



GDC Online Patient and Public Panel: Feedback on appointments in February and March 2015

Topline results

Report delivered June 2015

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1. Executive Summary

This research

Online surveys were completed by 470 members of the Word of Mouth on-line Panel who attended a dental appointment in February (if unplanned) or March (if planned) 2015.

The survey will be carried out twice in 2015. The whole panel was approached and asked:

1. Whether they have a planned appointment in the next month?
 2. Whether they are taking a child to an appointment in the next month?
 3. Whether they had an unplanned / emergency visit in the last month?
- Those who indicated 'Yes' to question 3 were immediately directed to a survey about their unplanned appointment. Those who had a visit planned in the following month were asked whether they would be happy to give feedback and, if so, they were re-approached after their appointment took place.

The sample is sub-divided as follows:

- 326 planned appointments for adult
- 93 planned appointments for children
- 51 unplanned or emergency appointments

Key findings

Key findings from this wave of the research are as follows:

Expectations

Most know what to expect

- The majority of appointments were best described as either being 'exactly what I expected' or 'mostly what I expected.'
- The vast majority, no matter what kind of appointment they had (planned, unplanned or when accompanying a child) agreed with the statement 'Before my appointment, I had a clear understanding of what was going to happen (i.e. the treatment or procedure that would be undertaken).'

Experiences

Explanations and the chance to ask questions

- The majority of respondents indicated that dental professionals explain things well and offer patients the opportunity to ask questions, which they then answer in full. This is as true for children's appointments as it is for those with adults.

Clarity of costs in advance

- Half (50%) of those attending a planned appointment said that they were provided with a clear explanation of costs beforehand, or that this was close to what happened. Whilst 21% stated that this wasn't necessary, almost a

third (29%) indicated that this clear explanation of cost was not very close to what happened or definitely did not happen.

- 37% of those having a planned appointment and whose costs differed from their expectations said that they realised this before the treatment; while almost a third of this group (31%), said that this difference in cost became clear at the end, when they came to pay.

Written plans

- Almost half of those who attended a planned appointment for treatment (47%) or who attended an unplanned appointment (49%) stated that they were not given a written treatment or this was not very close what happened. How much of a concern this might be is unclear, since it may not always be appropriate for such a plan to be provided.

NHS coverage vs. private payment

- Almost a third (30%) of those who attended a planned appointment for treatment or an unplanned appointment, stated that being given a clear explanation of treatment options covered by the NHS, and those that must be paid for privately, definitely did not happen or was not very close to what happened.

Feelings are positive

Negative feedback is rare

- Across all three types of appointments, the majority of respondents had positive experiences overall (84% of the entire sample was positive.) Those who had an unplanned appointment were most likely to state that their overall experience was negative (8% of unplanned appointments).

Younger people less strongly positive

- Given a list of statements about their appointment, 16-34 year olds were less likely to 'agree strongly' with the positive ones than were older groups. However, the small sample size (58) of 16-34 year olds attending planned appointments means that some caution should be applied when considering this finding.

2. Overall sample

Online surveys were completed by 470 members of the Word of Mouth On-line Panel who attended a dental appointment in February (if unplanned) or March (if planned) 2015.

The sample is sub-divided as follows:

- 326 planned appointments for adults
- 93 planned appointments for children
- 51 unplanned or emergency appointments

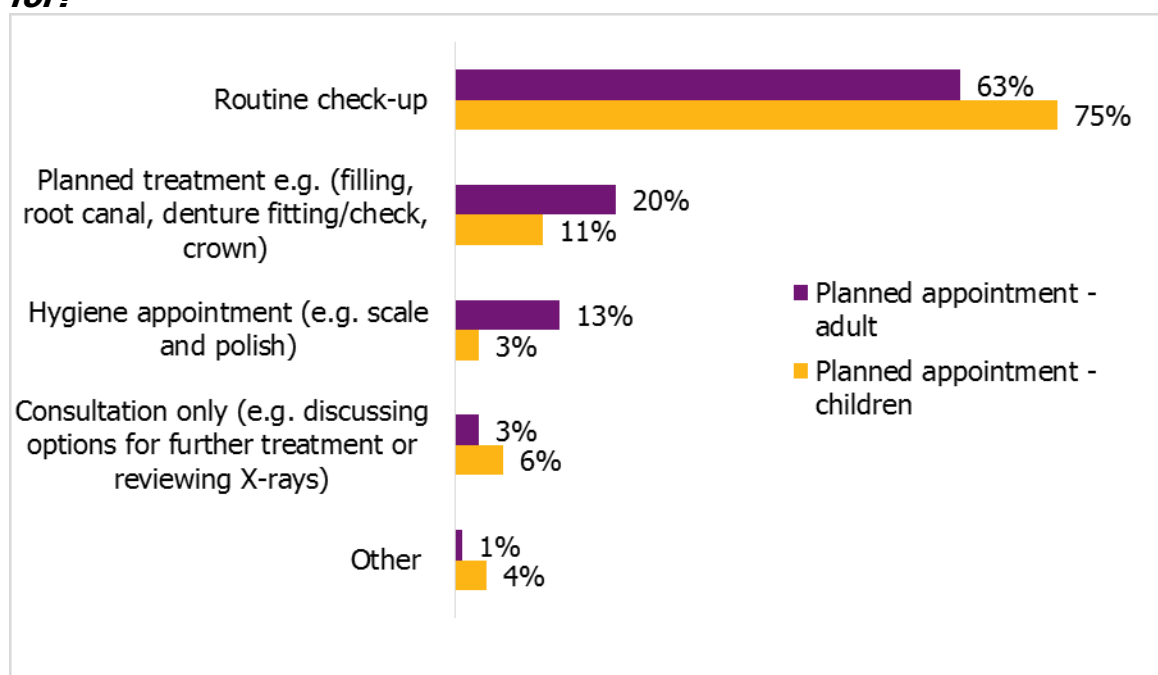
Details of the methodology used are provided at Appendix B. A second wave of this survey is planned later in the year, which will allow for more detailed analysis to take place where samples are currently small and comparison with the first survey. Particular caution should be applied in examining results from the relatively small sample of those who had an unplanned appointment.

3. Understanding the appointments covered in the survey

3.1 Reasons for planned appointment for adults and children

Figure 1 shows that the vast majority of planned appointments were for routine check-ups.

Figure 1 - Was 'your child's'/'your' dental appointment initially booked for?

