9 8% 8%	- - -	7 18% -	178 17% 17%	7 17% 17%	222 17% 17%	45 17% 17%	37 12% 18%	188 18% u	49 20% u	201 18% 15%	44 15% 15%
Not very confident	301 19% ty	100 18% 18%	199 19% 19%	213 20% z	88 16% 16%	194 20% z	108 16% 32%	19 18% 30%	88 16% 32%	223 20% 38%	73 18% 36%	- - 87%	151 18% 38%	62 23% 38%	30 24% 37%	- - 16%	9 21% 43%	217 20% 38%	6 16% 41%	258 20% 36%	34 13% 37%	55 18% 42%	194 18% 34%	53 21% 37%	239 21% 36%	37 13% 35%
Not at all confident	581 36% f	185 33% 38%	385 38% 38%	400 38% 32%	181 32% 32%	369 39% 32%	212 32% 32%	31 30% 32%	181 32% 32%	421 38% 36%	146 36% 87%	2 87%	312 38% 38%	102 38% 38%	46 37% 37%	3 16% 16%	18 43%	404 38% 41%	17 41% 41%	467 36% 37%	95 37% 37%	127 42% 37%	362 34% 37%	91 37% 37%	409 36% 35%	101 35% 35%
I have never heard of this type of person or job	74 5% w	34 6% 4%	39 4% 4%	46 4% 5%	28 5% 5%	38 4% 5%	36 5% 5%	8 7% 5%	28 5% 5%	48 4% 3%	14 3% -	- - -	35 4% 3%	9 3% 5%	7 5% 8%	1 8% -	- - -	45 4% 6%	2 6% -	58 4% 5%	14 5% 5%	9 3% 6%	60 6% zw	5 2% 2%	46 4% zx	23 8% zx
Don't know	329 20% ceimqxs	100 18% 21%	211 21% 21%	196 19% 24%	132 24% zc	172 18% 23%	156 23% ze	24 23% z	132 24% z	202 18% 21%	85 21% 13%	* 13%	157 19% 14%	37 14% 22%	27 22% 11%	11 58% 17%	7 17%	196 18% 15%	6 15% -	243 19% 24%	61 24% 24%	59 20% 21%	223 21% 22%	43 18% 22%	208 18% 21%	78 27% zx
Confident (NET)	333 21% ben	141 25% zb	185 18% 18%	202 19% 23%	131 23% e	178 19% 23%	155 23% e	24 23% 23%	131 23% 23%	222 20% 22%	90 22% -	- -	170 21% n	55 21% n	14 11% 11%	3 17% 16%	8 19% 64%	213 20% 58%	9 22% 57%	273 21% 56%	53 21% 50%	54 18% 60%	223 21% 52%	56 22% 58%	245 21% 56%	53 18% 47%
Not confident (NET)	883 55% dfhvy	285 51% za	584 57% 39%	614 58% 41%	269 48% 138%	563 59% 385%	320 48% 165%	51 48% 27%	269 48% 138%	644 58% 422%	219 54% 128%	2 87% -2%	464 56% 293%	164 62% 109%	76 61% 62%	3 16% *	27 64% 19%	621 58% 407%	23 57% 14%	725 56% 453%	129 50% 76%	182 60% 128%	556 52% 333%	144 58% 88%	648 56% 403%	139 47% 85%
NET Confident	-550 -34%	-144 -26%	-399 -39%	-412 -39%	-138 -25%	-385 -40%	-165 -25%	-27 -25%	-138 -25%	-422 -38%	-128 -32%	-2 -87%	-293 -36%	-109 -41%	-62 -50%	* 1%	-19 -44%	-407 -38%	-14 -35%	-453 -35%	-76 -30%	-128 -42%	-333 -31%	-88 -36%	-403 -35%	-85 -29%

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

GENERAL PUBLIC
GENERAL DENTAL COUNCIL PATIENT AND PUBLIC SURVEY 2020

12 Mar 2020

Table 264
GD0400 - If you were considering having Botox injections for cosmetic reasons, how confident, if at all, would you be for people in the following jobs to administer the injections? Beautician

BASE: All Respondents

		Complained about a dental professional		Focus of regulator for dental professionals			Confidence of how dental care is delivered in the UK		Confidence in dental professional		Opinion about dentists' use of title Doctor when they do not also hold another general medical qualification or a PhD		Awareness of Dental Complaints Service			Contacted a person or organisation for support making any type of complaint		Contacted a person or organisation for support making a complaint about dental care or treatment		Would find it helpful to use a support service to deal with something that went seriously wrong during visit to dental professional			Seen advertised or been offered cosmetic treatments at dental practice		Received cosmetic treatments at dental practice	
	TOTAL (z)	Yes (a)	No (b)	Mainly on preventing bad practice (c)	Equally on both (d)	Mainly on taking action against serious complaints (e)	Confident (f)	Not confident (g)	Yes (h)	No (i)	Should be able to use (j)	Should not be able to use (k)	Aware (l)	Unaware (m)	Unsure (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)	DK (u)	Yes (v)	No (w)	Yes (x)	No (y)
Unweighted Base	1674	94	1492	441	1081	152	1328	286	1555	106	393	881	184	1246	236	405	1247	15	1659	1393	252	29	1007	667	118	1556
Weighted Base	1618	93*	1431	441	1018	159	1284	278	1498	105*	403	822	171	1218	222	389	1211	15**	1603	1360	230	29**	979	639	120*	1498
Very confident	59	8	48	20	33	5	46	12	54	5	17	30	17	35	7	15	44	1	58	52	6	1	43	16	10	49
	4%	8%	3%	5%	3%	3%	4%	4%	4%	5%	4%	4%	10%	3%	3%	4%	4%	7%	4%	4%	3%	3%	4%	3%	8%	3%
Fairly confident	274	14	243	79	167	27	239	32	260	14	80	138	27	193	53	58	212	2	272	247	25	2	182	92	22	252
	17%	15%	17%	18%	16%	17%	19%	12%	17%	13%	20%	17%	16%	16%	24%	15%	18%	14%	17%	18%	11%	6%	19%	14%	18%	17%
Not very confident	301	12	284	81	194	27	255	42	295	6	52	187	19	234	48	80	220	2	299	272	29	-	208	93	25	276
	19%	13%	20%	18%	19%	17%	20%	15%	20%	6%	13%	23%	11%	19%	22%	21%	18%	14%	19%	20%	13%	-	21%	15%	21%	18%
Not at all confident	581	36	532	136	404	41	448	111	550	30	148	316	74	442	65	149	428	6	575	495	80	6	386	195	41	541
	36%	39%	37%	31%	40%	26%	35%	40%	37%	28%	37%	38%	43%	36%	29%	38%	35%	41%	36%	36%	35%	21%	39%	31%	34%	36%
I have never heard of this type of person or job	74	3	58	29	30	15	56	15	62	10	20	29	8	58	7	13	61	2	72	60	14	1	30	44	8	66
	5%	3%	4%	6%	3%	10%	4%	5%	4%	10%	5%	4%	5%	5%	3%	3%	5%	15%	4%	4%	6%	2%	3%	7%	7%	4%
Don't know	329	21	266	96	190	42	241	66	276	40	85	122	25	256	42	73	246	1	327	234	76	19	130	199	15	314
	20%	22%	19%	22%	19%	27%	19%	24%	18%	38%	21%	15%	15%	21%	19%	19%	20%	9%	20%	17%	33%	68%	13%	31%	12%	21%
Confident (NET)	333	22	291	100	200	33	285	44	314	19	97	168	45	228	60	73	256	3	330	299	31	3	224	108	31	301
	21%	23%	20%	23%	20%	21%	22%	16%	21%	18%	24%	20%	26%	19%	27%	19%	21%	21%	21%	22%	14%	9%	23%	17%	26%	20%
Not confident (NET)	883	48	816	216	598	68	703	153	845	36	200	503	93	676	113	229	648	8	874	768	109	6	594	289	66	817
	55%	52%	57%	49%	59%	43%	55%	55%	56%	34%	50%	61%	54%	56%	51%	59%	54%	55%	55%	56%	47%	21%	61%	45%	55%	55%
NET Confident	-550	-26	-525	-117	-398	-35	-418	-109	-532	-17	-103	-335	-49	-448	-52	-156	-392	-5	-545	-469	-78	-4	-369	-180	-34	-516
	-34%	-28%	-37%	-26%	-39%	-22%	-33%	-39%	-35%	-16%	-26%	-41%	-28%	-37%	-24%	-40%	-32%	-34%	-34%	-34%	-34%	-12%	-38%	-28%	-28%	-34%

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

Table 265
GD0400 - If you were considering having Botox injections for cosmetic reasons, how confident, if at all, would you be for people in the following jobs to administer the injections? A GP/general practitioner

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)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (m)	SINGLE (n)	WID/ DIV/ SEP (o)
Unweighted Base	1674	826	844	209	224	225	237	254	525	416	571	341	346	933	459	276
Weighted Base	1618	791	823	228	267	250	265	244	365	420	523	289	387	913	462	237
Very confident	287 18% h	148 19% h	138 17% h	37 16% h	59 22% h	40 16% h	54 21% h	47 19% h	50 14% h	80 19% h	90 17% h	53 18% h	64 16% h	178 20% h	73 16% h	35 15% h
Fairly confident	496 31% h	246 31% h	248 30% h	71 31% h	87 33% h	90 36% h	87 33% h	71 29% h	89 24% h	129 31% h	144 27% h	92 32% h	131 34% h	270 30% h	166 36% h	60 25% h
Not very confident	219 14% al	91 12% al	128 16% za	54 24% zdefgh	26 10% h	36 15% h	31 12% h	27 11% h	44 12% h	53 13% h	92 18% zil	40 14% h	34 9% h	112 12% h	81 18% h	24 10% h
Not at all confident	292 18% h	130 16% h	161 20% h	32 14% h	42 16% h	40 16% h	45 17% h	54 22% c	79 22% zc	84 20% h	94 18% h	43 15% h	71 18% h	169 18% h	76 17% h	47 20% h
I have never heard of this type of person or job	48 3% n	22 3% h	26 3% h	6 3% h	13 5% e	3 1% h	8 3% h	6 2% h	13 4% h	12 3% h	10 2% h	10 3% h	17 4% h	30 3% h	7 1% h	11 5% n
Don't know	276 17% bn	153 19% b	124 15% h	28 12% h	40 15% h	40 16% h	40 15% h	39 16% h	90 25% zcdefg	62 15% h	93 18% h	50 17% h	71 18% h	155 17% h	59 13% h	61 26% zmn
Confident (NET)	783 48% ho	395 50% h	385 47% h	108 48% h	146 55% h	130 52% h	141 53% h	118 48% h	139 38% h	209 50% h	234 45% h	145 50% h	194 50% h	449 49% o	239 52% o	95 40% h
Not confident (NET)	511 32% a	222 28% h	289 35% za	86 38% d	68 26% h	77 31% h	76 29% h	81 33% h	124 34% d	136 32% h	186 36% zl	83 29% h	105 27% h	280 31% h	158 34% h	71 30% h
NET Confident	272 17% bchjo	173 22% zb	96 12% h	23 10% h	78 29% zcgh	53 21% ch	66 25% zcgh	37 15% h	15 4% h	73 17% j	47 9% h	62 22% zj	90 23% h	168 18% o	81 18% o	24 10% h

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

Table 266

GD0400 - If you were considering having Botox injections for cosmetic reasons, how confident, if at all, would you be for people in the following jobs to administer the injections? A GP/general practitioner

BASE: All Respondents

	WORKING STATUS			OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULLTIME (c)	PARTTIME (d)	SELFEMPL OYE D (e)	HOUSE WIFE (f)	STILL IN EDUCATIO N (g)	UNEMPLO YED (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	1674	796	878	529	177	90	79	121	40	541	97	414	1260	141	99	148	213	1260
Weighted Base	1618	928	690	638	186	104*	75*	111*	38*	378	89*	455	1163	151	107*	170	236	1163
Very confident	287 18% b	178 19% 16%	108 16% 18%	118 18% 23%	43 23% 17%	18 17% 18%	14 18% 18%	20 13% 15%	5 13% 15%	57 15% 14%	12 14% 20%	89 20% 17%	198 17% 21%	32 20% 21%	22 20% 19%	33 19% 19%	46 19% 17%	198 17% 17%
Fairly confident	496 31% bi	304 33% 28%	192 28% 32%	201 32% 31%	58 31% 43%	45 43% 27%	20 27% 29%	32 29% 55%	21 55% 23%	88 23% 35%	31 35% 32%	144 32% 30%	352 30% 36%	54 36% 36%	38 36% 39%	66 39% 27%	65 27% 30%	352 30% 30%
Not very confident	219 14% n	123 13% 14%	96 14% 13%	85 13% 13%	25 13% 13%	13 13% 13%	11 14% 14%	33 30% 5%	2 5% 11%	42 11% 9%	8 9% 9%	62 14% 14%	157 14% 14%	20 13% 13%	3 3% 3%	20 12% 12%	39 16% 16%	157 14% 14%
Not at all confident	292 18% n	163 18% 19%	129 19% 19%	123 19% 19%	28 15% 12%	12 12% 17%	13 17% 13%	14 13% 6%	2 6% 21%	80 21% 21%	19 21% 21%	79 17% 18%	213 18% 14%	21 14% 21%	22 21% 14%	23 14% 19%	46 19% 18%	213 18% 18%
I have never heard of this type of person or job	48 3% ag	29 3% 21%	19 3% 14%	20 3% 14%	5 3% 15%	5 5% 11%	2 2% 21%	* * 9%	2 5% 15%	14 4% 26%	2 2% 19%	12 3% 15%	36 3% 18%	2 2% 15%	6 6% 14%	4 2% 14%	6 2% 15%	36 3% 18%
Don't know	276 17% ag	130 14% 21%	146 21% 14%	92 14% 15%	27 15% 11%	12 11% 21%	16 21% 9%	10 9% 15%	6 15% 26%	97 26% 19%	17 19% 19%	69 15% 18%	208 18% 15%	22 15% 14%	15 14% 14%	24 14% 14%	35 15% 15%	208 18% 18%
Confident (NET)	783 48% bi	482 52% 44%	300 44% 50%	319 50% 54%	101 54% 60%	62 60% 45%	34 45% 47%	53 47% 69%	26 69% 38%	144 38% 49%	44 49% 51%	233 51% 47%	550 47% 57%	85 57% 56%	60 56% 58%	99 58% 47%	111 47% 47%	550 47% 47%
Not confident (NET)	511 32% h	286 31% 33%	225 33% 33%	208 33% 28%	53 28% 24%	25 24% 31%	24 31% 43%	48 43% 11%	4 11% 32%	122 32% 30%	27 30% 31%	141 31% 32%	370 32% 27%	41 27% 24%	26 24% 25%	43 25% 36%	85 36% 26%	370 32% 15%
NET Confident	272 17% bgilpq	196 21% 11%	76 11% 17%	111 17% 26%	48 26% 36%	37 36% 14%	10 14% 5%	5 5% 57%	21 57% 6%	22 6% 19%	17 19% 19%	93 20% 15%	179 15% 30%	45 30% 32%	34 32% 33%	56 33% 11%	26 11% 15%	179 15% 15%

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 267

GD0400 - If you were considering having Botox injections for cosmetic reasons, how confident, if at all, would you be for people in the following jobs to administer the injections? A GP/general practitioner

BASE: All Respondents

	TOTAL (z)	REGION													ETHNICITY		ETHNICITY				DISABILITY	
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	BAME (o)	White (p)	Asian/ British (q)	Black/ British (r)	Mixed /Other (s)	YES (t)	NO (u)
Unweighted Base	1674	102	129	142	256	73	173	136	178	115	104	123	143	1332	1424	246	1424	146	54	46	204	1425
Weighted Base	1618	46	117	151	214	67*	177	135	221	138*	77*	141*	133	1360	1412	202	1412	113*	45*	44*	169	1411
Very confident	287 18% aqi	4 9% i	20 17% zafqil	38 25% aqi	43 20% aqi	16 23% aqi	23 13% zabdfgijklm	15 11% i	67 30% i	7 5% i	11 14% i	25 18% i	18 13% i	257 19% zaqi	253 18% i	33 16% i	253 18% i	21 18% i	6 13% i	6 15% i	23 13% i	256 18% i
Fairly confident	496 31% aqi	12 26% i	34 29% zafqil	41 27% aqi	71 33% aqi	21 32% aqi	64 36% zabdfgijklm	36 27% i	60 27% i	38 28% i	27 34% i	47 33% i	44 33% i	421 31% i	440 31% i	55 27% i	440 31% i	29 26% i	15 34% i	10 23% i	55 33% i	436 31% i
Not very confident	219 14% bhm	12 26% zbdfhkm	7 6% bh	25 17% bh	26 12% bh	6 9% bh	19 11% zbdfhkm	29 22% h	16 7% h	21 15% bh	12 16% bh	21 15% bh	25 18% bhm	165 12% bh	196 14% i	21 11% i	196 14% i	13 12% i	4 9% i	4 9% i	18 11% i	195 14% i
Not at all confident	292 18% h	9 20% h	30 25% zcfhm	21 14% h	35 16% h	17 25% fh	24 14% h	27 20% h	21 10% h	39 28% zcdfhm	16 20% h	25 17% h	28 21% h	240 18% h	245 17% i	46 23% i	245 17% i	18 16% i	13 28% i	16 37% zpq	34 20% i	254 18% i
I have never heard of this type of person or job	48 3% np	2 5% i	6 5% i	7 5% i	11 5% i	2 3% i	3 2% i	2 1% i	8 3% i	3 2% i	1 1% i	2 1% i	1 1% i	43 3% i	34 2% i	13 7% zn	34 2% i	7 6% p	4 8% i	3 6% i	6 3% i	42 3% i
Don't know	276 17% eu	6 14% i	20 17% i	18 12% i	29 13% i	5 7% i	44 25% zacdelm	27 20% e	49 22% cdel	30 22% e	11 14% i	21 15% i	17 13% i	232 17% e	243 17% i	33 16% i	243 17% i	25 22% i	3 8% i	4 10% i	33 19% i	228 16% i
Confident (NET)	783 48% agi	16 35% i	54 46% i	78 52% agi	114 53% agi	37 56% agi	87 49% ai	51 38% i	128 58% zagim	45 33% i	37 48% i	72 51% agi	62 47% i	678 50% zagi	693 49% i	88 43% i	693 49% i	50 44% i	21 47% i	16 37% i	78 46% i	692 49% i
Not confident (NET)	511 32% hm	21 46% zbcdfhkm	37 31% h	47 31% h	61 28% h	23 34% h	43 24% h	56 42% zdfhm	37 17% zdfhm	60 44% zdfhm	28 36% h	46 32% h	53 40% dfhm	405 30% h	442 31% i	68 34% i	442 31% i	31 27% i	17 37% i	20 46% i	52 31% i	449 32% i
NET Confident	272 17% agilos	-5 -11% i	18 15% agil	32 21% agil	53 25% zabgijl	14 22% agl	44 25% zagijl	-5 -4% i	91 41% zabdefgijklr	-15 -11% i	9 12% ag	27 19% agil	9 7% ag	273 20% zagil	251 18% zo	20 10% i	251 18% zs	19 17% s	5 10% s	-4 -9% i	25 15% i	243 17% i

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

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Table 268
GD0400 - If you were considering having Botox injections for cosmetic reasons, how confident, if at all, would you be for people in the following jobs to administer the injections? A GP/general practitioner

BASE: All Respondents

	Importance of title Doctor			When last visited a dental professional		When did you last go to the dentist		When did you last see a dental professional other than a dentist		Frequency visit a dental professional			Type of dental treatment received					Satisfaction with dental care or treatment		Confidence in healthcare regulation		Awareness of General Dental Council			Confidence in dental regulation	
	TOTAL (z)	Important (a)	Not important (b)	Patients (last 12 mths) (c)	Public (less often) (d)	Patients (last 12 mths) (e)	Public (less often) (f)	Patients (last 12 mths) (g)	Public (less often) (h)	Once a year or more often (i)	Less often (j)	Don't know (k)	NHS (l)	Private (m)	Mixture (n)	Unsure (o)	Abroad (p)	Satisfied (q)	Dissatisfied (r)	Confident (s)	Not confident (t)	Aware (u)	Unaware (v)	Unsure (w)	Confident (x)	Not confident (y)
Unweighted Base	1674	585	1049	1111	563	1001	673	110	563	1162	422	3	879	261	131	18	43	1119	43	1337	274	317	1082	270	1186	313
Weighted Base	1618	560	1019	1058	560	951	667	107*	560	1116	407	2**	825	265	124	18**	42**	1075	40*	1299	257	304	1063	247	1147	293
Very confident	287	108	176	177	110	162	125	15	110	195	80	-	138	60	22	4	6	190	5	240	37	55	183	49	205	45
	18%	19%	17%	17%	20%	17%	19%	14%	20%	17%	20%	-	17%	23%	18%	22%	14%	18%	12%	19%	14%	18%	17%	20%	18%	15%
Fairly confident	496	182	309	345	151	298	198	47	151	357	127	1	272	91	29	1	9	348	9	416	71	92	320	83	383	80
	31%	32%	30%	33%	27%	31%	30%	44%	27%	32%	31%	63%	33%	34%	24%	5%	21%	32%	22%	32%	28%	30%	30%	34%	33%	27%
Not very confident	219	69	145	157	62	150	69	6	62	168	43	-	126	29	20	1	9	155	12	181	35	42	145	32	166	35
	14%	12%	14%	15%	11%	16%	10%	6%	11%	15%	11%	-	15%	11%	16%	3%	22%	14%	31%	14%	14%	14%	14%	13%	14%	12%
Not at all confident	292	99	184	193	99	175	116	18	99	204	74	*	151	44	26	2	13	198	7	230	46	53	190	47	193	51
	18%	18%	18%	18%	18%	18%	17%	17%	18%	18%	18%	24%	18%	16%	21%	12%	31%	18%	17%	18%	18%	17%	18%	19%	17%	17%
I have never heard of this type of person or job	48	26	22	26	22	20	28	6	22	25	12	-	16	6	3	2	*	24	1	34	13	8	35	4	33	15
	3%	5%	2%	2%	4%	2%	4%	5%	4%	2%	3%	-	2%	2%	2%	13%	1%	2%	3%	3%	5%	3%	3%	2%	3%	5%
Don't know	276	76	182	160	116	146	130	14	116	167	71	*	122	35	24	8	5	161	6	198	55	54	189	31	168	67
	17%	14%	18%	15%	21%	15%	20%	13%	21%	15%	17%	13%	15%	13%	19%	45%	11%	15%	15%	15%	21%	18%	18%	13%	15%	23%
Confident (NET)	783	290	486	522	261	459	324	63	261	551	207	1	410	151	51	5	15	537	14	656	108	147	503	132	588	125
	48%	52%	48%	49%	47%	48%	49%	59%	47%	49%	51%	63%	50%	57%	41%	27%	35%	50%	34%	51%	42%	48%	47%	53%	51%	43%
Not confident (NET)	511	168	329	350	161	326	185	24	161	372	117	*	277	73	46	3	22	353	19	411	81	95	336	79	358	86
	32%	30%	32%	33%	29%	34%	28%	23%	29%	33%	29%	24%	34%	27%	37%	15%	53%	33%	48%	32%	32%	31%	32%	32%	31%	29%
NET Confident	272	122	157	172	100	134	139	38	100	179	90	1	133	78	5	2	-8	184	-5	245	27	52	167	53	230	40
	17%	22%	15%	16%	18%	14%	21%	36%	18%	16%	22%	39%	16%	29%	4%	12%	-18%	17%	-13%	19%	10%	17%	16%	21%	20%	13%

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



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Table 269
GD0400 - If you were considering having Botox injections for cosmetic reasons, how confident, if at all, would you be for people in the following jobs to administer the injections? A GP/general practitioner

BASE: All Respondents

		Complained about a dental professional		Focus of regulator for dental professionals			Confidence of how dental care is delivered in the UK		Confidence in dental professional		Opinion about dentists' use of title Doctor when they do not also hold another general medical qualification or a PhD		Awareness of Dental Complaints Service			Contacted a person or organisation for support making any type of complaint		Contacted a person or organisation for support making a complaint about dental care or treatment		Would find it helpful to use a support service to deal with something that went seriously wrong during visit to dental professional			Seen advertised or been offered cosmetic treatments at dental practice		Received cosmetic treatments at dental practice	
	TOTAL (z)	Yes (a)	No (b)	Mainly on preventing bad practice (c)	Equally on both (d)	Mainly on taking action against serious complaints (e)	Confident (f)	Not confident (g)	Yes (h)	No (i)	Should be able to use (j)	Should not be able to use (k)	Aware (l)	Unaware (m)	Unsure (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)	DK (u)	Yes (v)	No (w)	Yes (x)	No (y)
Unweighted Base	1674	94	1492	441	1081	152	1328	286	1555	106	393	881	184	1246	236	405	1247	15	1659	1393	252	29	1007	667	118	1556
Weighted Base	1618	93*	1431	441	1018	159	1284	278	1498	105*	403	822	171	1218	222	389	1211	15**	1603	1360	230	29**	979	639	120*	1498
Very confident	287	19	256	77	178	32	236	42	271	16	91	146	36	208	42	68	218	2	285	244	41	2	190	97	23	264
	18%	21%	18%	17%	18%	20%	18%	15%	18%	15%	23%	18%	21%	17%	19%	17%	18%	14%	18%	18%	18%	7%	19%	15%	19%	18%
Fairly confident	496	30	455	158	301	37	418	66	476	19	117	263	42	382	72	129	363	2	494	444	49	3	332	164	43	453
	31%	32%	32%	36%	30%	23%	33%	24%	32%	18%	29%	32%	24%	31%	32%	33%	30%	15%	31%	33%	21%	10%	34%	26%	35%	30%
Not very confident	219	12	199	43	162	14	176	39	208	11	40	126	29	161	29	53	164	4	215	191	25	3	143	76	19	200
	14%	13%	14%	10%	16%	9%	14%	14%	14%	11%	10%	15%	17%	13%	13%	14%	14%	29%	13%	14%	11%	9%	15%	12%	16%	13%
Not at all confident	292	19	259	69	194	29	217	65	268	23	77	158	38	218	35	69	220	3	289	243	44	4	183	108	21	271
	18%	20%	18%	16%	19%	18%	17%	23%	18%	22%	19%	19%	22%	18%	16%	18%	18%	18%	18%	18%	19%	15%	19%	17%	18%	18%
I have never heard of this type of person or job	48	*	37	17	20	11	35	10	40	7	9	23	6	32	9	9	39	2	46	39	9	1	24	24	4	44
	3%	*	3%	4%	2%	7%	3%	4%	3%	6%	2%	3%	3%	3%	4%	2%	3%	15%	3%	3%	4%	2%	2%	4%	3%	3%
Don't know	276	13	224	77	162	37	203	55	235	30	69	106	21	216	35	61	207	1	275	199	61	16	107	169	10	266
	17%	14%	16%	17%	16%	23%	16%	20%	16%	29%	17%	13%	12%	18%	16%	16%	17%	9%	17%	15%	26%	57%	11%	27%	9%	18%
Confident (NET)	783	49	711	234	480	69	654	108	747	35	208	409	78	590	114	196	581	4	779	688	90	5	522	261	65	718
	48%	52%	50%	53%	47%	43%	51%	39%	50%	33%	52%	50%	46%	48%	51%	51%	48%	29%	49%	51%	39%	17%	53%	41%	54%	48%
Not confident (NET)	511	31	458	113	355	43	393	104	475	34	116	285	67	379	64	122	384	7	504	434	70	7	326	185	40	470
	32%	33%	32%	26%	35%	27%	31%	38%	32%	32%	29%	35%	39%	31%	29%	31%	32%	47%	31%	32%	30%	24%	33%	29%	34%	31%
NET Confident	272	18	252	122	124	26	261	4	272	1	92	125	12	211	50	74	197	-3	275	254	20	-2	196	76	25	247
	17%	19%	18%	28%	12%	16%	20%	1%	18%	1%	23%	15%	7%	17%	22%	19%	16%	-18%	17%	19%	9%	-7%	20%	12%	21%	17%

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

Table 270
GD0400 - If you were considering having Botox injections for cosmetic reasons, how confident, if at all, would you be for people in the following jobs to administer the injections? A plastic surgeon

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)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (m)	SINGLE (n)	WID/ DIV/ SEP (o)
Unweighted Base	1674	826	844	209	224	225	237	254	525	416	571	341	346	933	459	276
Weighted Base	1618	791	823	228	267	250	265	244	365	420	523	289	387	913	462	237
Very confident	503 31%	232 29%	270 33%	93 41%	99 37%	94 38%	96 36%	63 26%	58 16%	157 37%	180 34%	72 25%	95 24%	288 32%	164 35%	51 21%
Fairly confident	hklo			zgh	gh	zgh	gh	h		zkl	kl			o	zo	
	492 30%	230 29%	261 32%	73 32%	85 32%	79 32%	72 27%	85 35%	98 27%	128 30%	149 28%	107 37%	108 28%	280 31%	158 34%	53 22%
Not very confident	ho							h				zjl		o	o	
	98 6%	48 6%	50 6%	10 4%	9 4%	13 5%	17 6%	14 6%	34 9%	24 6%	29 6%	21 7%	24 6%	52 6%	34 7%	12 5%
Not at all confident	zd															
	180 11%	83 11%	95 12%	20 9%	19 7%	15 6%	30 11%	35 14%	61 17%	44 10%	57 11%	31 11%	48 12%	100 11%	44 9%	36 15%
I have never heard of this type of person or job	e							de	zcde							zn
	57 4%	28 3%	29 4%	6 3%	11 4%	8 3%	6 2%	9 4%	17 5%	5 1%	10 2%	14 5%	28 7%	34 4%	6 1%	16 7%
Don't know	ijn											ij	zij	n		zn
	288 18%	170 21%	119 14%	26 12%	43 16%	40 16%	43 16%	38 16%	97 27%	62 15%	98 19%	45 15%	84 22%	159 17%	56 12%	71 30%
Confident (NET)	bcn								zcdefg				i	n		zmn
	995 62%	462 58%	530 64%	165 73%	185 69%	173 69%	168 63%	148 61%	156 43%	285 68%	328 63%	179 62%	203 53%	568 62%	322 70%	103 43%
Not confident (NET)	ahlo		za	zgh	zh	zh	h	h		zl	l	l		o	zmo	
	277 17%	132 17%	145 18%	30 13%	29 11%	28 11%	47 18%	48 20%	95 26%	68 16%	86 16%	51 18%	72 19%	152 17%	78 17%	47 20%
NET Confident	de							de	zcdef							
	718 44%	330 42%	386 47%	135 59%	156 58%	145 58%	121 46%	100 41%	61 17%	217 52%	242 46%	128 44%	131 34%	416 46%	244 53%	56 23%
	hlo			zfigh	zfigh	zfigh	h	h		zl	l	l		o	zmo	

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

Table 271

GD0400 - If you were considering having Botox injections for cosmetic reasons, how confident, if at all, would you be for people in the following jobs to administer the injections? A plastic surgeon

BASE: All Respondents

	WORKING STATUS			OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULLTIME (c)	PARTTIME (d)	SELFEMPL OYE D (e)	HOUSE WIFE (f)	STILL IN EDUCATIO N (g)	UNEMPLO YED (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	1674	796	878	529	177	90	79	121	40	541	97	414	1260	141	99	148	213	1260
Weighted Base	1618	928	690	638	186	104*	75*	111*	38*	378	89*	455	1163	151	107*	170	236	1163
Very confident	503 31% bi	327 35% zb	177 26% zi	228 36% zi	56 30% i	43 41% i	25 33% i	53 48% zcdhij	10 26% zfij	61 16% ze	28 32% g	158 35% p	345 30% q	62 41% zpq	38 36% r	62 37% s	70 30% t	345 30% u
Fairly confident	492 30% bi	296 32% zb	196 28% zi	204 32% zi	60 32% i	32 31% i	19 25% i	33 30% zcdhij	18 47% zfij	106 28% ze	21 24% g	137 30% p	355 31% q	42 28% zpq	33 31% r	52 31% s	68 29% t	355 31% u
Not very confident	98 6% bi	50 5% zb	47 7% zi	34 5% zi	15 8% i	2 2% i	6 8% i	5 4% zcdhij	1 1% zfij	31 8% ze	5 6% g	29 6% p	68 6% q	5 3% zpq	5 4% r	15 9% s	23 10% t	68 6% u
Not at all confident	180 11% a	87 9% za	93 13% za	58 9% za	21 11% g	8 8% g	11 14% g	7 6% zcdhij	1 3% zfij	60 16% ze	14 15% g	41 9% p	139 12% q	10 7% zpq	13 12% r	10 6% s	25 11% t	139 12% u
I have never heard of this type of person or job	57 4% a	29 3% za	28 4% za	16 3% za	9 5% g	4 3% g	2 3% g	- - zcdhij	2 5% zfij	20 5% ze	4 5% g	17 4% p	40 3% q	5 3% zpq	4 4% r	7 4% s	10 4% t	40 3% u
Don't know	288 18% a	139 15% za	149 22% za	98 15% za	26 14% g	15 14% g	13 18% g	13 12% zcdhij	7 19% zfij	99 26% ze	17 19% g	73 16% p	215 19% q	26 17% zpq	14 13% r	24 14% s	40 17% t	215 19% u
Confident (NET)	995 62% bi	622 67% zb	373 54% zi	432 68% zi	116 62% i	75 72% i	44 58% i	86 77% zcdhij	27 73% zfij	167 44% ze	49 55% g	295 65% p	700 60% q	104 69% zpq	72 67% r	115 67% s	138 59% t	700 60% u
Not confident (NET)	277 17% ahm	137 15% za	140 20% za	91 14% za	35 19% h	10 10% h	17 22% h	12 11% zcdhij	1 3% zfij	92 24% ze	19 21% h	70 15% p	207 18% q	15 10% zpq	18 17% r	25 15% s	48 20% t	207 18% u
NET Confident	718 44% bilq	486 52% zb	232 34% zi	341 53% zdfij	80 43% i	65 62% zdfij	27 36% i	74 67% zcdhij	26 69% zdfij	75 20% ze	31 34% i	225 49% zl	493 42% q	89 59% zpq	54 50% r	90 53% s	90 38% t	493 42% u

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 272

GD0400 - If you were considering having Botox injections for cosmetic reasons, how confident, if at all, would you be for people in the following jobs to administer the injections? A plastic surgeon

BASE: All Respondents

	TOTAL (z)	REGION													ETHNICITY		ETHNICITY					DISABILITY	
		NORTHERN N IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	BAME (o)	White (p)	Asian/ Asian British (q)	Black/ Black British (r)	Mixed /Other (s)	YES (t)	NO (u)	
Unweighted Base	1674	102	129	142	256	73	173	136	178	115	104	123	143	1332	1424	246	1424	146	54	46	204	1425	
Weighted Base	1618	46	117	151	214	67*	177	135	221	138*	77*	141*	133	1360	1412	202	1412	113*	45*	44*	169	1411	
Very confident	503	9	40	63	66	27	57	40	69	20	21	36	55	434	444	57	444	27	16	14	42	451	
	31% ai	20% ai	34% ai	42% zadqijkm	31% ai	41% aik	33% ai	29% i	31% i	15% i	27% i	25% i	41% zaijkm	32% ai	31% i	28% i	31% i	24% i	36% i	31% i	25% i	32% i	
Fairly confident	492	18	27	35	87	20	51	39	61	42	31	38	42	403	433	58	433	29	15	13	47	438	
	30% zbcm	39% zbcm	23% zbcm	23% zbcfghkm	41% zbcfghkm	29% zbcfghkm	29% zbcfghkm	29% zbcfghkm	28% zbcfghkm	31% zbcfghkm	41% zbcfghkm	27% zbcfghkm	31% zbcfghkm	30% zbcfghkm	31% zbcfghkm	29% zbcfghkm	31% zbcfghkm	26% zbcfghkm	34% zbcfghkm	30% zbcfghkm	28% zbcfghkm	31% zbcfghkm	
Not very confident	98	7	3	14	6	6	9	6	14	15	2	11	6	82	84	14	84	9	-	5	13	84	
	6% d	15% zbcdfghijlm	2% zbcdfghijlm	9% bd	3% bd	9% bd	5% bd	5% bd	6% bd	11% bd	3% bd	8% bd	4% bd	6% d	6% d	7% d	6% d	8% d	- r	12% r	8% zu	6% zu	
Not at all confident	180	6	19	14	15	9	10	18	18	28	8	22	13	148	161	17	161	7	6	4	30	148	
	11% f	13% f	17% dfh	9% dfh	7% dfh	13% dfh	6% dfh	13% dfh	8% dfh	20% zcdfhilm	10% zcdfhilm	15% df	10% df	11% f	11% f	8% f	11% f	6% f	14% f	9% f	18% zu	11% zu	
I have never heard of this type of person or job	57	1	9	5	8	2	6	5	6	5	-	6	4	51	44	13	44	9	2	2	6	49	
	4% np	3% zhjm	8% zhjm	3% zhjm	4% zhjm	2% zhjm	4% zhjm	4% zhjm	3% zhjm	3% zhjm	- zhjm	5% zhjm	3% zhjm	4% zhjm	3% zn	7% zn	3% zn	8% zp	4% zp	6% zp	4% zu	3% zu	
Don't know	288	5	19	21	32	3	42	27	54	28	15	28	14	241	246	43	246	32	6	5	32	241	
	18% el	11% e	16% e	14% e	15% e	5% e	24% acdelm	20% el	24% zacdelm	20% el	19% e	20% el	10% el	18% el	17% el	21% el	17% el	28% zp	12% zp	12% zp	19% zu	17% zu	
Confident (NET)	995	27	67	98	152	47	109	79	130	63	52	74	97	837	877	115	877	57	31	27	89	889	
	62% iqt	59% iqt	57% iqt	65% i	71% zabghikm	70% ik	62% i	58% i	59% i	45% i	68% ik	53% ik	73% zabghikm	62% i	62% q	57% q	62% q	50% q	69% q	61% q	53% zt	63% zt	
Not confident (NET)	277	13	22	27	22	15	19	24	31	43	10	32	19	231	245	31	245	15	6	9	42	233	
	17% df	27% zdfhjilm	19% d	18% d	10% d	23% df	11% df	18% df	14% df	31% zcdfghilm	13% df	23% df	14% df	17% df	17% df	16% df	17% df	14% df	14% df	21% df	25% zu	16% zu	
NET Confident	718	14	45	71	131	32	89	55	99	20	42	42	78	606	632	83	632	41	25	17	46	656	
	44% aikt	31% i	38% i	47% aik	61% zabcghikm	48% aik	51% aik	41% i	45% aik	14% i	54% abik	30% i	59% zabghikm	45% aik	45% i	41% i	45% i	37% i	55% i	40% i	27% zt	47% zt	

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

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Table 273
GD0400 - If you were considering having Botox injections for cosmetic reasons, how confident, if at all, would you be for people in the following jobs to administer the injections? A plastic surgeon

BASE: All Respondents

	Importance of title Doctor			When last visited a dental professional		When did you last go to the dentist		When did you last see a dental professional other than a dentist		Frequency visit a dental professional			Type of dental treatment received					Satisfaction with dental care or treatment		Confidence in healthcare regulation		Awareness of General Dental Council			Confidence in dental regulation	
	TOTAL (z)	Important (a)	Not important (b)	Patients (last 12 mths) (c)	Public (less often) (d)	Patients (last 12 mths) (e)	Public (less often) (f)	Patients (last 12 mths) (g)	Public (less often) (h)	Once a year or more often (i)	Less often (j)	Don't know (k)	NHS (l)	Private (m)	Mixture (n)	Unsure (o)	Abroad (p)	Satisfied (q)	Dissatisfied (r)	Confident (s)	Not confident (t)	Aware (u)	Unaware (v)	Unsure (w)	Confident (x)	Not confident (y)
Unweighted Base	1674	585	1049	1111	563	1001	673	110	563	1162	422	3	879	261	131	18	43	1119	43	1337	274	317	1082	270	1186	313
Weighted Base	1618	560	1019	1058	560	951	667	107*	560	1116	407	2**	825	265	124	18**	42**	1075	40*	1299	257	304	1063	247	1147	293
Very confident	503	171	322	335	169	304	199	31	169	365	118	-	245	98	47	4	10	353	12	408	76	112	313	79	380	72
	31%	31%	32%	32%	30%	32%	30%	29%	30%	33%	29%	-	30%	37%	38%	22%	24%	33%	30%	31%	30%	37%	29%	32%	33%	24%
	y									z				z				z				zv			zy	
Fairly confident	492	191	295	336	155	306	186	31	155	348	130	-	273	82	28	2	20	335	13	405	73	94	318	80	372	80
	30%	34%	29%	32%	28%	32%	28%	29%	28%	31%	32%	-	33%	31%	23%	8%	47%	31%	32%	31%	28%	31%	30%	32%	32%	27%
	z									zn															z	
Not very confident	98	33	62	68	30	57	40	10	30	76	19	1	49	17	12	1	4	72	4	85	11	18	59	21	71	14
	6%	6%	6%	6%	5%	6%	6%	10%	5%	7%	5%	63%	6%	6%	10%	3%	10%	7%	9%	7%	4%	6%	6%	8%	6%	5%
Not at all confident	180	56	118	118	61	108	72	11	61	114	59	*	96	29	10	3	3	109	5	142	29	28	127	23	110	37
	11%	10%	12%	11%	11%	11%	11%	10%	11%	10%	14%	24%	12%	11%	8%	15%	8%	10%	12%	11%	11%	9%	12%	9%	10%	13%
	x									zi																
I have never heard of this type of person or job	57	20	35	28	29	22	35	5	29	31	14	-	24	7	3	1	-	30	1	43	12	5	47	5	37	15
	4%	4%	3%	3%	5%	2%	5%	5%	5%	3%	3%	-	3%	3%	2%	8%	-	3%	3%	3%	5%	2%	4%	2%	3%	5%
	ceiq				zc		ze		z													zu				
Don't know	288	89	186	173	116	154	135	19	116	181	67	*	138	32	24	8	4	176	6	217	55	48	199	39	176	75
	18%	16%	18%	16%	21%	16%	20%	18%	21%	16%	17%	13%	17%	12%	19%	43%	10%	16%	14%	17%	22%	16%	19%	16%	15%	25%
	ceimqxs																								zx	
Confident (NET)	995	362	617	671	324	610	385	61	324	713	248	-	518	180	75	6	30	688	25	813	149	205	631	159	753	152
	62%	65%	61%	63%	58%	64%	58%	57%	58%	64%	61%	-	63%	68%	61%	31%	72%	64%	62%	63%	58%	67%	59%	64%	66%	52%
	fvv				z		zf			z				z				z				zv			zy	
Not confident (NET)	277	89	180	186	91	165	112	21	91	190	78	2	145	46	22	3	8	182	9	226	40	46	186	44	181	52
	17%	16%	18%	18%	16%	17%	17%	20%	16%	17%	19%	87%	18%	17%	18%	18%	18%	17%	22%	17%	16%	15%	18%	18%	16%	18%
	x																									
NET Confident	718	272	437	485	233	445	273	40	233	522	170	-2	373	134	53	2	22	506	16	587	109	159	445	115	572	100
	44%	49%	43%	46%	42%	47%	41%	38%	42%	47%	42%	-87%	45%	50%	43%	13%	54%	47%	40%	45%	42%	52%	42%	46%	50%	34%
	vy		zb			zf				z								z				zv			zy	

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

GENERAL PUBLIC
GENERAL DENTAL COUNCIL PATIENT AND PUBLIC SURVEY 2020

12 Mar 2020

Table 274
GD0400 - If you were considering having Botox injections for cosmetic reasons, how confident, if at all, would you be for people in the following jobs to administer the injections? A plastic surgeon

BASE: All Respondents

		Complained about a dental professional		Focus of regulator for dental professionals			Confidence of how dental care is delivered in the UK		Confidence in dental professional		Opinion about dentists' use of title Doctor when they do not also hold another general medical qualification or a PhD		Awareness of Dental Complaints Service			Contacted a person or organisation for support making any type of complaint		Contacted a person or organisation for support making a complaint about dental care or treatment		Would find it helpful to use a support service to deal with something that went seriously wrong during visit to dental professional			Seen advertised or been offered cosmetic treatments at dental practice		Received cosmetic treatments at dental practice		
		TOTAL (z)	Yes (a)	No (b)	Mainly on preventing bad practice (c)	Equally on both (d)	Mainly on taking action against serious complaints (e)	Confident (f)	Not confident (g)	Yes (h)	No (i)	Should be able to use (j)	Should not be able to use (k)	Aware (l)	Unaware (m)	Unsure (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)	DK (u)	Yes (v)	No (w)	Yes (x)	No (y)
Unweighted Base	1674	94	1492	441	1081	152	1328	286	1555	106	393	881	184	1246	236	405	1247	15	1659	1393	252	29	1007	667	118	1556	
Weighted Base	1618	93*	1431	441	1018	159	1284	278	1498	105*	403	822	171	1218	222	389	1211	15**	1603	1360	230	29**	979	639	120*	1498	
Very confident	503	34	449	137	315	51	415	75	479	23	130	269	54	369	80	134	365	1	502	450	49	4	377	127	55	448	
	31%	36%	31%	31%	31%	32%	32%	27%	32%	22%	32%	33%	32%	30%	36%	35%	30%	7%	31%	33%	21%	15%	38%	20%	46%	30%	
Fairly confident	492	27	450	129	331	32	406	77	474	16	106	283	59	362	70	120	369	4	488	430	58	4	326	166	29	462	
	30%	29%	31%	29%	33%	20%	32%	28%	32%	15%	26%	34%	34%	30%	32%	31%	30%	29%	30%	32%	25%	13%	33%	26%	24%	31%	
Not very confident	98	8	88	25	66	6	82	13	92	6	23	56	4	75	18	20	77	-	98	88	10	-	57	40	10	88	
	6%	8%	6%	6%	7%	4%	6%	5%	6%	6%	6%	7%	3%	6%	8%	5%	6%	-	6%	6%	4%	-	6%	6%	8%	6%	
Not at all confident	180	8	166	36	125	19	132	37	161	17	46	92	24	142	13	40	137	3	177	149	28	2	95	85	13	166	
	11%	8%	12%	8%	12%	12%	10%	13%	11%	16%	12%	11%	14%	12%	6%	10%	11%	18%	11%	11%	12%	7%	10%	13%	11%	11%	
I have never heard of this type of person or job	57	4	42	24	24	9	39	16	45	10	16	18	5	46	6	11	46	4	53	41	14	2	19	38	3	54	
	4%	4%	3%	5%	2%	6%	3%	6%	3%	10%	4%	2%	3%	4%	3%	3%	4%	29%	3%	3%	6%	6%	2%	6%	2%	4%	
Don't know	288	13	235	91	156	41	210	60	246	34	81	104	25	224	34	63	217	3	286	201	71	17	105	183	10	278	
	18%	14%	16%	21%	15%	26%	16%	22%	16%	32%	20%	13%	15%	18%	15%	16%	18%	17%	18%	15%	31%	58%	11%	29%	8%	19%	
Confident (NET)	995	61	900	266	646	83	821	152	953	39	236	552	113	731	150	254	734	5	990	880	107	8	702	293	84	911	
	62%	65%	63%	60%	63%	52%	64%	55%	64%	37%	59%	67%	66%	60%	68%	65%	61%	36%	62%	65%	46%	29%	72%	46%	70%	61%	
Not confident (NET)	277	16	254	61	192	25	214	50	253	23	69	149	28	217	32	60	214	3	275	237	38	2	152	125	23	254	
	17%	17%	18%	14%	19%	16%	17%	18%	17%	22%	17%	18%	16%	18%	14%	15%	18%	18%	17%	17%	17%	7%	16%	20%	19%	17%	
NET Confident	718	45	646	205	455	58	607	103	700	16	167	403	85	514	119	194	520	3	715	644	68	6	550	168	61	656	
	44%	48%	45%	47%	45%	36%	47%	37%	47%	15%	42%	49%	50%	42%	53%	50%	43%	18%	45%	47%	30%	21%	56%	26%	51%	44%	

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



GENERAL PUBLIC
GENERAL DENTAL COUNCIL PATIENT AND PUBLIC SURVEY 2020
12 Mar 2020

Table 275

GD0400 - If you were considering having Botox injections for cosmetic reasons, how confident, if at all, would you be for people in the following jobs to administer the injections?

BASE: All Respondents

	Dentist	Another type of dental professional (such as a dental nurse or dental therapist)	A beautician	A GP/general practitioner	A plastic surgeon
Unweighted Base	1674	1674	1674	1674	1674
Weighted Base	1618	1618	1618	1618	1618
Very confident	176 11%	77 5%	59 4%	287 18%	503 31%
Fairly confident	358 22%	309 19%	274 17%	496 31%	492 30%
Not very confident	277 17%	320 20%	301 19%	219 14%	98 6%
Not at all confident	451 28%	520 32%	581 36%	292 18%	180 11%
I have never heard of this type of person or job	50 3%	76 5%	74 5%	48 3%	57 4%
Don't know	306 19%	316 20%	329 20%	276 17%	288 18%
Confident (NET)	534 33%	386 24%	333 21%	783 48%	995 62%
Not confident (NET)	728 45%	840 52%	883 55%	511 32%	277 17%
NET Confident	-194 -12%	-454 -28%	-550 -34%	272 17%	718 44%

Table 276
GD041 - If you received Botox injections for cosmetic reasons at a cosmetic surgery provider, and something went wrong, what would you do?

BASE: People who were asked about receiving Botox injections for cosmetic reasons at a cosmetic surgery provider

	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)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (m)	SINGLE (n)	WID/ DIV/ SEP (o)
Unweighted Base	850	420	427	99	115	117	115	133	271	222	286	160	182	479	223	144
Weighted Base	819	401	415	108*	136*	135*	127*	118	196	221	256	139	203	464	224	127
Complain to the person who gave you the Botox injections	311 38% h	137 34%	171 41%	39 37%	40 30%	63 47% dh	63 49% zdh	47 40%	58 30%	86 39%	99 39%	51 36%	75 37%	188 41%	72 32%	50 39%
Ask a lawyer / get legal advice / sue them	181 22% bhi	107 27% zb	74 18%	39 36% zefgh	36 26%	26 20%	25 20%	20 17%	35 18%	36 16%	60 23%	36 26%	50 25%	97 21% o	61 27%	19 15%
Ask a doctor for advice	146 18% h	67 17%	79 19%	15 14%	31 23% h	36 27% zcgh	21 17%	18 15%	24 12%	42 19%	42 16%	28 20%	34 17%	87 19%	34 15%	23 18%
Nothing	132 16%	68 17%	65 16%	13 12%	29 22% e	13 10%	15 12%	15 13%	47 24% zcefg	30 13%	34 13%	25 18%	44 22% zj	74 16%	34 15%	25 20%
Complain to/ask for advice from the General Dental Council	78 9%	41 10%	37 9%	5 5%	16 12%	9 7%	16 13%	13 11%	18 9%	29 13% l	29 11%	9 6%	11 6%	45 10%	23 10%	10 8%
Complain to/ask for advice from Healthwatch/ Scottish Independent Advocacy Alliance/ Advocacy Support Cymru/Patient and Client Council	61 7% l	31 8%	30 7%	6 5%	12 9%	10 7%	16 12% h	8 6%	10 5%	22 10% l	24 9% l	10 7% l	5 2%	37 8%	17 8%	7 6%
Complain to/ask for advice from the Citizens Advice Bureau	55 7% h	31 8%	24 6%	6 5%	11 8%	10 7%	14 11% h	8 7%	6 3%	14 6%	24 9%	7 5%	10 5%	37 8%	12 5%	6 4%
Complain to/ask for advice from the Care Quality Commission (CQC)	53 6%	24 6%	29 7%	5 5%	12 9%	5 4%	11 9%	11 9%	9 5%	16 7%	23 9% l	7 5%	7 3%	32 7%	15 7%	6 5%
Complain to the receptionist	34 4%	17 4%	17 4%	3 3%	10 7%	7 5%	4 3%	7 6%	3 1%	9 4%	7 3%	7 5%	10 5%	23 5%	9 4%	2 2%

Would never get botox	h 25 3%	8 2%	17 4%	- -	h * *	4 3%	2 1%	h 5 4% d zcdf	14 7% 1 *	7 3%	5 2%	6 4%	7 4%	15 3%	5 2%	5 4%
Ask a dentist for advice	14 2% h	6 2%	8 2%	2 2%	3 3%	3 3%	2 2%	2 2%	1 *	2 1%	6 2%	4 3%	2 1%	8 2%	6 3%	- -
Complain to your MP (Member of Parliament)	11 1%	4 1%	7 2%	2 2%	3 3%	- -	2 2%	- -	3 2%	3 1%	2 1%	2 1%	4 2%	6 1%	3 1%	2 2%
Complain to / ask for advice from the General Medical Council	8 1% m	5 1%	2 1%	- -	2 1%	4 3%	- -	1 1%	1 1%	* *	2 1%	- -	6 3% z	2 *	6 2% zm	1 1%
Complain to surgery / practice	8 1%	4 1%	4 1%	4 3%	2 1%	- -	- -	1 1%	1 1%	- -	2 1%	3 2% i	2 1%	4 1%	4 2%	- -
Go on web / internet search for what to do	5 1%	4 1%	1 *	2 1%	- -	2 2%	- -	1 1%	- -	1 *	- -	4 3% zjl	- -	5 1%	- -	- -
Complain to supplier / company / provider	3 *	2 *	1 *	1 1%	- -	* *	- -	1 1%	1 *	1 1%	2 1%	- -	- -	2 1%	1 *	- -
Seek compensation	3 *	1 *	2 *	2 2%	1 1%	- -	- -	- -	- -	- -	1 *	- -	2 1%	1 *	2 1%	- -
Ask friend / family	3 *	* *	2 1%	- -	2 1%	- -	1 *	- -	* *	- -	2 1%	1 *	- -	2 *	- -	1 1%
Cry	2 *	* *	2 *	* *	- -	1 1%	- -	- -	1 *	1 1%	1 *	* *	- -	1 *	* *	1 1%
Go back / have them fix it	1 *	* *	1 *	- -	- -	- -	- -	- -	1 1% z	1 *	* *	- -	- -	1 *	- -	* *
Other	9 1%	3 1%	6 1%	2 2%	- -	* *	1 1%	1 *	5 3% z	* *	5 2%	1 1%	2 1%	5 1%	2 1%	2 1%
Don't know	18 2%	9 2%	9 2%	3 3%	3 2%	2 2%	2 1%	2 2%	6 3%	3 2%	10 4% z	1 1%	3 2%	9 2%	6 3%	3 2%
No answer	11 1%	5 1%	6 1%	2 2%	- -	- -	2 1%	2 2%	5 3% z	7 3% z	2 1%	1 *	1 1%	7 2%	- -	4 3% n

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

Table 277

GD041 - If you received Botox injections for cosmetic reasons at a cosmetic surgery provider, and something went wrong, what would you do?

BASE: People who were asked about receiving Botox injections for cosmetic reasons at a cosmetic surgery provider

	TOTAL (z)	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
		WORKING (a)	NOT WORKING (b)	FULLTIME (c)	PARTTIME (d)	SELFEMPL OYE D (e)	HOUSE WIFE (f)	STILL IN EDUCATIO N (g)	UNEMPLO YED (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	850	408	442	264	99	45	41	56	18	272	55	202	648	65	49	79	100	648
Weighted Base	819	470	349	314	105*	51*	40*	49*	17**	193	50*	221	598	71*	53*	84*	108*	598
Complain to the person who gave you the Botox injections	311 38% bilq	198 42% zb	112 32% i	135 43% i	35 33% i	28 55% zdgi	17 43% i	15 31% zj	5 29% i	55 28% i	20 40% i	97 44% i	214 36% i	35 49% i	21 39% i	34 40% i	45 41% i	214 36% i
Ask a lawyer / get legal advice / sue them	181 22%	111 24%	71 20%	75 24%	27 25%	9 17%	7 16%	18 36% zj	4 21%	36 19%	7 14%	44 20%	137 23%	14 19%	11 21%	17 20%	22 20%	137 23%
Ask a doctor for advice	146 18% i	89 19%	57 16%	63 20% i	18 17%	8 16%	10 25%	12 24%	6 32%	24 12%	6 12%	39 18%	107 18%	13 18%	8 15%	15 18%	18 17%	107 18%
Nothing	132 16% ac	60 13%	73 21% za	34 11%	20 19%	6 11%	4 10%	9 18%	3 17%	45 23% zc	12 24% c	37 17%	95 16%	13 18%	13 25%	12 15%	20 19%	95 16%
Complain to/ask for advice from the General Dental Council	78 9%	43 9%	35 10%	33 10%	5 5%	5 10%	5 14%	3 6%	2 14%	18 9%	5 11%	15 7%	63 10%	3 4%	3 6%	8 9%	8 7%	63 10%
Complain to/ask for advice from Healthwatch/ Scottish Independent Advocacy Alliance/ Advocacy Support Cymru/Patient and Client Council	61 7% bi	43 9% b	18 5% i	32 10% i	4 3%	7 14% di	3 8%	3 5%	1 4%	8 4%	3 7%	19 9%	42 7%	8 11%	4 8%	8 10%	5 4%	42 7%
Complain to/ask for advice from the Citizens Advice Bureau	55 7% i	37 8%	18 5%	27 9% i	8 8%	1 2%	2 4%	1 2%	4 21%	7 3%	5 11% i	19 8%	36 6%	5 7%	2 4%	10 12%	8 7%	36 6%
Complain to/ask for advice from the Care Quality Commission (CQC)	53 6%	33 7%	20 6%	26 8%	3 3%	4 7%	4 11%	1 3%	2 10%	10 5%	3 6%	15 7%	38 6%	2 3%	5 10%	3 4%	11 10%	38 6%
Complain to the receptionist	34 4% bilq	27 6% b	7 2%	20 6% i	6 6% i	1 1%	1 4%	1 1%	2 10%	1 1%	2 4%	15 7% l	18 3% q	7 9% q	5 9%	7 8%	8 7%	18 3%
Would never get botox	25 3% ac	7 2%	18 5% za	4 1%	3 3%	- -	1 2%	- -	- -	15 8% zc	2 4%	6 3%	20 3%	1 2%	- -	3 4%	3 2%	20 3%
Ask a dentist for advice	14 2%	11 2%	2 1%	8 2%	3 3%	1 2%	1 3%	* 1%	- -	1 *	- -	4 2%	10 2%	2 3%	- -	2 2%	3 3%	10 2%

Complain to your MP (Member of Parliament)	bi 11 1%	6 1%	5 1%	5 2%	- -	1 2%	- -	- -	2 10%	3 2%	- -	1 1%	10 2%	- -	- -	1 1%	- -	10 2%
Complain to / ask for advice from the General Medical Council	8 1%	6 1%	2 1%	3 1%	2 2%	1 2%	- -	- -	1 7%	1 1%	- -	3 1%	5 1%	- -	1 2%	3 4% z	- -	5 1%
Complain to surgery / practice	8 1%	5 1%	3 1%	3 1%	2 2%	- -	- -	* 1%	1 7%	1 1%	- -	- -	8 1%	- -	- -	- -	- -	8 1%
Go on web / internet search for what to do	5 1%	4 1%	1 *	2 *	- -	2 5% zci	- -	- -	- -	1 *	- -	2 1%	2 *	- -	- -	- -	2 2%	2 *
Complain to supplier / company / provider	3 *	2 *	1 *	1 *	- -	1 2%	- -	1 2%	- -	- -	* 1%	* *	3 *	- -	- -	- -	- -	3 *
Seek compensation	3 *	- -	3 1%	- -	- -	- -	- -	1 2% ci	2 10%	- -	- -	- -	3 *	- -	- -	- -	- -	3 *
Ask friend / family	3 *	2 1%	* *	1 *	2 2%	- -	- -	- -	- -	* *	- -	2 1%	1 *	2 3% zq	2 3% zq	2 2% zq	- -	1 *
Cry	2 *	2 *	* *	- -	- -	2 4% zci	- -	* *	- -	- -	- -	1 1%	1 *	1 2% q	1 2% zq	1 2% q	* -	1 *
Go back / have them fix it	1 *	- -	1 *	- -	- -	- -	1 3% zc	- -	- -	* *	- -	- -	1 *	- -	- -	- -	- -	1 *
Other	9 1%	5 1%	4 1%	2 1%	3 2%	1 1%	2 5% zc	- -	- -	2 1%	* 1%	3 1%	6 1%	2 3%	2 4%	1 1%	1 1%	6 1%
Don't know	18 2%	11 2%	7 2%	7 2%	3 3%	2 4%	- -	1 2%	- -	6 3%	- -	5 2%	13 2%	2 3%	* *	1 1%	2 2%	13 2%
No answer	11 1%	5 1%	6 2%	5 2%	- -	- -	- -	- -	- -	6 3% z	- -	- -	11 2%	- -	- -	- -	- -	11 2%

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



GENERAL PUBLIC
GENERAL DENTAL COUNCIL PATIENT AND PUBLIC SURVEY 2020

12 Mar 2020

Table 278

GD041 - If you received Botox injections for cosmetic reasons at a cosmetic surgery provider, and something went wrong, what would you do?

BASE: People who were asked about receiving Botox injections for cosmetic reasons at a cosmetic surgery provider

	TOTAL (z)	REGION													ETHNICITY		ETHNICITY				DISABILITY	
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	BAME (o)	White (p)	Asian/ Asian British (q)	Black/ Black British (r)	Mixed /Other (s)	YES (t)	NO (u)
Unweighted Base	850	49	67	70	132	41	80	72	92	63	47	64	73	682	720	128	720	80	23	25	104	721
Weighted Base	819	22*	64*	76*	113	36*	80*	76*	112*	69*	35*	72*	65*	686	706	111*	706	66*	19**	26**	90*	705
Complain to the person who gave you the Botox injections	311 38% oq	14 61% zbcdfghjlm	26 41%	27 35%	41 36%	17 46%	24 30%	24 32%	33 29%	37 54% zdfghjm	11 32%	31 43%	26 41%	262 38%	281 40% zo	29 26% 26%	281 40% zq	15 22%	4 23%	10 40%	29 32%	273 39%
Ask a lawyer / get legal advice / sue them	181 22% h	5 22% 22%	14 21%	23 30% hk	28 25% h	15 42% zbhklm	19 23% h	22 29% hk	12 11%	18 25% h	8 22%	8 12%	11 17%	146 21% h	159 22% 22%	21 19% 19%	159 22% 22%	11 17%	5 28%	5 18%	16 17%	156 22%
Ask a doctor for advice	146 18%	4 18%	8 12%	12 16%	24 21%	5 13%	10 13%	15 20%	26 23% l	22 32% zbfklm	5 16%	8 10%	6 10%	121 18%	129 18%	17 15%	129 18%	11 17%	1 7%	4 16%	18 20%	126 18%
Nothing	132 16% jnp	2 8%	7 11%	15 20% l	25 22% eijl	2 7%	13 17%	9 11%	34 30% zabegijlm	5 8%	1 3%	13 18%	6 9%	121 18% zlj	98 14%	35 31% zn	98 14%	25 38% zp	3 18%	6 24%	15 16%	113 16%
Complain to/ask for advice from the General Dental Council	78 9%	1 6%	8 12%	15 20% zghim	12 11%	2 5%	11 14% h	3 4%	4 4%	3 4%	2 6%	7 10%	9 14% h	71 10% h	68 10%	10 9%	68 10%	4 6%	5 25%	1 4%	7 8%	71 10%
Complain to/ask for advice from Healthwatch/ Scottish Independent Advocacy Alliance/ Advocacy Support Cymru/Patient and Client Council	61 7% u	1 4%	4 7%	11 15% zfhm	9 8%	2 4%	2 3%	6 7%	5 4%	4 6%	3 7%	7 10%	7 11% f	52 8%	54 8%	7 7%	54 8%	3 5%	2 8%	3 10%	12 13% zu	46 7%
Complain to/ask for advice from the Citizens Advice Bureau	55 7% c	2 8% c	8 12% c	1 1%	11 10% c	1 3%	7 8%	3 5%	5 5%	6 8%	2 6%	5 7%	4 6%	47 7%	48 7%	7 6%	48 7%	3 4%	3 15%	2 6%	5 6%	50 7%
Complain to/ask for advice from the Care Quality Commission (CQC)	53 6%	1 6%	3 5%	15 20% zbd fghijklm	8 8%	4 10%	4 5%	1 2%	5 5%	1 2%	1 4%	3 5%	4 6%	49 7%	49 7%	4 4%	49 7%	- -	2 9%	2 9%	5 6%	46 7%
Complain to the receptionist	34 4%	2 10% zceghkm	3 4%	- -	4 3%	- -	8 10% zcg m	- -	3 3%	7 11% zcg m	3 7% cg	1 2%	3 5% 3%	29 4%	31 4%	3 2%	31 4%	1 1%	1 6%	1 2%	4 4%	30 4%
Would never get botox	25 3% dm	* 2% d	3 5% d	1 1%	* -	1 2%	4 5% d	8 11% zcdh m	1 1%	1 2%	2 5% d	2 3%	2 3%	15 2%	24 3%	1 1%	24 3%	- -	* 1%	1 5%	3 4%	22 3%
Ask a dentist for advice	14 2%	1 6% zbg h i k m	- -	2 3%	4 4%	1 2%	3 3%	- -	1 1%	- -	- -	- -	1 2%	12 2%	12 2%	1 1%	12 2%	1 1%	1 4%	- -	* *	13 2%
Complain to your MP (Member of Parliament)	11 1% np	- -	- -	3 4%	8 7% z f g h l m	- -	- -	- -	- -	- -	* 1%	- -	- -	10 2%	7 1%	4 4% n	7 1%	1 1%	2 9%	2 6%	2 2%	9 1%
Complain to / ask for advice from the General Medical Council	8 1% m	- -	2 3%	- -	1 1%	- -	- -	- -	- -	- -	4 11% z c d f g h i k m	- -	1 2%	4 1%	8 1%	- -	8 1%	- -	- -	- -	3 3%	5 1%

Complain to surgery / practice	8 1%	- -	- -	- -	- -	- -	2 2%	- -	- -	2 3%	2 6% zdghm	- -	2 4% m	6 1%	8 1%	* *	8 1%	* *	- -	- -	1 2%	6 1%
Go on web / internet search for what to do	5 1%	- -	- -	- -	- -	- -	2 2%	1 1%	- -	2 4% zm	- -	- -	- -	4 1%	5 1%	- -	5 1%	- -	- -	- -	- -	5 1%
Complain to supplier / company / provider	3 *	- -	- -	- -	2 2% zm	- -	- -	1 1%	- -	- -	- -	- -	- -	2 *	3 *	* *	3 *	* 1%	- -	- -	- -	3 *
Seek compensation	3 *	- -	- -	- -	2 2%	- -	- -	- -	- -	- -	- -	1 2%	- -	3 *	- -	3 3% zn	- -	1 2% p	2 9%	- -	- -	3 *
Ask friend / family	3 *	- -	1 1%	- -	- -	- -	- -	- -	2 2%	- -	- -	* *	- -	3 *	3 *	- -	3 *	- -	- -	- -	- -	3 *
Cry	2 *	- -	- -	- -	- -	- -	- -	- -	- -	1 1%	- -	- -	1 2% zm	2 *	2 *	* *	2 *	- -	* *	- -	- -	2 *
Go back / have them fix it	1 *	- -	- -	- -	- -	- -	- -	- -	1 1%	- -	* 1% zbcdfgklm	- -	- -	1 *	1 *	- -	1 *	- -	- -	- -	- -	1 *
Other	9 1%	* 2%	* 1%	- -	1 1%	2 6% zfgm	- -	- -	2 2%	1 2%	1 2%	1 2%	- -	8 1%	9 1%	- -	9 1%	- -	- -	- -	2 2%	7 1%
Don't know	18 2%	- -	3 5%	- -	2 2%	- -	2 2%	5 6% zm	1 1%	2 2%	1 1%	3 4%	* *	13 2%	14 2%	4 3%	14 2%	3 4%	1 5%	- -	- -	16 2%
No answer	11 1%	- -	- -	- -	1 1%	- -	- -	- -	3 3%	7 10%	- -	- -	- -	11 2%	11 2%	- -	11 2%	- -	- -	- -	1 1%	10 1%

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

GENERAL PUBLIC
GENERAL DENTAL COUNCIL PATIENT AND PUBLIC SURVEY 2020

12 Mar 2020

Table 279
GD041 - If you received Botox injections for cosmetic reasons at a cosmetic surgery provider, and something went wrong, what would you do?

BASE: People who were asked about receiving Botox injections for cosmetic reasons at a cosmetic surgery provider

	TOTAL (z)	Importance of title Doctor		When last visited a dental professional		When did you last go to the dentist		When did you last see a dental professional other than a dentist		Frequency visit a dental professional			Type of dental treatment received					Satisfaction with dental care or treatment		Confidence in healthcare regulation		Awareness of General Dental Council			Confidence in dental regulation	
		Important (a)	Not important (b)	Patients (last 12 mths) (c)	Public (less often) (d)	Patients (last 12 mths) (e)	Public (less often) (f)	Patients (last 12 mths) (g)	Public (less often) (h)	Once a year or more often (i)	Less often (j)	Don't know (k)	NHS (l)	Private (m)	Mixture (last 12 mths) (n)	Unsure (o)	Abroad (p)	Satisfied (q)	Dissatisfied (r)	Confident (s)	Not confident (t)	Aware (u)	Unaware (v)	Unsure (w)	Confident (x)	Not confident (y)
Unweighted Base	850	284	540	552	298	501	349	51	298	580	215	1	430	125	71	11	26	560	20	662	146	174	542	132	593	157
Weighted Base	819	274	519	526	293	479	340	47*	293	558	200	***	407	128	66*	10**	22**	541	17**	652	128	166	532	119	572	146
Complain to the person who gave you the Botox injections	311 38% ay	71 26%	226 43% za	213 41%	97 33%	189 40%	122 36%	24 51% h	97 33%	234 42% z	70 35%	- -	167 41%	61 47%	19 29%	- -	14 64%	226 42% z	8 47%	248 38%	46 36%	69 42%	189 36%	52 44%	228 40% y	42 29%
Ask a lawyer / get legal advice / sue them	181 22% ay	72 26%	104 20%	115 22%	67 23%	105 22%	76 22%	9 20%	67 23%	122 22% z	49 24%	- -	90 22%	22 18%	17 25%	3 26%	4 17%	116 21% z	6 33%	142 22%	33 26%	38 23%	120 23%	22 18%	132 23% y	33 23%
Ask a doctor for advice	146 18% ay	46 17%	94 18%	94 18%	52 18%	88 18%	58 17%	6 12%	52 18%	107 19%	36 18%	- -	73 18%	26 20%	13 19%	3 26%	5 22%	103 19% z	4 21%	118 18%	22 17%	27 16%	98 18%	21 18%	115 20% zy	18 12%
Nothing	132 16% boeilqu	79 29%	53 10%	64 12%	68 23% zc	60 13%	72 21% ze	4 9%	68 23% zg	69 12%	34 17%	- -	49 12%	18 14%	15 23% l	3 31%	1 4%	67 12% z	2 12%	109 17%	21 16%	17 10%	103 19% zuw	12 10%	87 15% zx	36 25%
Complain to/ask for advice from the General Dental Council	78 9% dh	24 9%	54 10%	59 11% zd	18 6%	53 11%	25 7%	6 14%	18 6%	63 11% zj	11 6%	- -	37 9%	15 12%	12 18% zl	1 5%	4 16%	60 11% z	3 18%	61 9%	11 9%	20 12%	44 8%	14 12%	63 11% z	10 7%
Complain to/ask for advice from Healthwatch/ Scottish Independent Advocacy Alliance/ Advocacy Support Cymru/Patient and Client Council	61 7% v	20 7%	39 8%	46 9%	16 5%	40 8%	22 6%	6 13%	16 5%	45 8%	16 8%	- -	30 7%	9 7%	6 9%	- -	2 11%	44 8% z	1 6%	46 7%	11 9%	15 9%	28 5%	18 15% zv	48 8%	8 5%
Complain to/ask for advice from the Citizens Advice Bureau	55 7% al	10 4%	37 7%	37 7%	17 6%	36 7%	19 6%	2 4%	17 6%	37 7%	15 7%	* 100%	18 5%	17 14% zl	3 5%	- -	4 17%	36 7% z	1 5%	38 6%	10 8%	6 4%	38 7%	11 9%	34 6%	12 8%
Complain to/ask for advice from the Care Quality Commission (CQC)	53 6% dhv	19 7%	33 6%	42 8% zd	11 4%	36 8%	17 5%	6 14% h	11 4%	46 8% zj	7 4%	- -	39 10% z	7 6%	6 9%	- -	- -	44 8% z	2 10%	50 8% zl	2 2%	15 9%	27 5%	11 9%	44 8% z	8 5%
Complain to the receptionist	34 4% ay	9 3%	21 4%	22 4%	12 4%	18 4%	16 5%	4 9%	12 4%	23 4%	10 5%	- -	14 3%	9 7%	5 8%	- -	- -	23 4% z	- -	26 4%	5 4%	8 5%	19 3%	7 6%	20 4% z	5 4%
Would never get botox	25 3% a	1 *	23 4% za	18 3%	7 2%	18 4%	7 2%	- -	7 2%	18 3%	7 4%	- -	13 3%	4 3%	1 1%	1 10%	- -	18 3% z	1 3%	19 3%	5 4%	4 3%	18 3%	3 3%	15 3% z	3 2%
Ask a dentist for advice	14 2% ay	7 3%	6 1%	9 2%	5 2%	8 2%	6 2%	1 2%	5 2%	9 2%	5 2%	- -	4 1%	2 2%	1 2%	1 15%	1 3%	7 1% z	1 8%	11 2%	2 1%	3 2%	9 2%	2 2%	7 1% z	5 3%
Complain to your MP (Member of Parliament)	11 1% ay	6 2%	5 1%	11 2% zd	- -	11 2% zf	- -	- -	- -	10 2%	1 1%	- -	6 1%	2 1%	2 4%	- -	1 3%	8 2% z	1 7%	10 2%	1 1%	4 2%	6 1%	1 1%	5 1% zx	6 4% z
Complain to / ask for advice from the General Medical Council	8 1% ay	5 2%	2 *	7 1%	1 *	7 1%	1 *	- -	1 *	8 1%	- -	- -	5 1%	3 2%	- -	- -	- -	8 1% z	- -	7 1%	1 1%	3 2%	4 1%	1 1%	7 1% z	- -
Complain to surgery / practice	8 1% b	4 2%	2 *	6 1%	1 1%	6 1%	1 *	- -	1 1%	6 1%	1 1%	- -	5 1%	- -	2 3%	- -	- -	6 1% z	1 4%	6 1%	1 1%	1 *	6 1%	1 1%	5 1% z	3 2%
Go on web / internet search for what to do	5 1% ay	- -	5 1%	5 1%	- -	5 1%	- -	- -	- -	5 1%	- -	- -	4 1%	1 1%	- -	- -	- -	5 1% z	- -	4 1%	1 1%	- -	4 1%	1 1%	2 *	2 1%
Complain to supplier / company / provider	3 * ay	* *	3 1%	2 *	1 *	2 *	1 *	- -	1 *	2 *	1 1%	- -	1 *	1 1%	- -	- -	1 4%	2 * z	- -	3 *	- -	1 1%	1 *	1 1%	3 1% z	- -
Seek compensation	3 ay	-	3	2	1	2	1	-	1	3	-	-	-	2	-	-	1	3	-	3	-	-	3	-	1	2

	*	-	1%	*	*	*	*	-	*	1%	-	-	-	1%	-	-	5%	1%	-	*	-	-	1%	-	*	1%
Ask friend / family	3	1	2	2	*	2	*	-	*	2	*	-	-	2	-	3	-	-	3	-	2	-	-	*	-	-
	*	*	*	*	*	1%	*	-	*	*	*	-	-	1%	-	*	-	-	1%	-	*	-	-	-	*	-
Cry	2	*	2	2	-	2	-	-	-	2	-	-	-	2	-	1	1	-	2	-	1	-	-	*	-	-
	*	*	*	*	-	*	-	-	-	*	-	-	-	1%	-	*	-	-	*	-	*	-	-	*	-	-
Go back / have them fix it	1	-	1	*	1	*	1	-	1	*	1	-	-	*	-	1	-	-	1	-	1	-	-	*	-	-
	*	-	*	*	*	*	*	-	*	*	1%	-	-	*	-	*	-	-	*	-	*	-	-	*	-	-
Other	9	1	8	8	2	7	2	1	2	8	2	-	-	6	1	1	-	-	8	-	7	2	*	8	1	6
	1%	*	2%	1%	1%	1%	1%	1%	1%	1%	1%	-	-	2%	1%	1%	-	-	1%	-	1%	1%	-	1%	-	-
Don't know	18	3	14	12	6	11	7	1	6	11	5	-	-	10	3	*	1	-	11	-	12	4	5	9	5	13
	2%	1%	3%	2%	2%	2%	2%	1%	2%	2%	3%	-	-	3%	2%	*	10%	-	2%	-	2%	3%	3%	2%	4%	2%
No answer	11	-	11	7	4	7	4	-	4	7	2	-	-	4	3	-	-	-	7	-	8	2	1	7	3	8
	1%	-	2%	1%	1%	1%	1%	-	1%	1%	1%	-	-	1%	2%	-	-	-	1%	-	1%	2%	1%	1%	2%	1%
			za																							

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

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GENERAL DENTAL COUNCIL PATIENT AND PUBLIC SURVEY 2020

12 Mar 2020

Table 280
GD041 - If you received Botox injections for cosmetic reasons at a cosmetic surgery provider, and something went wrong, what would you do?

BASE: People who were asked about receiving Botox injections for cosmetic reasons at a cosmetic surgery provider

		Complained about a dental professional		Focus of regulator for dental professionals			Confidence of how dental care is delivered in the UK		Confidence in dental professional		Opinion about dentists' use of title Doctor when they do not also hold another general medical qualification or a PhD		Awareness of Dental Complaints Service			Contacted a person or organisation for support making any type of complaint		Contacted a person or organisation for support making a complaint about dental care or treatment		Would find it helpful to use a support service to deal with something that went seriously wrong during visit to dental professional			Seen advertised or been offered cosmetic treatments at dental practice		Received cosmetic treatments at dental practice		
		TOTAL (z)	Yes (a)	No (b)	Mainly on preventing bad practice (c)	Equally on both (d)	Mainly on taking action against serious complaints (e)	Confident (f)	Not confident (g)	Yes (h)	No (i)	Should be able to use (j)	Should not be able to use (k)	Aware (l)	Unaware (m)	Unsure (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)	DK (u)	Yes (v)	No (w)	Yes (x)	No (y)
Unweighted Base	850	55	741	238	538	74	660	135	791	54	200	455	103	630	114	194	646	7	843	711	123	16	509	341	60	790	
Weighted Base	819	53*	706	242	500	77*	637	151	758	56*	206	425	95*	610	111*	192	619	6**	813	686	117*	15**	498	321	62*	757	
Complain to the person who gave you the Botox injections	311 38% jtw	17 33%	286 40% z	84 35%	206 41% z	21 27%	246 39%	52 34%	294 39%	16 28%	64 31%	177 42% zj	38 40%	226 37%	46 42%	78 40%	228 37%	2 37%	308 38%	278 40% zt	30 25%	3 21%	209 42% zw	101 32%	23 38%	287 38%	
Ask a lawyer / get legal advice / sue them	181 22% fp	9 16%	162 23%	53 22%	109 22%	19 25%	129 20%	43 29% f	163 22%	15 27%	55 27%	89 21%	18 19%	138 23%	23 20%	58 30% zp	123 20%	- -	181 22%	152 22%	28 24%	1 9%	115 23%	67 21%	11 18%	170 22%	
Ask a doctor for advice	146 18% lt	8 14%	135 19% z	42 18%	92 18%	12 16%	112 18%	30 20%	138 18%	8 15%	39 19%	81 19%	9 10%	113 18%	24 22% l	36 19%	108 18%	1 13%	145 18%	136 20% zt	9 7%	1 10%	97 19%	49 15%	16 26%	130 17%	
Nothing	132 16% bdhksv	8 15%	96 14%	50 21% d	65 13%	17 22%	108 17%	23 15%	113 15%	19 33% zh	52 25% zk	52 12%	14 14%	104 17%	14 13%	22 12%	110 18%	2 26%	131 16%	100 15%	32 27% zs	1 4%	49 10%	83 26% zv	15 24%	118 16%	
Complain to/ask for advice from the General Dental Council	78 9% jtw	7 14%	67 9%	20 8%	48 10%	10 13%	63 10%	11 7%	77 10% z	1 2%	11 5%	44 10%	11 12%	55 9%	12 11%	16 8%	62 10%	1 12%	77 9%	75 11% zt	2 2%	- -	58 12% zw	19 6%	6 9%	72 10%	
Complain to/ask for advice from Healthwatch/ Scottish Independent Advocacy Alliance/ Advocacy Support Cymru/Patient and Client Council	61 7% t	8 15%	53 8%	12 5%	47 9% z	3 3%	45 7%	14 9%	59 8%	2 4%	11 5%	38 9%	5 5%	39 6%	17 15% zlm	16 8%	44 7%	1 12%	60 7%	59 9% zt	1 1%	1 4%	40 8%	21 7%	2 3%	59 8%	
Complain to/ask for advice from the Citizens Advice Bureau	55 7% w	4 8%	47 7%	22 9%	31 6%	2 2%	44 7%	9 6%	50 7%	4 8%	15 7%	28 7%	5 5%	43 7%	7 6%	20 10% zp	35 6%	1 13%	54 7%	48 7%	4 3%	3 20%	41 8% w	14 4%	4 7%	51 7%	
Complain to/ask for advice from the Care Quality Commission (CQC)	53 6% jmw	2 4%	51 7% z	16 7%	32 6%	5 6%	48 8% z	5 3%	53 7% z	- -	6 3%	32 8%	12 12% zm	27 4%	14 13% zm	16 8%	37 6%	1 12%	52 6%	48 7%	5 4%	- -	40 8% zw	13 4%	4 7%	49 6%	
Complain to the receptionist	34 4% k	2 4%	31 4%	7 3%	21 4%	5 7%	22 3%	8 5%	32 4%	2 3%	9 5%	10 2%	1 1%	26 4%	7 6%	11 6%	23 4%	- -	34 4%	30 4%	4 3%	- -	22 5%	11 3%	* 1%	33 4%	
Would never get botox	25 3% s	2 4%	23 3%	9 4%	15 3%	1 1%	22 3%	2 1%	25 3%	- -	2 1%	14 3%	2 2%	24 4%	- -	4 2%	21 3%	- -	25 3%	13 2% zs	9 8%	2 16%	11 2%	15 5%	- -	25 3%	
Ask a dentist for advice	14 2% r	1 2%	13 2%	7 3%	6 1%	1 1%	10 2%	4 2%	13 2%	1 1%	5 3%	5 1%	2 2%	9 2%	2 2%	3 2%	10 2%	1 23%	12 2%	12 2%	2 1%	- -	8 2%	5 2%	1 1%	13 2%	
Complain to your MP (Member of Parliament)	11 1% p	2 3%	9 1%	3 1%	5 1%	3 4%	9 1%	2 1%	11 1%	- -	2 1%	7 2%	2 2%	7 1%	2 2%	6 3% p	4 1%	- -	11 1%	9 1%	2 1%	- -	7 1%	4 1%	2 2%	9 1%	
Complain to / ask for advice from the General Medical Council	8	3	5	6	2	-	6	-	8	-	*	6	3	5	-	1	7	-	8	8	-	-	6	2	-	8	

	1% d	5% zb	1%	2% zd	* 4	- 1	1% 5	- 2	1% 8	- *	1% 6	3% -	1% 7	- 1	1% 2	1% 6	- 8	1% 8	- -	- -	1% 4	1% 4	- 1	1% 7	
Complain to surgery / practice	8 1%	- -	8 1%	3 1%	4 1%	1 1%	5 1%	2 1%	8 1%	* *	6 1%	- -	7 1%	1 1%	2 1%	6 1%	- -	8 1%	8 1%	- -	- -	4 1%	4 1%	1 1%	7 1%
Go on web / internet search for what to do	5 1% f	- -	5 1%	2 1%	3 1%	- -	2 *	3 2% zf	5 1%	- -	5 1%	- -	5 1%	- -	- -	5 1%	- -	5 1%	5 1%	- -	- -	3 1%	2 *	1 1%	4 1%
Complain to supplier / company / provider	3 *	1 2%	2 *	- -	3 1%	- -	1 *	2 1%	3 *	- -	2 *	- -	2 *	1 1%	1 1%	2 *	- -	3 *	3 *	- -	- -	2 *	1 *	- -	3 *
Seek compensation	3 *	- -	3 *	2 1%	1 *	- -	3 *	- -	3 *	- -	2 *	- -	3 *	- -	2 1%	1 *	- -	3 *	3 *	- -	- -	3 1%	- -	- -	3 *
Ask friend / family	3 *	- -	3 *	2 1%	1 *	- -	2 *	- -	2 *	- -	2 1%	- -	1 *	2 2% m	- -	3 *	- -	3 *	2 *	- -	* 2%	1 *	2 1%	- -	3 *
Cry	2 * by	1 2% zb	1 *	- -	1 *	1 1%	2 *	- -	2 *	- -	2 1%	- -	2 *	- -	1 1%	1 *	- -	2 *	1 *	1 1%	- -	2 *	- -	1 2% zy	1 *
Go back / have them fix it	1 *	- -	1 *	* *	1 *	- -	1 *	* *	1 *	- -	* *	- -	1 *	- -	- -	1 *	- -	1 *	1 *	- -	- -	* *	1 *	- -	1 *
Other	9 1%	- -	9 1%	1 1%	7 1%	1 2%	7 1%	2 1%	7 1%	2 4%	1 1%	5 1%	9 1%	* *	1 *	8 1%	- -	9 1%	7 1%	2 2%	* 3%	5 1%	5 1%	- -	9 1%
Don't know	18 2% ck	1 2%	15 2%	1 *	15 3%	2 2%	15 2%	3 2%	17 2%	1 3%	5 2%	4 1%	11 2%	3 2%	6 3%	12 2%	13% 2%	17 2%	14 2%	2 1%	2 15%	12 2%	6 2%	2 3%	17 2%
No answer	11 1% s	- -	9 1%	- -	8 2%	3 4% c	8 1%	2 1%	9 1%	1 2%	3 1%	6 1%	8 1%	1 1%	4 2%	7 1%	- -	11 1%	6 1%	4 3%	1 6%	6 1%	5 1%	- -	11 1%

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

Table 281
GD042 - If you received Botox injections for cosmetic reasons at a dental surgery, and something went wrong, what would you do?

BASE: People who were asked about receiving Botox injections for cosmetic reasons at a dental surgery

	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)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (m)	SINGLE (n)	WID/ DIV/ SEP (o)
Unweighted Base	824	406	417	110	109	108	122	121	254	194	285	181	164	454	236	132
Weighted Base	799	390	408	120*	132*	115*	138	126*	169	199	267	149	183	449	237	110
Complain to the person who gave you the Botox injections	286 36% ahk	119 30% 30%	167 41% 41%	54 45% 45%	47 36% 36%	38 33% 33%	51 37% 37%	47 37% 37%	49 29% 29%	76 38% 38%	108 40% 40%	40 27% 27%	61 33% 33%	148 33% 33%	101 42% 42%	37 34% 34%
Ask a lawyer / get legal advice / sue them	160 20% h	72 18% 18%	88 21% 21%	30 25% 25%	30 23% 23%	20 17% 17%	29 21% 21%	25 20% 20%	26 15% 15%	37 19% 19%	56 21% 21%	27 18% 18%	39 21% 21%	82 18% 18%	55 23% 23%	22 20% 20%
Complain to/ask for advice from the General Dental Council	159 20% hk	77 20% 20%	82 20% 20%	15 13% 13%	31 24% 24%	23 20% 20%	33 24% 24%	32 25% 25%	25 15% 15%	51 26% 26%	48 18% 18%	16 11% 11%	44 24% 24%	93 21% 21%	48 20% 20%	17 15% 15%
Nothing	131 16% n	64 16% 16%	67 16% 16%	19 16% 16%	14 10% 10%	17 15% 15%	22 16% 16%	23 18% 18%	37 22% 22%	26 13% 13%	45 17% 17%	26 18% 18%	35 19% 19%	82 18% 18%	28 12% 12%	22 20% 20%
Ask a doctor for advice	118 15% ho	60 15% 15%	58 14% 14%	18 15% 15%	30 23% 23%	20 17% 17%	19 14% 14%	18 14% 14%	13 8% 8%	28 14% 14%	38 14% 14%	29 19% 19%	22 12% 12%	69 15% 15%	40 17% 17%	9 8% 8%
Complain to/ask for advice from the Citizens Advice Bureau	50 6% 6%	23 6% 6%	27 7% 7%	6 5% 5%	11 8% 8%	12 10% 10%	9 6% 6%	5 4% 4%	8 5% 5%	7 3% 3%	20 7% 7%	14 9% 9%	10 5% 5%	29 7% 7%	15 6% 6%	6 6% 6%
Complain to the receptionist	49 6% gh	26 7% 7%	23 6% 6%	12 10% 10%	16 12% 12%	5 5% 5%	9 7% 7%	2 1% 1%	5 3% 3%	11 6% 6%	21 8% 8%	11 7% 7%	6 3% 3%	25 6% 6%	21 9% 9%	3 3% 3%
Complain to/ask for advice from Healthwatch/ Scottish Independent Advocacy Alliance/ Advocacy Support Cymru/Patient and Client Council	49 6% 6%	22 6% 6%	27 7% 7%	5 4% 4%	9 7% 7%	11 10% 10%	6 4% 4%	9 7% 7%	9 6% 6%	7 4% 4%	21 8% 8%	9 6% 6%	12 6% 6%	32 7% 7%	13 5% 5%	4 3% 3%
Complain to/ask for advice from the Care Quality Commission (CQC)	47 6% h	20 5% 5%	27 7% 7%	3 3% 3%	11 9% 9%	13 12% 12%	9 6% 6%	5 4% 4%	5 3% 3%	13 7% 7%	17 6% 6%	6 4% 4%	11 6% 6%	27 6% 6%	18 8% 8%	3 2% 2%

Would never get botox	27 3%	11 3%	16 4%	- -	5 4%	* *	3 2%	7 5% ce	12 7% zcef	6 3%	8 3%	9 6% z	4 2%	12 3%	5 2%	10 9% zmn
Ask a dentist for advice	17 2%	9 2%	8 2%	2 1%	3 3%	3 3%	3 2%	1 1%	5 3%	6 3%	3 1%	5 4%	3 1%	10 2%	5 2%	2 2%
Complain to your MP (Member of Parliament)	5 1%	3 1%	2 *	4 3% z	- -	- -	1 1%	- -	1 *	- -	- -	2 1%	3 2%	1 *	4 2%	- -
Go back / have them fix it	5 1%	2 1%	3 1%	- -	- -	1 1%	2 1%	- -	2 1%	1 1%	2 1%	* *	1 *	2 1%	1 1%	1 1%
Complain to surgery / practice	4 1%	1 *	3 1%	- -	1 1%	- -	1 1%	2 2%	1 *	- -	2 1%	1 1%	1 *	2 *	2 1%	- -
Seek compensation	4 1%	1 *	3 1%	2 2%	- -	- -	1 1%	1 *	1 1%	- -	2 1%	1 *	2 1%	1 *	2 1%	1 1%
Go on web / internet search for what to do	3 *	2 *	1 *	- -	1 1%	- -	1 1%	- -	1 *	2 1%	- -	1 1%	- -	2 *	1 1%	- -
Complain to / ask for advice from the General Medical Council	2 *	2 1%	- -	- -	- -	- -	2 1%	- -	1 *	1 *	2 1%	- -	- -	2 1%	- -	- -
Cry	2 *	- -	2 *	- -	- -	1 1%	- -	- -	1 *	1 1%	1 *	- -	- -	2 *	- -	- -
Ask friend / family	1 *	* *	1 *	- -	- -	- -	- -	- -	1 1% z	- -	- -	* *	1 1%	1 *	- -	- -
Complain to supplier / company / provider	* *	- -	* *	* *	- -	- -	- -	- -	- -	- -	* *	- -	- -	- -	* *	- -
Other	7 1%	6 1%	1 *	2 1%	- -	- -	1 1%	- -	4 3% z	2 1%	4 1%	1 1%	- -	3 1%	2 1%	2 1%
Don't know	26 3%	16 4%	10 3%	2 1%	4 3%	4 4%	9 6%	* *	7 4% g	6 3%	7 3%	6 4%	6 3%	17 4%	3 1%	6 5%
No answer	12 2% b	10 3% b	2 *	3 2%	- -	- -	2 2%	3 2%	4 3%	8 4% zk	3 1%	* *	1 1%	6 1%	5 2%	1 1%

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

Table 282
GD042 - If you received Botox injections for cosmetic reasons at a dental surgery, and something went wrong, what would you do?