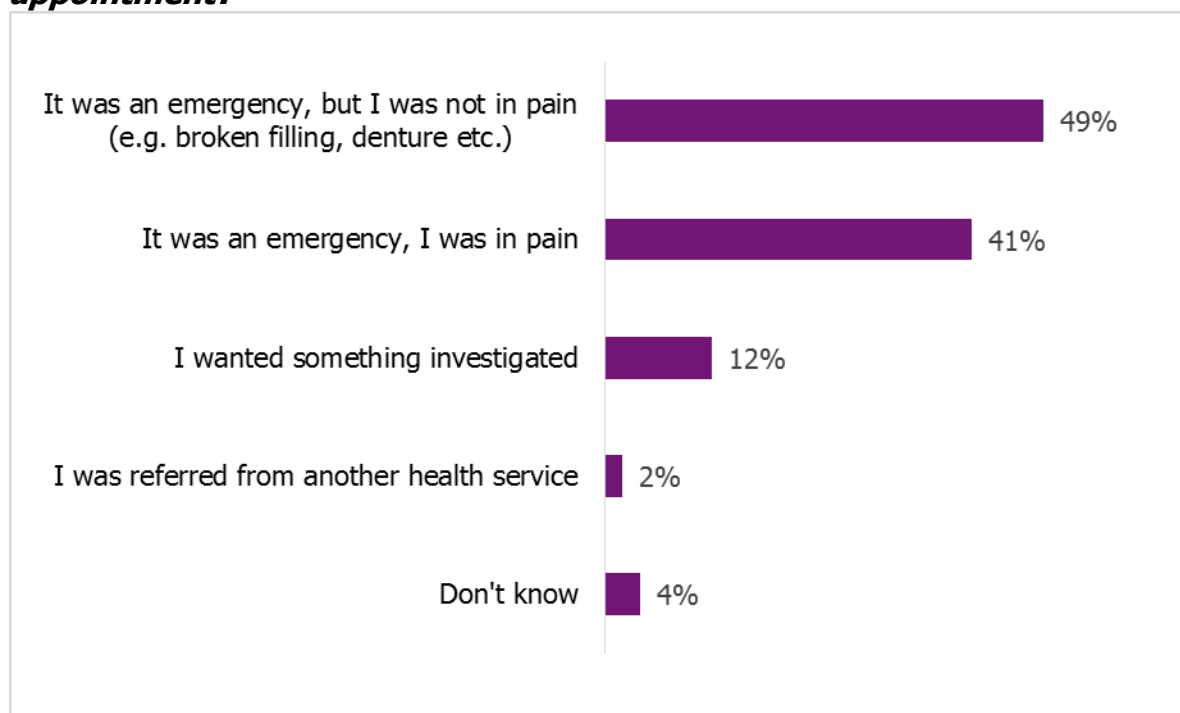


Base: All respondents who attended a planned appointment for an adult (326); All those who attended a planned appointment for a child (93)

3.2 Reasons for unplanned appointments for adults

The vast majority of unplanned visits were due to a perceived emergency. Almost half of adults¹ making an emergency visit to a dental professional (49%) were not in pain (see Figure 2).

Figure 2 - Why did you require an unplanned or emergency appointment?

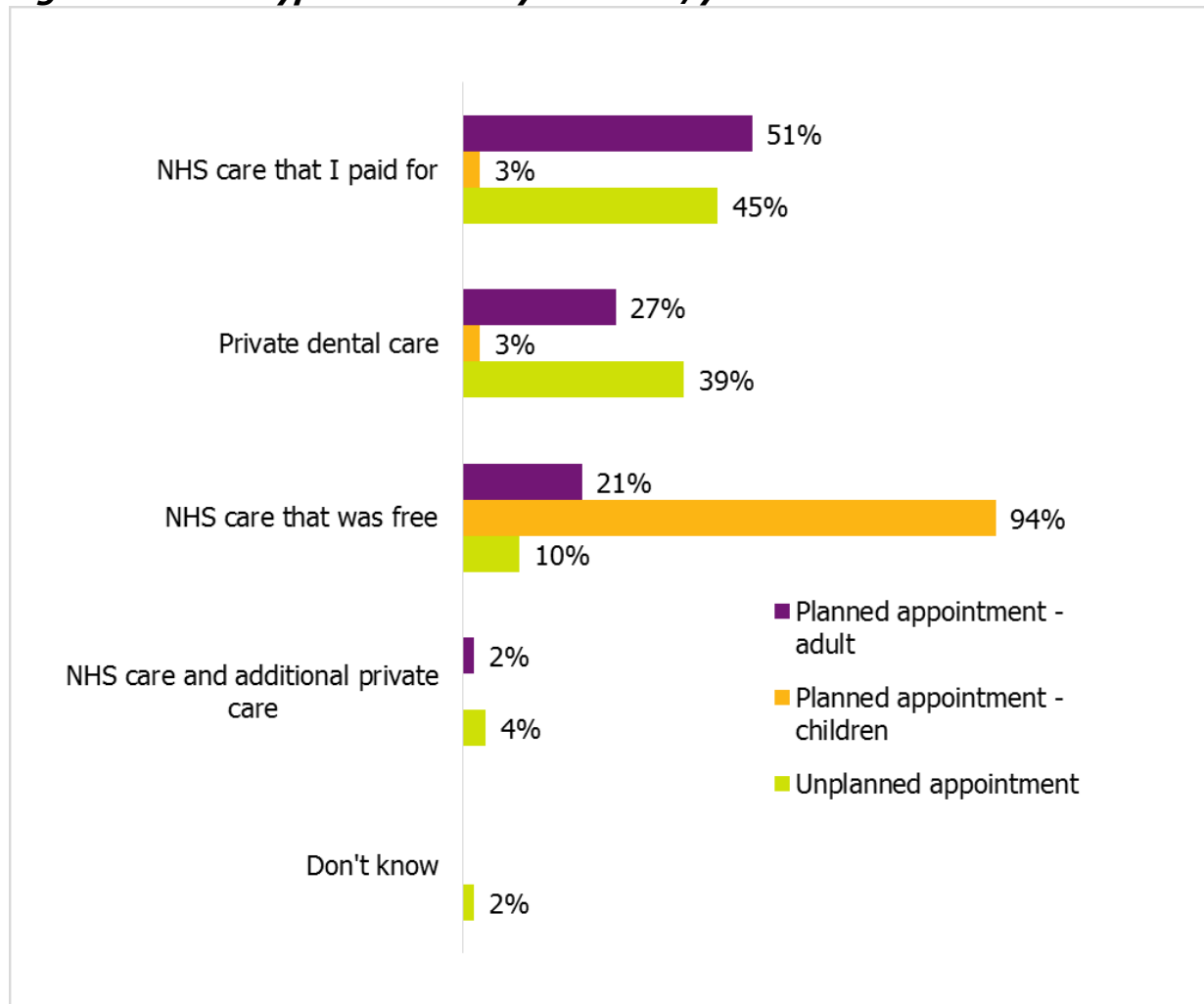


Base: All those who attended an unplanned appointment (51)

3.3 NHS vs. private care

Figure 3 reveals the mix of the type of care received during appointments. A higher proportion of those with unplanned appointments reported receiving private dental care (39%) and fewer said that they received free care under the NHS (10%), compared to those who had attended planned appointments (27% and 21% respectively).

¹ Feedback on unplanned or emergency appointments was only gathered from adult patients, so no comparison is available for emergency appointments with a child.

Figure 3 - What type of care did your child'/you receive?