BASE: People who were asked about receiving Botox injections for cosmetic reasons at a dental surgery

	WORKING STATUS			OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULLTIME (c)	PARTTIME (d)	SELFEMPL OYE D (e)	HOUSE WIFE (f)	STILL IN EDUCATIO N (g)	UNEMPLO YED (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	824	388	436	265	78	45	38	65	22	269	42	212	612	76	50	69	113	612
Weighted Base	799	458	341	324	81*	53*	35*	62*	20**	185	39*	234	565	79*	54*	86*	128*	565
Complain to the person who gave you the Botox injections	286 36% i	173 38%	112 33%	117 36% i	35 43% i	21 39%	14 40%	30 48% zi	4 20%	50 27%	14 37%	87 37%	198 35%	34 43%	19 35%	35 40%	44 35%	198 35%
Ask a lawyer / get legal advice / sue them	160 20%	90 20%	69 20%	64 20%	15 19%	10 20%	6 18%	16 26%	3 16%	30 16%	13 34% zi	42 18%	118 21%	14 18%	10 18%	15 17%	27 21%	118 21%
Complain to/ask for advice from the General Dental Council	159 20% bg	101 22%	58 17%	65 20%	18 22% g	18 35% zgi	7 19%	5 8%	6 31%	31 17%	9 24%	43 18%	116 21%	11 14%	11 21%	17 19%	23 18%	116 21%
Nothing	131 16% a	61 13%	70 21% za	43 13%	12 15%	6 12%	5 15%	13 22%	8 39%	40 22% zc	4 10%	41 17%	91 16%	11 14%	6 12%	20 23%	26 20%	91 16%
Ask a doctor for advice	118 15% i	72 16%	45 13%	47 14% i	16 20% i	10 19%	6 16%	14 23% i	4 22%	15 8%	6 17%	35 15%	83 15%	10 13%	7 13%	11 13%	24 19%	83 15%
Complain to/ask for advice from the Citizens Advice Bureau	50 6%	30 7%	20 6%	22 7%	6 7%	2 4%	5 15% zgi	1 1%	1 3%	9 5%	4 11% g	17 7%	34 6%	4 5%	5 9%	4 4%	11 9%	34 6%
Complain to the receptionist	49 6% i	33 7%	16 5%	24 7%	6 8%	3 6%	1 4%	7 12% i	- -	6 3%	1 3%	12 5%	37 7%	4 5%	1 2%	4 4%	6 5%	37 7%
Complain to/ask for advice from Healthwatch/ Scottish Independent Advocacy Alliance/ Advocacy Support Cymru/Patient and Client Council	49 6%	29 6%	20 6%	22 7%	5 6%	3 5%	4 10%	2 4%	3 14%	10 5%	1 1%	10 4%	39 7%	2 2%	1 1%	4 5%	5 4%	39 7%
Complain to/ask for advice from the Care Quality Commission (CQC)	47 6% lq	32 7%	15 4%	22 7%	5 7%	5 9%	1 3%	1 2%	3 14%	6 3%	3 9%	21 9% l	26 5%	6 8%	3 5%	11 13% zq	14 11% zq	26 5%
Would never get botox	27 3% z	10 2%	17 5% z	8 3%	2 2%	- -	1 4%	- -	1 4%	14 8% zcg	* 1%	3 1%	24 4%	2 3%	1 2%	- -	1 1%	24 4%
Ask a dentist for advice	17	9	8	7	-	2	*	2	1	5	*	1	16	*	-	*	-	16

	2% k	2%	2%	2%	-	4%	1%	3%	3%	3%	1%	*	3% z	1%	-	*	-	3% z
Complain to your MP (Member of Parliament)	5 1%	3 1%	2 1%	1 *	2 2%	- -	- -	2 3%	- -	1 *	- -	1 1%	4 1%	- -	- -	- -	1 1%	4 1%
Go back / have them fix it	5 1%	1 *	4 1%	1 *	- -	- -	- -	- -	* 2%	3 2% z	- -	- -	5 1%	- -	- -	- -	- -	5 1%
Complain to surgery / practice	4 1%	3 1%	1 *	2 1%	1 1%	- -	- -	- -	- -	1 *	1 2%	2 1%	2 *	1 1%	- -	1 1%	1 1%	2 *
Seek compensation	4 1%	1 *	4 1%	1 *	- -	- -	- -	2 3% zc	- -	1 1%	1 1%	- -	4 1%	- -	- -	- -	- -	4 1%
Go on web / internet search for what to do	3 * lq	3 1%	1 *	1 *	1 2%	- -	- -	- -	- -	1 *	- -	3 1%	1 *	3 3% zq	- -	- -	- -	1 *
Complain to / ask for advice from the General Medical Council	2 *	2 *	1 *	2 1%	- -	- -	- -	- -	- -	1 *	- -	2 1%	1 *	- -	- -	2 2% zq	- -	1 *
Cry	2 *	1 *	1 *	- -	1 1%	- -	- -	- -	- -	1 *	- -	1 *	1 *	1 1%	1 2% q	- -	- -	1 *
Ask friend / family	1 *	- -	1 *	- -	- -	- -	- -	- -	- -	1 1% z	- -	- -	1 *	- -	- -	- -	- -	1 *
Complain to supplier / company / provider	* *	* *	- -	* *	- -	- -	- -	- -	- -	- -	- -	- -	* *	- -	- -	- -	- -	* *
Other	7 1%	1 *	5 2% z	- -	- -	1 2% c	- -	2 2% c	- -	4 2% zc	- -	1 *	6 1%	- -	- -	- -	1 1%	6 1%
Don't know	26 3%	15 3%	11 3%	13 4%	1 2%	1 2%	- -	- -	- -	7 4%	4 10% zdg	9 4%	17 3%	2 3%	- -	3 3%	6 4%	17 3%
No answer	12 2%	9 2%	3 1%	7 2%	2 2%	- -	- -	- -	- -	3 2%	- -	3 1%	9 2%	- -	- -	- -	3 2%	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



GENERAL PUBLIC
GENERAL DENTAL COUNCIL PATIENT AND PUBLIC SURVEY 2020

12 Mar 2020

Table 283
GD042 - If you received Botox injections for cosmetic reasons at a dental surgery, and something went wrong, what would you do?

BASE: People who were asked about receiving Botox injections for cosmetic reasons at a dental surgery

	TOTAL (z)	REGION													ETHNICITY		ETHNICITY					DISABILITY	
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	BAME (o)	White (p)	Asian/ Asian British (q)	Black/ Black British (r)	Mixed /Other (s)	YES (t)	NO (u)	
Unweighted Base	824	53	62	72	124	32	93	64	86	52	57	59	70	650	704	118	704	66	31	21	100	704	
Weighted Base	799	24*	53*	75*	101*	31**	97*	59*	109*	69*	42*	70*	69*	673	706	91*	706	47*	26**	18**	78*	706	
Complain to the person who gave you the Botox injections	286 36%	9 38%	24 46% f	27 36%	30 29%	18 59%	27 28%	18 31%	33 30%	28 41%	20 48% df	24 34%	28 41%	238 35%	256 36%	28 31%	256 36%	11 25%	8 30%	9 49%	21 26%	262 37%	
Ask a lawyer / get legal advice / sue them	160 20% ah	2 8%	6 11%	20 27% abh	29 28% zabhm	4 12%	21 22% a	20 33% zabhijkm	12 11%	10 14%	6 13%	10 15%	21 31% zabhijkm	133 20% ah	139 20%	20 22%	139 20%	4 10%	8 29%	8 46%	20 26%	139 20%	
Complain to/ask for advice from the General Dental Council	159 20% i	3 11%	9 18% i	19 25% i	23 22% i	7 21%	25 25% i	9 15%	19 18% i	3 5%	10 23% i	12 17%	21 31% zaim	137 20% i	138 20%	20 22%	138 20%	11 23%	6 23%	3 15%	16 20%	140 20%	
Nothing	131 16% j	4 15%	10 18% j	14 19% j	14 14% j	3 11%	23 24% jl	9 15% jl	20 19% j	9 13%	2 5%	17 24% jl	5 8% jl	117 17% jl	111 16%	19 21%	111 16%	14 31% zp	2 8%	3 17%	10 13%	117 17%	
Ask a doctor for advice	118 15% fkt	6 25% zfqkl	13 25% zfkml	13 17% k	19 19% fk	4 13%	7 7%	6 10%	15 14%	20 29% zfqhklm	6 13%	3 5%	6 9%	100 15% fk	106 15%	12 13%	106 15%	7 15%	3 12%	2 10%	5 7%	110 16% t	
Complain to/ask for advice from the Citizens Advice Bureau	50 6% g	2 9%	3 7%	4 6%	8 8%	3 11%	8 8%	2 3%	6 6%	2 3%	1 3%	3 5%	7 10%	45 7% g	45 6%	6 6%	45 6%	3 6%	3 11%	- -	5 7%	45 6%	
Complain to the receptionist	49 6% g	1 6% g	3 5%	3 4%	3 3%	1 2%	16 16% zcdghkm	- -	3 3%	8 11% g	2 5%	3 4%	7 10% g	46 7% g	45 6%	4 4%	45 6%	3 6%	1 3%	1 3%	5 6%	44 6%	
Complain to/ask for advice from Healthwatch/ Scottish Independent Advocacy Alliance/ Advocacy Support Cymru/Patient and Client Council	49 6% g	* 2%	3 5%	5 6%	12 12% zm	1 2%	6 7%	6 11%	5 5%	2 3%	2 4%	2 3%	5 8%	40 6% g	40 6%	9 10%	40 6%	3 7%	5 19%	1 4%	4 5%	44 6%	
Complain to/ask for advice from the Care Quality Commission (CQC)	47 6% hj	2 9% hj	3 6%	12 16% zcdghjlm	5 5%	2 5%	6 6%	2 3%	2 2%	6 8%	* 1%	5 7%	3 4%	43 6% hj	40 6%	6 6%	40 6%	4 9%	* 1%	1 6%	5 6%	41 6%	
Would never get botox	27 3% d	1 6% d	3 5% d	3 4%	- -	- -	3 3%	4 7% d	4 4%	1 2%	1 3%	3 5%	2 3%	20 3% d	26 4%	1 1%	26 4%	- -	1 3%	- -	5 7%	21 3%	
Ask a dentist for advice	17 2% zbcdeghijklm	3 11% zbcdeghijklm	- -	1 1%	3 3%	- -	4 4%	- -	4 3%	1 2%	- -	1 1%	1 1%	14 2% zbcdeghijklm	15 2%	2 2%	15 2%	1 2%	- -	1 6%	1 2%	15 2%	
Complain to your MP (Member of Parliament)	5 1% m	- -	- -	2 3% m	1 1%	- -	- -	- -	- -	- -	2 4% zm	- -	- -	3 * m	5 1%	* *	5 1%	* 1%	- -	- -	- -	5 1%	
Go back / have them fix it	5 1% m	- -	- -	- -	1 1%	- -	- -	1 2%	1 1%	- -	1 3% m	- -	- -	2 * m	5 1%	- -	5 1%	- -	- -	- -	1 1%	4 1%	
Complain to surgery / practice	4 1% m	- -	- -	- -	- -	2 5%	- -	- -	- -	- -	2 4% zm	- -	1 2%	3 * m	4 1%	- -	4 1%	- -	- -	- -	- -	4 1%	

Seek compensation	4 1% npu	-	-	-	1 1%	-	1 1%	-	-	-	1 3%	1 2%	-	3 *	2 *	2 2%	2 *	1 3%	-	1 4%	2 2%	2 *
Go on web / internet search for what to do	3 *	-	-	1 1%	-	-	-	1 2% m	-	1 2%	-	-	-	2 *	3 *	- -	3 *	- -	- -	- -	- -	3 *
Complain to / ask for advice from the General Medical Council	2 *	-	-	-	-	-	-	-	2 2%	-	-	1 1%	-	2 *	2 *	-	2 *	-	-	-	-	2 *
Cry	2 *	-	1 2% zm	-	1 1%	-	-	-	-	-	-	-	-	2 *	2 *	-	2 *	-	-	-	-	2 *
Ask friend / family	1 * u	-	*	-	-	-	-	-	-	1 2%	-	-	-	1 *	1 *	*	1 *	1% p	-	-	-	*
Complain to supplier / company / provider	* *	-	-	-	*	-	-	-	-	-	-	-	-	*	-	*	-	*	-	-	-	*
Other	7 1% z	-	2 3%	-	*	-	*	-	3 3%	1 1%	-	1 1%	-	7 1%	6 1%	1 1%	6 1%	1 1%	-	-	1 1%	6 1%
Don't know	26 3%	* 2%	* 1%	-	3 3%	-	2 2%	-	7 6%	2 2%	2 4%	7 10% zcgm	2 3%	24 4%	23 3%	3 3%	23 3%	- -	3 12%	-	5 6%	20 3%
No answer	12 2%	-	1 1%	-	-	-	1 1%	-	4 3%	6 9%	* 1%	-	-	12 2%	12 2%	* *	12 2%	* 1%	-	-	1 1%	11 2%

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

GENERAL PUBLIC
GENERAL DENTAL COUNCIL PATIENT AND PUBLIC SURVEY 2020

12 Mar 2020

Table 284
GD042 - If you received Botox injections for cosmetic reasons at a dental surgery, and something went wrong, what would you do?

BASE: People who were asked about receiving Botox injections for cosmetic reasons at a dental surgery

	Importance of title Doctor			When last visited a dental professional		When did you last go to the dentist		When did you last see a dental professional other than a dentist		Frequency visit a dental professional			Type of dental treatment received					Satisfaction with dental care or treatment		Confidence in healthcare regulation		Awareness of General Dental Council			Confidence in dental regulation	
	TOTAL (z)	Important (a)	Not important (b)	Patients (last 12 mths) (c)	Public (less often) (d)	Patients (last 12 mths) (e)	Public (less often) (f)	Patients (last 12 mths) (g)	Public (less often) (h)	Once a year or more often (i)	Less often (j)	Don't know (k)	NHS (l)	Private (m)	Mixture (n)	Unsure (o)	Abroad (p)	Satisfied (q)	Dissatisfied (r)	Confident (s)	Not confident (t)	Aware (u)	Unaware (v)	Unsure (w)	Confident (x)	Not confident (y)
Unweighted Base	824	301	509	599	265	500	324	59	265	582	207	2	449	136	80	7	17	559	23	675	128	143	540	138	593	156
Weighted Base	799	285	500	531	268	472	327	59*	268	557	207	1**	419	137	57*	8**	20**	534	23**	647	129*	139	530	128	575	147
Complain to the person who gave you the Botox injections	286 36%	106 37%	173 35%	200 38%	86 32%	171 36%	114 35%	29 48% h	86 32%	214 38% z	70 34%	- -	154 37%	53 39%	21 37%	- -	9 47%	203 38%	12 51%	243 38% z	35 27%	41 30%	195 37%	49 38%	214 37%	45 31%
Ask a lawyer / get legal advice / sue them	160 20% s	55 19%	104 21%	101 19%	58 22%	87 18%	72 22%	14 24%	58 22%	110 20%	44 21%	- -	91 22%	21 15%	10 17%	1 7%	6 30%	104 20%	5 23%	113 18%	46 36% zs	26 18%	112 21%	21 16%	114 20%	40 27% z
Complain to/ask for advice from the General Dental Council	159 20% v	59 21%	98 20%	107 20%	52 20%	100 21%	59 18%	7 11%	52 20%	110 20%	48 23%	- -	74 18%	37 27%	13 24%	- -	4 22%	107 20%	3 13%	136 21%	19 15%	35 25%	78 15%	45 35% zv	126 22% z	22 15%
Nothing	131 16% ew	54 19%	75 15%	78 15%	53 20%	67 14%	64 20%	11 19%	53 20%	82 15%	34 17%	- -	69 17%	15 11%	8 14%	4 51%	- -	80 15%	1 6%	109 17%	16 13%	29 21% w	90 17%	12 10%	95 17%	25 17%
Ask a doctor for advice	118 15%	49 17%	68 14%	83 16%	35 13%	73 15%	45 14%	10 17%	35 13%	85 15%	31 15%	- -	62 15%	22 16%	8 14%	* 4%	6 28%	80 15%	5 21%	94 15%	19 14%	21 15%	76 14%	20 16%	82 14%	21 15%
Complain to/ask for advice from the Citizens Advice Bureau	50 6%	23 8%	27 5%	35 7%	15 6%	30 6%	20 6%	5 9%	15 6%	36 6%	13 6%	- -	33 8%	4 3%	3 5%	- -	1 6%	36 7%	- -	45 7%	6 5%	5 4%	35 7%	10 8%	44 8% z	5 3%
Complain to the receptionist	49 6%	19 7%	30 6%	34 6%	16 6%	24 5%	25 8%	9 16% zh	16 6%	30 5%	19 9%	- -	28 7%	11 8%	* 1%	- -	- -	27 5%	2 10%	37 6%	10 8%	6 4%	34 6%	8 7%	37 6%	9 6%
Complain to/ask for advice from Healthwatch/ Scottish Independent Advocacy Alliance/ Advocacy Support Cymru/Patient and Client Council	49 6%	23 8%	26 5%	33 6%	16 6%	32 7%	17 5%	1 1%	16 6%	32 6%	14 7%	- -	22 5%	6 4%	7 12%	- -	1 7%	32 6%	- -	39 6%	7 5%	10 8%	28 5%	10 8%	38 7%	7 5%
Complain to/ask for advice from the Care Quality Commission (CQC)	47 6%	20 7%	27 5%	37 7%	10 4%	33 7%	14 4%	4 7%	10 4%	34 6%	12 6%	- -	30 7%	5 3%	3 5%	- -	* 1%	32 6%	2 7%	37 6%	8 6%	8 6%	26 5%	12 9%	31 5%	9 6%
Would never get botox	27 3%	6 2%	19 4%	17 3%	10 4%	16 3%	11 3%	1 1%	10 4%	17 3%	8 4%	- -	18 4%	3 2%	- -	- -	- -	17 3%	- -	25 4%	1 1%	1 1%	18 3%	8 6% u	16 3%	4 3%
Ask a dentist for advice	17 2% b	12 4%	5 1%	13 2%	5 2%	11 2%	6 2%	1 2%	5 2%	13 2%	4 2%	- -	9 2%	2 1%	1 2%	* 4%	1 6%	13 2%	- -	13 2%	4 3%	5 4%	8 2%	3 2%	14 3%	1 1%
Complain to your MP (Member of Parliament)	5 1% b	4 2% b	1 *	4 1%	1 *	4 1%	1 *	- -	1 *	5 1%	* *	- -	5 1%	- -	- -	- -	- -	5 1%	- -	3 1%	- -	- -	2 *	3 2%	3 1%	- -
Go back / have them fix it	5 1% v	2 1%	2 *	4 1%	1 *	4 1%	1 *	- -	1 *	3 1%	2 1%	- -	4 1%	- -	- -	- -	- -	3 1%	- -	4 1%	1 1%	3 2% zv	* *	1 1%	4 1%	* *
Complain to surgery / practice	4 1%	- -	4 1%	4 1%	- -	4 1%	- -	- -	- -	4 1%	- -	- -	4 1%	1 1%	- -	- -	- -	4 1%	- -	3 1%	1 1%	2 1%	2 *	1 1%	4 1%	- -
Seek compensation	4 1%	2 1%	2 *	4 1%	1 *	4 1%	1 *	- -	1 *	4 1%	- -	- -	2 1%	1 1%	- -	- -	1 3%	4 1%	- -	4 1%	- -	- -	4 1%	- -	4 1%	1 *
Go on web / internet search for what to do	3 *	- -	3 1%	3 1%	- -	3 1%	- -	- -	- -	3 1%	- -	- -	1 *	- -	2 3% zl	- -	- -	3 1%	- -	2 *	1 1%	- -	2 *	1 1%	3 1%	- -
Complain to / ask for advice from the General Medical Council	2	-	2	2	-	2	-	-	-	2	-	-	1	2	-	-	-	2	-	2	-	2	-	-	2	-

	*	-	*	*	-	1%	-	-	-	*	-	-	*	1%	-	-	-	*	-	*	-	2%	-	-	*	-
Cry	2	-	2	2	-	2	-	-	-	2	-	-	-	1	1	-	-	2	-	-	-	2%	-	-	-	-
	*	-	*	*	-	*	-	-	-	*	-	-	-	1%	1%	-	-	*	-	-	-	-	2	-	-	-
Ask friend / family	1	*	1	1	*	-	1	1	*	1	-	*	-	-	-	1	-	1	-	1	-	-	*	1	*	1
	*	*	*	*	*	-	*	2%	*	*	-	17%	-	-	-	15%	-	*	-	*	-	-	*	1%	*	1%
Complain to supplier / company / provider	*	*	-	-	*	-	*	-	*	-	*	-	-	-	-	-	-	-	-	*	-	-	*	-	*	-
	*	*	-	-	*	-	*	-	*	-	*	-	-	-	-	-	-	-	-	*	-	-	*	-	*	-
Other	7	2	3	6	1	5	1	1	1	5	1	1	3	1	*	-	-	4	1	4	1	3	2	1	3	-
	1%	1%	1%	1%	*	1%	*	1%	*	1%	*	83%	1%	1%	1%	-	-	1%	4%	1%	1%	2%	*	1%	1%	-
Don't know	26	3	21	17	9	16	10	1	9	15	6	-	9	5	3	2	2	15	-	17	7	5	17	4	13	2
	3%	1%	4%	3%	3%	3%	3%	2%	3%	3%	3%	-	2%	4%	5%	23%	8%	3%	-	3%	6%	4%	3%	3%	2%	1%
	asx		a																							
No answer	12	2	10	10	2	10	2	*	2	9	3	-	5	5	*	-	-	9	-	12	-	1	10	*	10	3
	2%	1%	2%	2%	1%	2%	1%	1%	1%	2%	1%	-	1%	3%	1%	-	-	2%	-	2%	-	1%	2%	*	2%	2%

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

GENERAL PUBLIC
GENERAL DENTAL COUNCIL PATIENT AND PUBLIC SURVEY 2020

12 Mar 2020

Table 285
GD042 - If you received Botox injections for cosmetic reasons at a dental surgery, and something went wrong, what would you do?

BASE: People who were asked about receiving Botox injections for cosmetic reasons at a dental surgery

		Complained about a dental professional			Focus of regulator for dental professionals			Confidence of how dental care is delivered in the UK		Confidence in dental professional		Opinion about dentists' use of title Doctor when they do not also hold another general medical qualification or a PhD		Awareness of Dental Complaints Service			Contacted a person or organisation for support making any type of complaint		Contacted a person or organisation for support making a complaint about dental care or treatment		Would find it helpful to use a support service to deal with something that went seriously wrong during visit to dental professional			Seen advertised or been offered cosmetic treatments at dental practice		Received cosmetic treatments at dental practice	
	TOTAL (z)	Yes (a)	No (b)		Mainly on preventing bad practice (c)	Equally on both (d)	Mainly on taking action against serious complaints (e)	Confident (f)	Not confident (g)	Yes (h)	No (i)	Should be able to use (j)	Should not be able to use (k)	Aware (l)	Unaware (m)	Unsure (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)	DK (u)	Yes (v)	No (w)	Yes (x)	No (y)
Unweighted Base	824	39	751		203	543	78	668	131	764	52	193	426	81	616	122	211	601	8	816	682	129	13	498	326	58	766
Weighted Base	799	41**	724		200	518	82*	647	127	740	49*	196	397	76*	608	111*	197	593	9**	790	673	112	13**	481	318	59*	740
Complain to the person who gave you the Botox injections	286 36% iw	10 24%	274 38% z		74 37%	188 36%	23 28%	241 37%	40 31%	276 37%	9 19%	61 31%	170 43% zj	21 28%	221 36%	44 39%	68 35%	217 37%	1 12%	284 36%	250 37%	32 28%	4 27%	199 41%	86 27%	25 42%	261 35%
Ask a lawyer / get legal advice / sue them	160 20%	7 18%	146 20%		37 19%	106 21%	16 20%	126 19%	30 23%	146 20%	14 28%	41 21%	78 20%	15 20%	124 20%	20 18%	45 23%	115 19%	4 43%	156 20%	139 21%	20 18%	1 5%	103 21%	57 18%	16 28%	143 19%
Complain to/ask for advice from the General Dental Council	159 20% jptw	6 16%	151 21% z		39 20%	97 19%	23 28%	132 20%	27 21%	154 21%	5 9%	26 13%	91 23% j	18 24%	117 19%	24 22%	54 27%	104 18%	3 41%	155 20%	151 22%	7 6%	1 10%	111 23%	48 15%	15 26%	143 19%
Nothing	131 16% bdhknosv	8 19%	108 15%		47 23%	64 12%	20 25% d	103 16%	19 15%	112 15%	16 32% zh	47 24%	41 10% zk	16 21%	103 17%	9 8%	21 11%	104 18% o	- -	131 17%	89 13%	36 32%	6 46% zs	49 10%	83 26% zv	7 13%	124 17%
Ask a doctor for advice	118 15% cqw	4 10%	112 15%		19 10%	87 17% zc	12 14%	100 16%	15 12%	110 15%	6 13%	18 9%	76 19% zj	10 12%	91 15%	17 16%	27 14%	90 15%	- -	118 15%	106 16%	11 10%	1 6%	92 19%	26 8%	13 22%	105 14%
Complain to/ask for advice from the Citizens Advice Bureau	50 6% p	2 5%	47 6%		10 5%	31 6%	10 12%	46 7%	4 3%	50 7%	- -	14 7%	25 6% z	6 8%	33 5%	11 10%	21 11%	30 5%	- -	50 6%	46 7%	4 3%	1 7%	35 7%	15 5%	6 11%	44 6%
Complain to the receptionist	49 6% k	5 12%	44 6%		11 6%	32 6%	6 7%	43 7%	6 5%	47 6%	3 5%	13 6%	16 4%	3 3%	36 6%	10 9%	10 5%	37 6%	- -	49 6%	46 7%	3 3%	- -	36 7%	13 4%	1 1%	48 7%
Complain to/ask for advice from Healthwatch/ Scottish Independent Advocacy Alliance/ Advocacy Support Cymru/Patient and Client Council	49 6% mt	4 9%	42 6%		8 4%	29 6%	12 15% zcd	43 7%	4 4%	46 6%	1 3%	7 3%	29 7%	10 13% zm	30 5%	9 8%	15 8%	34 6%	1 17%	47 6%	46 7%	2 2%	1 7%	32 7%	16 5%	5 9%	44 6%
Complain to/ask for advice from the Care Quality Commission (CQC)	47 6% s	3 8%	43 6%		8 4%	37 7%	2 2%	36 5%	11 9%	44 6%	3 7%	10 5%	24 6% z	2 3%	37 6%	8 7%	18 9%	29 5%	- -	47 6%	42 6%	5 5%	- -	35 7%	12 4%	1 2%	46 6%
Would never get botox	27 3% s	- -	25 3%		6 3%	20 4%	1 1%	22 3%	5 4%	24 3%	3 6%	3 2%	17 4%	1 1%	22 4%	4 3%	6 3%	21 4%	- -	27 3%	17 3%	9 8%	1 5% zs	14 3%	13 4%	* 1%	26 4%
Ask a dentist for advice	17 2%	2 6%	15 2%		5 3%	10 2%	2 2%	14 2%	3 3%	16 2%	1 2%	5 3%	5 1%	4 5% m	9 2%	4 3%	5 2%	11 2%	- -	17 2%	15 2%	2 2%	- -	13 3%	4 1%	1 1%	17 2%
Complain to your MP (Member of Parliament)	5 1% m	- -	5 1%		2 1%	3 1%	- -	5 1%	- -	5 1%	- -	1 1%	2 * z	- -	1 * zm	4 4% zm	- -	5 1%	- -	5 1%	5 1%	- -	- -	3 1%	2 1%	1 1%	4 1%
Go back / have them fix it	5 1%	- -	5 1%		- -	5 1%	- -	5 1%	- -	5 1%	- -	2 1%	2 1%	1 2%	2 * z	1 1%	2 1%	2 * z	- -	5 1%	4 1%	1 1%	- -	2 * z	3 1%	1 2%	4 * z
Complain to surgery / practice	4 1%	- -	4 1%		- -	4 1%	- -	4 1%	- -	4 1%	- -	- -	3 1%	1 1%	2 * z	2 2%	3 2%	1 * z	- -	4 1%	4 1%	1 1%	- -	2 * z	2 1%	- -	4 1%

Seek compensation	4 1%	1 2%	3 *	1 *	2 *	2 2%	4 1%	- -	4 *	1 2%	1 *	2 1%	- -	4 1%	- -	p 1 1%	3 1%	- -	4 1%	4 1%	- -	2 *	2 1%	1 1%	4 1%
Go on web / internet search for what to do	3 * y	- -	3 *	1 1%	2 *	- -	2 *	1 1%	3 *	- -	1 1%	2 *	- -	3 1%	- -	- -	3 1%	- -	3 *	- -	- -	3 1%	- -	1 2% y	2 *
Complain to / ask for advice from the General Medical Council	2 *	- -	2 *	- -	2 *	- -	2 *	- -	2 *	- -	2 1%	- -	- -	1 *	2 2% zm	- -	2 *	- -	2 *	- -	- -	2 1%	- -	- -	2 *
Cry	2 *	- -	2 *	- -	2 *	- -	2 *	- -	2 *	- -	1 *	1 *	- -	2 *	- -	- -	2 *	- -	2 *	- -	- -	2 *	- -	- -	2 *
Ask friend / family	1 *	- -	1 *	- -	1 *	- -	1 *	- -	1 *	- -	- -	* *	- -	1 *	- -	- -	1 *	- -	1 *	- -	- -	1 *	* *	- -	1 *
Complain to supplier / company / provider	* *	- -	* *	- -	* *	- -	* *	- -	- -	- -	* *	- -	- -	* *	- -	- -	* *	- -	* *	- -	- -	* *	* *	- -	* *
Other	7 1% f	2 4%	5 1%	* *	6 1%	- -	3 *	1 1%	7 1%	- -	2 1%	2 1%	- -	6 1%	1 1%	2 1%	4 1%	- -	7 1%	- -	6 1%	1 1%	- -	4 1%	3 1%
Don't know	26 3% bcfj	3 8%	18 3%	2 1%	22 4%	2 2%	16 2%	6 5%	22 3%	- -	1 1%	14 3%	4 5%	19 3%	3 3%	11 6%	15 2%	- -	26 3%	25 4%	1 *	- -	13 3%	12 4%	1 1%
No answer	12 2%	- -	11 2%	* *	8 2%	3 4% c	10 2%	2 1%	11 2%	1 2%	- -	7 2%	1 2%	11 2%	- -	p 2 1%	10 2%	- -	12 2%	10 1%	2 2%	- -	7 1%	5 2%	1 2%

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

Table 286

GD0450 - Please look at this list of different types of dental professional. In general, do you think each is trustworthy or untrustworthy? Please use a scale of 1 to 5, where 1 is very trustworthy and 5 is very untrustworthy. 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)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (m)	SINGLE (n)	WID/ DIV/ SEP (o)
Unweighted Base	1674	826	844	209	224	225	237	254	525	416	571	341	346	933	459	276
Weighted Base	1618	791	823	228	267	250	265	244	365	420	523	289	387	913	462	237
1 - Very trustworthy	876 54% el	410 52%	463 56%	119 52%	145 54%	117 47%	138 52%	145 59%	212 58%	241 57%	309 59%	150 52%	177 46%	500 55%	244 53%	130 55%
2	448 28% ze dh	229 29%	218 26%	61 27%	63 23%	72 29%	90 34%	68 28%	94 26%	133 32% j	130 25%	78 27%	108 28%	244 27%	144 31%	59 25%
3	205 13% gi	107 13%	99 12%	35 15%	46 17%	36 15%	25 9%	19 8%	44 12%	33 8%	56 11%	42 15%	74 19%	121 13%	52 11%	32 13%
4	33 2% h	16 2%	16 2%	6 3%	4 1%	10 4%	5 2%	6 2%	1 *	5 1%	14 3%	4 1%	9 2%	18 2%	12 3%	3 1%
5 - Very untrustworthy	16 1% d	7 1%	8 1%	2 1%	- -	6 2%	2 1%	3 1%	3 1%	4 1%	5 1%	4 2%	3 1%	12 1%	3 1%	- -
I have never heard of this type of person or job	33 2% i	16 2%	16 2%	3 1%	7 3%	6 2%	3 1%	2 1%	10 3%	3 1%	8 2%	10 4%	11 3%	14 2%	5 1%	12 5% zmn
Don't know/ None of these	7 * z	5 1%	2 *	* *	2 1%	2 1%	2 1%	- -	1 *	1 *	1 *	* *	5 1% z	4 *	3 1%	* *
Mean	1.65 hi	1.68	1.62	1.7	1.65	1.82 z fgh	1.62	1.57	1.56	1.55	1.59	1.69 i	1.79 z j	1.66	1.64	1.59

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

Table 287

GD0450 - Please look at this list of different types of dental professional. In general, do you think each is trustworthy or untrustworthy? Please use a scale of 1 to 5, where 1 is very trustworthy and 5 is very untrustworthy. Dentist

BASE: All Respondents

	TOTAL (z)	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
		WORKING (a)	NOT WORKING (b)	FULLTIME (c)	PARTTIME (d)	SELFEMPL OYE D (e)	HOUSE WIFE (f)	STILL IN EDUCATIO N (g)	UNEMPLO YED (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	1674	796	878	529	177	90	79	121	40	541	97	414	1260	141	99	148	213	1260
Weighted Base	1618	928	690	638	186	104*	75*	111*	38*	378	89*	455	1163	151	107*	170	236	1163
1 - Very trustworthy	876	501	375	351	103	47	38	63	8	221	46	228	648	67	49	88	121	648
	54%	54%	54%	55%	55%	45%	50%	57%	21%	58%	52%	50%	56%	44%	46%	52%	51%	56%
	hm			h	h	h	h	h		zeh	h							m
2	448	263	185	163	65	35	18	27	14	101	26	135	313	46	31	51	74	313
	28%	28%	27%	26%	35%	33%	23%	24%	37%	27%	29%	30%	27%	30%	29%	30%	31%	27%
				zc														
3	205	117	88	88	14	14	14	11	13	39	12	63	142	25	18	24	25	142
	13%	13%	13%	14%	8%	14%	18%	10%	34%	10%	13%	14%	12%	17%	17%	14%	10%	12%
	d						d		zcdegij									
4	33	20	13	15	1	3	4	4	1	2	3	13	20	6	4	4	9	20
	2%	2%	2%	2%	1%	3%	5%	3%	2%	*	4%	3%	2%	4%	4%	2%	4%	2%
	i			i		i	di	i			i							
5 - Very untrustworthy	16	10	5	7	1	3	1	2	-	3	-	5	10	1	1	1	3	10
	1%	1%	1%	1%	*	2%	1%	2%	-	1%	-	1%	1%	1%	1%	1%	1%	1%
I have never heard of this type of person or job	33	14	19	9	2	3	2	4	-	11	2	9	24	6	4	2	2	24
	2%	1%	3%	1%	1%	3%	3%	3%	-	3%	2%	2%	2%	4%	3%	1%	1%	2%
Don't know/ None of these	7	3	4	3	-	-	-	*	3	1	-	2	5	-	-	-	2	5
	*	*	1%	*	-	-	-	*	7%	*	-	*	*	-	-	-	1%	*
									zcdefgij									
Mean	1.65	1.66	1.63	1.66	1.54	1.82	1.81	1.64	2.17	1.54	1.67	1.72	1.62	1.82	1.83	1.69	1.71	1.62
	ilq			i		di	di							zq	q			

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 288

GD0450 - Please look at this list of different types of dental professional. In general, do you think each is trustworthy or untrustworthy? Please use a scale of 1 to 5, where 1 is very trustworthy and 5 is very untrustworthy. Dentist

BASE: All Respondents

	TOTAL (z)	REGION													ETHNICITY		ETHNICITY					DISABILITY	
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	BAME (o)	White (p)	Asian/ Asian British (q)	Black/ Black British (r)	Mixed /Other (s)	YES (t)	NO (u)	
Unweighted Base	1674	102	129	142	256	73	173	136	178	115	104	123	143	1332	1424	246	1424	146	54	46	204	1425	
Weighted Base	1618	46	117	151	214	67*	177	135	221	138*	77*	141*	133	1360	1412	202	1412	113*	45*	44*	169	1411	
1 - Very trustworthy	876 54% dkmoqs	23 51%	75 64%	93 62%	87 41%	39 59%	98 55%	89 66%	121 55%	72 52%	46 60%	57 40%	76 57%	718 53%	791 56%	81 40%	791 56%	45 40%	20 44%	16 36%	98 58%	765 54%	
2	448	18	20	37	66	24	45	28	66	34	20	47	43	382	390	58	390	32	15	10	54	390	
	28%	39%	17%	24%	31%	36%	25%	20%	30%	25%	27%	33%	32%	28%	28%	29%	28%	29%	34%	23%	32%	28%	
	b zbcfgim				bg				b			bg		b									
3	205	4	16	10	43	4	22	11	24	22	6	35	9	185	163	42	163	21	7	14	11	185	
	13%	8%	13%	6%	20%	6%	13%	8%	11%	16%	8%	25%	7%	14%	12%	21%	12%	18%	15%	33%	7%	13%	
	cnpt				zaceghilm					cl		zabcefgghilm		zcl		zn				zp		t	
4	33	*	-	6	7	-	6	1	4	4	1	2	2	30	26	7	26	3	2	2	1	28	
	2%	1%	-	4%	3%	-	3%	1%	2%	3%	2%	1%	2%	2%	2%	4%	2%	3%	4%	5%	1%	2%	
	npu																						
5 - Very untrustworthy	16 1%	-	2 2%	2 1%	3 1%	-	1 1%	3 2%	3 1%	1 1%	-	-	1 1%	13 1%	13 1%	3 1%	13 1%	2 2%	1 2%	-	1 1%	14 1%	
I have never heard of this type of person or job	33 2% npu	-	3 3%	4 2%	5 2%	-	3 2%	5 3%	3 1%	5 4%	3 4%	1 *	2 1%	25 2%	23 2%	10 5%	23 2%	8 7%	1 2%	1 3%	2 1%	24 2%	
Don't know/ None of these	7 *	*	1 1%	-	2 1%	-	2 1%	-	*	-	-	*	-	6 *	5 2%	2 1%	5 2%	1 1%	-	*	*	6 *	
Mean	1.65 npt	1.58	1.52	1.54	1.9	1.47	1.64	1.48	1.63	1.71	1.49	1.87	1.55	1.67 za	1.61	1.91 zn	1.61	1.88	1.83	2.07	1.51	1.65	

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

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Table 289
GD0450 - Please look at this list of different types of dental professional. In general, do you think each is trustworthy or untrustworthy? Please use a scale of 1 to 5, where 1 is very trustworthy and 5 is very untrustworthy. Dentist

BASE: All Respondents

		Importance of title Doctor		When last visited a dental professional		When did you last go to the dentist		When did you last see a dental professional other than a dentist		Frequency visit a dental professional			Type of dental treatment received					Satisfaction with dental care or treatment		Confidence in healthcare regulation		Awareness of General Dental Council			Confidence in dental regulation		
		TOTAL (z)	Important (a)	Not important (b)	Patients (last 12 mths) (c)	Public (less often) (d)	Patients (last 12 mths) (e)	Public (less often) (f)	Patients (last 12 mths) (g)	Public (less often) (h)	Once a year or more often (i)	Less often (j)	Don't know (k)	NHS (l)	Private (m)	Mixture (n)	Unsure (o)	Abroad (p)	Satisfied (q)	Dissatisfied (r)	Confident (s)	Not confident (t)	Aware (u)	Unaware (v)	Unsure (w)	Confident (x)	Not confident (y)
Unweighted Base		1674	585	1049	1111	563	1001	673	110	563	1162	422	3	879	261	131	18	43	1119	43	1337	274	317	1082	270	1186	313
Weighted Base		1618	560	1019	1058	560	951	667	107*	560	1116	407	2**	825	265	124	18**	42**	1075	40*	1299	257	304	1063	247	1147	293
1 - Very trustworthy		876	289	569	633	243	575	302	58	243	661	191	1	473	160	78	8	21	652	8	745	107	188	536	151	671	106
		54%	52%	56%	60%	43%	60%	45%	55%	43%	59%	47%	63%	57%	60%	63%	42%	50%	61%	20%	57%	42%	62%	50%	61%	58%	36%
	dfhjrtvy	z			zd		zf		zg		zh			zi					zj		zk		zl		zm		zn
	2	448	165	277	294	154	268	180	25	154	321	109	*	235	84	32	2	9	312	9	367	63	78	304	66	324	78
		28%	29%	27%	28%	28%	28%	27%	24%	28%	29%	27%	13%	28%	32%	26%	9%	21%	29%	22%	28%	25%	26%	29%	27%	28%	26%
	3	205	72	125	88	117	75	131	13	117	97	76	-	89	16	8	3	9	80	18	133	59	26	158	20	104	77
		13%	13%	12%	8%	21%	8%	20%	12%	21%	9%	19%	-	11%	6%	7%	16%	22%	7%	44%	10%	23%	9%	15%	8%	9%	26%
	ceilmqsuwx	z			zc		ze		zg		zh			zi					zj		zk		zl		zm		zn
	4	33	14	19	21	12	17	16	4	12	17	11	*	16	-	4	1	1	13	4	22	11	7	21	5	20	11
		2%	2%	2%	2%	2%	2%	2%	4%	2%	2%	3%	24%	2%	-	3%	7%	3%	1%	9%	2%	4%	2%	2%	2%	2%	4%
	lmq	z									m			m		m			zq		zs						z
5 - Very untrustworthy		16	5	8	7	9	7	9	1	9	7	9	-	6	2	1	-	1	6	1	10	5	2	11	2	8	7
		1%	1%	1%	1%	2%	1%	1%	1%	2%	1%	2%	-	1%	1%	1%	-	3%	1%	2%	1%	2%	1%	1%	1%	1%	2%
	iq	z																									zx
I have never heard of this type of person or job		33	12	21	13	20	8	25	5	20	10	9	-	8	3	*	3	-	9	1	19	11	2	28	3	16	14
		2%	2%	2%	1%	3%	1%	4%	5%	3%	1%	2%	-	1%	1%	*	17%	-	1%	2%	1%	4%	1%	3%	1%	1%	5%
	celiqsx	z			zc		ze		zg		zh			zi					zj		zk		zl		zm		zn
Don't know/ None of these		7	3	1	2	5	2	5	-	5	2	3	-	*	-	-	2	-	2	-	3	*	1	5	*	3	1
		*bcilqs	1%	*	*	1%	*	1%	-	1%	*	1%	-	*	-	-	9%	-	*	-	*	*	*	*	*	*	*
Mean		1.65	1.68	1.62	1.54	1.86	1.53	1.82	1.65	1.86	1.54	1.83	1.86	1.59	1.47	1.53	1.83	1.87	1.5	2.49	1.58	1.95	1.53	1.71	1.53	1.55	2.05
	ceilmqsuwx	z			zc		ze		zg		zh			zi					zj		zk		zl		zm		zn

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



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Table 290
GD0450 - Please look at this list of different types of dental professional. In general, do you think each is trustworthy or untrustworthy? Please use a scale of 1 to 5, where 1 is very trustworthy and 5 is very untrustworthy. Dentist

BASE: All Respondents

		Complained about a dental professional		Focus of regulator for dental professionals			Confidence of how dental care is delivered in the UK		Confidence in dental professional		Opinion about dentists' use of title Doctor when they do not also hold another general medical qualification or a PhD		Awareness of Dental Complaints Service			Contacted a person or organisation for support making any type of complaint		Contacted a person or organisation for support making a complaint about dental care or treatment		Would find it helpful to use a support service to deal with something that went seriously wrong during visit to dental professional			Seen advertised or been offered cosmetic treatments at dental practice		Received cosmetic treatments at dental practice	
	TOTAL (z)	Yes (a)	No (b)	Mainly on preventing bad practice (c)	Equally on both (d)	Mainly on taking action against serious complaints (e)	Confident (f)	Not confident (g)	Yes (h)	No (i)	Should be able to use (j)	Should not be able to use (k)	Aware (l)	Unaware (m)	Unsure (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)	DK (u)	Yes (v)	No (w)	Yes (x)	No (y)
Unweighted Base	1674	94	1492	441	1081	152	1328	286	1555	106	393	881	184	1246	236	405	1247	15	1659	1393	252	29	1007	667	118	1556
Weighted Base	1618	93*	1431	441	1018	159	1284	278	1498	105*	403	822	171	1218	222	389	1211	15**	1603	1360	230	29**	979	639	120*	1498
1 - Very trustworthy	876	42	810	233	566	78	744	106	855	18	222	449	101	650	124	215	656	8	869	761	105	11	563	314	73	804
	54%	45%	57%	53%	56%	49%	58%	38%	57%	17%	55%	55%	59%	53%	56%	55%	54%	51%	54%	56%	46%	37%	58%	49%	60%	54%
	zgw	za	zb	zc	zd	ze	zf	zg	zh	zi	zj	zk	zl	zm	zn	zo	zp	zq	zr	zs	zt	zu	zv	zw	zx	zy
2	448	32	399	132	280	36	369	70	424	22	121	242	47	341	60	109	336	2	446	396	48	4	284	164	21	427
	28%	34%	28%	30%	28%	23%	29%	25%	28%	21%	30%	29%	27%	28%	27%	28%	28%	13%	28%	29%	21%	14%	29%	26%	17%	29%
	tx																			zt						zx
3	205	16	158	58	126	22	128	69	162	41	48	95	15	163	27	42	159	4	202	152	48	6	97	109	16	189
	13%	17%	11%	13%	12%	14%	10%	25%	11%	39%	12%	12%	9%	13%	12%	11%	13%	24%	13%	11%	21%	20%	10%	17%	14%	13%
	bfnsv						zf	zg	zh	zi	zj	zk	zl	zm	zn	zo	zp	zq	zr	zs	zt	zu	zv	zw	zx	zy
4	33	3	25	9	19	5	17	14	24	9	7	11	5	23	5	12	21	1	32	27	5	1	20	13	7	25
	2%	3%	2%	2%	2%	3%	1%	5%	2%	8%	2%	1%	3%	2%	2%	3%	2%	5%	2%	2%	2%	3%	2%	2%	6%	2%
	bfnv						zf	zg	zh	zi	zj	zk	zl	zm	zn	zo	zp	zq	zr	zs	zt	zu	zv	zw	zx	zy
5 - Very untrustworthy	16	1	15	2	12	2	8	7	11	5	2	10	3	10	3	6	10	1	15	10	5	-	7	9	2	14
	1%	1%	1%	1%	1%	1%	1%	2%	1%	5%	*	1%	2%	1%	1%	1%	1%	7%	1%	1%	2%	-	1%	1%	2%	1%
	fhr						zf	zg	zh	zi	zj	zk	zl	zm	zn	zo	zp	zq	zr	zs	zt	zu	zv	zw	zx	zy
I have never heard of this type of person or job	33	-	19	7	11	14	17	12	22	10	3	12	-	27	4	5	26	-	33	12	17	3	7	26	1	32
	2%	-	1%	2%	1%	9%	1%	4%	1%	10%	1%	1%	-	2%	2%	1%	2%	-	2%	1%	8%	10%	1%	4%	*	2%
	bdfhjsv					zcd		zf		zh										zs			zv			
Don't know/ None of these	7	-	5	*	4	2	*	1	1	1	-	3	-	5	-	-	3	-	7	1	1	4	2	5	*	7
	*fhsv	-	*	*	*	1%	*	*	*	1%	-	*	-	*	-	-	*	-	*	*	1%	15%	*	1%	*	*
	h									h																
Mean	1.65	1.82	1.6	1.65	1.63	1.71	1.56	2.04	1.59	2.58	1.61	1.63	1.62	1.65	1.64	1.66	1.64	2.04	1.64	1.61	1.85	1.86	1.58	1.75	1.7	1.64
	bfnsv	b					zf	zg	zh	zi	zj	zk	zl	zm	zn	zo	zp	zq	zr	zs	zt	zu	zv	zw	zx	zy

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



Table 291

GD0450 - Please look at this list of different types of dental professional. In general, do you think each is trustworthy or untrustworthy? Please use a scale of 1 to 5, where 1 is very trustworthy and 5 is very untrustworthy. Clinical dental technician

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)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (m)	SINGLE (n)	WID/ DIV/ SEP (o)
Unweighted Base	1674	826	844	209	224	225	237	254	525	416	571	341	346	933	459	276
Weighted Base	1618	791	823	228	267	250	265	244	365	420	523	289	387	913	462	237
1 - Very trustworthy	527 33%	260 33%	266 32%	79 35%	101 38%	73 29%	88 33%	80 33%	106 29%	148 35%	186 36%	89 31%	105 27%	290 32%	163 35%	73 31%
2	439 27%	228 29%	211 26%	67 29%	64 24%	65 26%	80 30%	67 27%	96 26%	135 32%	137 26%	63 22%	104 27%	250 27%	140 30%	49 21%
3	319 20%	156 20%	163 20%	44 19%	59 22%	57 23%	45 17%	44 18%	70 19%	61 15%	101 19%	61 21%	95 25%	182 20%	87 19%	50 21%
4	47 3%	17 2%	30 4%	5 2%	5 2%	11 4%	8 3%	10 4%	9 2%	9 2%	12 2%	14 5%	13 3%	30 3%	12 3%	6 2%
5 - Very untrustworthy	10 1%	5 1%	5 1%	1 *	1 1%	2 1%	1 1%	- -	4 1%	3 1%	1 *	5 2%	1 *	8 1%	1 *	* *
I have never heard of this type of person or job	248 15%	112 14%	135 16%	31 13%	35 13%	37 15%	39 15%	33 13%	74 20%	58 14%	80 15%	51 18%	59 15%	142 16%	53 12%	51 21%
Don't know/ None of these	27 2%	13 2%	14 2%	2 1%	2 1%	4 2%	4 1%	9 4%	7 2%	6 1%	5 1%	6 2%	10 3%	13 1%	6 1%	8 3%
Mean	1.94 i	1.92	1.96	1.89	1.88	2.06	1.9	1.92	1.98	1.83	1.87	2.06 zij	2.06 zij	1.97	1.88	1.94

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

Table 292

GD0450 - Please look at this list of different types of dental professional. In general, do you think each is trustworthy or untrustworthy? Please use a scale of 1 to 5, where 1 is very trustworthy and 5 is very untrustworthy. Clinical dental technician

BASE: All Respondents

	TOTAL (z)	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
		WORKING (a)	NOT WORKING (b)	FULLTIME (c)	PARTTIME (d)	SELFEMPL OYE D (e)	HOUSE WIFE (f)	STILL IN EDUCATIO N (g)	UNEMPLO YED (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	1674	796	878	529	177	90	79	121	40	541	97	414	1260	141	99	148	213	1260
Weighted Base	1618	928	690	638	186	104*	75*	111*	38*	378	89*	455	1163	151	107*	170	236	1163
1 - Very trustworthy	527 33% bhi	324 35% b	204 30% hi	223 35% h	66 35% h	35 34% h	21 28% h	44 40% hi	3 9% h	107 28% h	28 32% h	144 32% h	384 33% h	39 26% h	39 36% h	54 32% h	76 32% h	384 33% h
2	439 27% d	255 28% d	184 27% d	170 27% d	58 31% d	27 26% d	14 19% d	32 29% d	13 35% d	101 27% d	23 26% d	118 26% d	321 28% d	46 31% d	27 25% d	49 29% d	62 26% d	321 28% d
3	319 20% d	184 20% d	135 20% d	134 21% d	25 13% d	26 25% dg	23 31% zdgi	13 12% zcdgij	14 38% zcdgij	68 18% zcdgij	17 19% zcdgij	102 23% zcdgij	217 19% zcdgij	36 24% zcdgij	21 20% zcdgij	46 27% zcdgij	49 21% zcdgij	217 19% zcdgij
4	47 3% ac	29 3% ac	18 3% ac	22 3% ac	4 2% ac	3 3% ac	3 4% ac	2 2% ac	1 3% ac	10 3% ac	2 3% ac	14 3% ac	33 3% ac	6 4% ac	5 4% ac	3 2% ac	6 2% ac	33 3% ac
5 - Very untrustworthy	10 1% ac	3 * ac	6 1% ac	3 * ac	- - ac	1 1% ac	1 2% ac	1 1% ac	- - ac	4 1% ac	- - ac	3 1% ac	7 1% ac	1 1% ac	* * ac	* * ac	1 1% ac	7 1% ac
I have never heard of this type of person or job	248 15% ac	119 13% ac	128 19% ac	77 12% ac	30 16% ac	13 12% ac	12 16% ac	18 16% ac	5 13% ac	80 21% ac	14 15% ac	67 15% ac	180 16% ac	20 14% ac	15 14% ac	17 10% ac	41 17% ac	180 16% ac
Don't know/ None of these	27 2% ac	13 1% ac	15 2% ac	9 1% ac	4 2% ac	- - ac	1 1% ac	* * ac	1 4% ac	7 2% ac	5 5% ac	7 1% ac	21 2% ac	2 1% ac	- - ac	1 1% ac	2 1% ac	21 2% ac
Mean	1.94 d	1.91 d	1.98 d	1.93 d	1.78 d	1.98 d	2.19 zdgi	1.76 d	2.4 d	1.97 d	1.91 d	1.98 d	1.92 d	2.11 d	1.93 d	1.99 d	1.94 d	1.92 d

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 293

GD0450 - Please look at this list of different types of dental professional. In general, do you think each is trustworthy or untrustworthy? Please use a scale of 1 to 5, where 1 is very trustworthy and 5 is very untrustworthy. Clinical dental technician

BASE: All Respondents

	TOTAL (z)	REGION													ETHNICITY		ETHNICITY				DISABILITY	
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	BAME (o)	White (p)	Asian/ Asian British (q)	Black/ Black British (r)	Mixed /Other (s)	YES (t)	NO (u)
Unweighted Base	1674	102	129	142	256	73	173	136	178	115	104	123	143	1424	246	1424	146	54	46	204	1425	
Weighted Base	1618	46	117	151	214	67*	177	135	221	138*	77*	141*	133	1360	1412	202	1412	113*	45*	44*	169	1411
1 - Very trustworthy	527 33% dkmoqs	14 30% k	47 40% dkm	49 32% dk	44 21% 21%	23 34% dk	60 34% dk	66 49% zacdfhiklm	78 35% dk	45 32% dk	33 42% dkm	26 19% dk	44 33% dk	415 31% dk	483 34% zo	42 21% zqs	483 34% zqs	21 18% 33	15 34% 11	6 14% 15	59 35% 41	461 33% 395
2	439 27% b	12 25% 25%	22 19% 19%	43 29% 29%	62 29% 29%	19 29% 29%	52 30% 30%	30 22% 22%	52 24% 24%	33 24% 24%	21 27% 27%	46 33% 33%	47 35% zbgh	377 28% b	380 27% 27%	59 29% 29%	380 27% 27%	33 30% 30%	11 24% 24%	15 34% 34%	41 24% 24%	395 28% 28%
3	319 20% jlnp	14 30% zbceglm	21 18% zbceglm	26 17% zbceglm	57 27% zbceglm	7 10% zbceglm	40 22% ejl	21 16% ejl	45 20% j	31 22% jl	7 8% ejl	36 26% ejl	16 12% *	278 20% ejl	260 18% zn	59 29% zn	260 18% zn	33 30% zp	10 23% 1	16 36% 2	30 18% 4	276 20% 41
4	47 3% zbeghim	1 2% zbeghim	2 2% zbeghim	12 8% zbeghim	8 4% zbeghim	- - zbeghim	6 4% zbeghim	1 1% zbeghim	6 3% zbeghim	4 3% zbeghim	2 2% zbeghim	4 3% zbeghim	* * zbeghim	43 3% zbeghim	40 3% zbeghim	8 4% zbeghim	40 3% zbeghim	4 3% zbeghim	1 3% zbeghim	2 6% zbeghim	4 2% zbeghim	41 3% zbeghim
5 - Very untrustworthy	10 1%	- - zm	1 1% zm	- - zm	4 2% zm	1 1% zm	- - zm	1 1% zm	3 1% zm	- - zm	* 1% zm	- - zm	- - zm	8 1% zm	7 1% zm	3 1% zm	7 1% zm	2 1% zm	* 1% zm	1 1% zm	1 1% zm	8 1% zm
I have never heard of this type of person or job	248 15% f	5 11% fg	24 21% fg	21 14% fg	36 17% f	17 25% zafgm	14 8% zafgm	13 9% zafgm	33 15% zafgm	20 15% zafgm	13 17% f	26 19% f	25 19% fg	217 16% f	215 15% zn	31 15% zn	215 15% zn	20 18% zn	7 15% zn	4 9% zn	27 16% zn	210 15% zn
Don't know/ None of these	27 2% u	* 1% u	- - u	- - u	3 1% u	- - u	5 3% u	3 2% u	6 3% u	5 4% u	2 3% u	2 1% u	1 1% u	21 2% u	27 2% u	* * u	27 2% u	- - u	- - u	* 1% u	6 4% zu	20 1% zu
Mean	1.94 qilnp	2.04 gil	1.79 gil	2.01 gil	2.23 zbfghijlm	1.74 gil	1.95 gil	1.67 q	1.92 q	1.96 q	1.65 q	2.17 zbejll	1.75 zbejll	1.98 zbgil	1.9 zn	2.23 zn	1.9 zn	2.27 zp	1.97 zp	2.41 zp	1.87 zn	1.93 zn

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

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Table 294
GD0450 - Please look at this list of different types of dental professional. In general, do you think each is trustworthy or untrustworthy? Please use a scale of 1 to 5, where 1 is very trustworthy and 5 is very untrustworthy. Clinical dental technician

BASE: All Respondents

		Importance of title Doctor		When last visited a dental professional		When did you last go to the dentist		When did you last see a dental professional other than a dentist		Frequency visit a dental professional			Type of dental treatment received					Satisfaction with dental care or treatment		Confidence in healthcare regulation		Awareness of General Dental Council			Confidence in dental regulation		
		TOTAL (z)	Important (a)	Not important (b)	Patients (last 12 mths) (c)	Public (less often) (d)	Patients (last 12 mths) (e)	Public (less often) (f)	Patients (last 12 mths) (g)	Public (less often) (h)	Once a year or more often (i)	Less often (j)	Don't know (k)	NHS (l)	Private (m)	Mixture (n)	Unsure (o)	Abroad (p)	Satisfied (q)	Dissatisfied (r)	Confident (s)	Not confident (t)	Aware (u)	Unaware (v)	Unsure (w)	Confident (x)	Not confident (y)
Unweighted Base	1674	585	1049	1111	563	1001	673	110	563	1162	422	3	879	261	131	18	43	1119	43	1337	274	317	1082	270	1186	313	
Weighted Base	1618	560	1019	1058	560	951	667	107*	560	1116	407	2**	825	265	124	18**	42**	1075	40*	1299	257	304	1063	247	1147	293	
1 - Very trustworthy	527	179	339	362	165	323	204	39	165	379	136	1	285	93	44	2	9	374	5	444	66	112	330	86	404	60	
	33%	32%	33%	34%	29%	34%	31%	36%	29%	34%	33%	63%	35%	35%	36%	10%	20%	35%	13%	34%	26%	37%	31%	35%	35%	20%	
	2	439	174	258	310	129	281	158	30	129	326	101	*	236	88	32	4	14	317	9	384	45	86	272	81	318	76
		27%	31%	25%	29%	23%	30%	24%	28%	23%	29%	25%	13%	29%	33%	26%	24%	33%	29%	23%	30%	17%	28%	26%	33%	28%	26%
	3	319	107	202	186	134	165	154	20	134	191	95	-	141	38	27	5	11	178	13	237	65	56	222	38	211	81
		20%	19%	20%	18%	24%	17%	23%	19%	24%	17%	23%	-	17%	14%	22%	26%	26%	17%	33%	18%	25%	18%	21%	15%	18%	28%
	4	47	22	24	32	15	26	21	7	15	30	9	*	23	6	2	*	2	28	2	33	14	6	33	8	32	14
		3%	4%	2%	3%	3%	3%	6%	3%	3%	2%	24%	3%	2%	1%	2%	6%	3%	5%	3%	5%	2%	3%	3%	3%	3%	5%
5 - Very untrustworthy	10	3	6	6	4	5	4	1	4	6	4	-	5	2	1	-	-	5	1	6	3	1	6	2	6	4	
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	-	-	*	2%	*	1%	*	1%	1%	1%	1%	1%
I have never heard of this type of person or job	248	65	176	146	102	135	112	11	102	167	54	-	124	35	16	5	6	158	10	178	61	37	180	31	162	57	
	15%	12%	17%	14%	18%	14%	17%	10%	18%	15%	13%	-	15%	13%	13%	29%	15%	15%	24%	14%	24%	12%	17%	13%	14%	19%	
Don't know/ None of these	27	10	13	15	12	15	12	-	12	16	9	-	11	3	1	2	-	16	-	17	4	5	20	1	13	2	
	2%	2%	1%	1%	2%	2%	2%	-	2%	1%	2%	-	1%	1%	1%	9%	-	2%	-	1%	1%	2%	2%	*	1%	1%	
Mean	1.94	1.96	1.92	1.89	2.02	1.89	2.01	1.96	2.02	1.88	1.97	1.86	1.88	1.83	1.9	2.32	2.2	1.86	2.47	1.89	2.19	1.86	1.97	1.88	1.89	2.26	
	cellasx			zc		ze		z											zs		zs				zx		

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

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Table 295
GD0450 - Please look at this list of different types of dental professional. In general, do you think each is trustworthy or untrustworthy? Please use a scale of 1 to 5, where 1 is very trustworthy and 5 is very untrustworthy. Clinical dental technician

BASE: All Respondents

	TOTAL (z)	Complained about a dental professional		Focus of regulator for dental professionals			Confidence of how dental care is delivered in the UK		Confidence in dental professional		Opinion about dentists' use of title Doctor when they do not also hold another general medical qualification or a PhD		Awareness of Dental Complaints Service			Contacted a person or organisation for support making any type of complaint		Contacted a person or organisation for support making a complaint about dental care or treatment		Would find it helpful to use a support service to deal with something that went seriously wrong during visit to dental professional			Seen advertised or been offered cosmetic treatments at dental practice		Received cosmetic treatments at dental practice	
		Yes (a)	No (b)	Mainly on preventing bad practice (c)	Equally on both (d)	Mainly on taking action against serious complaints (e)	Confident (f)	Not confident (g)	Yes (h)	No (i)	Should be able to use (j)	Should not be able to use (k)	Aware (l)	Unaware (m)	Unsure (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)	DK (u)	Yes (v)	No (w)	Yes (x)	No (y)
Unweighted Base	1674	94	1492	441	1081	152	1328	286	1555	106	393	881	184	1246	236	405	1247	15	1659	1393	252	29	1007	667	118	1556
Weighted Base	1618	93*	1431	441	1018	159	1284	278	1498	105*	403	822	171	1218	222	389	1211	15**	1603	1360	230	29**	979	639	120*	1498
1 - Very trustworthy	527	31	485	140	333	54	449	66	517	10	146	247	75	383	69	126	399	7	521	464	56	7	342	186	41	486
	33%	33%	34%	32%	33%	34%	35%	24%	35%	10%	36%	30%	44%	31%	31%	32%	33%	45%	32%	34%	24%	24%	35%	29%	34%	32%
	giktw	z					zg		zi				zmn							zt			zw			
2	439	33	394	132	279	29	371	59	419	18	109	246	39	338	62	114	321	2	437	398	38	3	294	145	36	403
	27%	36%	28%	30%	27%	18%	29%	21%	28%	18%	27%	30%	23%	28%	28%	29%	26%	13%	27%	29%	17%	12%	30%	23%	30%	27%
	egtw	e		e			zg		zi		z									zt			zw			
3	319	14	271	97	192	31	234	73	276	39	76	146	34	235	49	74	240	5	315	259	52	8	165	154	23	297
	20%	15%	19%	22%	19%	19%	18%	26%	18%	37%	19%	18%	20%	19%	22%	19%	20%	31%	20%	19%	22%	30%	17%	24%	19%	20%
	bfhkv						zf		zh														zv			
4	47	4	36	17	24	7	31	15	35	12	17	17	6	34	7	14	33	1	46	33	15	-	24	23	9	39
	3%	4%	2%	4%	2%	4%	2%	5%	2%	11%	4%	2%	4%	3%	3%	4%	3%	5%	3%	2%	6%	-	2%	4%	7%	3%
	bfhksy						zf		zh											zs					zy	
5 - Very untrustworthy	10	-	10	2	7	*	5	5	6	4	1	5	1	6	3	2	8	-	10	5	5	-	5	5	1	9
	1%	-	1%	*	1%	*	*	2%	*	4%	*	1%	1%	1%	1%	*	1%	-	1%	*	2%	-	*	1%	1%	1%
	fhs						f		zh											zs						
I have never heard of this type of person or job	248	11	211	50	163	34	180	54	223	21	51	145	16	198	32	56	190	1	247	186	57	5	133	115	9	239
	15%	11%	15%	11%	16%	22%	14%	20%	15%	20%	13%	18%	9%	16%	14%	14%	16%	6%	15%	14%	25%	16%	14%	18%	7%	16%
	clfsvx			c	zc						z									zs			zv		zx	
Don't know/ None of these	27	1	24	4	20	3	14	6	21	1	2	17	-	24	2	3	20	-	27	15	7	5	16	12	2	26
	2%	1%	2%	1%	2%	2%	1%	2%	1%	1%	1%	2%	-	2%	1%	1%	2%	-	2%	1%	3%	18%	2%	2%	1%	2%
	fhs																			s						
Mean	1.94	1.88	1.91	1.99	1.91	1.93	1.87	2.23	1.88	2.77	1.91	1.92	1.84	1.94	2.01	1.94	1.93	1.95	1.94	1.89	2.24	2.08	1.86	2.06	2.01	1.93
	bffsv						zf		zh											zs			zv			

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

Table 296

GD0450 - Please look at this list of different types of dental professional. In general, do you think each is trustworthy or untrustworthy? Please use a scale of 1 to 5, where 1 is very trustworthy and 5 is very untrustworthy. Dental technician

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)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (m)	SINGLE (n)	WID/ DIV/ SEP (o)
Unweighted Base	1674	826	844	209	224	225	237	254	525	416	571	341	346	933	459	276
Weighted Base	1618	791	823	228	267	250	265	244	365	420	523	289	387	913	462	237
1 - Very trustworthy	550 34%	266 34%	282 34%	77 34%	95 35%	78 31%	92 35%	80 33%	128 35%	149 36%	202 39%	84 29%	115 30%	307 34%	162 35%	78 33%
2	477 29% o	252 32%	225 27%	68 30%	75 28%	76 31%	89 34%	73 30%	95 26%	155 37% zkl	138 26%	77 27%	107 28%	269 29% o	153 33% o	54 23%
3	324 20% i	154 19%	169 21%	46 20%	56 21%	54 22%	46 18%	51 21%	69 19%	65 16% zjkl	95 18%	70 24% ij	93 24% i	189 21% o	84 18% o	51 21%
4	53 3% i	25 3%	28 3%	10 4%	11 4%	10 4%	8 3%	5 2%	9 2%	5 1% i	24 5% i	7 3% i	16 4% i	27 3% i	16 3% i	9 4% i
5 - Very untrustworthy	9 1% z	3 *	6 1%	* *	- -	2 1%	* *	2 1%	5 1%	3 1%	- -	4 1% j	2 *	6 1%	2 *	1 *
I have never heard of this type of person or job	174 11% zf	78 10%	95 12%	24 10%	29 11%	24 10%	21 8%	26 11%	50 14% zf	37 9%	57 11%	41 14% i	39 10%	101 11% n	38 8% n	34 14% n
Don't know/ None of these	32 2% zj	14 2%	18 2%	2 1%	2 1%	5 2%	7 3%	7 3%	9 2%	5 1%	6 1%	6 2%	14 4% zj	14 2% zj	7 1% zj	11 5% zmn
Mean	1.93 i	1.92	1.95	1.95	1.93	2.01	1.88	1.93	1.91	1.83	1.87	2.05 zij	2.05 zij	1.94	1.9	1.96

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

Table 297

GD0450 - Please look at this list of different types of dental professional. In general, do you think each is trustworthy or untrustworthy? Please use a scale of 1 to 5, where 1 is very trustworthy and 5 is very untrustworthy. Dental technician

BASE: All Respondents

	TOTAL (z)	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
		WORKING (a)	NOT WORKING (b)	FULLTIME (c)	PARTTIME (d)	SELFEMPL OYE D (e)	HOUSE WIFE (f)	STILL IN EDUCATIO N (g)	UNEMPLO YED (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	1674	796	878	529	177	90	79	121	40	541	97	414	1260	141	99	148	213	1260
Weighted Base	1618	928	690	638	186	104*	75*	111*	38*	378	89*	455	1163	151	107*	170	236	1163
1 - Very trustworthy	550 34% hm	324 35%	226 33%	233 37%	60 32%	32 30%	21 28%	42 38%	4 10%	130 34%	29 32%	138 30%	412 35%	38 25%	35 33%	49 29%	77 32%	412 35%
2	477 29% g	279 30%	197 29%	186 29%	63 34%	30 29%	18 23%	37 33%	12 33%	105 28%	26 29%	140 31%	337 29%	57 37%	29 27%	53 31%	73 31%	337 29%
3	324 20% g	189 20%	135 19%	131 21%	33 18%	25 24%	24 32%	12 11%	14 37%	70 19%	15 16%	104 23%	220 19%	31 20%	27 26%	48 28%	46 20%	220 19%
4	53 3% g	34 4%	19 3%	21 3%	7 4%	6 6%	1 2%	4 3%	2 6%	9 2%	3 3%	15 3%	38 3%	8 6%	4 4%	6 4%	8 3%	38 3%
5 - Very untrustworthy	9 1% z	3 *	6 1%	2 *	* *	1 1%	1 1%	- -	- -	5 1%	- -	1 *	8 1%	- -	- -	- -	1 *	8 1%
I have never heard of this type of person or job	174 11% a	83 9%	91 13%	57 9%	16 9%	10 10%	9 11%	16 14%	3 8%	51 14%	12 13%	50 11%	124 11%	16 10%	11 11%	14 8%	28 12%	124 11%
Don't know/ None of these	32 2% g	14 2%	18 3%	8 1%	6 3%	1 1%	2 2%	* *	3 7%	8 2%	5 6%	7 2%	25 2%	2 1%	- -	- -	4 2%	25 2%
Mean	1.93	1.93	1.94	1.91	1.93	2.07 g	2.12 g	1.76	2.45	1.91	1.89	1.99	1.91	2.07	2.01	2.07	1.94	1.91

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 298

GD0450 - Please look at this list of different types of dental professional. In general, do you think each is trustworthy or untrustworthy? Please use a scale of 1 to 5, where 1 is very trustworthy and 5 is very untrustworthy. Dental technician

BASE: All Respondents

	TOTAL (z)	REGION													ETHNICITY		ETHNICITY				DISABILITY	
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	BAME (o)	White (p)	Asian/ Asian British (q)	Black/ Black British (r)	Mixed /Other (s)	YES (t)	NO (u)
Unweighted Base	1674	102	129	142	256	73	173	136	178	115	104	123	143	1332	1424	246	1424	146	54	46	204	1425
Weighted Base	1618	46	117	151	214	67*	177	135	221	138*	77*	141*	133	1360	1412	202	1412	113*	45*	44*	169	1411
1 - Very trustworthy	550 34% dkmoq	14 31% d	48 41% dkm	56 37% dk	41 19% 34%	24 37% dk	64 36% dk	70 52% zacdfhiklm	80 36% dk	46 33% d	36 47% zadklm	29 21% 41	41 31% d	429 32% dk	509 36% zo	39 19% zqs	509 36% zqs	19 17% 41	12 26% 15	8 18% 14	62 37% 50	479 34% 423
2	477 29%	12 26%	26 22%	35 23%	72 34% bc	17 26% bc	56 32% bc	34 25% bc	68 31% bc	41 29% bc	19 24% bc	41 29% bc	56 42% zabcegjlm	412 30% zabcegjlm	407 29% zabcegjlm	70 35% zabcegjlm	407 29% zabcegjlm	41 37% zabcegjlm	15 33% zabcegjlm	14 32% zabcegjlm	50 30% zabcegjlm	423 30% zabcegjlm
3	324 20% gnp	14 29% zghjlm	22 18% zghjlm	32 21% zghjlm	56 26% zghjlm	11 17% zghjlm	38 22% zghjlm	17 12% zghjlm	34 16% zghjlm	26 18% zghjlm	11 14% zghjlm	44 31% zghjlm	19 14% zghjlm	283 21% zghjlm	265 19% zn	59 29% zn	265 19% zn	33 29% zp	10 22% 3	17 38% zp	25 15% 5	288 20% 46
4	53 3%	2 4% g	2 2% zg	10 7% zg	14 7% zgm	* 1% zgm	5 3% zgm	1 * zgm	7 3% zgm	5 4% zgm	2 3% zgm	3 2% zgm	2 2% zgm	48 4% zgm	45 3% zgm	8 4% zgm	45 3% zgm	3 3% zgm	3 7% zgm	1 3% zgm	5 3% zgm	46 3% zgm
5 - Very untrustworthy	9 1%	- - z	1 1% z	1 1% z	3 2% z	- - z	- - z	1 1% z	2 1% z	- - z	- - z	- - z	1 1% z	8 1% z	6 * z	2 1% z	6 * z	1 1% z	1 2% z	1 1% z	1 1% z	6 * z
I have never heard of this type of person or job	174 11% f	4 8% f	17 14% f	17 11% f	23 11% f	10 15% f	10 6% f	10 7% f	24 11% f	16 11% f	7 9% f	22 15% f	14 11% f	153 11% f	150 11% f	22 11% f	150 11% f	14 12% f	5 11% f	3 7% f	18 11% f	145 10% f
Don't know/ None of these	32 2%	* 1% cl	2 2% cl	- - cl	4 2% cl	3 4% cl	4 2% cl	3 2% cl	6 2% cl	6 4% cl	2 3% cl	1 1% cl	* * cl	26 2% cl	30 2% cl	2 1% cl	30 2% cl	1 1% cl	- - cl	* 1% cl	8 5% zu	24 2% zu
Mean	1.93 glnp	2.06 bgj	1.79 bgj	1.99 gj	2.29 zbcefgghijlm	1.78 g	1.9 g	1.6 g	1.86 g	1.92 g	1.69 g	2.19 zbefghijlm	1.87 g	1.98 zbjg	1.89 zn	2.24 zn	1.89 zn	2.24 zp	2.15 zp	2.33 zp	1.83 zn	1.94 zn

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

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Table 299
GD0450 - Please look at this list of different types of dental professional. In general, do you think each is trustworthy or untrustworthy? Please use a scale of 1 to 5, where 1 is very trustworthy and 5 is very untrustworthy. Dental technician

BASE: All Respondents

		Importance of title Doctor		When last visited a dental professional		When did you last go to the dentist		When did you last see a dental professional other than a dentist		Frequency visit a dental professional			Type of dental treatment received					Satisfaction with dental care or treatment		Confidence in healthcare regulation		Awareness of General Dental Council			Confidence in dental regulation		
		TOTAL (z)	Important (a)	Not important (b)	Patients (last 12 mths) (c)	Public (less often) (d)	Patients (last 12 mths) (e)	Public (less often) (f)	Patients (last 12 mths) (g)	Public (less often) (h)	Once a year or more often (i)	Less often (j)	Don't know (k)	NHS (l)	Private (m)	Mixture (n)	Unsure (o)	Abroad (p)	Satisfied (q)	Dissatisfied (r)	Confident (s)	Not confident (t)	Aware (u)	Unaware (v)	Unsure (w)	Confident (x)	Not confident (y)
Unweighted Base	1674	585	1049	1111	563	1001	673	110	563	1162	422	3	879	261	131	18	43	1119	43	1337	274	317	1082	270	1186	313	
Weighted Base	1618	560	1019	1058	560	951	667	107*	560	1116	407	2**	825	265	124	18**	42**	1075	40*	1299	257	304	1063	247	1147	293	
1 - Very trustworthy	550	181	359	396	154	355	195	41	154	410	127	1	300	106	48	3	8	406	4	461	70	121	337	93	413	71	
	34%	32%	35%	37%	28%	37%	29%	39%	28%	37%	31%	63%	36%	40%	39%	18%	20%	38%	11%	36%	27%	40%	32%	37%	36%	24%	
	dfhrtvy	z		zd		zf		h		z								zr		zt		zv			zy		
	2	477	185	286	317	160	291	186	26	160	352	108	*	253	94	30	-	21	338	13	410	55	90	299	88	355	82
		29%	33%	28%	30%	29%	31%	28%	24%	29%	32%	27%	13%	31%	35%	24%	-	50%	31%	33%	32%	21%	29%	28%	36%	31%	28%
		t	z							z					zn				z		zt		zv			zx	
	3	324	112	200	188	136	163	161	24	136	189	103	-	150	32	30	5	6	177	12	243	65	55	223	44	219	75
		20%	20%	20%	18%	24%	17%	24%	23%	24%	17%	25%	-	18%	12%	24%	28%	15%	16%	29%	19%	25%	18%	21%	18%	19%	26%
		ceimqs			zc		ze		z		zi			m		m					zs					zx	
	4	53	21	31	31	22	26	27	5	22	30	15	*	26	3	3	1	1	25	5	35	18	6	42	4	33	19
		3%	4%	3%	3%	4%	3%	4%	5%	4%	3%	4%	24%	3%	1%	3%	8%	3%	2%	11%	3%	7%	2%	4%	1%	3%	6%
		mqs																	zq		zs					zx	
5 - Very untrustworthy	9	4	4	6	3	5	4	1	3	6	3	-	3	2	1	-	1	6	-	6	2	1	4	4	7	1	
	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	-	*	1%	1%	-	2%	1%	-	*	1%	*	*	2%	1%	*	
																						v					
I have never heard of this type of person or job	174	45	124	102	72	92	82	10	72	109	43	-	79	23	11	7	4	103	6	123	44	24	137	13	102	44	
	11%	8%	12%	10%	13%	10%	12%	9%	13%	10%	10%	-	10%	9%	9%	36%	11%	10%	16%	9%	17%	8%	13%	5%	9%	15%	
	aqswx																			zs		zuw			zx		
Don't know/ None of these	32	11	15	19	12	19	12	-	12	20	9	-	14	5	-	2	-	20	-	21	3	7	22	3	18	2	
	2%	2%	1%	2%	2%	2%	2%	-	2%	2%	2%	-	2%	2%	-	9%	-	2%	-	2%	1%	2%	2%	1%	2%	1%	
	ceimqsux				zc		ze		z											zs		zu				zx	
Mean	1.93	1.97	1.91	1.86	2.08	1.85	2.05	1.94	2.08	1.85	2.04	1.86	1.88	1.75	1.93	2.48	2.08	1.83	2.48	1.89	2.17	1.82	1.98	1.87	1.9	2.18	

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

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GENERAL DENTAL COUNCIL PATIENT AND PUBLIC SURVEY 2020

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Table 300
GD0450 - Please look at this list of different types of dental professional. In general, do you think each is trustworthy or untrustworthy? Please use a scale of 1 to 5, where 1 is very trustworthy and 5 is very untrustworthy. Dental technician

BASE: All Respondents

	TOTAL (z)	Complained about a dental professional		Focus of regulator for dental professionals			Confidence of how dental care is delivered in the UK		Confidence in dental professional		Opinion about dentists' use of title Doctor when they do not also hold another general medical qualification or a PhD		Awareness of Dental Complaints Service			Contacted a person or organisation for support making any type of complaint		Contacted a person or organisation for support making a complaint about dental care or treatment		Would find it helpful to use a support service to deal with something that went seriously wrong during visit to dental professional			Seen advertised or been offered cosmetic treatments at dental practice		Received cosmetic treatments at dental practice	
		Yes (a)	No (b)	Mainly on preventing bad practice (c)	Equally on both (d)	Mainly on taking action against serious complaints (e)	Confident (f)	Not confident (g)	Yes (h)	No (i)	Should be able to use (j)	Should not be able to use (k)	Aware (l)	Unaware (m)	Unsure (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)	DK (u)	Yes (v)	No (w)	Yes (x)	No (y)
Unweighted Base	1674	94	1492	441	1081	152	1328	286	1555	106	393	881	184	1246	236	405	1247	15	1659	1393	252	29	1007	667	118	1556
Weighted Base	1618	93*	1431	441	1018	159	1284	278	1498	105*	403	822	171	1218	222	389	1211	15**	1603	1360	230	29**	979	639	120*	1498
1 - Very trustworthy	550	36	503	148	345	57	467	69	540	10	142	260	75	396	79	130	415	7	543	481	61	8	353	197	45	505
	34%	39%	35%	34%	34%	36%	36%	25%	36%	9%	35%	32%	44%	32%	35%	34%	34%	45%	34%	35%	27%	28%	36%	31%	38%	34%
	gikt	z					zg		zi				zm							zt						
2	477	30	430	144	300	33	400	68	455	21	135	265	50	370	57	130	345	2	475	433	42	3	321	156	40	437
	29%	32%	30%	33%	29%	21%	31%	25%	30%	20%	34%	32%	29%	30%	26%	33%	28%	13%	30%	32%	18%	9%	33%	24%	33%	29%
	etw			e			z		z											zt			zw			
3	324	19	273	89	203	32	240	72	281	39	76	156	28	237	57	68	251	2	322	263	52	9	175	149	19	305
	20%	20%	19%	20%	20%	20%	19%	26%	19%	37%	19%	19%	16%	19%	26%	18%	21%	15%	20%	19%	23%	33%	18%	23%	16%	20%
	bthv						zf		zh						zl							zv				
4	53	2	43	20	24	9	31	20	39	14	14	19	6	41	6	15	37	3	50	37	16	-	23	30	8	44
	3%	3%	3%	5%	2%	6%	2%	7%	3%	13%	4%	2%	3%	3%	3%	4%	3%	21%	3%	3%	7%	-	2%	5%	7%	3%
	dfhkrsvy			d		d			zh											zs			zv		zy	
5 - Very untrustworthy	9	-	9	2	7	-	7	2	8	1	1	5	2	5	2	1	8	-	9	5	3	-	4	5	1	8
	1%	-	1%	*	1%	-	1%	1%	1%	1%	*	1%	1%	*	1%	*	1%	-	1%	*	1%	-	*	1%	1%	1%
I have never heard of this type of person or job	174	6	145	34	117	23	125	38	150	20	33	98	11	143	17	40	131	1	173	123	48	4	86	88	4	170
	11%	7%	10%	8%	11%	15%	10%	14%	10%	19%	8%	12%	6%	12%	8%	10%	11%	6%	11%	9%	21%	13%	9%	14%	3%	11%
	bcthsvx					c			zh					z						zs			zv		zx	
Don't know/ None of these	32	-	28	4	23	4	15	8	24	1	2	20	-	27	3	3	25	-	32	19	8	5	18	14	2	29
	2%	-	2%	1%	2%	3%	1%	3%	2%	1%	*	2%	-	2%	2%	1%	2%	-	2%	1%	4%	18%	2%	2%	2%	2%
	fhjs						f													s						
Mean	1.93	1.86	1.91	1.97	1.91	1.95	1.87	2.21	1.88	2.71	1.91	1.93	1.81	1.94	1.98	1.92	1.94	2.12	1.93	1.89	2.19	2.07	1.86	2.05	1.94	1.93
	bthsv						zf		zh											zs			zv			

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

Table 301

GD0450 - Please look at this list of different types of dental professional. In general, do you think each is trustworthy or untrustworthy? Please use a scale of 1 to 5, where 1 is very trustworthy and 5 is very untrustworthy. Dental hygienists

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)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (m)	SINGLE (n)	WID/ DIV/ SEP (o)
Unweighted Base	1674	826	844	209	224	225	237	254	525	416	571	341	346	933	459	276
Weighted Base	1618	791	823	228	267	250	265	244	365	420	523	289	387	913	462	237
1 - Very trustworthy	669 41%	304 38%	362 44%	98 43%	108 40%	94 37%	104 39%	102 42%	164 45%	191 46%	237 45%	106 37%	135 35%	367 40%	197 43%	103 43%
2	506 31%	270 34%	236 29%	73 32%	87 33%	68 27%	100 38%	85 35%	92 25%	149 35%	164 31%	86 30%	108 28%	291 32%	153 33%	60 25%
3	280 17%	135 17%	143 17%	43 19%	45 17%	53 21%	42 16%	39 16%	58 16%	43 10%	81 16%	59 21%	96 25%	159 17%	77 17%	43 18%
4	55 3%	23 3%	32 4%	5 2%	12 4%	13 5%	10 4%	5 2%	10 3%	15 4%	14 3%	13 5%	13 3%	32 3%	16 4%	7 3%
5 - Very untrustworthy	17 1%	9 1%	9 1%	* *	1 1%	6 2%	1 1%	1 *	7 2%	9 2%	2 *	4 1%	3 1%	14 2%	2 *	1 *
I have never heard of this type of person or job	74 5%	40 5%	35 4%	9 4%	12 5%	12 5%	6 2%	9 4%	26 7%	11 3%	22 4%	17 6%	24 6%	43 5%	13 3%	17 7%
Don't know/ None of these	16 1%	9 1%	8 1%	* *	2 1%	4 2%	1 *	2 1%	7 2%	2 *	3 1%	3 1%	9 2%	6 1%	4 1%	6 3%
Mean	1.85 j	1.87	1.83	1.8	1.86	2.01 zcgh	1.86	1.79	1.81	1.78	1.75	1.97 zij	1.99 zij	1.88	1.82	1.81

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

Overlap formulae used.