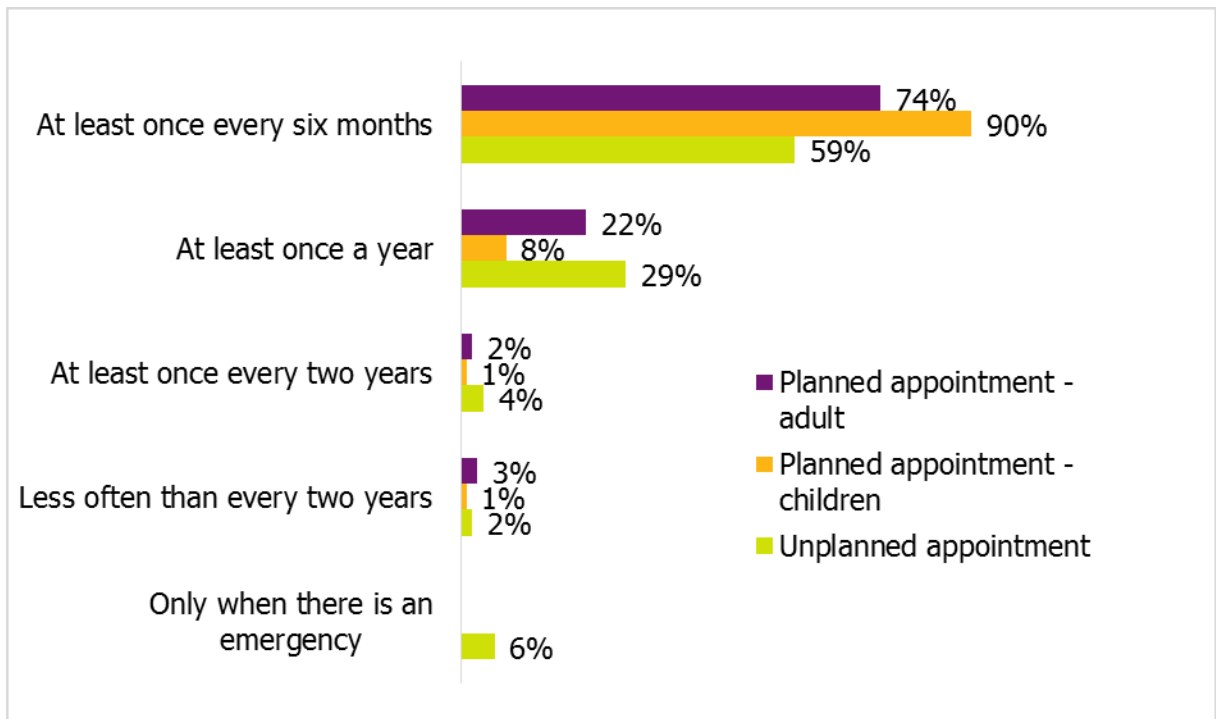
Base: All respondents who attended a planned appointment for an adult (326); All those who attended planned appointment for a child (93); All those who attended an unplanned appointment (51)

3.4 General attendance of dental appointments

Figure 4 reveals that almost all of those who responded to the survey attended regular dental appointments, with the majority attending appointments at least every six months.

- 74% of those attending planned adult appointments and 90% of those attending planned children's appointments reported attending dental appointments at least once every six months.
- Those attending an unplanned appointment were considerably less likely to attend dental appointments at least once every six months (59%).

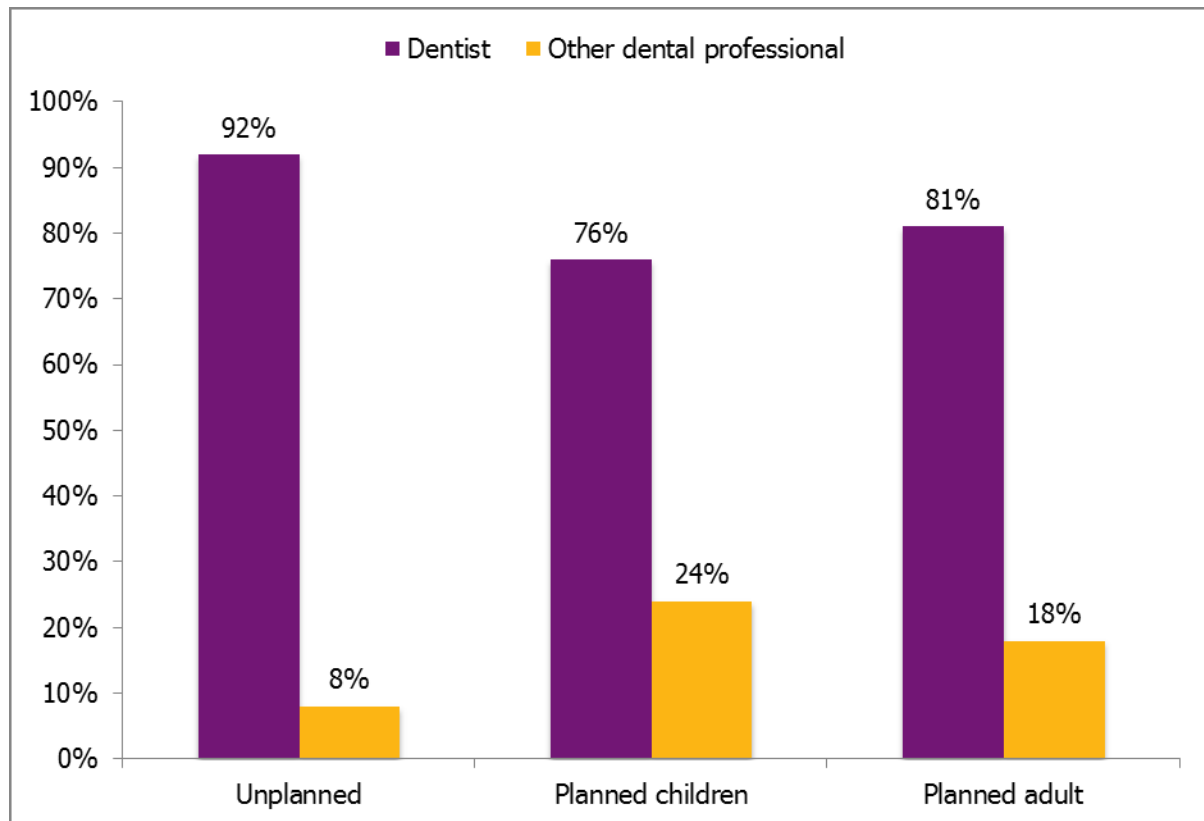
Figure 4 – How regularly does the child/do you attend for dental appointments?



Base: All respondents who attended a planned appointment for an adult (326); All those who attended planned appointment for a child (93); All those who attended an unplanned appointment (51)

The vast majority of planned appointments attended were with dentists (Figure 5). Around a quarter of appointments with a child (24%) were with another dental professional. Respondents could choose more than one answer to this question, if necessary.