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Table 302

GD0450 - Please look at this list of different types of dental professional. In general, do you think each is trustworthy or untrustworthy? Please use a scale of 1 to 5, where 1 is very trustworthy and 5 is very untrustworthy. Dental hygienists

BASE: All Respondents

	TOTAL (z)	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
		WORKING (a)	NOT WORKING (b)	FULLTIME (c)	PARTTIME (d)	SELFEMPL OYE D (e)	HOUSE WIFE (f)	STILL IN EDUCATIO N (g)	UNEMPLO YED (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	1674	796	878	529	177	90	79	121	40	541	97	414	1260	141	99	148	213	1260
Weighted Base	1618	928	690	638	186	104*	75*	111*	38*	378	89*	455	1163	151	107*	170	236	1163
1 - Very trustworthy	669 41%	394 42%	275 40%	265 42%	86 46%	42 41%	22 29%	53 48%	4 11%	160 42%	37 41%	175 39%	494 42%	51 34%	45 42%	67 40%	93 39%	494 42%
2	506 31%	303 33%	203 29%	208 33%	63 34%	32 31%	22 30%	34 31%	14 38%	105 28%	27 31%	146 32%	360 31%	51 34%	31 29%	60 35%	74 31%	360 31%
3	280 17%	153 16%	127 18%	102 16%	27 15%	23 22%	25 33%	14 12%	15 40%	59 16%	14 16%	89 20%	190 16%	31 20%	24 23%	36 21%	42 18%	190 16%
4	55 3%	36 4%	19 3%	33 5%	2 1%	2 2%	3 4%	2 2%	1 3%	11 3%	2 2%	15 3%	40 3%	8 5%	1 1%	4 2%	9 4%	40 3%
5 - Very untrustworthy	17 1%	10 1%	8 1%	7 1%	1 1%	1 1%	1 1%	* *	- -	6 1%	1 1%	6 1%	12 1%	1 1%	2 2%	1 1%	5 2%	12 1%
I have never heard of this type of person or job	74 5% ac	27 3% za	47 7% za	19 3%	6 3%	2 2%	3 4%	8 7%	2 5%	30 8%	5 6%	21 5%	54 5%	9 6% o	5 5%	2 1%	10 4%	54 5%
Don't know/ None of these	16 1%	6 1%	11 2%	5 1%	- -	1 1%	- -	* *	1 4%	6 2%	3 3% d	2 1%	14 1%	- -	- -	- -	2 1%	14 1%
Mean	1.85	1.84	1.86	1.87	1.71	1.89	2.15 zcdgij	1.66	2.38	1.82	1.81	1.91	1.83	1.99	1.88	1.88	1.92	1.83

 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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12 Mar 2020

Table 303

GD0450 - Please look at this list of different types of dental professional. In general, do you think each is trustworthy or untrustworthy? Please use a scale of 1 to 5, where 1 is very trustworthy and 5 is very untrustworthy. Dental hygienists

BASE: All Respondents

	TOTAL (z)	REGION													ETHNICITY		ETHNICITY					DISABILITY	
		NORTHERN N IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	BAME (o)	White (p)	Asian/ Asian British (q)	Black/ Black British (r)	Mixed /Other (s)	YES (t)	NO (u)	
Unweighted Base	1674	102	129	142	256	73	173	136	178	115	104	123	143	1332	1424	246	1424	146	54	46	204	1425	
Weighted Base	1618	46	117	151	214	67*	177	135	221	138*	77*	141*	133	1360	1412	202	1412	113*	45*	44*	169	1411	
1 - Very trustworthy	669 41% dkmoqs	16 34%	60 52%	61 41%	67 31%	25 38%	71 40%	80 59%	95 43%	59 43%	38 49%	39 28%	57 43%	536 39%	617 44%	47 23%	617 44%	26 23%	14 31%	8 17%	71 42%	587 42%	
2	506 31% bg	17 37%	25 21%	42 28%	70 33%	27 41%	59 33%	30 22%	72 32%	38 27%	19 24%	56 39%	52 39%	440 32%	439 31%	67 33%	439 31%	38 34%	12 26%	16 37%	49 29%	455 32%	
	280 17% np	9 21%	18 15%	19 13%	48 23%	10 15%	32 18%	19 14%	29 13%	26 19%	14 18%	37 26%	18 14%	238 17%	225 16%	54 27%	225 16%	29 26%	11 25%	14 33%	23 14%	243 17%	
4	55 3% bgik	3 6%	1 1%	17 11%	8 4%	1 1%	5 3%	2 1%	11 5%	2 1%	1 2%	1 1%	3 2%	49 4%	44 3%	11 6%	44 3%	3 3%	5 11%	3 8%	4 2%	50 4%	
	5 - Very untrustworthy	17 1% u	- -	3 2%	3 2%	4 2%	1 1%	- -	1 1%	2 1%	1 *	1 1%	2 2%	- -	15 1%	2 1%	15 1%	1 1%	* 1%	- -	3 2%	12 1%	
I have never heard of this type of person or job	74 5% npu	* 1%	9 8%	8 5%	15 7%	2 3%	5 3%	5 3%	9 4%	7 5%	4 6%	6 4%	4 3%	65 5%	55 4%	20 10%	55 4%	15 13%	3 6%	2 4%	11 7%	56 4%	
	Don't know/ None of these	16 1% u	* 1%	- -	- -	2 1%	- -	5 3%	- -	3 1%	5 4%	- -	* *	* *	16 1%	16 1%	* *	16 1%	- -	- -	* 1%	7 4%	9 1%
Mean	1.85 gnp	1.98 gl	1.71	2.01 bgl	2.05 zbfghijlm	1.83	1.83 g	1.58	1.82 g	1.78	1.75	2.05 zbqijl	1.74	1.88 zg	1.81	2.2 zn	1.81	2.14 zp	2.19	2.33	1.8	1.84	

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

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Table 304
GD0450 - Please look at this list of different types of dental professional. In general, do you think each is trustworthy or untrustworthy? Please use a scale of 1 to 5, where 1 is very trustworthy and 5 is very untrustworthy. Dental hygienists

BASE: All Respondents

		Importance of title Doctor		When last visited a dental professional		When did you last go to the dentist		When did you last see a dental professional other than a dentist		Frequency visit a dental professional			Type of dental treatment received					Satisfaction with dental care or treatment		Confidence in healthcare regulation		Awareness of General Dental Council			Confidence in dental regulation		
		TOTAL (z)	Important (a)	Not important (b)	Patients (last 12 mths) (c)	Public (less often) (d)	Patients (last 12 mths) (e)	Public (less often) (f)	Patients (last 12 mths) (g)	Public (less often) (h)	Once a year or more often (i)	Less often (j)	Don't know (k)	NHS (l)	Private (m)	Mixture (n)	Unsure (o)	Abroad (p)	Satisfied (q)	Dissatisfied (r)	Confident (s)	Not confident (t)	Aware (u)	Unaware (v)	Unsure (w)	Confident (x)	Not confident (y)
Unweighted Base		1674	585	1049	1111	563	1001	673	110	563	1162	422	3	879	261	131	18	43	1119	43	1337	274	317	1082	270	1186	313
	Weighted Base	1618	560	1019	1058	560	951	667	107*	560	1116	407	2**	825	265	124	18**	42**	1075	40*	1299	257	304	1063	247	1147	293
1 - Very trustworthy		669	205	449	487	182	436	233	50	182	509	149	1	366	126	60	5	11	502	7	569	79	143	412	113	511	75
	adfhjrtvy	41%	37%	44%	46%	33%	46%	35%	47%	33%	46%	37%	63%	44%	48%	49%	29%	27%	47%	16%	44%	31%	47%	39%	46%	45%	26%
	2	506	190	307	339	167	314	192	24	167	364	122	*	261	94	37	2	18	349	15	415	76	90	339	77	365	92
		31%	34%	30%	32%	30%	33%	29%	23%	30%	33%	30%	13%	32%	36%	30%	12%	44%	32%	36%	32%	30%	29%	32%	31%	32%	32%
	3	280	103	168	151	129	130	150	21	129	158	85	-	134	27	19	5	8	145	13	208	59	44	197	37	177	78
		17%	18%	16%	14%	23%	14%	22%	19%	23%	14%	21%	-	16%	10%	15%	26%	18%	13%	33%	16%	23%	15%	19%	15%	15%	27%
	4	ceimqxsx			zc		ze		z		m	i							zq		zs					zx	
		55	24	31	33	23	28	27	4	23	33	15	*	25	9	*	-	1	32	1	37	17	15	35	5	35	17
		3%	4%	3%	3%	4%	3%	4%	4%	4%	3%	4%	24%	3%	4%	*	-	3%	3%	2%	3%	7%	5%	3%	2%	3%	6%
		s																			zs						zx
5 - Very untrustworthy		17	6	11	11	6	9	8	1	6	11	6	-	7	2	5	-	-	11	-	10	5	3	8	7	12	5
		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	-	1%	1%	zlm	-	-	1%	-	1%	2%	1%	1%	3%	1%	2%
		s																					zv				
		74	26	46	29	45	24	51	6	45	32	22	-	25	6	2	4	3	27	5	50	20	7	60	8	40	25
I have never heard of this type of person or job		5%	5%	5%	3%	8%	3%	8%	5%	8%	3%	6%	-	3%	2%	2%	24%	8%	2%	13%	4%	8%	2%	6%	3%	3%	9%
		ceilqsux			zc		ze		z		i								zq		zs		zu			zx	
Don't know/ None of these		16	6	7	9	7	9	7	-	7	9	7	-	7	1	*	2	-	9	-	10	1	2	12	1	7	1
		1%	1%	1%	1%	1%	1%	1%	-	1%	1%	2%	-	1%	*	*	9%	-	1%	-	1%	*	1%	1%	*	1%	*
		x																									
		boelmqsx																									
Mean		1.85	1.93	1.81	1.77	2.02	1.76	1.99	1.84	2.02	1.77	1.96	1.86	1.8	1.71	1.79	1.94	1.97	1.75	2.23	1.79	2.12	1.8	1.88	1.8	1.79	2.19
		zb			zc		ze		z		zi										zs					zx	

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

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Table 305
GD0450 - Please look at this list of different types of dental professional. In general, do you think each is trustworthy or untrustworthy? Please use a scale of 1 to 5, where 1 is very trustworthy and 5 is very untrustworthy. Dental hygienists

BASE: All Respondents

	TOTAL (z)	Complained about a dental professional		Focus of regulator for dental professionals			Confidence of how dental care is delivered in the UK		Confidence in dental professional		Opinion about dentists' use of title Doctor when they do not also hold another general medical qualification or a PhD		Awareness of Dental Complaints Service			Contacted a person or organisation for support making any type of complaint		Contacted a person or organisation for support making a complaint about dental care or treatment		Would find it helpful to use a support service to deal with something that went seriously wrong during visit to dental professional			Seen advertised or been offered cosmetic treatments at dental practice		Received cosmetic treatments at dental practice	
		Yes (a)	No (b)	Mainly on preventing bad practice (c)	Equally on both (d)	Mainly on taking action against serious complaints (e)	Confident (f)	Not confident (g)	Yes (h)	No (i)	Should be able to use (j)	Should not be able to use (k)	Aware (l)	Unaware (m)	Unsure (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)	DK (u)	Yes (v)	No (w)	Yes (x)	No (y)
Unweighted Base	1674	94	1492	441	1081	152	1328	286	1555	106	393	881	184	1246	236	405	1247	15	1659	1393	252	29	1007	667	118	1556
Weighted Base	1618	93*	1431	441	1018	159	1284	278	1498	105*	403	822	171	1218	222	389	1211	15**	1603	1360	230	29**	979	639	120*	1498
1 - Very trustworthy	669	42	617	183	427	59	567	83	651	15	174	322	82	490	95	164	501	8	661	586	74	9	434	235	65	604
	41%	45%	43%	41%	42%	37%	44%	30%	43%	15%	43%	39%	48%	40%	43%	42%	41%	51%	41%	43%	32%	33%	44%	37%	54%	40%
	gitwy	z					zg		zi											zt			zw		zy	
2	506	32	455	145	327	34	422	77	482	22	131	293	48	393	65	119	384	2	504	451	51	4	330	176	25	481
	31%	34%	32%	33%	32%	21%	33%	28%	32%	21%	33%	36%	28%	32%	29%	31%	32%	13%	31%	33%	22%	14%	34%	27%	21%	32%
	eitwx			e	e		z		zi		z									zt			zw		zx	
3	280	14	230	75	173	31	193	76	234	43	65	127	31	210	39	64	211	5	275	220	53	6	146	134	20	260
	17%	15%	16%	17%	17%	20%	15%	28%	16%	41%	16%	15%	18%	17%	17%	16%	17%	31%	17%	16%	23%	22%	15%	21%	17%	17%
	bfnsv						zf		zh											zs			zv			
4	55	4	44	18	24	14	38	13	47	8	12	25	5	38	12	19	37	1	54	42	13	-	26	29	5	50
	3%	4%	3%	4%	2%	9%	3%	5%	3%	7%	3%	3%	3%	3%	6%	5%	3%	5%	3%	3%	6%	-	3%	5%	4%	3%
	dv			zd																						
5 - Very untrustworthy	17	-	17	2	14	1	13	4	15	2	5	9	3	9	5	5	12	-	17	13	5	-	12	5	1	16
	1%	-	1%	1%	1%	*	1%	2%	1%	2%	1%	1%	2%	1%	2%	1%	1%	-	1%	1%	2%	-	1%	1%	1%	1%
I have never heard of this type of person or job	74	2	52	17	41	17	45	19	56	14	15	36	3	63	6	18	55	-	74	41	29	5	23	51	2	73
	5%	2%	4%	4%	4%	11%	3%	7%	4%	13%	4%	4%	2%	5%	3%	5%	5%	-	5%	3%	12%	16%	2%	8%	2%	5%
	bfnsv			zod			f		zh											zs			zv			
Don't know/ None of these	16	-	16	2	11	3	7	5	12	1	-	10	-	15	-	*	12	-	16	6	6	4	7	9	2	15
	1%	-	1%	*	1%	2%	1%	2%	1%	1%	-	1%	-	1%	-	*	1%	-	1%	*	3%	15%	1%	1%	1%	1%
	fhos						f													zs						
Mean	1.85	1.78	1.82	1.85	1.83	2.01	1.79	2.13	1.81	2.55	1.82	1.85	1.81	1.85	1.92	1.87	1.84	1.9	1.85	1.82	2.09	1.85	1.79	1.96	1.72	1.86
	bfnsv						zf		zh											zs			zv			

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

Table 306

GD0450 - Please look at this list of different types of dental professional. In general, do you think each is trustworthy or untrustworthy? Please use a scale of 1 to 5, where 1 is very trustworthy and 5 is very untrustworthy. Dental nurses

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)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (m)	SINGLE (n)	WID/ DIV/ SEP (o)
Unweighted Base	1674	826	844	209	224	225	237	254	525	416	571	341	346	933	459	276
Weighted Base	1618	791	823	228	267	250	265	244	365	420	523	289	387	913	462	237
1 - Very trustworthy	636 39% el	298 38%	337 41%	88 39%	104 39%	81 33%	103 39%	101 42%	158 43%	174 41%	224 43%	108 38%	130 34%	356 39%	178 38%	101 42%
2	562 35% h	284 36%	277 34%	83 36%	77 29%	87 35%	112 42%	91 37%	113 31%	171 41%	176 34%	95 33%	119 31%	318 35%	167 36%	76 32%
3	284 18% i	138 17%	145 18%	38 17%	63 24%	49 20%	37 14%	37 15%	59 16%	51 12%	79 15%	57 20%	96 25%	161 18%	83 18%	39 16%
4	47 3% f	22 3%	25 3%	8 3%	8 3%	12 5%	6 2%	5 2%	8 2%	9 2%	16 3%	10 4%	12 3%	27 3%	14 3%	5 2%
5 - Very untrustworthy	14 1% f	7 1%	6 1%	* *	2 1%	3 1%	1 1%	3 1%	4 1%	3 1%	3 1%	5 2%	3 1%	9 1%	3 1%	1 1%
I have never heard of this type of person or job	65 4% f	34 4%	31 4%	10 5%	10 4%	14 6%	2 1%	5 2%	23 6%	11 3%	21 4%	11 4%	23 6%	35 4%	13 3%	16 7%
Don't know/ None of these	10 1% b	8 1%	2 *	* *	2 1%	3 1%	3 1%	2 1%	1 *	1 *	4 1%	2 1%	4 1%	6 1%	4 1%	* *
Mean	1.86 hi	1.87	1.84	1.84	1.93	2.01 z fgh	1.81	1.81	1.79	1.76	1.79	1.94 ij	1.99 zij	1.87	1.87	1.78

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

Table 307

GD0450 - Please look at this list of different types of dental professional. In general, do you think each is trustworthy or untrustworthy? Please use a scale of 1 to 5, where 1 is very trustworthy and 5 is very untrustworthy. Dental nurses

BASE: All Respondents

	TOTAL (z)	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
		WORKING (a)	NOT WORKING (b)	FULLTIME (c)	PARTTIME (d)	SELFEMPL OYE D (e)	HOUSE WIFE (f)	STILL IN EDUCATIO N (g)	UNEMPLO YED (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	1674	796	878	529	177	90	79	121	40	541	97	414	1260	141	99	148	213	1260
Weighted Base	1618	928	690	638	186	104*	75*	111*	38*	378	89*	455	1163	151	107*	170	236	1163
1 - Very trustworthy	636 39% hm	366 39% h	270 39% h	243 38% h	80 43% h	43 41% h	22 29% h	49 44% h	4 10% fh	160 42% h	36 40% h	168 37% h	468 40% h	45 30% p	37 35% p	66 39% p	90 38% p	468 40% m
2	562 35%	330 36% h	232 34% h	228 36% h	71 38% h	32 30% h	27 36% h	36 32% h	18 47% h	123 33% h	28 31% h	155 34% h	408 35% h	55 37% h	39 36% h	60 35% h	88 37% h	408 35% h
3	284 18%	161 17% d	122 18% d	115 18% d	23 12% d	24 23% d	21 27% d	13 12% d	12 32% d	58 15% d	18 20% d	91 20% d	192 17% d	36 24% p	24 22% p	35 21% p	34 14% p	192 17% p
4	47 3%	26 3% d	20 3% d	22 4% d	1 1% d	3 3% d	3 4% d	5 5% d	1 3% d	9 2% d	3 3% d	14 3% d	33 3% d	5 3% p	1 1% p	6 4% p	10 4% p	33 3% p
5 - Very untrustworthy	14 1%	9 1% h	5 1% h	8 1% h	- - h	1 1% h	1 1% h	* * h	- - h	4 1% h	- - h	4 1% h	10 1% h	1 1% h	- - h	- - h	2 1% h	10 1% h
I have never heard of this type of person or job	65 4% ac	27 3% za	38 6% za	15 2% h	9 5% h	3 3% h	2 3% h	7 6% c	2 6% h	23 6% zc	4 5% h	20 4% h	46 4% h	9 6% o	6 6% o	2 1% h	10 4% h	46 4% h
Don't know/ None of these	10 1%	8 1% h	2 * h	6 1% h	2 1% h	- - h	- - h	* * h	1 4% zi	1 * h	- - h	4 1% h	7 1% h	- - h	- - h	- - h	2 1% h	7 1% h
Mean	1.86 d	1.86 d	1.86 d	1.91 d	1.68 d	1.88 d	2.1 zdgi	1.76 d	2.3 d	1.79 d	1.86 d	1.91 d	1.84 d	2.04 zq	1.89 d	1.89 d	1.87 d	1.84 d

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 308

GD0450 - Please look at this list of different types of dental professional. In general, do you think each is trustworthy or untrustworthy? Please use a scale of 1 to 5, where 1 is very trustworthy and 5 is very untrustworthy. Dental nurses

BASE: All Respondents

	TOTAL	REGION													ETHNICITY		ETHNICITY					DISABILITY	
		NORTHERN IRELAND	EAST MIDLANDS	EAST OF ENGLAND	LONDON	NORTH EAST	NORTH WEST	SCOTLAND	SOUTH EAST	SOUTH WEST	WALES	WEST MIDLANDS	YORKS & HUMBER	ENGLAND	WHITE	BAME	White	Asian/ British	Black/ British	Mixed /Other	YES	NO	
	(z)	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	
Unweighted Base	1674	102	129	142	256	73	173	136	178	115	104	123	143	1332	1424	246	1424	146	54	46	204	1425	
Weighted Base	1618	46	117	151	214	67*	177	135	221	138*	77*	141*	133	1360	1412	202	1412	113*	45*	44*	169	1411	
1 - Very trustworthy	636 39% adkmoqs	14 29%	62 53%	55 37%	52 24%	24 36%	71 40%	78 58%	92 42%	62 45%	31 40%	39 28%	57 43%	514 38%	588 42%	44 22%	588 42%	26 23%	12 27%	7 15%	73 43%	548 39%	
2	562 35% bg	19 42%	27 23%	52 34%	82 38%	35 52%	54 31%	33 24%	67 30%	49 35%	28 36%	57 41%	59 44%	482 35%	489 35%	73 36%	489 35%	45 40%	13 29%	15 33%	55 33%	504 36%	
	zbcfghim	dk	adk	d	zacdefhiklm	dk	adk	d	adk	dk	zo	qzs											
3	284 18% elnp	10 23%	21 18%	24 16%	49 23%	5 8%	38 22%	16 12%	39 18%	19 14%	10 12%	38 27%	14 10%	247 18%	227 16%	57 28%	227 16%	25 23%	13 29%	18 42%	27 16%	245 17%	
	zegl	el	zegl									zegijlm	el	zn	zpq								
4	47 3% gl	1 3%	2 2%	10 7%	8 4%	2 3%	5 3%	- -	7 3%	3 2%	4 6%	2 2%	- -	41 3%	38 3%	8 4%	38 3%	4 3%	2 5%	3 6%	6 3%	38 3%	
	zglm	gl										gl											
5 - Very untrustworthy	14 1%	- -	2 2%	2 1%	4 2%	- -	- -	1 1%	3 1%	1 1%	- -	- -	1 1%	13 1%	12 1%	1 1%	12 1%	1 1%	* 1%	- -	2 1%	11 1%	
I have never heard of this type of person or job	65 4% np	1 2%	3 3%	7 4%	16 8%	1 2%	5 3%	5 4%	11 5%	4 3%	4 6%	4 3%	3 2%	54 4%	47 3%	18 9%	47 3%	12 11%	4 9%	1 3%	5 3%	54 4%	
	zfm																	zp					
Don't know/ None of these	10 1%	* 1%	- -	- -	2 1%	- -	4 2%	2 1%	2 1%	- -	- -	* *	- -	8 1%	10 1%	* *	10 1%	- -	- -	* 1%	* *	9 1%	
	zm						zm																
Mean	1.86 glnp	1.99 bgl	1.73	1.97 gl	2.13 zbefghijlm	1.76	1.87 g	1.54	1.86 g	1.75	1.83 g	2.03 zbegil	1.68	1.89 zgl	1.82	2.18 zn	1.82	2.1 zp	2.15	2.4	1.82	1.86	

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

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12 Mar 2020

Table 309
GD0450 - Please look at this list of different types of dental professional. In general, do you think each is trustworthy or untrustworthy? Please use a scale of 1 to 5, where 1 is very trustworthy and 5 is very untrustworthy. Dental nurses

BASE: All Respondents

		Importance of title Doctor		When last visited a dental professional		When did you last go to the dentist		When did you last see a dental professional other than a dentist		Frequency visit a dental professional			Type of dental treatment received					Satisfaction with dental care or treatment		Confidence in healthcare regulation		Awareness of General Dental Council			Confidence in dental regulation		
		TOTAL (z)	Important (a)	Not important (b)	Patients (last 12 mths) (c)	Public (less often) (d)	Patients (last 12 mths) (e)	Public (less often) (f)	Patients (last 12 mths) (g)	Public (less often) (h)	Once a year or more often (i)	Less often (j)	Don't know (k)	NHS (l)	Private (m)	Mixture (n)	Unsure (o)	Abroad (p)	Satisfied (q)	Dissatisfied (r)	Confident (s)	Not confident (t)	Aware (u)	Unaware (v)	Unsure (w)	Confident (x)	Not confident (y)
Unweighted Base Weighted Base 1 - Very trustworthy		1674	585	1049	1111	563	1001	673	110	563	1162	422	3	879	261	131	18	43	1119	43	1337	274	317	1082	270	1186	313
		1618	560	1019	1058	560	951	667	107*	560	1116	407	2**	825	265	124	18**	42**	1075	40*	1299	257	304	1063	247	1147	293
		636	195	428	459	178	414	223	45	178	482	143	1	352	121	57	5	9	475	7	540	76	134	400	102	484	73
		39%	35%	42%	43%	32%	44%	33%	42%	32%	43%	35%	63%	43%	46%	46%	29%	22%	44%	16%	42%	30%	44%	38%	41%	42%	25%
2		adfhrt	za	zd	zd	zd	zf	zf	zi	zi	zi	zi	zi	z	z	z	z	z	zr	zr	zt	zt	zu	zu	zu	zy	zy
		202	348	380	349	213	30	183	408	135	-	293	102	43	2	21	388	20	463	80	100	364	96	405	103		
		35%	36%	34%	36%	33%	37%	32%	29%	33%	37%	33%	-	35%	38%	35%	11%	50%	36%	49%	36%	31%	33%	34%	39%	35%	35%
		z	z	z	z	z	z	z	z	z	z	z	z	z	z	z	z	z	z	z	z	z	z	z	z	z	z
3		284	107	169	151	132	133	151	18	132	154	91	-	130	30	17	3	6	144	10	205	64	52	195	35	180	78
		18%	19%	17%	14%	24%	14%	23%	17%	24%	14%	22%	-	16%	11%	14%	16%	13%	13%	26%	16%	25%	17%	18%	14%	16%	27%
		ceimqxs			zc	ze	ze	ze	z	z	zi	zi	z						q	qs	zs	zs				zx	zx
		47	23	23	27	19	23	24	4	19	26	16	*	21	4	2	2	1	23	2	33	13	8	35	4	31	15
4		3%	4%	2%	3%	3%	2%	4%	4%	3%	2%	4%	24%	3%	2%	2%	9%	3%	2%	6%	3%	5%	3%	3%	2%	3%	5%
		biq																	zs	zs	zs	zs				z	z
		14	5	7	8	5	5	8	3	5	8	5	-	7	2	1	-	-	8	-	9	4	3	6	5	10	3
		1%	1%	1%	1%	1%	1%	1%	3%	1%	1%	1%	-	1%	1%	1%	-	-	1%	-	1%	2%	1%	1%	2%	1%	1%
5 - Very untrustworthy																											
		65	24	40	29	36	23	42	5	36	34	12	*	21	6	4	5	5	33	1	44	17	7	54	5	33	20
		4%	4%	4%	3%	6%	2%	6%	5%	6%	3%	3%	13%	3%	2%	3%	26%	11%	3%	3%	3%	7%	2%	5%	2%	3%	7%
		celiqxs			zc	ze	ze	ze	z	z									s	s	zw	zw				zx	zx
Don't know/ None of these		10	4	4	3	7	3	7	-	7	4	4	-	2	-	-	2	-	4	-	6	2	1	8	*	4	1
		1%	1%	*	*	1%	*	1%	-	1%	*	1%	-	*	-	-	9%	-	*	-	*	1%	*	1%	*	*	*
		clqxc			c	c																					
		1.86	1.95	1.8	1.78	2.02	1.76	2	1.91	2.02	1.77	1.99	1.84		1.8	1.7	1.73	2.07	1.96	1.75	2.22	1.81	2.11	1.8	1.88	1.82	1.81
Mean		bceilmqxsx	zb		zc	zc	ze	ze	z	z	zi	zi	zi						zq	zq	zs	zs				zx	zx

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

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Table 310
GD0450 - Please look at this list of different types of dental professional. In general, do you think each is trustworthy or untrustworthy? Please use a scale of 1 to 5, where 1 is very trustworthy and 5 is very untrustworthy. Dental nurses

BASE: All Respondents

		Complained about a dental professional		Focus of regulator for dental professionals			Confidence of how dental care is delivered in the UK		Confidence in dental professional		Opinion about dentists' use of title Doctor when they do not also hold another general medical qualification or a PhD		Awareness of Dental Complaints Service			Contacted a person or organisation for support making any type of complaint		Contacted a person or organisation for support making a complaint about dental care or treatment		Would find it helpful to use a support service to deal with something that went seriously wrong during visit to dental professional			Seen advertised or been offered cosmetic treatments at dental practice		Received cosmetic treatments at dental practice	
	TOTAL (z)	Yes (a)	No (b)	Mainly on preventing bad practice (c)	Equally on both (d)	Mainly on taking action against serious complaints (e)	Confident (f)	Not confident (g)	Yes (h)	No (i)	Should be able to use (j)	Should not be able to use (k)	Aware (l)	Unaware (m)	Unsure (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)	DK (u)	Yes (v)	No (w)	Yes (x)	No (y)
Unweighted Base	1674	94	1492	441	1081	152	1328	286	1555	106	393	881	184	1246	236	405	1247	15	1659	1393	252	29	1007	667	118	1556
Weighted Base	1618	93*	1431	441	1018	159	1284	278	1498	105*	403	822	171	1218	222	389	1211	15**	1603	1360	230	29**	979	639	120*	1498
1 - Very trustworthy	636	37	589	170	413	54	531	88	622	14	174	300	77	477	81	156	476	8	629	549	80	7	408	229	50	586
	39%	40%	41%	38%	41%	34%	41%	32%	42%	13%	43%	37%	45%	39%	36%	40%	39%	51%	39%	40%	35%	26%	42%	36%	42%	39%
	gikw	z					zg		zi		k												zw			
2	562	34	510	163	362	38	467	82	535	24	134	332	55	428	78	138	421	3	559	499	56	6	368	194	39	523
	35%	36%	36%	37%	36%	24%	36%	29%	36%	22%	33%	40%	32%	35%	35%	35%	35%	20%	35%	37%	25%	22%	38%	30%	33%	35%
	eitw	z		e	e		zg		zi		zj									zt			zw			
3	284	18	227	74	172	38	206	69	239	42	72	129	32	206	46	68	210	3	281	227	49	8	146	137	20	264
	18%	20%	16%	17%	17%	24%	16%	25%	16%	40%	18%	16%	19%	17%	21%	18%	17%	18%	18%	17%	21%	27%	15%	21%	16%	18%
	bftw						zf		zh														zv			
4	47	3	40	15	22	10	33	13	37	10	9	19	3	35	9	13	34	2	45	33	14	-	26	20	6	40
	3%	3%	3%	3%	2%	6%	3%	5%	2%	10%	2%	2%	2%	3%	4%	3%	3%	11%	3%	2%	6%	-	3%	3%	5%	3%
	dhs					zd			zh		*									zs						
5 - Very untrustworthy	14	1	12	2	11	-	8	5	9	5	2	8	3	7	4	3	10	-	14	10	4	-	6	8	2	11
	1%	1%		1%	1%	-	1%	2%	1%	4%	*	1%	2%	1%	2%	1%	1%	-	1%	1%	2%	-	1%	1%	2%	1%
	hm								zh																	
I have never heard of this type of person or job	65	1	46	17	31	17	38	18	51	11	12	29	1	57	5	11	53	-	65	39	23	3	21	44	1	64
	4%	1%	3%	4%	3%	11%	3%	6%	3%	10%	3%	4%	1%	5%	2%	3%	4%	-	4%	3%	10%	10%	2%	7%	1%	4%
	bdhfsv					zod			f											zs			zv			
Don't know/ None of these	10	-	8	*	8	2	2	2	4	1	-	5	-	9	-	-	6	-	10	3	3	4	3	7	*	10
	1%	-	1%	*	1%	1%	*	1%	*	1%	-	1%	-	1%	-	-	1%	-	1%	*	1%	15%	*	1%	*	1%
	fhs																			s						
Mean	1.86	1.9	1.82	1.86	1.83	2.03	1.81	2.08	1.8	2.67	1.8	1.86	1.82	1.84	1.97	1.86	1.85	1.88	1.86	1.83	2.04	2.01	1.8	1.95	1.91	1.85
	bftsv					zd		zf		zh										zs			zv			

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

Table 311

GD0450 - Please look at this list of different types of dental professional. In general, do you think each is trustworthy or untrustworthy? Please use a scale of 1 to 5, where 1 is very trustworthy and 5 is very untrustworthy. Dental therapists

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)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (m)	SINGLE (n)	WID/ DIV/ SEP (o)
Unweighted Base	1674	826	844	209	224	225	237	254	525	416	571	341	346	933	459	276
Weighted Base	1618	791	823	228	267	250	265	244	365	420	523	289	387	913	462	237
1 - Very trustworthy	482	238	243	80	89	68	68	75	101	130	162	79	109	263	149	67
	30%	30%	29%	35%	33%	27%	26%	31%	28%	31%	31%	27%	28%	29%	32%	28%
2	422	225	196	70	71	68	80	62	71	119	140	82	81	244	139	39
	26%	28%	24%	31%	27%	27%	30%	26%	20%	28%	27%	28%	21%	27%	30%	16%
	bhlo			h		h	h			l		l		o	o	
3	302	158	143	37	63	55	48	38	60	69	94	45	95	175	81	44
	19%	20%	17%	16%	24%	22%	18%	16%	16%	16%	18%	16%	25%	19%	18%	19%
					h								zijk			
4	43	19	24	4	3	9	7	4	14	11	11	9	11	23	10	10
	3%	2%	3%	2%	1%	4%	3%	2%	4%	3%	2%	3%	3%	3%	2%	4%
5 - Very untrustworthy	15	5	10	1	*	3	2	3	6	3	3	7	3	9	5	2
	1%	1%	1%	1%	*	1%	1%	1%	2%	1%	*	2%	1%	1%	1%	1%
												zj				
I have never heard of this type of person or job	327	131	195	33	35	42	54	54	107	81	108	59	78	183	72	70
	20%	17%	24%	15%	13%	17%	20%	22%	29%	19%	21%	21%	20%	20%	16%	29%
	adn		za					d	zcdef							zmn
Don't know/ None of these	28	15	13	2	4	3	5	6	7	6	4	8	10	16	6	6
	2%	2%	2%	1%	1%	1%	2%	3%	2%	1%	1%	3%	3%	2%	1%	3%
Mean	1.96	1.96	1.96	1.84	1.92	2.07	2	1.89	2.01	1.91	1.91	2.02	2.05	1.98	1.91	2.01
						c										

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

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Table 312

GD0450 - Please look at this list of different types of dental professional. In general, do you think each is trustworthy or untrustworthy? Please use a scale of 1 to 5, where 1 is very trustworthy and 5 is very untrustworthy. Dental therapists

BASE: All Respondents

	TOTAL (z)	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
		WORKING (a)	NOT WORKING (b)	FULLTIME (c)	PARTTIME (d)	SELFEMPL OYE D (e)	HOUSE WIFE (f)	STILL IN EDUCATIO N (g)	UNEMPLO YED (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	1674	796	878	529	177	90	79	121	40	541	97	414	1260	141	99	148	213	1260
Weighted Base	1618	928	690	638	186	104*	75*	111*	38*	378	89*	455	1163	151	107*	170	236	1163
1 - Very trustworthy	482	294	188	206	63	26	17	42	5	97	26	121	360	33	31	52	65	360
	30%	32%	27%	32%	34%	25%	23%	38%	13%	26%	29%	27%	31%	22%	29%	30%	28%	31%
	bhim			hi	h			fhi										m
2	422	265	157	188	49	28	16	31	11	76	24	136	286	49	34	57	64	286
	26%	29%	23%	29%	27%	27%	21%	28%	30%	20%	27%	30%	25%	32%	32%	34%	27%	25%
	bilq	zb		i												q		
3	302	171	131	121	22	28	21	15	13	63	19	101	202	35	24	40	50	202
	19%	18%	19%	19%	12%	27%	28%	13%	35%	17%	22%	22%	17%	23%	22%	24%	21%	17%
	dlq			dgi			zdgi		zcdgi									
4	43	18	24	17	-	1	2	5	1	14	2	10	32	6	1	1	6	32
	3%	2%	4%	3%	-	1%	3%	4%	3%	4%	3%	2%	3%	4%	1%	1%	2%	3%
	d		z	d			d	d	d	d	d							
5 - Very untrustworthy	15	7	8	4	1	1	1	1	-	6	-	2	13	*	*	*	1	13
	1%	1%	1%	1%	1%	1%	2%	1%	-	1%	-	*	1%	*	*	*	*	1%
I have never heard of this type of person or job	327	160	167	92	48	19	14	17	6	115	15	74	253	25	12	16	45	253
	20%	17%	24%	14%	26%	18%	18%	15%	16%	31%	17%	16%	22%	17%	11%	9%	19%	22%
	ackno		za		c					zcefgj			zk				o	zno
Don't know/ None of these	28	13	15	10	2	1	3	*	1	7	3	11	17	2	4	3	6	17
	2%	1%	2%	2%	1%	1%	5%	*	4%	2%	3%	2%	1%	1%	4%	2%	3%	1%
Mean	1.96	1.91	2.03	1.93	1.73	2.11	2.22	1.84	2.34	2.04	1.98	2.02	1.94	2.13	1.96	1.95	1.99	1.94
	d		za	d		d	zcdg			d								

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 313

GD0450 - Please look at this list of different types of dental professional. In general, do you think each is trustworthy or untrustworthy? Please use a scale of 1 to 5, where 1 is very trustworthy and 5 is very untrustworthy. Dental therapists

BASE: All Respondents

	TOTAL	REGION													ETHNICITY		ETHNICITY					DISABILITY	
		NORTHERN IRELAND	EAST MIDLANDS	EAST OF ENGLAND	LONDON	NORTH EAST	NORTH WEST	SCOTLAND	SOUTH EAST	SOUTH WEST	WALES	WEST MIDLANDS	YORKS & HUMBER	ENGLAND	WHITE	BAME	White	Asian/ Asian British	Black/ Black British	Mixed /Other	YES	NO	
	(z)	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	
Unweighted Base	1674	102	129	142	256	73	173	136	178	115	104	123	143	1332	1424	246	1424	146	54	46	204	1425	
Weighted Base	1618	46	117	151	214	67*	177	135	221	138*	77*	141*	133	1360	1412	202	1412	113*	45*	44*	169	1411	
1 - Very trustworthy	482	11	48	47	42	20	56	70	66	34	27	26	35	374	433	46	433	23	14	8	51	422	
	30%	25%	41%	31%	20%	30%	32%	51%	30%	25%	35%	18%	26%	27%	31%	23%	31%	20%	32%	19%	30%	30%	
2	422	13	14	42	60	18	53	24	55	33	18	40	52	367	362	61	362	36	11	15	36	383	
	26%	28%	12%	28%	28%	27%	30%	18%	25%	24%	23%	28%	39%	27%	26%	30%	26%	32%	23%	33%	22%	27%	
3	bg	b		b	bg	b	bg		b	b	b	b	zbghijlm	bg								z	
	302	12	26	30	49	7	35	19	30	29	11	39	16	260	251	51	251	27	12	12	31	263	
4	19%		22%		20%	10%	20%	14%	14%	21%	14%	27%	12%	19%	18%	25%	18%	24%	26%	28%	18%	19%	
	np	zaghjl	el		eghl							zaghjlm		l		zn							
5 - Very untrustworthy	43	1	-	11	10	*	3	1	10	1	2	2	2	39	32	11	32	6	2	3	2	39	
	3%	3%	-	7%	5%	1%	2%	*	4%	*	3%	2%	1%	3%	2%	5%	2%	5%	5%	6%	1%	3%	
5 - Very untrustworthy	np	b		zbfgilml	bg				b							zn							
	15	-	1	-	3	1	1	1	5	1	*	1	1	14	12	3	12	2	1	1	2	11	
I have never heard of this type of person or job	1%	-	1%	-	1%	2%	1%	1%	2%	1%	1%	1%	1%	1%	1%	2%	1%	1%	2%	2%	1%	1%	
	327	8	27	21	47	17	23	19	51	36	19	32	28	281	294	30	294	20	5	5	40	273	
Don't know/ None of these	20%	18%	23%	14%	22%	25%	13%	14%	23%	26%	25%	23%	21%	21%	21%	15%	21%	17%	12%	11%	24%	19%	
	f	f			f	f			f	cfg				f									
Mean	28	-	2	-	2	4	6	3	5	5	-	1	*	25	28	*	28	-	-	*	7	21	
	2%	-	2%	-	1%	5%	3%	2%	2%	4%	-	1%	*	2%	2%	*	2%	-	-	1%	4%	2%	
Mean	1.96	2.1	1.78	2.03	2.21	1.8	1.92	1.59	1.99	1.99	1.82	2.2	1.87	2	1.92	2.21	1.92	2.22	2.11	2.3	1.91	1.96	
	gnp	bg		g	zbefgjlm		g		g	g		zbefgjil	g	zbq		zn		zp					

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



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Table 314
GD0450 - Please look at this list of different types of dental professional. In general, do you think each is trustworthy or untrustworthy? Please use a scale of 1 to 5, where 1 is very trustworthy and 5 is very untrustworthy. Dental therapists

BASE: All Respondents

	TOTAL (z)	Importance of title Doctor		When last visited a dental professional		When did you last go to the dentist		When did you last see a dental professional other than a dentist		Frequency visit a dental professional			Type of dental treatment received					Satisfaction with dental care or treatment		Confidence in healthcare regulation		Awareness of General Dental Council			Confidence in dental regulation	
		Important (a)	Not important (b)	Patients (last 12 mths) (c)	Public (less often) (d)	Patients (last 12 mths) (e)	Public (less often) (f)	Patients (last 12 mths) (g)	Public (less often) (h)	Once a year or more often (i)	Less often (j)	Don't know (k)	NHS (l)	Private (m)	Mixture (n)	Unsure (o)	Abroad (p)	Satisfied (q)	Dissatisfied (r)	Confident (s)	Not confident (t)	Aware (u)	Unaware (v)	Unsure (w)	Confident (x)	Not confident (y)
Unweighted Base	1674	585	1049	1111	563	1001	673	110	563	1162	422	3	879	261	131	18	43	1119	43	1337	274	317	1082	270	1186	313
Weighted Base	1618	560	1019	1058	560	951	667	107*	560	1116	407	2**	825	265	124	18**	42**	1075	40*	1299	257	304	1063	247	1147	293
1 - Very trustworthy	482	178	295	340	141	296	186	45	141	356	116	1	280	76	38	3	8	350	5	411	56	94	311	77	365	64
	30%	32%	29%	32%	25%	31%	28%	42%	25%	32%	28%	63%	34%	29%	31%	18%	19%	33%	14%	32%	22%	31%	29%	31%	32%	22%
	dhrt			zd				zh		z			z					zr		zt				zy		
2	422	166	251	277	145	253	169	24	145	300	102	*	215	79	32	4	15	289	11	360	49	76	267	79	326	57
	26%	30%	25%	26%	26%	27%	25%	22%	26%	27%	25%	13%	26%	30%	26%	21%	36%	27%	28%	28%	19%	25%	25%	32%	28%	20%
	ty			z														zt		zv				zy		
3	302	111	181	182	120	160	143	22	120	187	86	-	138	42	29	4	5	173	14	234	56	59	197	44	203	80
	19%	20%	18%	17%	22%	17%	21%	21%	22%	17%	21%	-	17%	16%	24%	19%	13%	16%	34%	18%	22%	19%	19%	18%	18%	27%
	ceiq					e												zq							zx	
4	43	19	23	27	16	23	19	4	16	25	13	*	14	6	5	-	5	22	3	26	16	9	28	5	27	14
	3%	3%	2%	3%	3%	2%	3%	3%	3%	2%	3%	24%	2%	2%	4%	-	12%	2%	6%	2%	6%	3%	3%	2%	2%	5%
	is																	zs		zs					zx	
5 - Very untrustworthy	15	4	11	8	7	7	8	1	7	6	9	-	5	3	2	-	-	6	-	7	7	3	7	5	10	4
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	-	1%	1%	1%	-	-	1%	-	1%	3%	1%	1%	2%	1%	2%
	is									zi										zs						
I have never heard of this type of person or job	327	73	245	205	122	194	133	11	122	223	75	-	159	55	17	6	8	216	7	241	68	57	232	36	200	72
	20%	13%	24%	19%	22%	20%	20%	10%	22%	20%	18%	-	19%	21%	14%	32%	20%	20%	18%	19%	27%	19%	22%	15%	17%	24%
	agswx		za					g										zs		w				x		
Don't know/ None of these	28	10	13	18	10	18	10	-	10	19	7	-	12	5	*	2	-	19	-	19	4	7	20	1	16	2
	2%	2%	1%	2%	2%	2%	1%	-	2%	2%	2%	-	2%	2%	*	9%	-	2%	-	2%	1%	2%	2%	*	1%	1%
	cellqsx	1.96	1.96	1.95	1.9	2.07	1.91	1.88	2.07	1.89	2.07	1.86	1.85	1.93	2.05	2.02	2.22	1.87	2.4	1.9	2.29	1.97	1.96	1.96	1.92	2.26
				zc		ze		z		zi								zs		zs				zx		

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

GENERAL PUBLIC
GENERAL DENTAL COUNCIL PATIENT AND PUBLIC SURVEY 2020

12 Mar 2020

Table 315
GD0450 - Please look at this list of different types of dental professional. In general, do you think each is trustworthy or untrustworthy? Please use a scale of 1 to 5, where 1 is very trustworthy and 5 is very untrustworthy. Dental therapists