Figure 5 – Who was your child's/your appointment with?



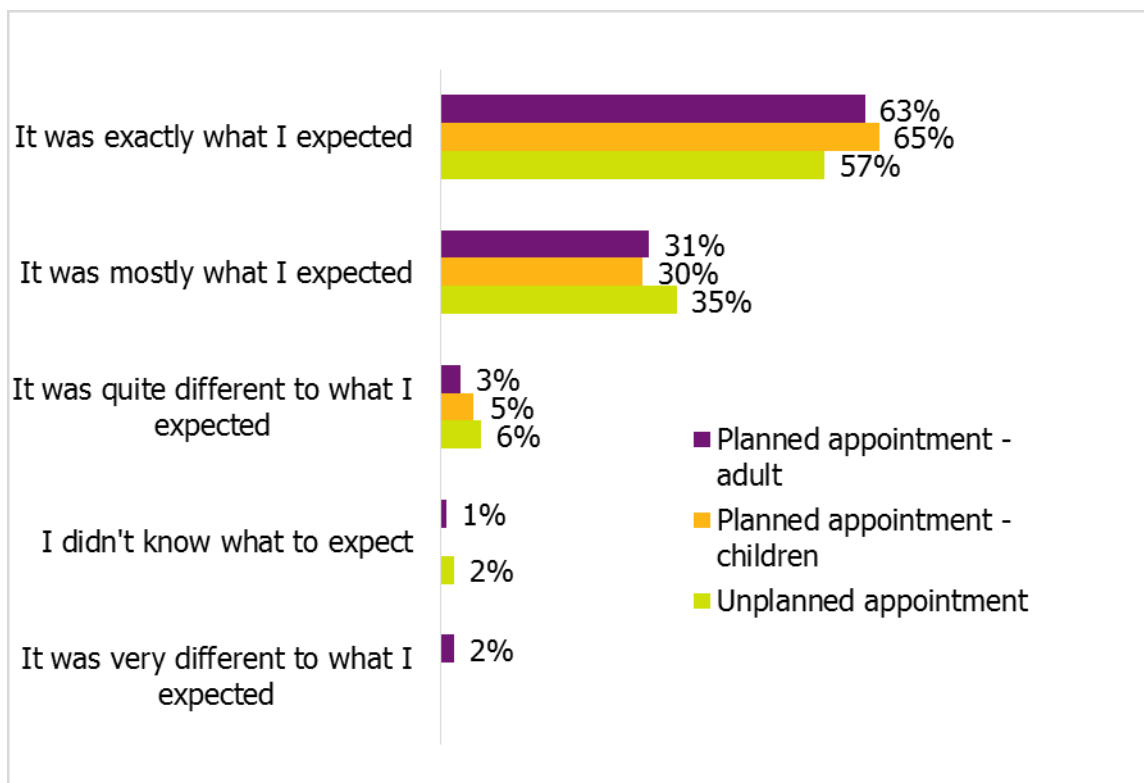
Base: All respondents who attended a planned appointment for an adult (326); All those who attended planned appointment for a child (93); All those who attended an unplanned appointment (51)

4. Expectations

4.1 Meeting overall expectations

Figure 6 reveals that the majority of appointments were best described as either being 'exactly what I expected' or 'mostly what I expected'. This was true for all three types of appointment – unplanned, planned and appointments with a child.

Figure 6 - Overall, which of these statements best describes what you expected from the appointment, as compared to how it actually went?



Base: All respondents who attended a planned appointment for an adult (326); All those who attended planned appointment for a child (93); All those who attended an unplanned appointment (51)

4.2 Prior understanding of treatment and costs

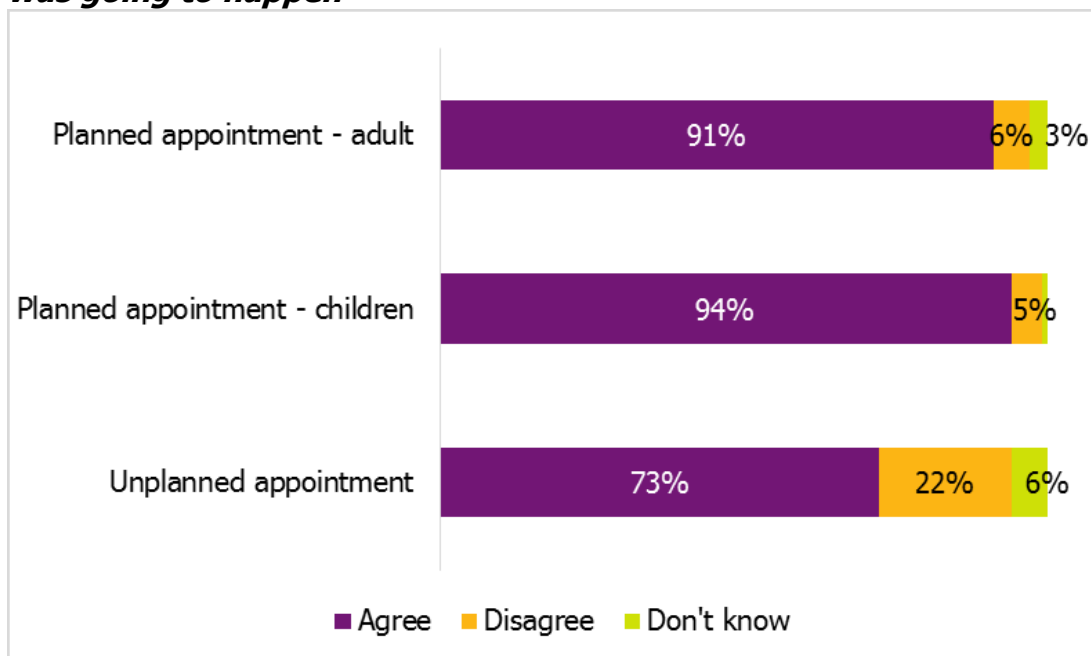
The vast majority of respondents, for all types of appointment (planned, unplanned or when accompanying a child) agreed with the statement 'Before my appointment, I had a clear understanding of what was going to happen (i.e. the treatment or procedure that would be undertaken)'.

It is perhaps unsurprising, given the unplanned nature of the visit, that those who had attended an unplanned appointment were less likely to agree (73%) compared to those attending a planned appointment (91%) and those attending a planned appointment with children (94%). Figure 7 shows these results. The vast majority of those attending an appointment with a child (90%) also agreed that their child had a clear understanding of what would happen.

Adults attending a planned appointment were asked whether they knew how much their check-up or treatment was going to cost before they had their appointment. Three quarters (75%) agreed that they did know the cost in advance whilst 17% disagreed and 8% were unsure.

Similarly, those who had experienced an unplanned appointment were asked to state whether they agreed or disagreed that before their appointment, they had a clear understanding of the likely cost. Amongst this group 71% agreed, 24% disagreed and 6% were unsure.