BASE: All Respondents

		Complained about a dental professional		Focus of regulator for dental professionals			Confidence of how dental care is delivered in the UK		Confidence in dental professional		Opinion about dentists' use of title Doctor when they do not also hold another general medical qualification or a PhD		Awareness of Dental Complaints Service			Contacted a person or organisation for support making any type of complaint		Contacted a person or organisation for support making a complaint about dental care or treatment		Would find it helpful to use a support service to deal with something that went seriously wrong during visit to dental professional			Seen advertised or been offered cosmetic treatments at dental practice		Received cosmetic treatments at dental practice	
	TOTAL (z)	Yes (a)	No (b)	Mainly on preventing bad practice (c)	Equally on both (d)	Mainly on taking action against serious complaints (e)	Confident (f)	Not confident (g)	Yes (h)	No (i)	Should be able to use (j)	Should not be able to use (k)	Aware (l)	Unaware (m)	Unsure (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)	DK (u)	Yes (v)	No (w)	Yes (x)	No (y)
Unweighted Base	1674	94	1492	441	1081	152	1328	286	1555	106	393	881	184	1246	236	405	1247	15	1659	1393	252	29	1007	667	118	1556
Weighted Base	1618	93*	1431	441	1018	159	1284	278	1498	105*	403	822	171	1218	222	389	1211	15**	1603	1360	230	29**	979	639	120*	1498
1 - Very trustworthy	482	27	446	142	297	43	417	52	467	14	140	204	63	350	68	110	368	7	475	419	57	5	310	172	42	439
	30%	29%	31%	32%	29%	27%	32%	19%	31%	14%	35%	25%	37%	29%	31%	28%	30%	45%	30%	31%	25%	18%	32%	27%	35%	29%
	gik						zg				zi															
2	422	24	378	119	264	39	361	52	402	20	118	222	41	327	55	100	319	3	419	383	37	3	270	152	33	389
	26%	26%	26%	27%	26%	25%	28%	19%	27%	19%	29%	27%	24%	27%	25%	26%	26%	21%	26%	28%	16%	9%	28%	24%	28%	26%
	z						zg				zk															
	gt						zg				z									zi						
3	302	17	256	83	192	28	223	70	264	35	69	149	27	227	47	80	216	3	300	246	49	7	180	122	19	284
	19%	19%	18%	19%	19%	18%	17%	25%	18%	33%	17%	18%	16%	19%	21%	21%	18%	18%	19%	18%	21%	25%	18%	19%	15%	19%
	bfn						zf				zh															
	43	2	36	13	24	5	27	14	34	9	11	19	8	26	9	17	26	2	41	32	11	-	17	26	7	36
	3%	2%	3%	3%	2%	3%	2%	5%	2%	8%	3%	2%	5%	2%	4%	4%	2%	11%	3%	2%	5%	-	2%	4%	6%	2%
	fhpvy						zf				zh					zp							zv		y	
5 - Very untrustworthy	15	-	15	5	10	*	9	6	11	4	1	7	3	8	5	3	12	-	15	11	4	-	8	7	2	13
	1%	-	1%	1%	1%	*	1%	2%	1%	4%	*	1%	1%	1%	2%	1%	1%	-	1%	1%	2%	-	1%	1%	2%	1%
	h						f				zh															
I have never heard of this type of person or job	327	21	277	75	211	40	231	78	298	22	61	206	30	255	38	75	248	1	326	254	64	9	177	149	13	313
	20%	22%	19%	17%	21%	25%	18%	28%	20%	21%	15%	25%	17%	21%	17%	19%	21%	6%	20%	19%	28%	31%	18%	23%	11%	21%
	bfsvx						zf				zi									zs			zv		zx	
Don't know/ None of these	28	2	23	5	20	3	16	6	21	2	3	15	-	25	1	3	22	-	28	15	8	5	17	11	4	24
	2%	2%	2%	1%	2%	2%	1%	2%	1%	1%	1%	2%	-	2%	1%	1%	2%	-	2%	1%	3%	16%	2%	2%	3%	2%
	fhs																			s						
Mean	1.96	1.93	1.94	1.95	1.96	1.98	1.89	2.32	1.91	2.61	1.86	2.01	1.91	1.95	2.05	2.04	1.93	1.93	1.96	1.93	2.16	2.13	1.91	2.05	1.97	1.96
	bthjsv						zf				zh									zs			zv			

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



Table 316

GD0450 - Please look at this list of different types of dental professional. In general, do you think each is trustworthy or untrustworthy? Please use a scale of 1 to 5, where 1 is very trustworthy and 5 is very untrustworthy. Orthodontic therapists

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)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (m)	SINGLE (n)	WID/ DIV/ SEP (o)
Unweighted Base	1674	826	844	209	224	225	237	254	525	416	571	341	346	933	459	276
Weighted Base	1618	791	823	228	267	250	265	244	365	420	523	289	387	913	462	237
1 - Very trustworthy	554 34% hl	264 33%	288 35%	83 37%	101 38%	85 34%	89 33%	85 35%	112 31%	162 39% zkl	192 37% l	89 31%	110 29%	308 34%	175 38% o	70 29%
2	438 27% ho	222 28%	215 26%	66 29%	61 23%	65 26%	96 36% zdeh	67 28%	83 23%	132 31% zl	142 27%	76 26%	88 23%	257 28% o	136 29% o	46 19%
3	275 17% f	140 18%	135 16%	46 20% f	53 20%	49 20%	32 12%	33 13%	63 17%	58 14%	86 16%	48 17%	83 21% zi	155 17%	78 17%	40 17%
4	52 3% in	21 3%	31 4%	5 2%	13 5%	9 4%	8 3%	7 3%	10 3%	8 2%	22 4%	8 3%	13 3%	30 3%	12 3%	10 4%
5 - Very untrustworthy	14 1% in	7 1%	7 1%	1 *	3 1%	3 1%	2 1%	2 1%	3 1%	3 1%	5 1%	3 1%	4 1%	7 1%	7 1%	- -
I have never heard of this type of person or job	249 15% in	117 15%	131 16%	25 11%	30 11%	33 13%	30 11%	43 18%	88 24% zcddef	50 12%	70 13%	55 19% ij	73 19% ij	138 15% n	49 11%	61 26% zmn
Don't know/ None of these	35 2% in	19 2%	16 2%	2 1%	5 2%	6 2%	8 3%	7 3%	7 2%	6 1%	6 1%	8 3%	14 4% j	18 2%	5 1%	11 5% zmn
Mean	1.9 i	1.91	1.9	1.88	1.95	1.96	1.85	1.83	1.93	1.78	1.89	1.93	2.04 zi	1.9	1.87	1.94

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

Table 317

GD0450 - Please look at this list of different types of dental professional. In general, do you think each is trustworthy or untrustworthy? Please use a scale of 1 to 5, where 1 is very trustworthy and 5 is very untrustworthy. Orthodontic therapists

BASE: All Respondents

	TOTAL (z)	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
		WORKING (a)	NOT WORKING (b)	FULLTIME (c)	PARTTIME (d)	SELFEMPL OYE D (e)	HOUSE WIFE (f)	STILL IN EDUCATIO N (g)	UNEMPLO YED (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	1674	796	878	529	177	90	79	121	40	541	97	414	1260	141	99	148	213	1260
Weighted Base	1618	928	690	638	186	104*	75*	111*	38*	378	89*	455	1163	151	107*	170	236	1163
1 - Very trustworthy	554 34% bhi	337 36% h	217 31% hi	229 36% h	73 39% hi	35 33% h	22 30% h	47 42% hi	6 15% hi	114 30% hi	29 32% hi	147 32% hi	407 35% hi	42 28% hi	40 37% hi	59 34% hi	75 32% hi	407 35% hi
2	438 27% bfi	271 29% b	167 24% f	184 29% f	55 30% f	32 31% f	12 16% f	28 25% f	11 31% f	89 24% f	27 30% f	127 28% f	312 27% f	43 29% f	22 20% f	48 28% f	67 28% f	312 27% f
3	275 17% zcdgij	152 16% zcdgij	123 18% zcdgij	112 18% zcdgij	26 14% zcdgij	14 13% zcdgij	23 30% zcdgij	17 16% zcdgij	14 37% zcdgij	57 15% zcdgij	11 13% zcdgij	85 19% zcdgij	190 16% zcdgij	32 21% zcdgij	21 20% zcdgij	39 23% zcdgij	47 20% zcdgij	190 16% zcdgij
4	52 3% aco	33 4% za	19 3% za	24 4% za	4 2% za	6 6% za	1 1% za	2 2% za	2 5% za	12 3% za	2 3% za	18 4% za	34 3% za	9 6% za	4 4% za	7 4% za	6 3% za	34 3% za
5 - Very untrustworthy	14 1% zcdgh	8 1% zcdgh	6 1% zcdgh	8 1% zcdgh	- - zcdgh	1 1% zcdgh	1 2% zcdgh	1 1% zcdgh	- - zcdgh	4 1% zcdgh	- - zcdgh	2 1% zcdgh	12 1% zcdgh	1 1% zcdgh	1 1% zcdgh	1 1% zcdgh	1 1% zcdgh	12 1% zcdgh
I have never heard of this type of person or job	249 15% aco	107 12% za	142 21% za	65 10% za	25 13% za	17 17% za	14 19% c	16 14% c	3 8% zcdgh	94 25% zcdgh	15 17% zcdgh	63 14% zcdgh	186 16% zcdgh	21 14% zcdgh	18 17% o	13 8% o	34 15% o	186 16% o
Don't know/ None of these	35 2% zeg	19 2% zeg	16 2% zeg	16 3% zeg	3 1% zeg	- - zeg	2 3% zeg	* * zeg	1 4% zeg	7 2% zeg	5 6% zeg	13 3% zeg	22 2% zeg	3 2% zeg	2 2% zeg	4 3% zeg	6 3% zeg	22 2% zeg
Mean	1.9	1.88	1.93	1.92	1.75	1.91	2.09 dg	1.76	2.36	1.93	1.81	1.95	1.88	2.09 zq	1.91	1.98	1.94	1.88

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



GENERAL PUBLIC
GENERAL DENTAL COUNCIL PATIENT AND PUBLIC SURVEY 2020

12 Mar 2020

Table 318

GD0450 - Please look at this list of different types of dental professional. In general, do you think each is trustworthy or untrustworthy? Please use a scale of 1 to 5, where 1 is very trustworthy and 5 is very untrustworthy. Orthodontic therapists

BASE: All Respondents

	TOTAL	REGION													ETHNICITY		ETHNICITY					DISABILITY	
		NORTHERN IRELAND	EAST MIDLANDS	EAST OF ENGLAND	LONDON	NORTH EAST	NORTH WEST	SCOTLAND	SOUTH EAST	SOUTH WEST	WALES	WEST MIDLANDS	YORKS & HUMBER	ENGLAND	WHITE	BAME	White	Asian/ Asian British	Black/ Black British	Mixed /Other	YES	NO	
	(z)	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	
Unweighted Base	1674	102	129	142	256	73	173	136	178	115	104	123	143	1332	1424	246	1424	146	54	46	204	1425	
Weighted Base	1618	46	117	151	214	67*	177	135	221	138*	77*	141*	133	1360	1412	202	1412	113*	45*	44*	169	1411	
1 - Very trustworthy	554	13	55	49	53	21	64	69	81	50	34	27	41	439	503	49	503	25	13	12	61	486	
	34% dkmoq	27%	47%	32%	25%	31%	36%	51%	36%	36%	45%	19%	31%	32%	36%	24%	36%	22%	28%	26%	36%	34%	
2	438	12	18	51	63	21	54	26	58	27	16	48	44	384	382	56	382	32	11	13	36	402	
	27% bg	26%	15%	34%	29%	31%	31%	19%	26%	20%	21%	34%	33%	28%	27%	28%	27%	28%	25%	30%	21%	28%	
3	275	12	18	16	49	6	32	20	33	28	12	35	13	232	224	51	224	26	11	14	25	237	
	17% lnp	25%	16%	11%	23%	10%	18%	15%	15%	20%	15%	25%	10%	17%	16%	25%	16%	23%	24%	32%	15%	17%	
4	52	2	1	12	9	-	4	1	13	3	2	4	2	48	47	5	47	2	1	2	5	45	
	3% g	4%	1%	8%	4%	-	3%	*	6%	2%	3%	3%	1%	4%	3%	2%	3%	2%	3%	4%	3%	3%	
5 - Very untrustworthy	14	-	2	2	4	1	-	3	2	-	-	1	-	12	11	3	11	2	1	-	1	12	
	1%	-	2%	1%	2%	2%	-	2%	1%	-	-	*	-	1%	1%	1%	1%	2%	2%	-	1%	1%	
I have never heard of this type of person or job	249	7	24	22	34	16	17	13	29	25	11	21	30	217	213	34	213	23	8	3	33	202	
	15% fu	16%	20%	14%	16%	24%	10%	10%	13%	18%	14%	15%	23%	16%	15%	17%	15%	20%	17%	8%	20%	14%	
Don't know/ None of these	35	*	-	-	2	2	5	5	5	6	2	5	3	29	31	4	31	4	-	*	8	27	
	2% bc	1%	-	-	1%	4%	3%	3%	2%	4%	2%	4%	2%	2%	2%	2%	2%	3%	-	1%	5%	2%	
Mean	1.9 bgnp	2.07 bgjl	1.69	1.98 g	2.14 zbefgjilm	1.77	1.85	1.67	1.92	1.85	1.71	2.16 zbefgjilm	1.76	1.93 zbg	1.87	2.13 zn	1.87	2.13 zp	2.11	2.15	1.82	1.9	

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

GENERAL PUBLIC
GENERAL DENTAL COUNCIL PATIENT AND PUBLIC SURVEY 2020

12 Mar 2020

Table 319
GD0450 - Please look at this list of different types of dental professional. In general, do you think each is trustworthy or untrustworthy? Please use a scale of 1 to 5, where 1 is very trustworthy and 5 is very untrustworthy. Orthodontic therapists

BASE: All Respondents

		Importance of title Doctor		When last visited a dental professional		When did you last go to the dentist		When did you last see a dental professional other than a dentist		Frequency visit a dental professional			Type of dental treatment received					Satisfaction with dental care or treatment		Confidence in healthcare regulation		Awareness of General Dental Council			Confidence in dental regulation		
		TOTAL (z)	Important (a)	Not important (b)	Patients (last 12 mths) (c)	Public (less often) (d)	Patients (last 12 mths) (e)	Public (less often) (f)	Patients (last 12 mths) (g)	Public (less often) (h)	Once a year or more often (i)	Less often (j)	Don't know (k)	NHS (l)	Private (m)	Mixture (n)	Unsure (o)	Abroad (p)	Satisfied (q)	Dissatisfied (r)	Confident (s)	Not confident (t)	Aware (u)	Unaware (v)	Unsure (w)	Confident (x)	Not confident (y)
Unweighted Base Weighted Base 1 - Very trustworthy		1674	585	1049	1111	563	1001	673	110	563	1162	422	3	879	261	131	18	43	1119	43	1337	274	317	1082	270	1186	313
		1618	560	1019	1058	560	951	667	107*	560	1116	407	2**	825	265	124	18**	42**	1075	40*	1299	257	304	1063	247	1147	293
		554	193	350	382	173	339	216	43	173	405	134	1	297	110	41	2	11	399	5	474	64	120	344	91	428	62
		34% rty	35%	34%	36% z	31%	36%	32%	40%	31%	36%	33%	63%	36%	41%	34%	12%	26%	37%	13%	36%	25%	39% v	32%	37%	37%	21%
2		438	162	272	314	124	292	146	22	124	336	92	-	241	83	34	3	17	322	14	368	56	89	276	74	324	73
		27% dfhj	29%	27%	30% zd	22%	31%	22%	21%	22%	30%	23%	-	29%	31%	27%	14%	41%	30%	34%	28%	22%	29%	26%	30%	28%	25%
		275	104	162	158	117	140	135	18	117	156	88	-	117	28	30	5	6	147	10	214	51	47	179	47	179	77
		17% ceilmqx	19%	16%	15% zc	21%	15%	20%	17%	21%	14%	22%	-	14%	11%	25%	29%	14%	14%	24%	17%	20%	16%	17%	19%	16%	26%
4		52	18	32	33	19	28	24	5	19	32	14	*	24	7	5	1	3	30	2	33	18	9	41	2	37	14
		3% sw	3%	3%	3%	3%	3%	4%	5%	3%	3%	3%	24%	3%	3%	4%	7%	8%	3%	4%	3%	7%	3%	4%	1%	3%	5%
		14	2	12	7	7	5	10	2	7	7	8	-	6	2	1	-	-	7	-	6	7	1	7	6	7	6
		1% es	*	1%	1%	1%	1%	1%	2%	1%	1%	2%	-	1%	1%	1%	-	-	1%	-	*	3%	*	1%	3%	1%	2%
I have never heard of this type of person or job		249	67	173	139	109	127	122	12	109	155	64	*	125	30	13	5	4	145	10	181	55	32	190	25	156	61
		15% aceiqsuwx	12%	17%	13%	20%	13%	18%	12%	20%	14%	16%	13%	15%	11%	10%	30%	8%	14%	24%	14%	21%	11%	18%	10%	14%	21%
		35	12	18	24	11	21	14	4	11	25	8	-	17	5	-	2	2	25	-	22	6	6	26	3	16	1
		2% sxy	2%	2%	2%	2%	2%	2%	3%	2%	2%	2%	-	2%	2%	-	9%	4%	2%	-	2%	2%	2%	2%	1%	1%	*
Mean		1.9	1.9	1.89	1.85	2.01	1.84	1.99	1.92	2.01	1.82	2.01	1.84	1.83	1.73	2.01	2.49	2.05	1.81	2.25	1.84	2.22	1.81	1.93	1.9	1.84	2.27
		ceilmqxs			zc	ze	ze	z	z	z	zi	zi				m					zs					zx	

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

GENERAL PUBLIC
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12 Mar 2020

Table 320
GD0450 - Please look at this list of different types of dental professional. In general, do you think each is trustworthy or untrustworthy? Please use a scale of 1 to 5, where 1 is very trustworthy and 5 is very untrustworthy. Orthodontic therapists

BASE: All Respondents

		Complained about a dental professional		Focus of regulator for dental professionals			Confidence of how dental care is delivered in the UK		Confidence in dental professional		Opinion about dentists' use of title Doctor when they do not also hold another general medical qualification or a PhD		Awareness of Dental Complaints Service			Contacted a person or organisation for support making any type of complaint		Contacted a person or organisation for support making a complaint about dental care or treatment		Would find it helpful to use a support service to deal with something that went seriously wrong during visit to dental professional			Seen advertised or been offered cosmetic treatments at dental practice		Received cosmetic treatments at dental practice		
	TOTAL (z)	Yes (a)	No (b)	Mainly on preventing bad practice (c)	Equally on both (d)	Mainly on taking action against serious complaints (e)	Confident (f)	Not confident (g)	Yes (h)	No (i)	Should be able to use (j)	Should not be able to use (k)	Aware (l)	Unaware (m)	Unsure (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)	DK (u)	Yes (v)	No (w)	Yes (x)	No (y)	
Unweighted Base	1674	94	1492	441	1081	152	1328	286	1555	106	393	881	184	1246	236	405	1247	15	1659	1393	252	29	1007	667	118	1556	
Weighted Base	1618	93*	1431	441	1018	159	1284	278	1498	105*	403	822	171	1218	222	389	1211	15**	1603	1360	230	29**	979	639	120*	1498	
1 - Very trustworthy	554	28	512	159	348	47	475	66	544	11	157	252	71	412	71	126	425	4	550	486	62	6	356	199	48	506	
	34%	30%	36%	36%	34%	30%	37%	24%	36%	10%	39%	31%	41%	34%	32%	32%	35%	28%	34%	36%	27%	20%	36%	31%	40%	34%	
	gikt	z					zg		zi		zk									zt			z				
2	438	28	400	119	280	39	371	57	416	21	118	250	41	335	62	108	326	5	434	401	34	4	297	141	26	413	
	27%	30%	28%	27%	28%	24%	29%	20%	28%	20%	29%	30%	24%	28%	28%	28%	27%	32%	27%	29%	15%	13%	30%	22%	21%	28%	
	qltw	z					zg		z		z									zt			zw				
3	275	18	226	87	161	27	197	71	235	39	70	132	36	195	44	69	201	2	273	219	49	7	145	130	26	249	
	17%	20%	16%	20%	16%	17%	15%	26%	16%	37%	17%	16%	21%	16%	20%	18%	17%	16%	17%	16%	21%	24%	15%	20%	22%	17%	
	bthv						zf		zh		zf												zv				
4	52	6	40	15	32	5	29	21	42	10	12	24	6	36	10	16	36	2	50	39	13	-	30	22	6	46	
	3%	6%	3%	3%	3%	3%	2%	8%	3%	10%	3%	3%	3%	3%	5%	4%	3%	12%	3%	3%	6%	-	3%	3%	5%	3%	
	bfn						zf		zh											zs							
5 - Very untrustworthy	14	1	14	3	9	2	7	7	12	3	1	10	2	7	5	6	9	1	13	9	5	-	6	8	2	12	
	1%	1%	1%	1%	1%	1%	1%	3%	1%	2%	*	1%	1%	1%	2%	1%	1%	6%	1%	1%	2%	-	1%	1%	2%	1%	
	fms						zf								zm						zs						
I have never heard of this type of person or job	249	11	208	55	158	36	185	51	221	22	44	135	17	199	30	60	187	1	248	183	58	7	127	122	11	238	
	15%	12%	15%	12%	16%	22%	14%	18%	15%	21%	11%	16%	10%	16%	13%	15%	15%	6%	15%	13%	25%	26%	13%	19%	9%	16%	
	bthjlsv					zc					j									zs			zv				
Don't know/ None of these	35	1	31	3	29	3	21	6	29	1	1	19	-	33	-	4	28	-	35	23	7	5	18	17	2	34	
	2%	1%	2%	1%	3%	2%	2%	2%	2%	1%	*	2%	-	3%	-	1%	2%	-	2%	2%	3%	18%	2%	3%	1%	2%	
	cfhjns					zc					j			zln													
Mean	1.9	2.05	1.86	1.91	1.89	1.97	1.82	2.31	1.85	2.68	1.82	1.94	1.88	1.88	2.05	1.98	1.87	2.32	1.9	1.86	2.18	2.06	1.84	2	1.96	1.9	
	bthsv						zf			zh					zm						zs			zv			

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



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Table 321

GD0450 - Please look at this list of different types of dental professional. In general, do you think each is trustworthy or untrustworthy? Please use a scale of 1 to 5, where 1 is very trustworthy and 5 is very untrustworthy.

BASE: All Respondents

		Dentist	dental technicia n	Dental technicia n	Dental hygienist s	Dental nurses	Dental therapists	Orthodon tic therapists
Unweighted Base		1674	1674	1674	1674	1674	1674	1674
Weighted Base		1618	1618	1618	1618	1618	1618	1618
1 - Very trustworthy		876 54%	527 33%	550 34%	669 41%	636 39%	482 30%	554 34%
2		448 28%	439 27%	477 29%	506 31%	562 35%	422 26%	438 27%
3		205 13%	319 20%	324 20%	280 17%	284 18%	302 19%	275 17%
4		33 2%	47 3%	53 3%	55 3%	47 3%	43 3%	52 3%
5 - Very untrustworthy		16 1%	10 1%	9 1%	17 1%	14 1%	15 1%	14 1%
I have never heard of this type of person or job		33 2%	248 15%	174 11%	74 5%	65 4%	327 20%	249 15%
Don't know/ None of these		7 *	27 2%	32 2%	16 1%	10 1%	28 2%	35 2%
Mean		1.65	1.94	1.93	1.85	1.86	1.96	1.9



Table 322
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)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (m)	SINGLE (n)	WID/ DIV/ SEP (o)
Unweighted Base	1674	826	844	209	224	225	237	254	525	416	571	341	346	933	459	276
Weighted Base	1618	791	823	228	267	250	265	244	365	420	523	289	387	913	462	237
GENDER																
MALE	791 49% bo	791 100%	- -	116 51%	134 50%	124 49%	130 49%	119 49%	168 46%	216 51%	254 48%	150 52%	172 44%	474 52%	237 51%	77 32%
FEMALE	823 51% am	- -	823 100%	111 49%	133 50%	125 50%	133 50%	124 51%	198 54%	203 48%	268 51%	139 48%	213 55%	436 48%	225 49%	160 67%
AGE																
15-24	228 14% defghimo	116 15%	111 13%	228 100%	- -	- -	- -	- -	- -	39 9%	99 19%	30 10%	59 15%	37 4%	187 41%	1 1%
25-34	267 17% cefgghlo	134 17%	133 16%	- -	267 100%	- -	- -	- -	- -	62 15%	108 21%	57 20%	40 10%	160 17%	104 23%	3 1%
35-44	250 15% cdfghjo	124 16%	125 15%	- -	- -	250 100%	- -	- -	- -	70 17%	62 12%	48 17%	69 18%	175 19%	60 13%	14 6%
45-54	265 16% cdeghln	130 16%	133 16%	- -	- -	- -	265 100%	- -	- -	89 21%	79 15%	50 17%	46 12%	195 21%	31 7%	37 16%
55-64	244 15% cdefhn	119 15%	124 15%	- -	- -	- -	- -	244 100%	- -	64 15%	76 15%	38 13%	65 17%	156 17%	48 10%	39 16%
65+	365 23% cdefgjn	168 21%	198 24%	- -	- -	- -	- -	- -	365 100%	96 23%	97 19%	65 23%	107 28%	190 21%	31 7%	143 60%
SOCIAL GRADE																
A	79 5% djkl	42 5%	37 4%	15 7%	2 1%	14 6%	23 9%	6 3%	19 5%	79 19%	- -	- -	- -	53 6%	18 4%	7 3%
B	341 21% cjkln	173 22%	167 20%	24 11%	60 22%	56 22%	66 25%	58 24%	77 21%	341 81%	- -	- -	- -	239 26%	66 14%	37 16%
C1	523 32% ehiklo	254 32%	268 33%	99 44%	108 41%	62 25%	79 30%	76 31%	97 27%	- -	523 100%	- -	- -	292 32%	169 37%	61 25%
C2	289 18%	150 19%	139 17%	30 13%	57 21%	48 19%	50 19%	38 16%	65 18%	- -	- -	289 100%	- -	183 20%	65 14%	40 17%

D	ijln									zijl				zn		
	224	106	116	42	24	44	28	38	48	-	-	-	224	94	85	43
	14% dijkm	13%	14%	18% df	9%	18% df	10%	16% d	13%	-	-	-	58% zijk	10%	18% zm	18% zm
E	163	66	96	17	17	25	18	26	59	-	-	-	163	52	60	50
	10% aijkm	8%	12% za	8%	6%	10%	7%	11%	16% zcdf	-	-	-	42% zijk	6%	13% zm	21% zmn
MARITAL STATUS																
MARRIED/ LIVING AS	913	474	436	37	160	175	195	156	190	291	292	183	147	913	-	-
	56% bchlno	60% zb	53%	16%	60% c	70% zcdh	74% zcdgh	64% zch	52% c	69% zjl	56% l	64% zjl	38% zno	100%	-	-
SINGLE	462	237	225	187	104	60	31	48	31	83	169	65	145	-	462	-
	29% fghikmo	30%	27%	82% zdefgh	39% zefgh	24% fh	12% fh	20% fh	8% fh	20% zik	32% zik	22% zik	38% zik	-	100% zmo	-
WIDOWED/ DIVORCED/ SEPARATED	237	77	160	1	3	14	37	39	143	44	61	40	93	-	-	237
	15% acdeijmn	10%	19% za	1%	1%	6% cd	14% ode	16% cde	39% zcdefg	11%	12%	14%	24% zijk	-	-	100%
WORKING STATUS																
WORKING	928	501	426	97	229	196	222	146	38	266	336	185	140	611	245	70
	57% bchlo	63% zb	52%	43% h	86% zcgh	78% zcgh	84% zcgh	60% ch	10% h	63% zl	64% zl	64% zl	36% zno	67% zno	53% o	30% o
NOT WORKING	690	289	397	130	39	54	43	97	327	154	187	103	246	302	217	167
	43% adefijkm	37%	48% za	57% zdefg	14% h	22% h	16% def	40% def	90% zcdefg	37% h	36% h	36% h	64% zijk	33% m	47% m	70% zmn
OCCUPATION																
FULL-TIME	638	393	245	79	178	125	148	92	15	195	227	128	88	421	173	43
	39% bhlo	50% zb	30%	35% h	67% zcefgh	50% zcgh	56% zcgh	38% h	4% h	46% zl	43% zl	44% l	23% zno	46% zno	38% o	18% o
PART-TIME	186	46	140	18	36	32	43	40	17	39	68	37	42	114	52	19
	11% ah	6% za	17% h	8% h	13% h	13% h	16% zch	16% zch	5% h	9% h	13% h	13% h	11% h	12% h	11% h	8% h
SELF-EMPLOYED	104	63	41	*	15	38	30	14	7	32	41	21	10	76	19	9
	6% bchln	8% zb	5% h	*	5% ch	15% zcdgh	11% zcdgh	6% ch	2% h	8% l	8% l	7% l	3% zno	8% zno	4% h	4% h
NOT WORKING HOUSEWIFE	75	3	72	10	14	23	14	12	3	17	9	11	39	48	21	6
	5% ahj	* za	9% h	4% h	5% h	9% zh	5% h	5% h	1% h	4% j	2% h	4% h	10% zijk	5% h	5% h	2% h
STILL IN EDUCATION	111	59	52	102	4	3	1	-	-	22	62	11	15	8	101	-
	7% defghklmo	7% h	6% h	45% zdefgh	2% h	1% h	1% h	- h	- h	5% zikl	12% zikl	4% h	4% h	1% zmo	22% zmo	- h
UNEMPLOYED	38	23	14	7	10	9	5	7	-	2	6	6	24	12	22	4
	2% hijm	3% h	2% h	3% h	4% h	4% h	2% h	3% h	- h	* i	1% i	2% i	6% zijk	1% zm	5% zm	2% zm
RETIRED	378	167	211	-	-	-	3	54	321	102	99	63	113	198	39	139
	23% cdefjn	21% z	26% h	- h	- h	- h	1% h	22% cdef	88% zcdefg	24% h	19% h	22% h	29% zjk	22% n	9% h	58% zmn
OTHER	89	37	48	11	11	19	20	25	4	11	11	12	55	37	34	19
	5% hijm	5% h	6% h	5% h	4% h	8% h	7% h	10% zdh	1% h	3% h	2% h	4% h	14% zijk	4% m	7% m	8% m
CHILDREN IN HOUSEHOLD																
YES	455	187	268	48	114	170	97	17	9	123	138	86	108	350	93	12
	28% acqhno	24% za	32% h	21% qh	43% zcgh	68% zcdfgh	36% zcgh	7% h	2% h	29% h	26% h	30% h	28% h	38% zno	20% o	5% h

NO	1163 72% bdefm	603 76% zb	556 68%	179 79% zdef	153 57% e	80 32%	168 64% e	226 93% zcdef	357 98% zdefg	296 71%	385 74%	203 70%	279 72%	564 62%	369 80% zm	225 95% zmn
CHILDREN'S AGES																
AGED 0-3	151 9% afgho	52 7%	99 12% za	22 10% fgh	64 24% zcfgh	58 23% zcfgh	5 2% h	1 * *	1 *	36 8%	57 11%	27 9%	31 8%	114 13% zno	35 8% o	2 1%
AGED 4-5	107 7% fghno	50 6%	57 7%	8 3% h	38 14% zcfgh	51 20% zcfgh	8 3% h	3 1%	* *	28 7%	33 6%	21 7%	26 7%	87 10% zno	19 4% o	2 1%
AGED 6-9	170 11% acghno	68 9%	102 12% za	9 4% h	49 19% zcgh	77 31% zcdfgh	31 12% cgh	4 2% h	- -	47 11%	52 10%	27 9%	45 12%	129 14% zno	35 8% o	6 3%
AGED 10-15	236 15% aghjno	98 12%	138 17% za	28 12% gh	32 12% gh	85 34% zcdgh	73 27% zcdgh	12 5% h	7 2% j	68 16%	61 12%	40 14%	67 17%	175 19% zno	52 11% o	9 4%
NONE < 16	1163 72% bdefm	603 76% zb	556 68%	179 79% zdef	153 57% e	80 32%	168 64% e	226 93% zcdef	357 98% zdefg	296 71%	385 74%	203 70%	279 72%	564 62%	369 80% zm	225 95% zmn
REGION																
NORTHERN IRELAND	46 3% *	23 3%	23 3%	4 2% *	9 3% *	8 3%	4 1%	10 4%	11 3%	8 2%	14 3%	10 3%	14 3%	24 3%	18 4%	4 2%
EAST MIDLANDS	117 7% jn	58 7%	60 7%	14 6% z	17 6%	20 8%	29 11% z	14 6%	24 7%	36 8% j	22 4%	29 10%	31 8%	81 9% zn	23 5%	13 6%
EAST OF ENGLAND	151 9% cl	74 9%	77 9%	11 5% c	27 10% c	21 8% c	30 11% c	22 9%	41 11% c	38 9% l	62 12% zl	32 11% l	18 5%	93 10% l	34 7%	24 10%
LONDON	214 13% ho	106 13%	107 13%	36 16% h	42 16% h	55 22% z fgh	26 10%	26 11%	29 8%	62 15%	77 15%	28 10%	47 12%	121 13% o	71 15% o	18 8%
NORTH EAST	67 4% j	31 4%	33 4%	16 7% j	7 3%	9 3%	10 4%	8 3%	16 4%	22 5%	23 4%	10 3%	12 3%	36 4%	22 5%	9 4%
NORTH WEST	177 11% im	86 11%	90 11%	33 15% i	34 13%	30 12%	26 10%	20 8%	33 9%	31 7%	66 13% i	32 11%	48 12% i	86 9%	59 13%	32 13%
SCOTLAND	135 8% jm	65 8%	70 9%	22 9% j	28 10% j	19 7%	18 7%	20 8%	29 8%	33 8%	32 6%	20 7%	50 13%	54 6%	59 13% zm	22 9%
SOUTH EAST	221 14% cln	108 14%	113 14%	9 4% c	35 13% c	27 11% c	45 17% c	39 16% c	67 18% zce	66 16% l	80 15% l	45 15% l	31 8%	156 17% zn	30 6%	34 15% n
SOUTH WEST	138 9% j	67 9%	71 9%	12 5% j	19 7% j	21 8%	14 5%	28 11% cf	44 12% zcf	36 9% j	25 5%	32 11% j	45 12% j	82 9%	31 7%	24 10%
WALES	77 5% j	38 5%	39 5%	10 5% j	10 4% j	8 3%	13 5%	12 5%	23 6%	21 5%	16 3%	18 6%	22 6%	40 4%	24 5%	12 5%
WEST MIDLANDS	141 9% e	70 9%	72 9%	30 13% e	22 8%	14 6%	24 9%	21 9%	30 8%	31 7%	50 10%	18 6%	42 11%	71 8%	45 10%	25 11%
YORKS & HUMBER	133 8% hk	65 8%	68 8%	31 14% zdh	18 7%	20 8%	25 9% h	23 9% h	17 5%	36 9%	55 11% zk	15 5%	28 7%	68 7%	46 10%	19 8%

ENGLAND	1360 84% ln	665 84%	691 84%	192 84%	221 83%	215 86%	230 87%	201 82%	301 83%	358 85% l	460 88% zl	240 83%	302 78%	794 87% zn	361 78%	199 84%
ETHNICITY																
WHITE	1412 87% cde	684 87%	725 88%	186 82%	221 83%	201 80%	233 88% e	223 92% zcde	348 95% zcd	373 89% l	459 88%	260 90% l	320 83%	797 87%	389 84%	221 93% zmn
BAME	202 12% gho	106 13%	95 12%	41 18% zgh	45 17% gh	48 19% zgh	32 12% h	19 8%	16 4%	47 11%	62 12%	27 9%	66 17% zijk	115 13% o	71 15% o	16 7%
ETHNICITY																
White - English / Welsh / Scottish / Northern Irish / British	1281 79% cde	624 79%	654 79%	164 72%	179 67%	173 69%	222 84% cde	212 87% zcde	331 91% zcd	345 82% l	415 79%	233 81%	289 75%	717 78%	349 76%	211 89% zmn
White - Irish	21 1%	9 1%	12 2%	2 1%	3 1%	3 1%	* *	4 2%	9 2% zf	6 1%	9 2%	2 1%	4 1%	11 1%	7 2%	3 1%
White - Gypsy or Irish Traveller	* *	* *	- -	- -	- -	- -	- -	- -	* *	- -	- -	* *	- -	* *	- -	- -
White - Any other White background	109 7% gho	51 6%	58 7%	20 9% gh	39 14% zfg	25 10% fgh	10 4%	8 3%	8 2%	21 5%	35 7%	26 9%	27 7%	69 8% o	33 7% o	6 3%
Mixed - White and Black Caribbean	7 *	4 *	3 *	1 1%	1 *	2 1%	1 *	1 *	1 *	3 1%	1 *	1 *	2 *	4 *	2 *	1 *
Mixed - White and Black African	3 *	2 *	1 *	- -	- -	1 *	* *	- -	2 1%	2 1%	- -	1 *	* *	3 *	* *	- -
Mixed - White and Asian	9 1% m	6 1%	3 *	4 2% h	3 1%	1 *	- -	1 *	- -	1 *	7 1% z	- -	1 *	1 *	8 2% zm	- -
Mixed - Any other Mixed / multiple ethnic background	10 1%	5 1%	5 1%	1 *	1 *	3 1%	2 1%	2 1%	- -	1 *	5 1%	1 *	2 1%	5 1%	3 1%	1 *
Asian/Asian British - Indian	47 3% bh	35 4% zb	12 1%	6 3%	5 2%	13 5% h	14 5% zgh	4 2%	4 1%	14 3%	11 2%	4 2%	17 4%	35 4% z	8 2%	4 2%
Asian/Asian British Pakistani	27 2%	13 2%	14 2%	5 2%	9 3% h	5 2%	3 1%	1 1%	3 1%	3 1%	5 1%	6 2%	13 3% zij	18 2%	6 1%	3 1%
Asian/Asian British Bangladeshi	11 1%	4 1%	6 1%	3 1% h	2 1%	6 2% zfg	- -	- -	- -	1 *	3 1%	5 2%	3 1%	7 1%	4 1%	- -
Asian/Asian British - Chinese	12 1%	6 1%	6 1%	4 2% h	4 1% h	3 1% h	1 *	- -	- -	2 1%	7 1%	1 *	1 *	7 1%	5 1%	- -
Asian/Asian British - Any other Asian background	17 1%	8 1%	9 1%	3 1%	1 *	4 1%	2 1%	5 2%	2 1%	5 1%	4 1%	2 1%	6 2%	10 1%	4 1%	2 1%

Black - African	27 2% ah	7 1%	19 2% za	6 2% h	9 3% h	4 2% h	6 2% h	2 1% h	- -	7 2%	7 1%	3 1%	9 2%	12 1%	13 3% zo	1 *
Black - Caribbean	14 1% m	4 1%	10 1%	4 2%	5 2%	1 *	2 1%	1 1%	2 *	3 1%	4 1%	2 1%	6 2%	4 *	8 2% m	3 1%
Black - Any other Black / African / Caribbean background	4 *	4 *	1 *	1 *	1 *	2 1%	- -	- -	- -	- -	1 *	- -	4 1%	- -	4 1% zm	- -
Arab	3 *	3 *	1 *	1 *	2 1%	1 *	- -	- -	- -	2 *	1 *	* *	- -	3 *	1 *	- -
Any other ethnic group	12 1%	6 1%	6 1%	3 1%	2 1%	2 1%	1 *	1 *	3 1%	3 1%	5 1%	2 1%	2 *	6 1%	4 1%	2 1%
Don't know	5 *	- -	4 *	- -	2 1%	1 *	- -	1 *	1 *	- -	3 *	1 *	1 *	1 *	2 *	1 *
Refused	5 *	- -	4 *	- -	2 1%	1 *	- -	1 *	1 *	- -	3 *	1 *	1 *	1 *	2 *	1 *
DISABILITY																
YES	169 10% cdejmn	79 10%	89 11%	9 4%	13 5%	15 6%	28 11% cd	34 14% cde	70 19% zcd	34 8%	39 7%	25 9%	71 18% zijk	78 9%	42 9%	49 21% zmn
NO	1411 87% hlo	695 88%	715 87%	203 89% h	252 94% zgh	230 92% zgh	235 89% h	206 85% h	285 78%	380 90% zl	476 91% zl	253 88% l	302 78%	820 90% zo	403 87% o	183 77%

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



GENERAL DENTAL COUNCIL PATIENT AND PUBLIC SURVEY 2020

GENERAL PUBLIC

12 Mar 2020

 Table 323
DEMOGRAPHICS

BASE: All Respondents

	WORKING STATUS			OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULLTIME (c)	PARTTIME (d)	SELFEMPL OYE D (e)	HOUSE WIFE (f)	STILL IN EDUCATIO N (g)	UNEMPLO YED (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	1674	796	878	529	177	90	79	121	40	541	97	414	1260	141	99	148	213	1260
Weighted Base	1618	928	690	638	186	104*	75*	111*	38*	378	89*	455	1163	151	107*	170	236	1163
GENDER																		
MALE	791 49% bdfikmop	501 54% zb	289 42% a	393 62% zdfij	46 25% f	63 61% zdfij	3 5% a	59 53% df	23 62% df	167 44% df	37 42% df	187 41% a	603 52% zk	52 34% a	50 47% m	68 40% a	98 42% a	603 52% zmop
FEMALE	823 51% acelq	426 46% a	397 58% za	245 38% a	140 75% zceghij	41 39% a	72 95% zceghij	52 47% a	14 38% a	211 56% zce	48 54% c	268 59% zl	556 48% a	99 66% znq	57 53% a	102 60% zq	138 58% zq	556 48% a
AGE																		
15-24	228 14% aeiko	97 10% za	130 19% a	79 12% ei	18 10% ei	* * a	10 13% ei	102 92% zdefhij	7 20% ei	- - a	11 12% ei	48 11% a	179 15% zk	22 15% o	8 7% a	9 5% a	28 12% o	179 15% zno
25-34	267 17% bgilq	229 25% zb	39 6% a	178 28% zdegij	36 19% gi	15 14% gi	14 19% gi	4 4% i	10 26% gi	- - a	11 12% gi	114 25% zl	153 13% a	64 42% zopq	38 35% zpq	49 29% zpq	32 14% a	153 13% a
35-44	250 15% bgilq	196 21% zb	54 8% a	125 20% zgi	32 17% gi	38 37% zcdgij	23 30% zcdgi	3 3% i	9 24% gi	- - a	19 21% gi	170 37% zl	80 7% a	58 39% zq	51 47% zq	77 45% zq	85 36% zq	80 7% a
45-54	265 16% bgilmnq	222 24% zb	43 6% a	148 23% zgi	43 23% zgi	30 29% zgi	14 19% gi	1 1% a	5 13% gi	3 1% a	20 22% gi	97 21% zl	168 14% a	5 3% mn	8 8% mn	31 18% mn	73 31% zmnq	168 14% m
55-64	244 15% gkmnop	146 16% a	97 14% a	92 14% g	40 22% zcgi	14 14% g	12 15% g	- - a	7 18% g	54 14% g	25 28% zcegi	17 4% zk	226 19% a	1 1% a	3 3% a	4 3% a	12 5% m	226 19% zmnop
65+	365 23% cdefghjkmno	38 4% a	327 47% za	15 2% cg	17 9% cg	7 6% g	3 4% a	- - a	- - a	321 85% zdefghj	4 4% g	9 2% zk	357 31% a	1 * a	* * a	- - a	7 3% a	357 31% zmnop
SOCIAL GRADE																		
A	79 5% a	42 5% a	36 5% a	33 5% a	5 3% a	4 4% a	3 4% a	13 11% zcdij	- - a	19 5% a	1 1% a	29 6% a	50 4% a	7 5% a	4 4% a	10 6% a	17 7% a	50 4% a
B	341 21% bg hj	224 24% zb	117 17% a	162 25% zghj	34 18% g	28 27% ghj	13 18% a	10 9% a	2 4% a	83 22% ghj	10 11% a	95 21% a	246 21% a	28 19% a	24 22% a	37 22% a	51 22% a	246 21% a
C1	523 32% bfhij	336 36% zb	187 27% a	227 36% fhij	68 37% fhij	41 40% fhij	9 11% a	62 56% zdefhij	6 16% fj	99 26% a	11 12% a	138 30% a	385 33% a	57 38% p	33 31% a	52 30% a	61 26% a	385 33% a
C2	289 18% bg	185 20% zb	103 15% a	128 20% g	37 20% a	21 20% a	11 15% a	11 10% a	6 17% a	63 17% a	12 13% a	86 19% a	203 17% a	27 18% a	21 19% a	27 16% a	40 17% a	203 17% a
D	224 14% g	127 14% a	96 14% a	78 12% zcegi	40 21% zcegi	10 10% a	18 23% zcegi	7 6% a	10 25% ceg	52 14% g	10 11% a	71 16% a	153 13% a	15 10% m	13 12% a	31 18% m	49 21% zmq	153 13% a
E	163 a	13 a	150 a	10 a	3 a	- a	22 a	8 a	14 a	61 a	45 a	36 a	126 a	16 a	13 a	13 a	18 a	126 a