Figure 7 - Before the appointment, I had a clear understanding of what was going to happen



Base: All respondents who attended a planned appointment for an adult (326); All those who attended planned appointment for a child (93); All those who attended an unplanned appointment (51)

4.3 Meeting expectations

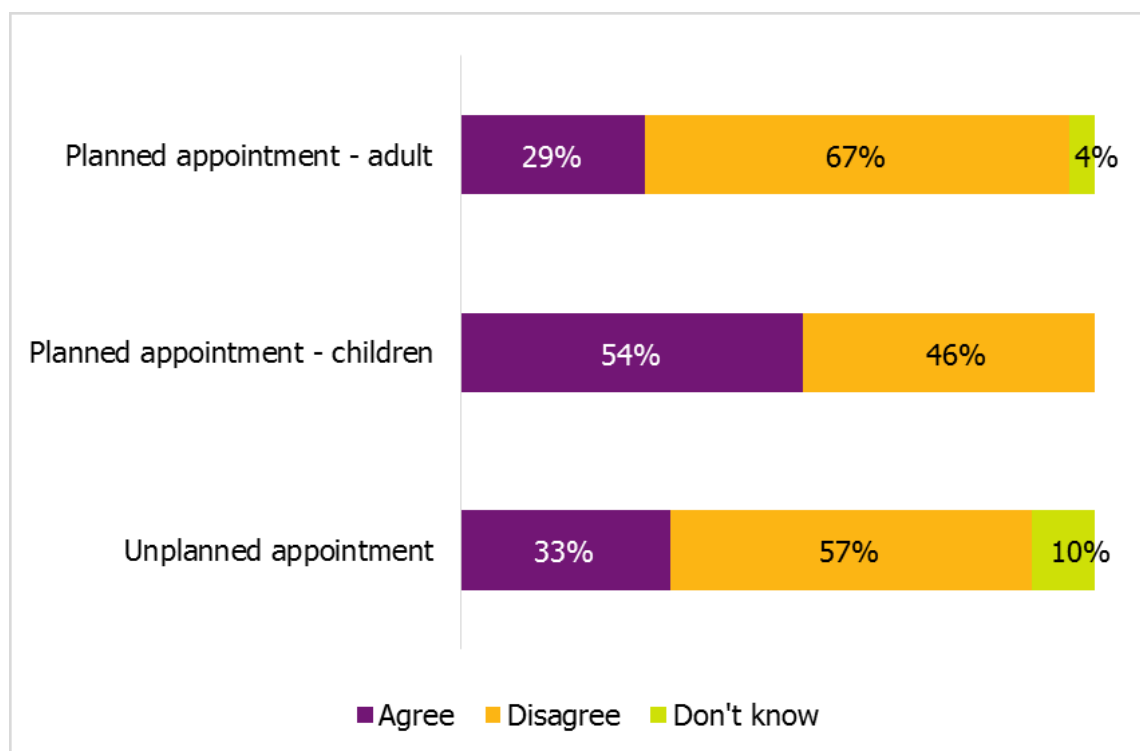
As seen in Figure 6, two thirds (65%) of those who attended an appointment with a child said it was exactly as expected; 30% said it was 'mostly what I expected' and the remaining 5% said it was 'quite different' from their expectations. This should mean that a maximum of 35% had experiences that differed at all from their expectations. It is an anomaly, then, that when asked later to agree or disagree with the statement "what happened / the treatment my child received during the appointment was different to what we expected," over half of those who had attended with children (54%) agreed.

The wording differs slightly between the two statements and the latter statement encompasses both the adult's and the child's expectations by using the term: "different to what we expected"; whereas the former refers only to the adult's own expectations. This may explain the difference.

This apparent contradiction was not reflected with regard to the planned adults and unplanned appointments. Amongst these groups 34% and 41% respectively

said that their appointment was mostly (but not exactly) as expected or quite different to their expectations (see Figure 6); and then 29% and 33% later agreed that 'what happened / the treatment I received during the appointment was different to what I/ was expected.' Figure 8 shows these results.

Figure 8 - What happened / the treatment I / my child received during the appointment was different to what I/ was expected



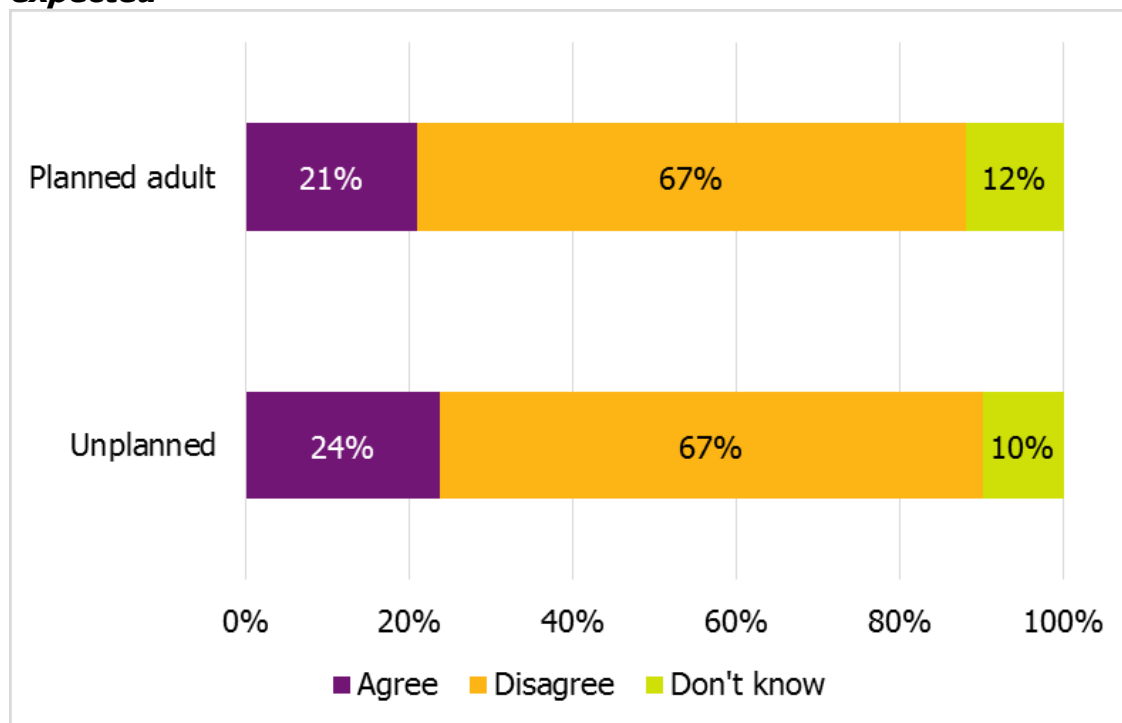
Base: All respondents who attended a planned appointment for an adult (326); All those who attended planned appointment for a child (93); All those who attended an unplanned appointment (51)

Those who had unplanned and planned adult appointments were asked whether the actual costs of their appointment differed from what was expected. Figure 9 shows that a significant minority agreed that costs did differ (21% for planned adult appointment and 24% of unplanned.)

Where treatment and costs did differ from expectations, respondents were asked at what point during the appointment they realised this would be the case. Base sizes are relatively small, but it appears that these differences are often, but not always, clear in advance. Amongst planned adult appointments (where the sample is largest) of the 93 people saying that their treatment was different to their expectation, just under half 47% said that they realised this would be the case before the treatment took place.

Whilst 37% of those with a planned appointment whose costs differed from their expectations realised this before the treatment, almost a third of this group (31%), said that this difference in cost became clear at the end, when they came to pay.

Figure 9 - The actual cost of the appointment was different to what I expected



Base: All respondents who attended a planned appointment for an adult (326); All those who attended an unplanned appointment (51)

5. The appointment - planned appointments for adults

5.1 The experience

Respondents were asked to indicate to what extent a series of statements, describing the way things might have happened at their recent planned appointment, reflected their actual experience. The statements have been split into two categories – those that should be applicable to all kinds of appointments and those that may only be applicable to appointments for treatment (as opposed to a check-up.)

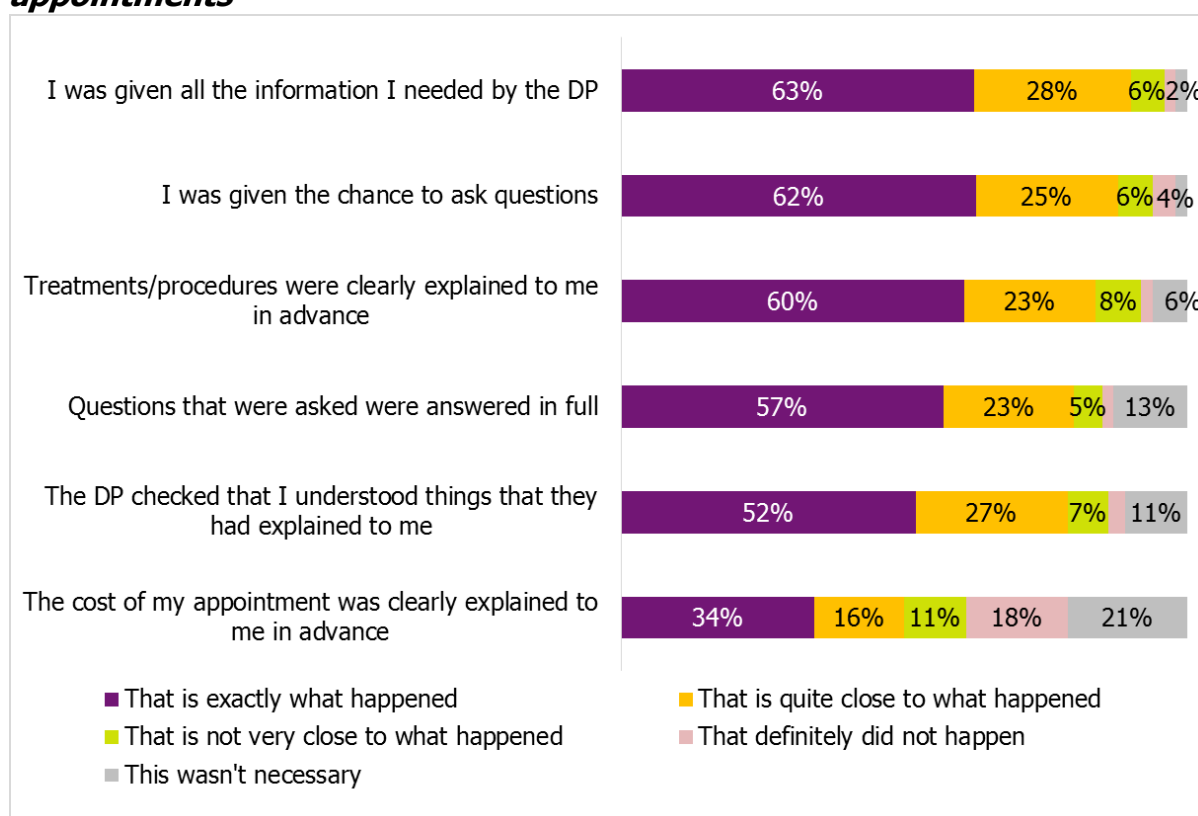
Figure 10 shows that the vast majority (over 75%) of respondents attending a planned appointment indicated that, in their case, the following statements described exactly or something quite close to their experience:

- I was given all the information I needed by the dental professional.
- I was given the chance to ask questions.
- Treatments/procedures were clearly explained to me in advance.

- Questions that were asked were answered in full.
- The dental professional checked that I understood things that they had explained to me.

Half (50%) of those attending a planned appointment said that they were provided with a clear explanation of costs beforehand, or that this was close to what happened. Whilst 21% stated that this wasn't necessary in their case, almost a third (29%) indicated that this clear explanation of cost was not very close to what happened or definitely did not happen.

Figure 10 – Sort each statement into categories to show whether or not this is how things happened – statements applicable to all appointments



Base: All respondents who attended a planned appointment for an adult (326)

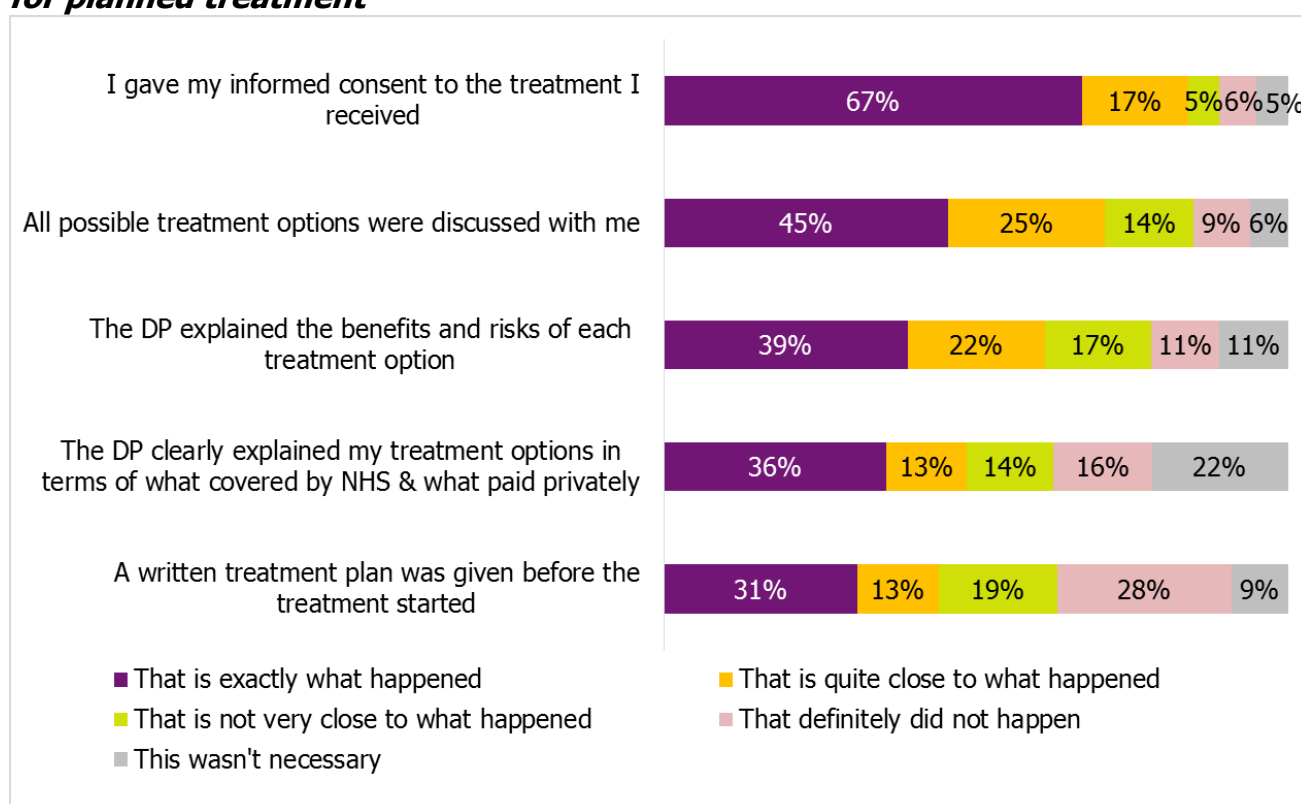
A further set of statements are only be applicable to those attending for planned treatment and so responses are just from this subset of respondents. From this first wave of the survey, the base size for those attending a planned appointment for treatment (as opposed to a check-up) is only 64. So this means results should be treated with caution.