	10% acde	1%	22% za	2%	1%	-	29% zcdegi	7% cde	37% zcdegi	16% zcddeg	51% zcdefgi	8%	11%	11%	12%	8%	8%	11%
MARITAL STATUS																		
MARRIED/ LIVING AS	913 56% bghijlq	611 66% zb	302 44% zb	421 66% zghij	114 61% ghj	76 73% zghij	48 64% ghj	8 7% ghj	12 31% g	198 52% gh	37 41% g	350 77% zl	564 48% zq	114 76% zq	87 81% zq	129 76% zq	175 74% zq	564 48% zq
SINGLE	462 29% eiknop	245 26% za	217 31% za	173 27% i	52 28% i	19 18% i	21 28% i	101 91% zcdefhij	22 58% zcdefi	39 10% ei	34 38% ei	93 20% zk	369 32% zk	35 23% o	19 17% o	35 21% o	52 22% o	369 32% zmnop
WIDOWED/ DIVORCED/ SEPARATED	237 15% acgkmnop	70 8% za	167 24% za	43 7% g	19 10% g	9 9% g	6 8% g	- - g	4 11% g	139 37% zcdefghj	19 21% cdefg	12 3% zk	225 19% zk	2 1% o	2 1% o	6 4% o	9 4% o	225 19% zmnop
WORKING STATUS																		
WORKING	928 57% bfgghijlq	928 100% zb	- - zb	638 100% zfgghij	186 100% zfgghij	104 100% zfgghij	- - zfgghij	- - zfgghij	- - zfgghij	- - zfgghij	- - zfgghij	343 75% zl	584 50% zq	105 70% zq	84 78% zq	135 80% zmq	173 73% zq	584 50% zq
NOT WORKING	690 43% acdekmnop	- - za	690 100% za	- - za	- - za	- - za	75 100% zcde	111 100% zcde	38 100% zcde	378 100% zcde	89 100% zcde	111 25% zk	579 50% zk	46 30% o	24 22% o	35 20% o	63 27% o	579 50% zmnop
OCCUPATION																		
FULL-TIME	638 39% bdefghijlq	638 69% zb	- - zb	638 100% zdefghij	- - zdefghij	- - zdefghij	- - zdefghij	- - zdefghij	- - zdefghij	- - zdefghij	- - zdefghij	219 48% zl	419 36% zq	72 48% q	53 49% q	77 45% zq	118 50% zq	419 36% zq
PART-TIME	186 11% bcefgghijlq	186 20% zb	- - zb	- - zcdefghij	186 100% zcdefghij	- - zcdefghij	- - zcdefghij	- - zcdefghij	- - zcdefghij	- - zcdefghij	- - zcdefghij	84 19% zl	101 9% q	22 15% q	20 19% zq	39 23% zq	42 18% zq	101 9% zq
SELF-EMPLOYED	104 6% bcdfgghijlq	104 11% zb	- - zb	- - zcdfghij	- - zcdfghij	104 100% zcdfghij	- - zcdfghij	- - zcdfghij	- - zcdfghij	- - zcdfghij	- - zcdfghij	40 9% zl	64 6% zk	10 7% o	11 10% o	20 12% zpq	13 6% zpq	64 6% zpq
NOT WORKING HOUSEWIFE	75 5% acdghilq	- - za	75 11% za	- - zcdeghij	- - zcdeghij	- - zcdeghij	75 100% zcdeghij	- - zcdeghij	- - zcdeghij	- - zcdeghij	- - zcdeghij	52 11% zl	24 2% zq	24 16% zq	16 15% zq	14 8% q	27 11% zq	24 2% zq
STILL IN EDUCATION	111 7% acdefijko	- - za	111 16% za	- - zcdefghij	- - zcdefghij	- - zcdefghij	- - zcdefghij	111 100% zcdefghij	- - zcdefghij	- - zcdefghij	- - zcdefghij	15 3% zk	96 8% zk	4 3% o	2 2% o	4 2% o	11 5% o	96 8% zmno
UNEMPLOYED	38 2% aci	- - za	38 5% za	- - zcdefghij	- - zcdefghij	- - zcdefghij	- - zcdefghij	- - zcdefghij	38 100% zcdefghij	- - zcdefghij	- - zcdefghij	10 2% zk	27 2% zk	4 2% o	2 2% o	7 4% o	7 3% o	27 2% zmnop
RETIRED	378 23% cdefghijkmnop	- - za	378 55% za	- - zcdefghij	- - zcdefghij	- - zcdefghij	- - zcdefghij	- - zcdefghij	- - zcdefghij	378 100% zcdefghij	- - zcdefghij	6 1% zk	371 32% zk	- - o	1 1% o	- - o	5 2% o	371 32% zmnop
OTHER	89 5% acdegi	- - za	89 13% za	- - zcdefghij	- - zcdefghij	- - zcdefghij	- - zcdefghij	- - zcdefghij	- - zcdefghij	- - zcdefghij	89 100% zcdefghij	28 6% zk	61 5% zk	14 9% o	3 3% o	10 6% o	13 6% o	61 5% zmnop
CHILDREN IN HOUSEHOLD																		
YES	455 28% bgilq	343 37% zb	111 16% zb	219 34% zgi	84 45% zcgij	40 39% zgi	52 69% zcdeghij	15 14% i	10 28% i	6 2% gi	28 31% gi	455 100% zl	- - zq	151 100% zq	107 100% zq	170 100% zq	236 100% zq	- - zq
NO	1163 72% acdefkmnop	584 63% za	579 84% za	419 66% df	101 55% f	64 61% f	24 31% zcdefj	96 86% f	27 72% f	371 98% zcddefghj	61 69% df	- - zk	1163 100% zk	- - o	- - o	- - o	- - o	1163 100% zmnop
CHILDREN'S AGES																		
AGED 0-3	151 9% bilq	105 11% zb	46 7% zb	72 11% gi	22 12% gi	10 10% i	24 32% zcdeghij	4 4% i	4 10% i	- - gi	14 15% gi	151 33% zl	- - znopq	151 100% znopq	43 40% zopq	46 27% zpq	31 13% q	- - q
AGED 4-5	107 7% bgilq	84 9% zb	24 3% zb	53 8% gi	20 11% zgi	11 10% gi	16 21% zcgghij	2 2% i	2 4% i	1 * i	3 4% i	107 24% zl	- - zpq	43 28% zpq	107 100% zmopq	41 24% zpq	29 12% zq	- - zq
AGED 6-9	170 11% acdefkmnop	135 15% za	35 5% za	77 12% df	39 21% f	20 19% f	14 19% zcdefj	4 4% f	7 18% f	- - zcddefghj	10 11% df	170 37% zk	- - o	46 30% o	41 38% o	170 100% o	74 31% o	- - o

White - Gypsy or Irish Traveller	* *	- -	* *	- -	- -	- -	- -	- -	- -	* *	- -	- -	* *	- -	- -	- -	- -	* *
White - Any other White background	109 7% bilq	85 9% zb	24 3%	58 9% zi	16 9% i	11 10% i	4 5%	5 4%	5 13% ij	7 2%	3 3%	48 10% zl	61 5%	21 14% zq	10 9%	15 9%	22 9% q	61 5%
Mixed - White and Black Caribbean	7 *	5 1%	1 *	4 1%	* *	1 1%	- -	1 1%	- -	1 *	- -	2 1%	4 *	- -	- -	1 *	2 1%	4 *
Mixed - White and Black African	3 *	1 *	2 *	1 *	- -	- -	- -	- -	- -	2 1%	* *	- -	3 *	- -	- -	- -	- -	3 *
Mixed - White and Asian	9 1%	5 *	5 1%	5 1%	- -	- -	1 1%	4 4%	- -	- -	- -	1 *	9 1%	- -	- -	- -	1 *	9 1%
Mixed - Any other Mixed / multiple ethnic background	10 1%	10 1% b	- -	4 1%	* *	5 5% zcdgi	- -	- -	- -	- -	- -	3 1%	6 1%	- -	1 1%	* *	3 1%	6 1%
Asian/Asian British - Indian	47 3% i	32 3%	15 2%	25 4% i	4 2%	2 2%	3 4%	4 3%	1 4%	4 1%	4 4%	19 4%	28 2%	5 3%	2 2%	4 2%	11 5% q	28 2%
Asian/Asian British Pakistani	27 2% cilq	11 1%	16 2%	4 1%	6 3% ci	1 1%	7 9% zcei	4 3% ci	* 1%	1 *	3 4% ci	16 4% zl	10 1%	10 6% zq	6 6% zq	9 5% zq	6 3%	10 1%
Asian/Asian British Bangladeshi	11 1% lq	4 *	7 1%	2 *	1 *	1 1%	4 6% zcdi	2 2% i	- -	- -	* *	8 2% zl	3 *	2 1%	1 1%	1 *	6 3% zq	3 *
Asian/Asian British - Chinese	12 1%	6 1%	6 1%	4 1%	1 1%	1 1%	* 1%	5 5% zcdi	- -	- -	- -	5 1%	7 1%	2 1%	* *	2 1%	1 *	7 1%
Asian/Asian British - Any other Asian background	17 1% ilq	8 1%	9 1%	4 1%	3 1%	* *	1 1%	2 2%	* 1%	4 1%	2 3%	4 1%	12 1%	1 *	3 3%	2 1%	2 1%	12 1%
Black - African	27 2% ilq	19 2%	8 1%	14 2% i	4 2% i	1 1%	3 5% i	3 2% i	- -	- -	2 2% i	12 3% zoq	14 1% zq	3 2%	5 5% zoq	2 1%	9 4% zq	14 1%
Black - Caribbean	14 1%	10 1%	4 1%	6 1%	4 2%	- -	- -	1 1%	2 5% zcei	2 *	- -	6 1%	8 1%	2 1%	1 1%	5 3% zq	3 1%	8 1%
Black - Any other Black / African / Caribbean background	4 *	3 *	1 *	- -	1 *	2 2% zci	- -	- -	1 3% zci	- -	- -	1 *	4 *	1 *	- -	- -	- -	4 *
Arab	3 *	2 *	1 *	2 *	- -	* *	* 1%	1 1%	- -	- -	- -	1 *	3 *	1 *	* *	* *	* *	3 *
Any other ethnic group	12 1%	6 1%	6 1%	4 1%	1 *	1 1%	- -	2 2%	- -	4 1%	- -	3 1%	9 1%	- -	3 2% p	2 1%	- -	9 1%
Don't know	5 *	4 *	1 *	1 *	1 1%	2 1% i	- -	- -	- -	- -	1 1% i	2 *	3 *	- -	- -	2 1%	- -	3 *
Refused	5 *	4 *	1 *	1 *	1 1%	2 1% i	- -	- -	- -	- -	1 1% i	2 *	3 *	- -	- -	2 1%	- -	3 *
DISABILITY																		
YES	169 10%	42 5%	126 18%	29 5%	11 6%	3 2%	9 12%	5 4%	1 4%	69 18%	42 47%	19 4%	149 13%	4 3%	2 2%	7 4%	13 6%	149 13%

NO	acdegkmnop	za		ce			zcodegh		zcodeghi		zk		zmnop					
	1411	871	540	599	171	102	66	97	36	299	41	427	983	144	105	162	219	983
	87%	94%	78%	94%	92%	98%	88%	88%	96%	79%	46%	94%	85%	95%	97%	95%	93%	85%
	bijlq	zb		zgij	ij	zfgij	j	j	ij	j		zl		zq	zq	zq	zq	

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



GENERAL PUBLIC
GENERAL DENTAL COUNCIL PATIENT AND PUBLIC SURVEY 2020

12 Mar 2020

Table 324
DEMOGRAPHICS

BASE: All Respondents

	TOTAL (z)	REGION													ETHNICITY		ETHNICITY				DISABILITY	
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	BAME (o)	White (p)	Asian/ Asian British (q)	Black/ Black British (r)	Mixed /Other (s)	YES (t)	NO (u)
Unweighted Base	1674	102	129	142	256	73	173	136	178	115	104	123	143	1332	1424	246	1424	146	54	46	204	1425
Weighted Base	1618	46	117	151	214	67*	177	135	221	138*	77*	141*	133	1360	1412	202	1412	113*	45*	44*	169	1411
GENDER																						
MALE	791 49%	23 49%	58 49%	74 49%	106 49%	31 47%	86 49%	65 48%	108 49%	67 49%	38 49%	70 49%	65 49%	665 49%	684 48%	106 53%	684 48%	66 58%	15 33%	26 59%	79 47%	695 49%
FEMALE	823 51%	23 51%	60 51%	77 51%	107 50%	33 50%	90 51%	70 52%	113 51%	71 51%	39 51%	72 51%	68 51%	691 51%	725 51%	95 47%	725 51%	47 42%	30 67%	18 41%	89 53%	715 51%
AGE																						
15-24	228 14% chnpt	4 9%	14 12% h	11 7%	36 17% ch	16 24% zachim	33 19% achi	22 16% ch	9 4%	12 9%	10 14% h	30 21% zachim	31 23% zabchim	192 14% ch	186 13%	41 20% zn	186 13%	22 19%	10 23%	10 22%	9 6%	203 14% t
25-34	267 17% npt	9 19%	17 14%	27 18%	42 20%	7 11%	34 20%	28 20%	35 16%	19 14%	10 13%	22 16%	18 13%	221 16%	221 16%	45 22% zn	221 16%	21 19%	14 32% zp	9 21%	13 7%	252 18% zt
35-44	250 15% npt	8 18%	20 17%	21 14%	55 26% zceghjklm	9 13%	30 17%	19 14%	27 12%	21 15%	8 10%	14 10%	20 15%	215 16%	201 14%	48 24% zn	201 14%	30 27% zp	8 17%	10 23%	15 9%	230 16% zt
45-54	265 16% a	4 8%	29 25% zadgim	30 20% a	26 12%	10 16%	26 15%	18 13%	45 20% adi	14 10%	13 18%	24 17%	25 19% a	230 17% a	233 17%	32 16%	233 17%	20 18%	7 16%	4 10%	28 17%	235 17%
55-64	244 15% o	10 23% zbdfrm	14 12%	22 15%	26 12%	8 12%	20 11%	20 15%	39 17%	28 20%	12 16%	21 15%	23 17%	201 15%	223 16% zo	19 10%	223 16% z	11 9%	4 9%	5 12%	34 20%	206 15%
65+	365 23% dioqr	11 25% dl	24 21%	41 27% dl	29 14%	16 24%	33 19%	29 22%	67 30% zdfim	44 32% zdfim	23 30% dfl	30 21%	17 13%	301 22% dl	348 25% zo	16 8%	348 25% zqr	9 8%	2 4%	6 13%	70 41% zu	285 20%
SOCIAL GRADE																						
A	79 5% a	- -	6 5%	10 7% a	11 5% a	7 11% zafijkm	3 2%	8 6% a	15 7% a	4 3%	2 2%	4 3%	9 7% a	69 5% a	66 5%	12 6%	66 5%	10 9%	1 2%	1 3%	6 4%	71 5%
B	341 21% q	8 18%	30 26%	28 19%	51 24%	15 22%	28 16%	25 18%	51 23%	33 24%	19 25%	26 18%	27 21%	289 21%	306 22%	35 17%	306 22% q	14 13%	9 21%	11 26%	27 16%	309 22%
C1	523 32% bgijt	14 31% bi	22 19%	62 41% zbgij	77 36% bgij	23 34% bi	66 37% bgij	32 24% bgij	80 36% bgij	25 18%	16 21%	50 35% bij	55 41% zbgij	460 34% zbgij	459 33%	62 30%	459 33%	31 27%	12 26%	19 44%	39 23%	476 34% zt
C2	289 18% l	10 22% l	29 24% dkl	32 22% l	28 13%	10 15%	32 18%	20 15%	45 20% l	32 23% dl	18 23% dl	18 13%	15 11%	240 18% l	260 18%	27 13%	260 18%	18 16%	5 10%	5 10%	25 15%	253 18%
D	224 14% cehnp	6 14% ce	20 17% ceh	9 6%	27 13%	3 5%	29 16%	17 13%	19 9%	32 23% zdehnm	15 19% ceh	30 21% zcehnm	18 13% ceh	186 14% ceh	179 13%	44 22% zn	179 13%	27 24% zp	12 26% zp	5 12%	26 16%	186 13%
E	163 10% hmu	7 16% chlm	11 9%	9 6%	20 9%	9 14% h	19 11%	33 24% zbcdfhjklm	12 5%	13 9%	7 9%	13 9%	10 7%	116 9%	140 10%	22 11%	140 10%	13 11%	7 15%	2 5%	44 26% zu	116 8%
MARITAL STATUS																						
MARRIED/ LIVING AS	913 56% fgrt	24 53%	81 69% zadefgijklm	93 61% fg	121 57% g	36 54%	86 49%	54 40%	156 70% zadefgijklm	82 59% g	40 52%	71 50%	68 51%	794 58% zfg	797 56%	115 57%	797 56% r	76 68% zpr	16 36%	22 51%	78 46%	820 58% zt
SINGLE	462 29% bhmp	18 38% zbcchim	23 19%	34 23%	71 33% bhm	22 33% bh	59 33% bh	59 43% zbcchim	30 13%	31 23%	24 32% h	45 32% bh	46 35% bchm	361 27% h	389 28%	71 35%	389 28%	27 24%	26 57% zpq	18 42%	42 25%	403 29%
WIDOWED/ DIVORCED/ SEPARATED	237 15% dou	4 9%	13 11%	24 16%	18 9%	9 13%	32 18%	22 16% d	34 16% d	24 17% d	12 16%	25 18% d	19 14% d	199 15% d	221 16% zo	16 8%	221 16% z	9 8%	4 8%	3 7%	49 29% zu	183 13%

WORKING STATUS																						
WORKING	928 57% egjt	25 55%	73 62% egj	95 63% egj	141 66% zefgjm	29 44%	94 53%	64 47%	127 58%	80 58%	35 45%	78 55%	87 65% egj	804 59% zegj	804 57%	120 60%	804 57%	60 53%	32 71%	28 64%	42 25%	871 62% zt
NOT WORKING	690 43% dmu	21 45%	45 38%	56 37%	73 34%	37 56% zbcdlm	83 47% d	71 53% zbcdlm	94 42%	58 42%	42 55% zbcdlm	64 45%	47 35%	556 41% d	608 43%	82 40%	608 43%	53 47%	13 29%	16 36%	126 75% zu	540 38%
OCCUPATION																						
FULL-TIME	638 39% t	18 39%	50 43%	63 42%	77 36%	20 30%	70 40%	49 36%	89 40%	52 38%	26 34%	64 46%	59 44%	544 40%	557 39%	80 40%	557 39%	40 35%	20 44%	20 45%	29 17%	599 42% zt
PART-TIME	186 11% t	5 12%	17 14%	18 12%	31 15%	9 13%	20 11%	10 7%	24 11%	18 13%	7 9%	10 7%	18 13%	164 12%	159 11%	25 13%	159 11%	15 13%	9 19%	2 4%	11 6%	171 12% t
SELF-EMPLOYED	104 6% ft	2 4%	6 5%	14 9% efk	33 15% zabefghijklm	1 1%	4 3%	5 4%	15 7%	10 7%	2 2%	3 2%	10 7%	96 7% f	88 6%	15 7%	88 6%	5 4%	3 8%	6 14%	3 1%	102 7% zt
NOT WORKING HOUSEWIFE	75 5% np	3 7% k	3 2%	4 3%	12 6% zbcfhijklm	8 13% k	8 4%	11 8% k	11 5%	7 5%	2 2%	3 2%	4 3%	59 4%	55 4%	21 10% zn	55 4%	16 14% zp	3 8%	1 3%	9 5%	66 5%
STILL IN EDUCATION	111 7% acinct	*	6 5%	3 2%	17 8% aci	10 15% zabchijm	19 11% achi	10 7% i	8 4%	2 1%	3 4%	20 14% zabchijm	12 9% aci	97 7% aci	84 6%	27 14% zn	84 6%	16 15% zp	4 8%	7 17% zp	5 3%	97 7%
UNEMPLOYED	38 2% cl	2 4% cl	4 3% c	- - c	10 5% zclm	- - zclm	6 4% c	6 5% c	5 2%	1 1%	2 2%	1 1%	1 *	28 2%	33 2%	5 2%	33 2%	2 2%	3 6%	- -	1 1%	36 3%
RETIRED	378 23% dioqr	13 28% dl	22 19%	43 29% dl	27 13% dl	17 26% dl	38 22% dl	33 25% dl	64 29% dlm	43 31% dlm	27 35% zbdflm	33 24% dl	16 12% dl	304 22% dl	360 26% zo	17 9%	360 26% zqr	9 8%	2 4%	7 16%	69 41% zu	299 21%
OTHER	89 5% u	2 5%	10 9% dh	6 4%	6 3%	2 3%	11 6%	11 8% dh	6 3%	6 4%	9 12% zcdhm	6 4%	14 10% zdhm	67 5%	76 5%	11 6%	76 5%	9 8%	2 4%	* 1%	42 25% zu	41 3%
CHILDREN IN HOUSEHOLD																						
YES	455 28% npt	10 23%	39 33%	43 29%	66 31%	18 27%	50 28%	30 22%	71 32%	33 24%	17 22%	32 22%	45 34%	397 29%	372 26%	81 40% zn	372 26%	52 46% zps	19 43% p	10 22%	19 12%	427 30% zt
NO	1163 72% oqu	36 77%	78 67%	107 71%	148 69%	48 73%	127 72%	106 78%	150 68%	105 76%	60 78%	110 78%	88 66%	962 71%	1040 74% zo	120 60%	1040 74% zqr	60 54%	26 57%	34 78% q	149 88% zu	983 70%
CHILDREN'S AGES																						
AGED 0-3	151 9% t	5 11%	11 9%	14 10%	25 12%	7 11%	12 7%	11 8%	23 10%	12 9%	9 12%	9 6%	13 10%	126 9%	126 9%	25 12%	126 9%	19 17% zps	5 12%	1 2%	4 2%	144 10% zt
AGED 4-5	107 7% npt	2 5%	8 7%	10 7%	13 6% zdfjkm	10 14% zdfjkm	10 6%	9 6%	17 8%	14 10%	3 4%	4 3%	8 6%	94 7%	84 6%	23 11% zn	84 6%	13 12% p	6 14%	3 8%	2 1%	105 7% zt
AGED 6-9	170 11% t	4 9%	15 13%	18 12%	19 9%	7 11% i	25 14% i	9 7%	21 10%	13 10%	4 5%	14 10%	20 15% i	153 11%	142 10%	27 13%	142 10%	17 15%	7 15%	3 8%	7 4%	162 11% zt
AGED 10-15	236 15% npt	4 9%	19 16%	21 14%	31 14%	8 11%	30 17%	13 10%	38 17%	21 15%	7 10%	19 14%	26 20% aq	212 16% z	193 14%	44 22% zn	193 14%	27 24% zp	12 26% p	5 12%	13 8%	219 16% zt
NONE < 16	1163 72% oqu	36 77%	78 67%	107 71%	148 69%	48 73%	127 72%	106 78%	150 68%	105 76%	60 78%	110 78%	88 66%	962 71%	1040 74% zo	120 60%	1040 74% zqr	60 54%	26 57%	34 78% q	149 88% zu	983 70%
REGION																						
NORTHERN IRELAND	46 3% dfhmo	46 100% zbcdefghijklr	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	46 3% zo	- -	46 3% z	- -	- -	- -	4 2%	41 3%
EAST MIDLANDS	117 7% acdefghijklu	- -	117 100% zacdefghijklm	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	117 9% zacdefghijkl	104 7%	13 7%	104 7%	13 12% s	* 1%	- -	23 14% zu	93 7%
EAST OF ENGLAND	151 9% abdefghijklq	- -	- -	151 100% zabdefghijklr	- -	- -	- -	- -	- -	- -	- -	- -	- -	151 11% zabdefghijkl	135 10%	14 7%	135 10%	3 3%	6 13% q	5 12%	10 6%	140 10%
LONDON	214 13% abcefg hijkl np	- -	- -	- -	214 100% zabcefg hijkl r	- -	- -	- -	- -	- -	- -	- -	- -	214 16% zabcefg hijkl	125 9%	87 43% zn	125 9%	41 36% zp	25 55% zp	21 48% zp	6 4%	199 14% zt
NORTH EAST	67 4% -	- -	- -	- -	- -	67 100% -	- -	- -	- -	- -	- -	- -	- -	67 5% -	65 5%	2 1%	65 5%	- -	2 5%	- -	8 4%	57 4%

NORTH WEST	abcdfghiklo	zabcdcfghijklr												zabcdcfghijkl	zo	18	zq	12	3	2	18	157		
	177 11% abcdeghijkl	-	-	-	-	-	177 100%	-	-	-	-	-	-	177 13%	159 11%	9%	159 11%	11%	8%	5%	10%	11%		
SCOTLAND	135 8% abcdeghijklm	-	-	-	-	-	-	135 100%	-	-	-	-	-	-	129 9%	6 3%	129 9%	4 3%	*	2 5%	9 5%	124 9%		
	zabcdcfghijklr	zabcdcfghijklr												zabcdcfghijkl	zo		z							
SOUTH EAST	221 14% abcdeghijklr	-	-	-	-	-	-	221 100%	-	-	-	-	-	221 16%	201 14%	19 10%	201 14%	18 16%	*	1 3%	25 15%	196 14%		
	zabcdcfghijklr	zabcdcfghijklr												zabcdcfghijkl			r	r						
SOUTH WEST	138 9% abcdeghijkl	-	-	-	-	-	-	-	138 100%	-	-	-	-	138 10%	133 9%	5 3%	133 9%	-	-	5 12%	15 9%	116 8%		
	zabcdcfghijkl	zabcdcfghijkl												zabcdcfghijkl	zo									
WALES	77 5% abcdeghijklm	-	-	-	-	-	-	-	-	77 100%	-	-	-	-	74 5%	3 2%	74 5%	1 1%	-	2 5%	18 11%	55 4%		
	zabcdcfghijklm	zabcdcfghijkln												zabcdcfghijkl	zo		z				zu			
WEST MIDLANDS	141 9% abcdeghijkl	-	-	-	-	-	-	-	-	-	141 100%	-	-	141 10%	121 9%	21 10%	121 9%	13 11%	6 14%	1 3%	19 11%	115 8%		
	zabcdcfghijkl	zabcdcfghijklr												zabcdcfghijkl										
YORKS & HUMBER	133 8% abcdeghijkl	-	-	-	-	-	-	-	-	-	-	-	133 100%	133 10%	122 9%	12 6%	122 9%	8 7%	1 3%	3 6%	14 8%	118 8%		
	zabcdcfghijkl	zabcdcfghijkln												zabcdcfghijkl										
ENGLAND	1360 84% agjnp	-	117	151	214	67	177	-	221	138	-	141	133	1360	1163 82%	192 95%	1163 82%	108 96%	45 99%	40 90%	138 82%	1190 84%		
	zabcfghijklr	-	100% zagj	100% zagj	100% zagj	100% zagj	100% zagj	100% zagj	-	100% zagj	100% zagj	-	100% zagj	100% zagj	100% zagj									
ETHNICITY																								
WHITE	1412 87% dmoqrs	46 100%	104 88%	135 90%	125 58%	65 97%	159 90%	129 95%	201 91%	133 96%	74 96%	121 85%	122 91%	1163 86%	1412 100%	-	1412 100%	-	-	-	157 93%	1225 87%		
	zbcdfhklm	d	d	d	d	zdkm	d	zdkm	dm	zbdkm	zdkm	d	d	d	zo		zqrs				zu			
BAME	202 12% aegijnpt	-	13	14	87	2	18	6	19	5	3	21	12	192	-	202	-	113	45	44	12	182		
	zbcdeghijklr	-	12% ai	9% a	41% zabcefgghijklr	3% a	10% a	5% a	9% a	4% a	4% a	15% aegij	9% a	14% zaeghij	-	100% zn	-	100% zp	100% zp	100% zp	7% t	13% t		
ETHNICITY																								
White - English / Welsh / Scottish / Northern Irish / British	1281 79% dmoqrsu	36 78%	95 81%	123 81%	82 38%	63 94%	149 85%	123 91%	187 85%	130 94%	72 93%	111 79%	110 83%	1050 77%	1281 91%	-	1281 91%	-	-	-	152 90%	1101 78%		
	zabcdcfghijklm	d	d	d	d	zabcdcklm	dm	zabcdckm	dm	zabcdcfhklm	zabcdcklm	d	d	d	zo		zqrs				zu			
White - Irish	21 1% m	9 19%	-	-	2	-	3	1	1	1	-	2	1	11	21 1%	-	21 1%	-	-	-	2 1%	18 1%		
	zbcdeghijklr	-	-	-	1%	-	2%	1%	1%	1%	-	2%	1%	1%										
White - Gypsy or Irish Traveller	* *	-	-	-	-	-	-	-	*	-	-	-	-	*	*	-	*	-	-	-	-	*		
		-	-	-	-	-	-	-	*	-	-	-	-	*										
White - Any other White background	109 7% ioqt	1 3%	9 7%	12 8%	41 19%	2 3%	6 4%	4 3%	12 5%	2 2%	2 3%	7 5%	10 8%	101 7%	109 8%	-	109 8%	-	-	-	3 2%	106 8%		
	zabcdcfghijklr	i	i	i	zabcefgghijklr							i	zi	zi	zo		zq				zt			
Mixed - White and Black Caribbean	7 *np	-	-	-	3 2%	-	-	-	1 1%	-	-	1 1%	1 1%	7 *	-	7 3%	-	-	-	7 15%	-	7 *		
	zabcdcfghijklr	-	-	-	zm	-	-	-	1%	-	-	1%	1%	*	-	zn	-	-	-	zpqr	-			
Mixed - White and Black African	3 *m	-	-	-	1 *	-	-	-	-	-	2 3%	-	*	1 *	-	3 2%	-	-	-	3 7%	-	3 *		
	zabcdcfghijklr	-	-	-	*	-	-	-	-	-	zfhm	-	*	*	-	zn	-	-	-	zpqr	-			
Mixed - White and Asian	9 1% np	-	-	-	5 2%	-	1 *	1 *	-	3 2%	-	-	-	9 1%	-	9 5%	-	-	-	9 21%	-	7 1%		
	zabcdcfghijklr	-	-	-	zm	-	-	-	-	zm	-	-	-	-	-	zn	-	-	-	zpqr	-			
Mixed - Any other Mixed / multiple ethnic background	10 1% np	-	-	-	5 2%	-	2 1%	1 1%	-	2 2%	-	-	-	8 1%	-	10 5%	-	-	-	10 22%	2 1%	7 1%		
	zabcdcfghijklr	-	-	-	zm	-	1%	1%	-	2%	-	-	-	-	-	zn	-	-	-	zpqr	-			
Asian/Asian British - Indian	47 3% np	-	12 11%	-	15 7%	-	4 2%	-	11 5%	-	-	5 3%	-	47 3%	-	47 23%	-	47 42%	-	-	7 4%	39 3%		
	zacefgghijklm	-	zacefgghijklm	-	zacefgghijklm	-	cgil	-	cgil	-	-	zcgil	-	zcgil	-	zn	-	zprs	-	-	-			
Asian/Asian British Pakistani	27 2% np	-	-	-	10 4%	-	3 2%	2 2%	3 2%	-	-	2 1%	6 5%	24 2%	-	27 13%	-	27 24%	-	-	1 1%	23 2%		
	zabcdcfghijklr	-	-	-	zbcim	-	-	-	-	-	-	-	-	-	-	zn	-	zprs	-	-	-			
Asian/Asian British Bangladeshi	11 1%	-	-	1 1%	8 4%	-	2 1%	-	-	-	-	-	-	11 1%	-	11 5%	-	11 10%	-	-	-	10 1%		
	zabcdcfghijklr	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			

Asian/Asian British - Chinese	np	zbg hikm													zn	zp						
	12 1% np	- - -	- - -	- - -	4 2% -	- - -	- - -	1 1% -	1 * -	- - -	- - -	4 3% zfm	1 1% -	10 1% -	- - -	12 6% zn	- - -	12 10% zp	- - -	- - -	- - -	10 1% -
Asian/Asian British - Any other Asian background	17 1% np	- - -	1 1% -	2 1% -	4 2% -	- - -	4 2% -	* * -	3 1% -	- - -	1 1% -	2 1% -	- - -	15 1% -	- - -	17 8% zn	- - -	17 15% zprs	- - -	- - -	- - -	17 1% -
	27 2% np	- - -	- - -	5 3% h	13 6% zabfghijlm	2 3% h	1 * -	* * -	* * -	- - -	- - -	5 3% h	1 1% -	26 2% -	- - -	27 13% zn	- - -	- - -	27 59% zpqqs	- - -	- - -	27 2% -
Black - African	14 1% np	- - -	* * -	1 * -	8 4% zghilm	- - -	3 2% -	- - -	- - -	- - -	- - -	1 1% -	* * -	14 1% -	- - -	14 7% zn	- - -	- - -	14 31% zpqqs	- - -	* * -	14 1% -
Black - Any other Black / African / Caribbean background	4 * -	- - -	- - -	1 * -	4 2% zm	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	4 * -	- - -	4 2% zn	- - -	- - -	4 10% zpq	- - -	- - -	4 * -
	3 * -	- - -	- - -	- - -	2 1% zm	- - -	- - -	1 * -	- - -	- - -	- - -	- - -	* * -	3 * -	- - -	3 2% zn	- - -	- - -	- - -	3 7% zpq	- - -	3 * -
Any other ethnic group	12 1% np	- - -	- - -	5 3% zfhm	6 3% zhm	- - -	- - -	- - -	- - -	- - -	- - -	1 1% -	1 * -	12 1% -	- - -	12 6% zn	- - -	- - -	- - -	12 27% zpqqr	1 1% -	11 1% -
	5 * -	- - -	- - -	2 1% -	2 1% -	- - -	- - -	- - -	1 * -	- - -	- - -	- - -	- - -	5 * -	- - -	- - -	- - -	- - -	- - -	- - -	4 * -	
Refused	5 * -	- - -	- - -	2 1% -	2 1% -	- - -	- - -	- - -	1 * -	- - -	- - -	- - -	- - -	5 * -	- - -	- - -	- - -	- - -	- - -	- - -	4 * -	
DISABILITY																						
YES	169 10% dou	4 8% d	23 19% zacdfqm	10 7% -	6 3% -	8 11% -	18 10% -	9 7% -	25 12% d	15 11% -	18 23% zacdfghilm	19 14% d	14 11% d	138 10% d	157 11% zo	12 6% z	157 11% z	8 7% -	* 1% -	4 8% -	169 100% zu	- - -
	1411 87% bjt	41 90% bj	93 79% -	140 93% bjk	199 93% zbijkm	57 86% j	157 89% bj	124 92% bjk	196 88% bj	116 84% j	55 71% -	115 81% -	118 89% j	1190 88% bj	1225 87% -	182 90% -	1225 87% -	99 88% -	45 99% zp	38 87% -	- - -	1411 100% zt

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



GENERAL PUBLIC
GENERAL DENTAL COUNCIL PATIENT AND PUBLIC SURVEY 2020
12 Mar 2020

Table 325
DEMOGRAPHICS

BASE: All Respondents

	TOTAL (z)	DISABILITY	
		YES (a)	NO (b)
Unweighted Base	1674	204	1425
Weighted Base	1618	169	1411
GENDER			
MALE	791 49%	79 47%	695 49%
FEMALE	823 51%	89 53%	715 51%
AGE			
15-24	228 14% a	9 6%	203 14% a
25-34	267 17% a	13 7%	252 18% za
35-44	250 15% a	15 9%	230 16% za
45-54	265 16%	28 17%	235 17%
55-64	244 15%	34 20%	206 15%
65+	365 23% b	70 41%	285 20% zb
SOCIAL GRADE			

A	79 5%	6 4%	71 5%
B	341 21%	27 16%	309 22%
C1	523 32% a	39 23%	476 34% za
C2	289 18%	25 15%	253 18%
D	224 14%	26 16%	186 13%
E	163 10% b	44 26% zb	116 8%
MARITAL STATUS			
MARRIED/ LIVING AS	913 56% a	78 46%	820 58% za
SINGLE	462 29%	42 25%	403 29%
WIDOWED/ DIVORCED/ SEPARATED	237 15% b	49 29% zb	183 13%
WORKING STATUS			
WORKING	928 57% a	42 25%	871 62% za
NOT WORKING	690 43% b	126 75% zb	540 38%
OCCUPATION			
FULL-TIME	638 39% a	29 17%	599 42% za
PART-TIME	186 11% a	11 6%	171 12% a
SELF-EMPLOYED	104	3	102

	6% a	1%	7% za
NOT WORKING HOUSEWIFE	75 5%	9 5%	66 5%
STILL IN EDUCATION	111 7% a	5 3%	97 7%
UNEMPLOYED	38 2%	1 1%	36 3%
RETIRED	378 23% b	69 41% zb	299 21%
OTHER	89 5% b	42 25% zb	41 3%
CHILDREN IN HOUSEHOLD			
YES	455 28% a	19 12%	427 30% za
NO	1163 72% b	149 88% zb	983 70%
CHILDREN'S AGES			
AGED 0-3	151 9% a	4 2%	144 10% za
AGED 4-5	107 7% a	2 1%	105 7% za
AGED 6-9	170 11% a	7 4%	162 11% za
AGED 10-15	236 15% a	13 8%	219 16% za
NONE < 16	1163 72%	149 88%	983 70%

	b	zb	
REGION			
NORTHERN IRELAND	46 3%	4 2%	41 3%
EAST MIDLANDS	117 7%	23 14%	93 7%
	b	zb	
EAST OF ENGLAND	151 9%	10 6%	140 10%
LONDON	214 13%	6 4%	199 14%
	a	za	
NORTH EAST	67 4%	8 4%	57 4%
NORTH WEST	177 11%	18 10%	157 11%
SCOTLAND	135 8%	9 5%	124 9%
SOUTH EAST	221 14%	25 15%	196 14%
SOUTH WEST	138 9%	15 9%	116 8%
WALES	77 5%	18 11%	55 4%
	b	zb	
WEST MIDLANDS	141 9%	19 11%	115 8%
YORKS & HUMBER	133 8%	14 8%	118 8%
ENGLAND	1360 84%	138 82%	1190 84%
ETHNICITY			
WHITE	1412 87%	157 93%	1225 87%
		zb	
BAME	202 12%	12 7%	182 13%
	a	a	

ETHNICITY			
White - English / Welsh / Scottish / Northern Irish / British	1281 79% b	152 90% zb	1101 78%
White - Irish	21 1%	2 1%	18 1%
White - Gypsy or Irish Traveller	* *	- -	* *
White - Any other White background	109 7% a	3 2%	106 8% za
Mixed - White and Black Caribbean	7 *	- -	7 *
Mixed - White and Black African	3 *	- -	3 *
Mixed - White and Asian	9 1%	- -	7 1%
Mixed - Any other Mixed / multiple ethnic background	10 1%	2 1%	7 1%
Asian/Asian British - Indian	47 3%	7 4%	39 3%
Asian/Asian British Pakistani	27 2%	1 1%	23 2%
Asian/Asian British Bangladeshi	11 1%	- -	10 1%
Asian/Asian British - Chinese	12 1%	- -	10 1%
Asian/Asian British - Any other Asian background	17 1%	- -	17 1%

Black - African	27 2%	-	27 2%
Black - Caribbean	14 1%	* *	14 1%
Black - Any other Black / African / Caribbean background	4 *	- -	4 *
Arab	3 *	- -	3 *
Any other ethnic group	12 1%	1 1%	11 1%
Don't know	5 *	- -	4 *
Refused	5 *	- -	4 *
DISABILITY			
YES	169 10% b	169 100% zb	- -
NO	1411 87% a	- -	1411 100% za

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

BASE: All Respondents

		Importance of title Doctor		When last visited a dental professional		When did you last go to the dentist		When did you last see a dental professional other than a dentist		Frequency visit a dental professional			Type of dental treatment received					Satisfaction with dental care or treatment		Confidence in healthcare regulation		Awareness of General Dental Council			Confidence in dental regulation		
		TOTAL (z)	Important (a)	Not important (b)	Patients (last 12 mths) (c)	Public (less often) (d)	Patients (last 12 mths) (e)	Public (less often) (f)	Patients (last 12 mths) (g)	Public (less often) (h)	Once a year or more often (i)	Less often (j)	Don't know (k)	NHS (l)	Private (m)	Mixture (n)	Unsure (o)	Abroad (p)	Satisfied (q)	Dissatisfied (r)	Confident (s)	Not confident (t)	Aware (u)	Unaware (v)	Unsure (w)	Confident (x)	Not confident (y)
Unweighted Base	1674	585	1049	1111	563	1001	673	110	563	1162	422	3	879	261	131	18	43	1119	43	1337	274	317	1082	270	1186	313	
Weighted Base	1618	560	1019	1058	560	951	667	107*	560	1116	407	2**	825	265	124	18**	42**	1075	40*	1299	257	304	1063	247	1147	293	
GENDER																											
MALE	791 49% ceiiq	276 49%	495 49%	474 45%	317 57% zc	424 45%	366 55% ze	49 46%	317 57% z	497 45%	240 59% zi	* 13%	369 45%	131 50%	55 44%	9 49%	27 64%	477 44%	20 49%	637 49%	128 50%	154 51%	525 49%	110 44%	550 48%	158 54%	
FEMALE	823 51% dfhj	283 51%	521 51%	581 55% zd	243 43% z	525 55% zf	298 45%	55 52%	243 43%	615 55% zj	166 41%	2 87%	455 55% z	134 50%	68 55%	9 51%	15 36%	595 55% z	20 51%	662 51%	127 50%	148 49%	537 51%	136 55%	597 52%	134 46%	
AGE																											
15-24	228 14% bmuvw	98 17% zb	121 12%	140 13%	88 16%	121 13%	107 16%	19 18%	88 16%	149 13%	67 16%	-	125 15% m	22	18	3	6	145 13%	5 12%	186 14%	33 13%	9 3%	198 19% zuw	20 8% u	156 14%	45 15%	
25-34	267 17% bceiqw	129 23% zb	132 13%	159 15%	108 19%	139 15%	128 19% ze	20 18%	108 19%	165 15%	79 19%	-	128 16% m	32 12%	14	6	21	152 14%	13 32% zq	217 17%	44 17%	28 20% zuw	211 27% z	27 11%	187 16%	56 19%	
35-44	250 15% ce	93 17%	150 15%	147 14%	102 18% c	130 14%	119 18% e	17 16%	102 18%	162 15%	65 16%	-	127 15% m	33 12%	16	2	6	158 15%	4 10%	199 15%	37 14%	48 16%	169 16%	32 13%	181 16%	45 15%	
45-54	265 16% a	72 13%	191 19%	178 17%	87 15% za	158 17%	106 16%	20 19%	87 15%	199 18% z	56 14%	-	143 17% m	51 19%	24 19%	3 15%	1	187 17%	12 29%	212 16%	43 17%	61 20%	160 15%	44 18%	188 16%	46 16%	
55-64	244 15% fv	73 13%	162 16%	170 16%	74 13% zf	159 17%	84 13%	10 10%	74 13%	176 16%	59 15%	* 24%	114 14% zi	59 22%	20 16%	1	5	173 16%	3 8%	193 15%	45 18%	65 21% zv	119 11% zv	60 24% zv	184 16%	41 14%	
65+	365 23% adfhv	95 17%	263 26% za	264 25% zd	102 18% z	243 26% zf	123 18%	21 20%	102 18%	264 24%	80 20%	1 76%	188 23% m	68 26%	32 26%	3 17%	1	260 24% z	4 10%	292 22%	55 21%	94 31% zv	206 19%	65 26% v	251 22%	61 21%	
SOCIAL GRADE																											
A	79 5% l	23 4%	56 5%	49 5%	30 5%	45 5%	33 5%	3 3%	30 5%	53 5%	20 5%	-	29 4% l	19 7%	9 7%	-	2	53 5%	- -	64 5%	15 6%	25 8% zv	43 4%	11 4%	49 4%	23 8% zx	
B	341 21% adfhv	88 16%	244 24%	257 24%	84 15%	237 25%	105 16%	20 19%	84 15%	272 24%	59 15%	-	164 20% zi	89 33%	30 25%	2	8	263 25%	8 21%	278 21%	48 19%	103 34%	173 16%	66 27%	260 23%	49 17%	
C1	523 32% dfhij	178 32%	332 33%	370 35%	153 27% z	336 35% zi	187 28%	33 31%	153 27%	391 35% zi	109 27%	1	264 32% m	99 37%	51 41%	8 46%	21 50%	379 35% z	12 31%	427 33%	76 30%	99 33%	330 31%	93 38%	384 34%	75 26%	
C2	289 16% mqi	113 20%	171 17%	179 17%	109 20%	157 17%	131 20%	22 21%	109 20%	185 17%	84 21%	1	155 19% m	30 11%	16 13%	1	5	176 16%	9 22%	229 18%	55 22%	36 12%	218 21%	34 14%	195 17%	70 24%	
D	224 14% bceimqu	90 16%	124 12%	116 11%	107 19% ze	95 10% ze	129 19%	22 20%	107 19%	129 12% zi	77 19%	-	124 15% m	17 6%	11 9%	3 16%	5	122 11% z	7 16%	177 14%	36 14%	27 16%	165 16%	31 12%	148 13%	45 15%	
E	163 10% ceimquw	67 12%	92 9%	87 8%	76 14% zc	80 8% ze	82 12%	7 6%	76 14% z	86 8% zi	57 14%	-	89 11% m	11 4%	7 6%	4 20%	1	82 8% z	4 11%	123 9%	27 10%	14 5%	133 13% zuw	13 5%	110 10%	31 11%	
MARITAL STATUS																											
MARRIED/ LIVING AS	913 56% fjv	302 54%	589 58%	616 58%	297 53%	563 59% zf	350 52%	53 50%	297 53%	653 58% zi	207 51%	1 37%	467 57%	159 60%	77 62%	12 64%	27 64%	621 58%	32 78% zq	728 56%	149 58%	188 62% v	559 53%	165 67% zv	656 57%	166 57%	
SINGLE	462 29% bceinwz	192 34% zb	258 25%	282 27%	179 32% c	246 26% ze	216 32%	36 34%	179 32%	296 27% zi	141 35%	-	231 28% m	70 27%	26 21%	4 23%	14 34%	294 27% f	2 5%	384 30%	64 25%	61 20% zuw	354 33%	46 18%	345 30%	76 26%	
WIDOWED/ DIVORCED/ SEPARATED	237 15% ax	64 11%	168 16% za	155 15%	83 15%	137 14%	100 15%	17 16%	83 15%	162 15%	58 14%	1	125 15% m	35 13%	20 16%	2 13%	1	158 15% z	4 11%	184 14%	41 16%	54 18%	145 14%	36 15%	144 13%	49 17%	
WORKING STATUS																											
WORKING	928 57% bceinwz	321 57%	583 57%	596 56%	331 59%	532 56% ze	396 59%	64 60%	331 59%	641 57% zi	235 58%	* 24%	460 56% m	161 61%	79 64%	8 45%	22 53%	611 57% z	30 74%	742 57%	156 61%	180 59%	608 57%	139 56%	665 58%	168 57%	
NOT WORKING	690 43% bceinwz	239 43%	436 43%	461 44%	229 41%	419 44%	271 41%	42 40%	229 41%	474 43% zi	172 42%	1	366 44% m	104 39%	45 36%	10 55%	20 47%	464 43% z	10 26%	557 43%	101 39%	125 41%	455 43%	109 44%	482 42%	125 43%	
OCCUPATION																											