Almost half of those who attended for treatment (47%) stated that provision of a written treatment plan was not very close to or definitely did not happen. These

respondents did have the option of indicating that they felt this was unnecessary (and only 9% indicated this).

Likewise, almost a third (30%) of these 64 respondents stated that being given a clear explanation of treatment options covered by the NHS and those that must be paid for privately, definitely did not happen or was not very close to what happened. A significant minority (28%) also stated that the dental professional explaining the benefits and risks of each treatment option was not very close to what happened, or definitely did not happen.

Figure 11– Sort each statement into categories to show whether or not this is how things happened – statements applicable to those attending for planned treatment



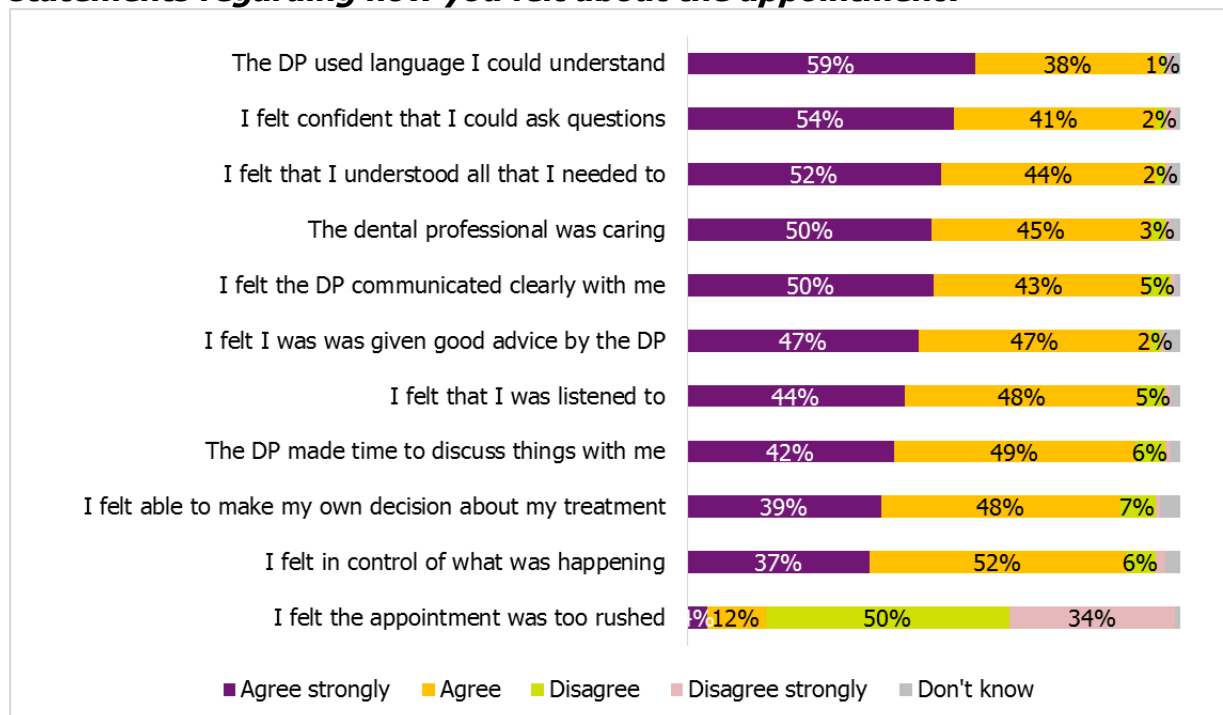
Base: All respondents who attended a planned appointment for an adult and had planned treatment (64)

5.2 How patients felt

On the whole, patients' experiences were positive, with the vast majority agreeing or agreeing strongly with all of the statements indicating aspects of a good experience. However, when examining the data by age group 16-34 years olds were less likely to 'agree strongly' with many of the positive statements than those in older age groups. The small sample size (58) of 16-34 year olds

attending planned appointments means that some caution should be applied when considering this finding.

Figure 12 - How much do you agree or disagree with the following statements regarding how you felt about the appointment?



Base: All respondents who attended a planned appointment for an adult (326)

6. The appointment - planned appointments for children

6.1 The experience

Respondents were asked to what extent a series of statements described the way things happened at their recent planned appointment where they were accompanying a child. The statements have again been split into two categories – those that should be applicable to all kinds of appointments and those that may only be applicable to appointments for treatment (as opposed to a check-up.)