FULL-TIME	638 39%	220 39%	396 39%	410 39%	228 41%	363 38%	275 41%	47 44%	228 41%	438 39%	169 41%	* 24%	311 38%	110 42%	53 43%	7 38%	20 48%	412 38%	25 62% zq	516 40%	98 38%	126 41%	415 39%	96 39%	450 39%	116 40%
PART-TIME	186 11%	69 12%	114 11%	113 11%	73 13%	107 11%	79 12%	6 6%	73 13%	131 12%	44 11%	- -	102 12%	26 10%	17 14%	1 7%	* 1%	128 12%	3 8%	153 12%	29 11%	26 9%	132 12%	28 11%	137 12%	32 11%
SELF-EMPLOYED	104 6% s	32 6%	72 7%	74 7%	30 5%	62 7%	42 6%	11 11%	30 5%	73 7%	22 6%	- -	46 6%	24 9%	9 7%	- -	1 3%	71 7%	1 3%	72 6%	30 11% zs	28 9%	61 6%	15 6%	78 7%	19 7%
NOT WORKING HOUSEWIFE	75 5%	30 5%	44 4%	49 5%	26 5%	44 5%	31 5%	5 5%	26 5%	50 4%	20 5%	- -	47 6%	9 4%	2 2%	2 12%	* 1%	47 4%	4 9%	66 5%	8 3%	10 3%	56 5%	9 4%	59 5%	11 4%
STILL IN EDUCATION	111 7% bmw	53 9%	56 5%	70 7%	41 7%	62 7%	49 7%	8 7%	41 7%	81 7%	25 6%	- -	65 8%	10 4%	8 6%	2 11%	8 19%	80 7%	2 4%	98 8%	12 5%	4 1%	99 9%	8 3%	78 7%	21 7%
UNEMPLOYED	38 2% ceiiq	19 3%	18 2%	18 2%	20 4% c	15 2%	22 3% e	2 2%	20 4%	16 1%	15 4% i	- -	13 2%	4 2%	1 1%	- -	4 9%	16 2%	- -	32 2%	4 1%	5 2%	28 3%	4 2%	29 3%	7 2%
RETIRED	378 23% adfv	99 18%	270 27%	271 26%	107 19%	251 26%	126 19%	20 18%	107 19%	273 24%	83 20%	76%	192 23%	72 27%	32 26%	4 24%	5 12%	269 25%	4 10%	302 23%	57 22%	96 32%	210 20%	70 28%	261 23%	69 24%
OTHER	89 5% s	37 7%	48 5%	54 5%	35 6%	46 5%	43 6%	8 7%	35 6%	54 5%	28 7%	- -	48 6%	9 3%	2 1%	1 8%	3 6%	52 5%	1 4%	59 5%	20 8%	10 3%	62 6%	17 7%	55 5%	18 6%
CHILDREN IN HOUSEHOLD																										
YES	455 28% ju	169 30%	276 27%	299 28%	156 28%	270 28%	185 28%	29 27%	156 28%	329 29%	93 23%	- -	260 31%	66 25%	26 21%	8 41%	6 15%	314 29%	15 37%	369 28%	69 27%	62 20%	333 31% zuw	58 23%	330 29%	76 26%
NO	1163 72% lv	391 70%	743 73%	759 72%	404 72%	681 72%	482 72%	78 73%	404 72%	787 71%	314 77% zi	2 100%	566 69%	199 75%	98 79% l	11 59%	35 85%	762 71%	25 63%	930 72%	188 73%	242 80%	729 69% v	189 77%	817 71%	217 74%
CHILDREN'S AGES																										
AGED 0-3	151 9% u	55 10%	93 9%	102 10%	49 9%	94 10%	57 9%	9 8%	49 9%	108 10%	29 7%	- -	91 11%	18 7%	5 4%	1 5%	4 10%	104 10%	5 11%	125 10%	23 9%	14 5%	120 11% zuw	16 6%	106 9%	28 10%
AGED 4-5	107 7% b zb	50 9%	56 6%	71 7%	36 6%	66 7%	42 6%	6 5%	36 6%	79 7%	19 5%	- -	62 7%	14 5%	11 9%	1 4%	1 2%	70 7%	9 22% zq	90 7%	13 5%	12 4%	84 8% zu	12 5%	80 7%	20 7%
AGED 6-9	170 11% nu	56 10%	112 11%	119 11%	51 9%	107 11%	63 9%	12 11%	51 9%	128 11%	33 8%	- -	106 13%	26 10%	2 2%	5 27%	1 3%	123 11%	5 11%	142 11%	22 9%	21 7%	121 11% u	28 11%	134 12% z	27 9%
AGED 10-15	236 15% t	86 15%	144 14%	160 15%	76 14%	141 15%	96 14%	19 18%	76 14%	177 16%	46 11%	- -	140 17%	29 11%	17 14%	7 36%	2 6%	169 16%	8 20%	202 16%	26 10%	35 12%	167 16%	34 14%	173 15%	35 12%
NONE < 16	1163 72% lv	391 70%	743 73%	759 72%	404 72%	681 72%	482 72%	78 73%	404 72%	787 71%	314 77% zi	2 100%	566 69%	199 75%	98 79% l	11 59%	35 85%	762 71%	25 63%	930 72%	188 73%	242 80% zv	729 69% v	189 77%	817 71%	217 74%
REGION																										
NORTHERN IRELAND	46 3% u	12 2%	33 3%	35 3%	11 2%	33 3%	13 2%	2 2%	11 2%	37 3%	8 2%	- -	28 3%	6 2%	7 6%	- -	* 1%	36 3%	* 1%	37 3%	7 3%	2 1%	35 3% u	9 3% u	37 3%	5 2%
EAST MIDLANDS	117 7% x	35 6%	79 8%	77 7%	40 7%	73 8%	44 7%	4 4%	40 7%	80 7%	30 7%	* 13%	69 8%	19 7%	3 3%	- -	- -	74 7%	6 15%	90 7%	19 7%	20 7%	86 8% z	11 5%	73 6%	20 7%
EAST OF ENGLAND	151 9% j	56 10%	94 9%	104 10%	47 8%	87 9%	64 10%	17 16% zh	47 8%	117 10% zi	25 6%	- -	80 10%	23 9%	20 16% zlm	1 7%	3 7%	112 10%	5 12%	130 10%	16 6%	29 10%	89 8%	33 13% zv	103 9%	33 11%
LONDON	214 13% bliq	103 18%	108 11%	130 12%	84 15%	113 12%	101 15%	17 16%	84 15%	130 12%	69 17% zi	- -	77 9%	46 17% l	23 18%	4 21%	16 37%	123 11%	7 16%	167 13%	41 16%	47 15%	134 13%	32 13%	155 14%	44 15%
NORTH EAST	67 4% t	15 3%	47 5%	48 5%	19 3%	38 4%	29 4%	10 9%	19 3%	50 5%	16 4%	- -	46 6%	5 2%	3 2%	- -	- -	49 5%	1 3%	54 4%	9 4%	8 3%	49 5%	10 4%	45 4%	15 5%
NORTH WEST	177 11% lmq	66 12%	103 10%	106 10%	71 13%	96 10%	81 12%	10 9%	71 13%	105 9%	66 16% zi	- -	85 10%	18 7%	12 10%	1 4%	4 9%	103 10%	2 5%	147 11%	26 10%	41 14%	114 11%	21 9%	139 12% z	25 8%
SCOTLAND	135 8% dhjmt	53 9%	79 8%	106 10%	30 5%	97 10%	38 6%	8 8%	30 5%	111 10%	18 4%	- -	88 11%	11 4%	15 12%	6 30%	2 6%	110 10%	2 4%	115 9%	11 4%	28 9%	91 9%	15 6%	108 9%	16 5%
SOUTH EAST	221 14% cgl	73 13%	148 15%	130 12%	92 16% e	124 13%	97 15%	6 5%	92 16% a	140 13%	49 12%	1 63%	76 9%	61 23% zi	20 16% l	- -	2 5%	139 13%	2 4%	176 14%	40 16%	48 16%	135 13%	38 15%	148 13%	42 14%
SOUTH WEST	138 9% an	23 4%	108 11%	91 9%	48 8%	82 9%	56 8%	8 8%	48 8%	91 8%	39 10%	- -	76 9%	24 9%	1 1%	1 7%	6 15%	83 8%	9 22% zq	108 8%	23 9%	21 7%	94 9%	23 9%	93 8%	28 10%
WALES	77 5% dh	32 6%	45 4%	60 6%	17 3%	54 6%	23 3%	6 6%	17 3%	61 5%	16 4%	- -	41 5%	17 6%	8 7%	- -	- -	57 5%	4 9%	61 5%	13 5%	21 7%	45 4%	12 5%	60 5%	15 5%
WEST MIDLANDS	141 9% enux	48 9%	86 8%	84 8%	58 10%	69 7%	72 11%	14 13%	58 10%	90 8%	42 10%	* 24%	72 9%	23 9%	2 2%	3 17%	6 15%	90 8%	1 1%	104 8%	30 12%	17 6%	103 10% u	21 8%	82 7%	27 9%
YORKS & HUMBER	133 8% m	44 8%	89 9%	89 8%	45 8%	84 9%	50 7%	5 4%	45 8%	102 9%	30 7%	- -	89 11%	12 4%	10 8%	3 15%	3 7%	99 9%	3 7%	110 8%	22 8%	22 7%	88 8%	24 10%	103 9%	24 8%

ENGLAND	1360 84% ceiinqx	463 83%	862 85%	857 81%	503 90% zc	767 81%	593 89% ze	90 85%	503 90% z	906 81%	365 90% zi	2 100%	669 81%	231 87% ln	93 76%	13 70%	39 93%	872 81%	35 86%	1085 84%	225 88%	254 83%	892 84%	212 86%	941 82%	258 88% x
ETHNICITY																										
WHITE	1412 87% adfhjy	427 76%	948 93% za	960 91% zd	451 81% zf	871 92% zf	540 81% ze	89 83%	451 81%	1008 90% zj	341 84% z	2 87%	748 91% z	243 92% z	109 88%	13 69%	24 58%	977 91% zr	31 77%	1136 87%	218 85%	264 87%	922 87%	223 90%	1007 88%	244 83%
BAME	202 12% bceilmq	131 23% zb	69 7% ze	95 9% zc	107 19% ze	77 8% ze	124 19% ze	18 17% z	107 19% z	104 9% zi	65 16% zi	* 13%	75 9% z	20 7% z	15 12%	6 31%	18 42%	94 9% q	9 23%	161 12% q	36 14%	37 12%	139 13%	25 10%	139 12%	47 16%
ETHNICITY																										
White - English / Welsh / Scottish / Northern Irish / British	1281 79% adfhvy	362 65% za	889 87% zd	881 83% zd	400 71% zf	799 84% zf	483 72% ze	82 77% z	400 71% z	921 83% zi	306 75% z	2 87%	693 84% z	225 85% z	105 85%	8 44%	5 11%	892 83% z	29 72%	1037 80% z	194 75% zv	256 84% zv	817 77% v	206 83% v	927 81% zy	213 73% zy
White - Irish	21 1%	8 1%	12 1%	18 2%	3 1%	15 2%	6 1%	3 3%	3 1%	16 1%	3 1%	- -	13 2%	3 1%	1 1%	- -	* 1%	16 1%	- -	15 1%	6 2%	2 1%	12 1%	7 3% z	17 1%	3 1%
White - Gypsy or Irish Traveller	* *	* *	- -	- -	* *	- -	* *	- -	* *	- -	* *	- -	- -	- -	- -	- -	- -	- -	- *	- *	- *	- *	- *	- *	* *	- -
White - Any other White background	109 7% bcilux	56 10% zb	47 5% ze	62 6% ze	47 8% ze	58 6% ze	51 8% ze	4 3%	47 8% ze	71 6% ze	31 8% ze	- -	42 5% ze	15 6% ze	3 2%	5 25%	19 45%	69 6% ze	2 5%	82 6% ze	19 7% ze	6 2% ze	92 9% zuw	10 4%	63 5%	28 10% x
Mixed - White and Black Caribbean	7 *	4 1%	3 *	6 1%	1 *	3 *	4 1%	4 3% zh	1 *	3 *	3 1%	- -	4 *	1 *	1 1%	- -	- -	3 *	- -	6 *	1 *	5 2% zy	2 *	- -	5 *	2 1%
Mixed - White and Black African	3 *v	3 1% b	- -	3 *	* *	2 *	1 *	1 1%	* *	2 *	1 *	- -	- -	- -	2 2% zi	- -	- -	2 *	- -	2 *	1 *	2 1% v	* *	1 *	2 *	1 *
Mixed - White and Asian	9 1% bcel	7 1% b	3 *	1 *	8 1% zc	1 *	8 1% ze	- -	8 1% z	5 *	3 1%	- -	1 *	1 *	1 1%	- -	3 8%	5 *	- -	7 1%	3 1%	1 *	7 1%	1 *	6 1%	3 1%
Mixed - Any other Mixed / multiple ethnic background	10 1% cliq	6 1%	4 *	3 *	6 1%	3 *	6 1%	- -	6 1%	3 *	4 1%	- -	1 *	1 *	1 1%	- -	1 3%	3 *	- -	7 1%	2 1%	- -	5 1%	4 2% zu	7 1%	2 1%
Asian/Asian British - Indian	47 3% bceilmq	30 5% zb	16 2% ze	12 1% zc	35 6% ze	8 1% ze	39 6% ze	4 4% z	35 6% z	16 1% z	17 4% i	* 13%	15 2% z	2 1% m	5 4% m	* 2%	3 7%	13 1% q	3 8% q	37 3% q	8 3% q	8 3% q	35 3% q	3 1% q	31 3% q	12 4% q
Asian/Asian British Pakistani	27 2% mu	15 3% mu	12 1% mu	15 1% mu	12 2% mu	12 1% mu	14 2% mu	2 2%	12 2%	15 1%	8 2%	- -	12 1%	* 1%	1 1%	3 18%	1 1%	15 1%	- -	20 2% zu	7 3% zu	1 *	24 2% zu	1 1%	18 2%	6 2%
Asian/Asian British Bangladeshi	11 1% bcel	9 2% zb	2 *	4 *	7 1% c	3 *	8 1% c	1 1%	7 1%	4 *	4 1%	- -	7 1%	* 1%	- -	- -	- -	4 *	- -	9 1% c	2 1%	1 *	9 1% c	1 *	8 1%	2 1%
Asian/Asian British - Chinese	12 1% b	8 1%	4 *	6 1%	6 1%	4 *	8 1%	2 2%	6 1%	7 1%	4 1%	- -	5 1%	2 1%	- -	- -	2 5%	6 1%	* 1%	9 1%	3 1%	2 1%	8 1%	2 1%	9 1%	3 1%
Asian/Asian British - Any other Asian background	17 1% bl	14 3% zb	2 *	11 1%	6 1%	9 1%	7 1%	1 1%	6 1%	11 1%	5 1%	- -	2 *	6 2% l	1 1%	1 3%	6 13%	10 1% l	1 3%	16 1% l	- -	1 *	9 1% l	6 3% zuv	13 1%	1 *
Black - African	27 2% bq	16 3% zb	10 1% ze	14 1% ze	13 2% ze	13 1% ze	14 2% ze	1 1%	13 2%	15 1%	5 1%	- -	12 1%	1 1%	3 2%	- -	1 3%	11 1% zq	4 10% zq	20 2% zq	5 2%	7 2% zq	19 2% zq	1 *	17 1%	6 2%
Black - Caribbean	14 1%	6 1%	8 1%	9 1%	5 1%	8 1%	6 1%	1 1%	5 1%	10 1%	5 1%	- -	7 1%	3 1%	- -	- -	- -	9 1% f	- 2%	9 1%	5 2%	2 1%	9 1% f	4 1%	7 1%	6 2% x
Black - Any other Black / African / Caribbean background	4 *v	2 *	2 *	4 *	1 *	4 *	1 *	- -	1 *	2 *	1 *	- -	1 *	2 1%	- -	- -	- -	2 *	- -	4 *	- -	4 1% zv	1 *	- -	4 *	1 *
Arab	3 *biq	3 1% biq	* *	1 *	2 *	1 *	2 *	- -	2 *	1 *	3 1%	- -	3 *	- -	- -	* 2%	* 1%	1 *	- -	3 *	- -	2 1% s	1 *	- -	3 *	* *
Any other ethnic group	12 1% b	9 2% zb	3 *	7 1%	5 1%	7 1%	6 1%	1 1%	5 1%	8 1%	2 *	- -	6 1%	1 *	1 7%	1 2%	1 2%	8 1%	- -	11 1%	- -	2 1%	9 1% s	1 *	8 1%	3 1%
Don't know	5 *	2 *	2 *	2 *	3 *	2 *	3 *	- -	3 *	4 *	1 *	- -	2 *	2 1%	- -	- -	- -	4 *	- -	2 *	3 1% s	3 1% s	2 *	- -	2 *	2 1%
Refused	5 *	2 *	2 *	2 *	3 *	2 *	3 *	- -	3 *	4 *	1 *	- -	2 *	2 1%	- -	- -	- -	4 *	- -	2 *	3 1% s	3 1% s	2 *	- -	2 *	2 1%
DISABILITY																										
YES	169 10%	60 11%	103 10%	95 9%	74 13%	89 9%	80 12%	6 6%	74 13%	99 9%	62 15%	- -	84 10%	25 9%	9 7%	1 8%	- -	93 9%	6 14%	131 10%	35 14%	31 10%	109 10%	29 12%	117 10%	31 11%

NO	ciq				zc				z		zi																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																														</
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Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d - z/e/f - z/g/h - z/i/j/k - z/l/m/n/o/p - z/q/r - z/s/t - z/u/v/w - z/x/y
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

GENERAL PUBLIC
GENERAL DENTAL COUNCIL PATIENT AND PUBLIC SURVEY 2020

12 Mar 2020

Table 327
DEMOGRAPHICS

BASE: All Respondents

		Complained about a dental professional		Focus of regulator for dental professionals			Confidence of how dental care is delivered in the UK		Confidence in dental professional		Opinion about dentists' use of title Doctor when they do not also hold another general medical qualification or a PhD		Awareness of Dental Complaints Service			Contacted a person or organisation for support making any type of complaint		Contacted a person or organisation for support making a complaint about dental care or treatment		Would find it helpful to use a support service to deal with something that went seriously wrong during visit to dental professional			Seen advertised or been offered cosmetic treatments at dental practice		Received cosmetic treatments at dental practice		
		TOTAL (z)	Yes (a)	No (b)	Mainly on preventing bad practice (c)	Equally on both (d)	Mainly on taking action against serious complaints (e)	Confident (f)	Not confident (g)	Yes (h)	No (i)	Should be able to use (j)	Should not be able to use (k)	Aware (l)	Unaware (m)	Unsure (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)	DK (u)	Yes (v)	No (w)	Yes (x)	No (y)
Unweighted Base	1674	94	1492	441	1081	152	1328	286	1555	106	393	881	184	1246	236	405	1247	15	1659	1393	252	29	1007	667	118	1556	
Weighted Base	1618	93*	1431	441	1018	159	1284	278	1498	105*	403	822	171	1218	222	389	1211	15**	1603	1360	230	29**	979	639	120*	1498	
GENDER																											
MALE	791 49% v	42 45%	695 49%	216 49%	494 49%	80 51%	626 49%	137 49%	724 48%	57 54%	211 52%	392 48%	76 44%	618 51%	94 42%	188 48%	594 49%	5 31%	786 49%	663 49%	114 50%	14 48%	449 46%	341 53%	50 42%	740 49%	
FEMALE	823 51% mw	52 55%	731 51%	223 51%	522 51%	78 49%	659 51%	140 50%	771 51%	47 45%	189 47%	429 52%	96 56%	597 49%	128 57% m	200 52%	616 51%	10 69%	813 51%	694 51%	115 50%	15 52%	525 54% zw	298 47%	69 57%	754 50%	
AGE																											
15-24	228 14% gklo	14 15%	202 14%	71 16%	141 14%	16 10%	196 15% zg	23 8%	211 14%	16 15%	74 18% zk	99 12%	8 5%	193 16% zl	26 12% l	30 8%	192 16% zo	3 17%	225 14%	183 13%	38 16%	7 25%	146 15%	82 13%	24 20%	204 14%	
25-34	267 17% dk	13 14%	231 16%	80 18%	145 14%	42 26% zd	218 17%	42 15%	242 16%	22 21%	75 19% k	110 13%	24 14%	200 16%	43 19%	55 14%	210 17%	3 19%	264 16%	229 17%	36 16%	2 8%	173 18%	94 15%	20 17%	247 16%	
35-44	250 15% hly	13 14%	214 15%	75 17%	152 15%	22 14%	192 15%	50 18%	219 15%	25 24% zh	69 17%	120 15%	16 10%	206 17% zl	25 11%	70 18%	175 14%	1 7%	249 16%	220 16%	27 12%	3 9%	165 17%	85 13%	27 23% zy	222 15%	
45-54	265 16% cp	14 15%	242 17%	55 12%	185 18%	25 16%	200 16%	58 21%	248 17%	13 13%	61 15%	151 18%	33 19%	193 16%	38 17%	89 23%	172 14%	2 10%	263 16%	233 17%	31 14%	1 2%	168 17%	97 15%	22 18%	243 16%	
55-64	244 15% m	21 23%	214 15%	68 15%	155 15%	20 13%	188 15%	52 19%	232 15%	12 11%	61 15%	129 16%	34 20% m	167 14%	42 19%	71 18%	173 14%	4 26%	240 15%	215 16%	24 11%	5 17%	147 15%	97 15%	13 11%	231 15%	
65+	365 23% jmsvx	18 19%	328 23%	91 21%	240 24%	34 21%	290 23%	53 19%	346 23%	17 16%	62 15%	213 26% zl	55 32% zmn	258 21%	48 22%	74 19%	290 24%	3 20%	362 23%	281 21%	73 32% zs	11 38%	180 18%	185 29% zv	14 12%	351 23% zx	
SOCIAL GRADE																											
A	79 5% n	2 2%	71 5%	27 6%	49 5%	3 2%	58 4%	19 7%	73 5%	6 5%	22 5%	47 6%	10 6% n	65 5% n	3 1%	24 6%	55 5%	- -	79 5%	69 5%	9 4%	1 4%	52 5%	27 4%	10 9%	68 5%	
B	341 21% itw	26 28%	305 21%	81 18%	229 22%	32 20%	274 21%	63 23%	331 22% zi	10 9%	81 20%	191 23% z	49 29% zm	246 20%	45 20%	93 24%	247 20%	2 16%	339 21%	304 22% zt	34 15%	2 8%	251 34% zw	90 29%	33 32%	308 21%	
C1	523 32% im	25 26%	476 33%	134 30%	348 34%	41 26%	432 34% z	75 27%	501 33% zi	21 20%	139 34%	256 31%	58 34%	367 30%	97 44% zm	127 33%	387 32%	7 45%	516 32%	446 33%	66 29%	11 39%	335 34% z	188 29%	38 32%	485 32%	
C2	289 18% z	18 19%	251 18%	69 16%	186 18%	34 21%	225 18%	53 19%	259 17%	27 26%	62 15%	151 18%	21 12%	222 18%	44 20%	57 15%	229 19%	* 2%	288 18%	232 17%	54 24% zs	2 8%	161 16%	128 20%	15 12%	274 18%	
D	224 14% dhv	9 10%	197 14%	88 20% zd	108 11%	28 17% d	171 13%	39 14%	196 13%	22 21%	57 14%	101 12%	22 13%	177 15%	23 10%	42 11%	177 15%	2 14%	222 14%	184 14%	34 15%	6 22%	104 11% zv	119 19% zv	16 13%	208 14%	
E	163 10% bhnsv	13 14%	130 9%	43 10%	97 10%	22 14%	125 10%	29 11%	137 9%	20 19% zh	43 11%	77 9%	10 6%	140 11% zln	10 5%	46 12%	116 10%	3 23%	159 10%	125 9%	32 14% s	5 18%	76 8%	87 14% zv	8 6%	155 10%	
MARITAL STATUS																											
MARRIED/ LIVING AS	913 56% mt	58 62%	802 56%	230 52%	600 59%	83 52%	715 56%	169 61%	836 56%	68 64%	220 55%	481 59%	114 66% zm	664 55%	134 60%	237 61%	665 55%	5 34%	908 57%	791 58% zt	110 48%	11 40%	569 58%	345 54%	68 56%	846 56%	
SINGLE	462 29% ql	22 24%	415 29%	132 30%	281 28%	48 30%	390 30% zg	60 22%	438 29% z	21 20%	129 32% zi	219 27% l	27 16%	377 31% zl	56 25% i	105 27%	353 29%	7 47%	455 28%	387 28%	67 29%	8 29%	289 30%	173 27%	40 33%	422 28%	
WIDOWED/ DIVORCED/	237	13	208	76	135	27	176	46	219	16	53	119	31	173	31	46	189	3	235	180	49	9	119	118	13	225	

SEPARATED	15% dsv	14%	15%	17%	13%	17%	14%	17%	15%	15%	13%	14%	18%	14%	14%	12%	16%	19%	15%	13%	21% zs	31%	12%	19% zv	11%	15%
WORKING STATUS																										
WORKING	928 57% lw	58 62%	819 57%	254 57%	576 57%	98 61%	736 57%	169 61%	861 57%	62 59%	242 60%	459 56%	98 57%	691 57%	138 62%	235 60%	682 56%	8 57%	919 57%	805 59%	107 47%	15 53%	612 63%	316 49%	71 60%	856 57%
NOT WORKING	690 43% sv	36 38%	611 43%	188 43%	442 43%	61 39%	549 43%	108 39%	637 43%	44 41%	160 40%	364 44%	74 43%	527 43%	84 38%	154 40%	529 44%	6 43%	684 43%	554 41%	122 53% zs	13 47%	367 37%	324 51% zv	49 40%	642 43%
OCCUPATION																										
FULL-TIME	638 39% w	37 39%	570 40%	159 36%	403 40%	76 48% c	511 40%	111 40%	595 40%	40 37%	163 41%	309 38%	71 42%	467 38%	99 45%	165 42%	463 38%	6 39%	632 39%	542 40%	80 35%	15 53%	424 43% zw	214 33%	51 43%	586 39%
PART-TIME	186 11% z	9 10%	166 12%	66 15% zd	106 10%	15 9%	148 12%	32 11%	173 12%	11 10%	58 14%	88 11%	15 9%	147 12%	24 11%	40 10%	145 12%	2 14%	184 11%	167 12% z	18 8%	-	120 12%	66 10%	9 8%	177 12%
SELF-EMPLOYED	104 6% b	12 13% zb	83 6%	29 7%	67 7%	7 5%	76 6%	27 10% zf	93 6%	11 11%	21 5%	62 8%	11 7%	78 6%	15 7%	30 8%	74 6%	1 4%	104 6%	96 7%	8 4%	-	69 7%	35 6%	11 9%	93 6%
NOT WORKING HOUSEWIFE	75 5% y	1 1%	70 5%	25 6%	42 4%	9 6%	67 5%	8 3%	68 5%	8 7%	25 6%	30 4%	7 4%	56 5%	12 5%	19 5%	56 5%	-	75 5%	61 5%	12 5%	2 6%	45 5%	30 5%	11 9% zy	65 4%
STILL IN EDUCATION	111 7% gkioy	5 6%	100 7%	30 7%	74 7%	7 4%	99 8%	7 3%	106 7%	4 4%	46 12%	41 5%	3 2%	99 8%	9 4%	11 3%	98 8%	-	111 7%	91 7%	19 8%	1 5%	67 7%	44 7%	17 14% zy	94 6%
UNEMPLOYED	36 2% hv	1 1%	30 2%	11 3%	18 2%	8 5% d	29 2%	5 2%	30 2%	5 5%	8 2%	19 2%	2 1%	32 3%	2 1%	11 3%	25 2%	-	38 2%	32 2%	4 2%	1 5%	15 1%	23 4% zv	-	38 3%
RETIRED	378 23% jsvx	20 22%	337 24%	96 22%	254 25%	28 18%	296 23%	64 23%	357 24%	17 16%	65 16%	222 27% zj	52 30% zm	270 22%	52 23%	81 21%	296 24%	3 20%	375 23%	296 22%	72 32% zs	9 31%	187 19%	191 30% zv	17 14% zx	360 24% zx
OTHER	89 5% fhpr	8 9%	74 5%	25 6%	54 5%	10 6%	59 5%	24 9% zf	76 5%	9 9%	16 4%	53 6%	9 5%	70 6%	10 4%	31 8% zp	54 4%	3 23%	85 5%	74 5%	15 7%	-	53 5%	36 6%	4 3%	85 6%
CHILDREN IN HOUSEHOLD																										
YES	455 28% lw	24 26%	398 28%	131 30%	280 27%	44 28%	361 28%	78 28%	416 28%	32 30%	118 29%	238 29%	32 18%	370 30% zl	53 24%	120 31%	329 27%	5 36%	449 28%	398 29%	52 23%	5 16%	303 31%	151 24%	38 32%	416 28%
NO	1163 72% msv	70 74%	1033 72%	310 70%	738 73%	115 72%	923 72%	200 72%	1082 72%	74 70%	285 71%	584 71%	140 82% zm	848 70%	169 76%	269 69%	883 73%	10 64%	1154 72%	961 71%	178 77%	24 84%	675 69%	488 76% zv	82 68%	1081 72%
CHILDREN'S AGES																										
AGED 0-3	151 9% dwy	11 12%	126 9%	57 13% zd	81 8%	13 8%	128 10%	20 7%	144 10%	7 6%	39 10%	88 11%	12 7%	115 9%	23 11%	40 10%	109 9%	2 13%	149 9%	135 10%	14 6%	2 6%	104 11%	47 7%	21 17% zy	130 9%
AGED 4-5	107 7% b	11 12% b	87 6%	34 8%	67 7%	7 4%	89 7%	15 6%	97 6%	10 10%	32 8%	52 6%	5 3%	92 8%	10 5%	26 7%	81 7%	*	107 7%	95 7%	13 6%	*	67 7%	41 6%	12 10%	96 6%
AGED 6-9	170 11% dlw	14 15%	147 10%	57 13%	94 9%	19 12%	147 11% z	22 8%	161 11%	8 8%	49 12%	87 11%	10 6%	141 12% zl	19 8%	47 12%	122 10%	3 20%	167 10%	149 11%	21 9%	-	120 12% zw	51 8%	11 9%	159 11%
AGED 10-15	236 15% np	7 8%	217 15%	62 14%	149 15%	25 16%	187 15%	40 14%	216 14%	16 15%	61 15%	125 15%	18 11%	199 16% zn	19 9%	72 19%	161 13%	3 20%	233 15%	206 15%	27 12%	3 10%	155 16%	81 13%	18 15%	218 15%
NONE < 16	1163 72% msv	70 74%	1033 72%	310 70%	738 73%	115 72%	923 72%	200 72%	1082 72%	74 70%	285 71%	584 71%	140 82% zm	848 70%	169 76%	269 69%	883 73%	10 64%	1154 72%	961 71%	178 77%	24 84%	675 69%	488 76% zv	82 68%	1081 72%
REGION																										
NORTHERN IRELAND	46 3% gw	1 1%	44 3%	7 2%	36 3%	4 2%	43 3%	1 *	45 3%	1 1%	7 2%	30 4%	2 1%	36 3%	9 4%	7 2%	36 3%	-	46 3%	40 3%	5 2%	1 3%	37 4% zw	9 1%	3 3%	43 3%
EAST MIDLANDS	117 7% c	7 7%	104 7%	20 5%	91 9%	7 4%	92 7%	20 7%	105 7%	11 10%	24 6%	64 8%	11 6%	94 8%	12 5%	34 9%	83 7%	1 7%	116 7%	92 7%	23 10%	2 7%	69 7%	48 8%	3 3%	114 8%
EAST OF ENGLAND	151 9% dm	5 6%	136 9%	50 11% d	76 7%	25 16% zd	128 10%	18 7%	144 10%	7 6%	35 9%	79 10%	21 12%	101 8%	29 13% m	31 8%	120 10%	2 13%	149 9%	123 9%	26 11%	2 8%	99 10%	52 8%	14 12%	137 9%
LONDON	214 13% wy	12 13%	186 13%	58 13%	139 14%	17 11%	162 13%	46 17%	194 13%	18 17%	59 15%	117 14%	20 12%	159 13%	34 15%	48 12%	162 13%	2 12%	212 13%	190 14%	21 9%	2 8%	145 15% zw	69 11%	31 26% zy	183 12%
NORTH EAST	67 4% g	-	67 5%	23 5%	41 4%	3 2%	58 5%	4 1%	64 4%	3 3%	21 5%	37 5%	6 3%	53 4%	8 4%	11 3%	54 4%	-	67 4%	61 4%	4 2%	2 5%	48 5%	18 3%	5 5%	61 4%
NORTH WEST	177 11% dkx	7 8%	164 11%	68 15% zd	89 9%	20 13%	141 11%	31 11%	168 11%	7 6%	57 14% zk	52 6%	14 8%	145 12%	16 7%	44 11%	129 11%	2 14%	175 11%	150 11%	24 11%	2 7%	98 10%	78 12%	4 3%	173 12% zx
SCOTLAND	135 8% gs	13 13%	117 8%	38 9%	86 8%	12 7%	122 10%	12 4%	127 8%	7 7%	28 7%	66 6%	15 9%	103 8%	16 7%	36 9%	100 8%	2 11%	134 8%	101 7%	26 12%	8 26%	71 7%	64 10%	14 12%	121 8%
SOUTH EAST	221 14% bchkmv	8 9%	182 13%	40 9%	152 15% c	28 18% c	172 13%	40 14%	193 13%	24 23% zh	78 19%	94 11%	35 20%	152 12%	34 15%	64 17%	157 13%	-	221 14%	188 14%	31 13%	2 8%	94 10%	127 20% zv	16 13%	205 14%

SOUTH WEST	138 9% fjnox	13 13%	118 8%	31 7%	89 9%	18 12%	99 8%	33 12% f	129 9%	9 8%	20 5%	82 10% j	9 5%	120 10% zn	9 4%	23 6%	115 9%	1 6%	137 9%	114 8%	24 10%	1 2%	85 9%	54 8%	2 2%	136 9% zx
WALES	77 5% fjm	6 6%	71 5%	25 6%	46 5%	6 4%	50 4%	25 9% zf	77 - zi	- -	7 2%	60 7% zi	14 8% zm	49 4%	13 6%	25 6%	52 4%	1 7%	76 5%	67 5%	10 4%	- -	54 5%	23 4%	5 4%	72 5%
WEST MIDLANDS	141 9% hs	9 9%	123 9%	38 9%	92 9%	10 7%	104 8%	29 10%	123 8%	16 15%	30 7%	63 8%	9 5%	112 9%	20 9%	24 6%	114 9%	- -	141 9%	107 8%	27 12%	7 25%	95 10%	47 7%	9 7%	132 9%
YORKS & HUMBER	133 8% rt	14 14%	118 8%	43 10%	81 8%	10 6%	112 9%	18 7%	130 9%	4 4%	36 9%	77 7%	16 9%	94 8%	23 11%	42 11%	90 7%	5 31%	129 8%	125 9%	8 4%	* 1%	83 8%	50 8%	13 11%	121 8%
ENGLAND	1360 84% hk	74 79%	1199 84%	372 84%	850 83%	138 87%	1069 83%	239 86%	1249 83%	97 92% zh	361 90% zk	666 81%	140 82%	1031 85%	185 83%	321 82%	1023 84%	12 82%	1347 84%	1151 85%	189 82%	20 71%	816 83%	544 85%	97 81%	1262 84%
ETHNICITY																										
WHITE	1412 87% eljwx	86 92%	1265 88%	374 85%	909 89%	129 81%	1127 88%	236 85%	1324 88%	76 72%	318 79%	744 91%	150 88%	1056 87%	200 90%	350 90%	1046 86%	13 88%	1399 87%	1190 88%	195 85%	26 92%	876 89%	536 84%	94 78%	1318 88% zx
BAME	202 12% bdhkovy	8 8%	161 11%	65 15% d	108 11%	29 18% d	154 12%	41 15%	169 11%	29 28% zh	83 21% zk	77 9%	20 12%	158 13%	22 10%	36 9%	163 13%	2 12%	200 12%	169 12%	31 14%	2 8%	98 10%	103 16% zv	26 22% zy	176 12%
ETHNICITY																										
White - English / Welsh / Scottish / Northern Irish / British	1281 79% eljpwx	82 87%	1148 80%	342 78%	826 81%	113 71%	1032 80%	212 76%	1204 80%	67 64% zi	286 71%	680 83%	146 85% zm	952 78%	179 80%	329 85% zd	939 78%	12 78%	1270 79%	1075 79%	182 79%	24 85%	796 81% zw	485 76%	77 64%	1205 80% zx
White - Irish	21 1%	* *	19 1%	3 1%	16 2%	2 1%	17 1%	4 1%	19 1%	2 1%	2 1%	12 2%	1 *	16 1%	4 2%	2 1%	19 2%	- -	21 1%	16 2%	4 2%	- -	16 2%	5 1%	3 2%	18 1%
White - Gypsy or Irish Traveller	* *	- -	* *	- -	* *	- -	* *	- -	* *	- -	- -	* *	- -	* *	- -	- -	* *	- *	* *	* *	- -	- -	* *	- -	* *	- -
White - Any other White background	109 7% ly	4 4%	98 7%	29 7%	66 7%	14 9%	78 6%	20 7%	100 5%	7 7%	30 7%	52 6%	4 2%	88 7% l	18 8% l	19 5%	88 7%	1 10%	108 7%	98 7%	8 4%	2 8%	63 6%	46 7%	14 12% y	95 6%
Mixed - White and Black Caribbean	7 * d	1 1%	6 *	3 1%	2 *	2 1% d	5 *	1 *	6 *	1 1%	* *	4 *	1 1%	5 *	* *	1 *	5 *	1 4%	6 *	4 *	3 1%	- -	4 *	2 *	1 1%	6 *
Mixed - White and Black African	3 * fm	- -	3 *	3 1% zd	- -	- -	1 *	2 1% f	3 *	- -	1 *	2 *	2 1% zm	* *	1 *	2 1%	1 *	- -	3 *	2 *	1 *	- -	3 *	- -	1 *	2 *
Mixed - White and Asian	9 1% dv	- -	8 1%	5 1% d	1 *	3 2% zd	7 1%	2 1%	9 1%	- -	5 1%	3 *	1 *	9 1%	- -	1 *	8 1%	- -	9 1%	7 *	2 1%	- -	3 *	7 1%	- -	9 1%
Mixed - Any other Mixed / multiple ethnic background	10 1% y	1 1%	7 *	2 1%	7 1%	- -	7 1%	2 1%	7 *	2 2%	5 1%	5 1%	2 1%	7 1%	1 *	- -	10 1%	- -	10 1%	10 1%	- -	- -	5 1%	5 1%	3 2% zy	7 *
Asian/Asian British - Indian	47 3% bhv	- -	34 2%	11 2%	32 3%	4 2%	33 3%	11 4%	35 2%	11 10% zh	20 5% zk	18 2%	5 3%	37 3%	4 2%	9 2%	36 3%	- -	47 3%	39 3%	7 3%	1 3%	19 2%	28 4% zv	4 3%	43 3%
Asian/Asian British Pakistani	27 2% k	* *	23 2%	11 2%	12 1%	4 2%	22 2%	5 2%	23 2%	4 4%	14 3% zk	8 1%	1 *	23 2%	2 1%	4 1%	23 2%	- -	27 2%	21 2%	5 2%	- -	13 1%	14 2%	5 4%	22 1%
Asian/Asian British Bangladeshi	11 1% k	- -	9 1%	1 *	7 1%	2 1%	11 1%	- -	9 1%	2 2%	4 1%	2 *	- -	10 1%	1 1%	1 *	9 1%	- -	11 1%	7 1%	3 1%	* 1%	6 1%	5 1%	2 1%	9 1%
Asian/Asian British - Chinese	12 1% k	2 2%	9 1%	5 1%	7 1%	* *	9 1%	2 1%	10 1%	2 2%	5 1%	4 *	- -	10 1%	2 1%	3 1%	9 1%	- -	12 1%	10 1%	1 1%	* 1%	5 1%	7 1%	2 2%	10 1%
Asian/Asian British - Any other Asian background	17 1% v	- -	16 1%	7 2%	9 1%	- -	14 1%	2 1%	14 1%	3 3%	9 2% zk	5 1%	* *	13 1%	3 1%	4 1%	13 1%	- -	17 1%	15 1%	2 1%	- -	5 1%	11 2% v	2 2%	14 1%
Black - African	27 2% bfv	2 2%	19 1%	7 2%	13 1%	6 4% d	15 1%	9 3% f	23 2%	2 2%	6 2%	13 2%	2 1%	18 1%	6 3%	3 1%	23 2%	1 8%	26 2%	25 2%	2 1%	- -	11 1%	16 3% v	3 2%	24 2%
Black - Caribbean	14 1%	1 1%	13 1%	5 1%	7 1%	3 2%	12 1%	2 1%	13 1%	1 1%	4 1%	7 1%	2 1%	11 1%	2 1%	3 1%	11 1%	- -	14 1%	13 1%	1 *	1 3%	12 1%	2 *	2 1%	13 1%
Black - Any other Black / African / Caribbean background	4 * y	- -	4 *	1 *	2 *	1 *	4 *	1 *	4 *	1 1%	2 *	- -	1 1%	3 *	- -	2 1%	2 *	- -	4 *	4 *	1 *	- -	4 *	1 *	2 2% zy	2 *
Arab	3 * d	* *	3 *	3 1% d	* *	- -	3 *	* *	3 *	- -	2 1%	1 *	2 1% zm	1 *	- -	* *	3 *	- -	3 *	3 *	- -	- -	3 *	1 *	- -	3 *
Any other ethnic group	12 1%	2 2%	8 1%	1 *	7 1%	3 2%	11 1%	1 *	11 1%	1 1%	5 1%	5 1%	- -	10 1%	1 1%	2 *	10 1%	- -	12 1%	8 1%	4 2%	* 1%	6 1%	6 1%	* *	12 1%

Don't know	b 5 *ds	- - 5 *	2 * 1 *	2 1% 2 1%	4 * 1 *	5 * - -	2 1% 1 *	1 1% 3 * - -	3 1% 2 *	- - 5 *	1 * 3 2% zs	5 * - -	- - 5 *
Refused	5 *ds	- - 5 *	2 * 1 *	2 1% 2 1%	4 * 1 *	5 * - -	2 1% 1 *	1 1% 3 * - -	3 1% 2 *	- - 5 *	1 * 3 2% zs	5 * - -	- - 5 *
DISABILITY													
YES	169 10% p	17 19% zb	143 10% 10%	43 10% 10%	107 10% 12%	18 12% 13%	125 10% 9%	37 9% 107 13% z	20 12% 126 10% 22 10%	54 14% 9% zp	3 20% 10%	142 10% 23 10% 4 13%	91 9% 78 12% 13 11% 155 10%
NO	1411 87% kotw	76 81% 1254 88%	386 88% 888 87% 137 86%	1137 89% 231 83%	1312 88% 86 82%	359 89% 701 85%	149 87% 1060 87% 196 88%	326 84% 1071 88% zo	12 80% 1399 87%	1197 88% 190 83% 24 85% zi	869 89% 542 85% 104 87% 1306 87%		

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