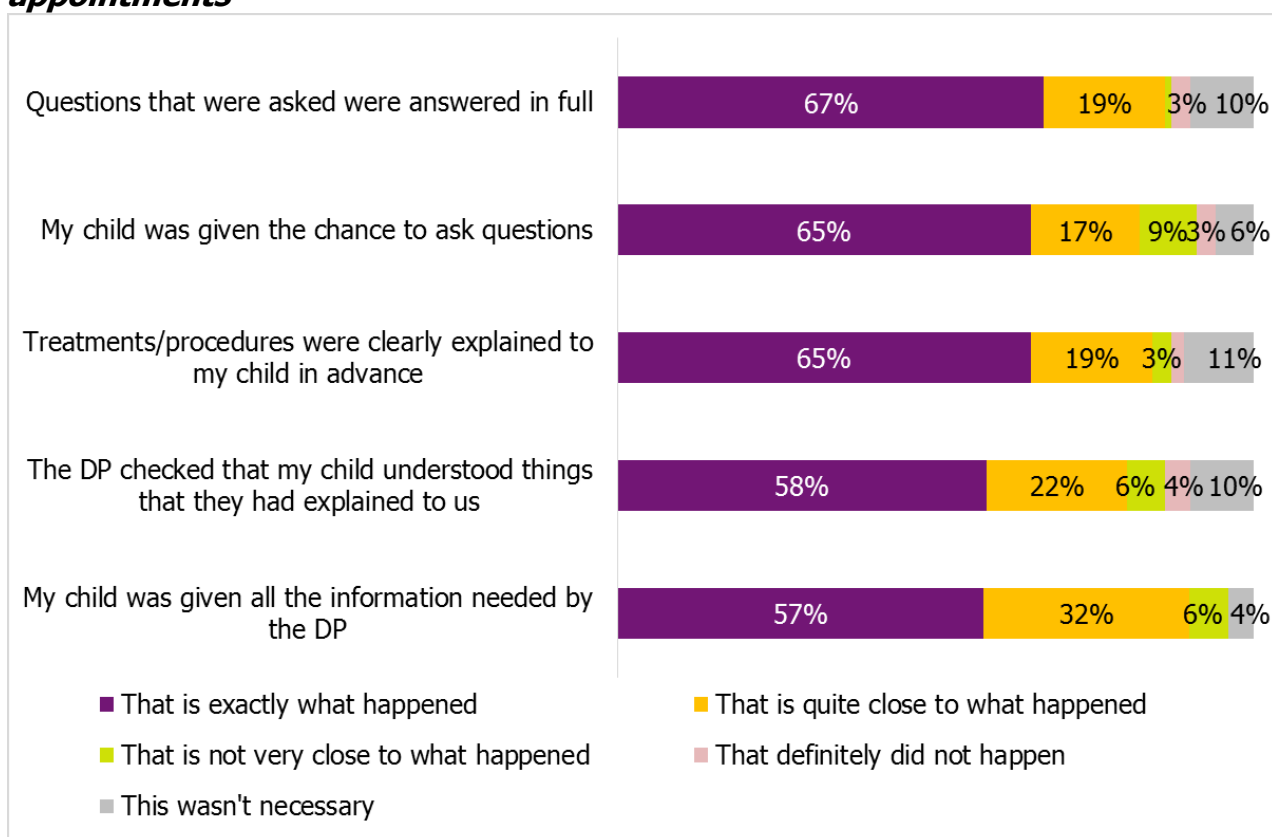
On the whole, the results for the statements applicable to all appointments were very similar to the results found in the planned adult appointments survey. Figure 13 shows that the vast majority (over 80%) of respondents attending an appointment with a child indicated that, in their case, the following statements described exactly or something quite close to their experience:

- My child was given all the information needed by the dental professional
- The dental professional checked that my child understood things that they had explained to us
- Treatments/procedures were clearly explained to my child in advance

- My child was given the chance to ask questions
- Questions that were asked were answered in full

A number of other statements in the survey are only applicable to those attending an appointment for actual treatment, as opposed to a check-up. For example statements such as: “all possible treatment options were discussed with my child”; “my child gave their consent for the treatment they received”; and “I gave my consent to the treatment my child received.” However, only 10 respondents fall into this category.

Figure 13 - Sort each statement into categories to show whether or not this is how things happened – statements applicable to all appointments

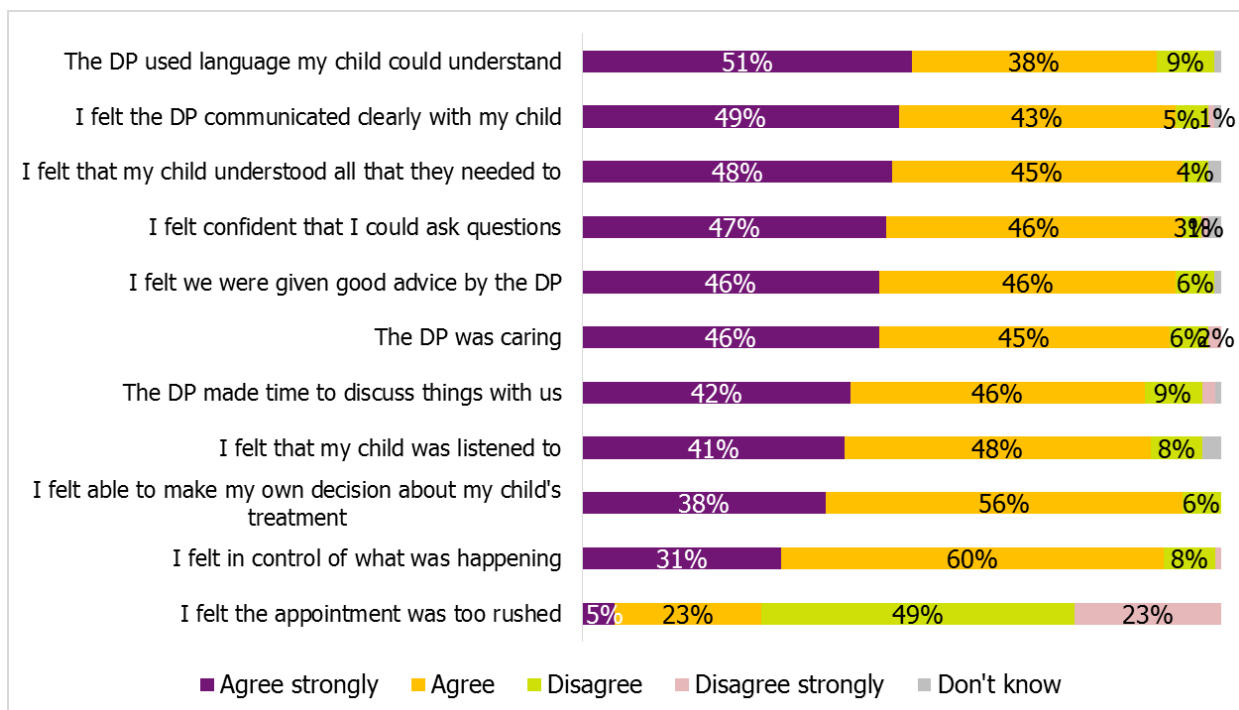


Base: All those who attended a planned appointment for child (93)

6.2 How patients felt

Respondents were generally positive about how they and their child were made to feel during the appointment, as Figure 14 shows. However, more than one in four (28%) ‘agreed strongly’ (5%) or ‘agreed’ (23%) that the appointment with their child felt rushed. This compared to just 4% who agreed strongly and 12% who agreed amongst the sample who attended an adult planned appointment.

Figure 14 - How much do you agree or disagree with the following statements regarding how you felt about the appointment?



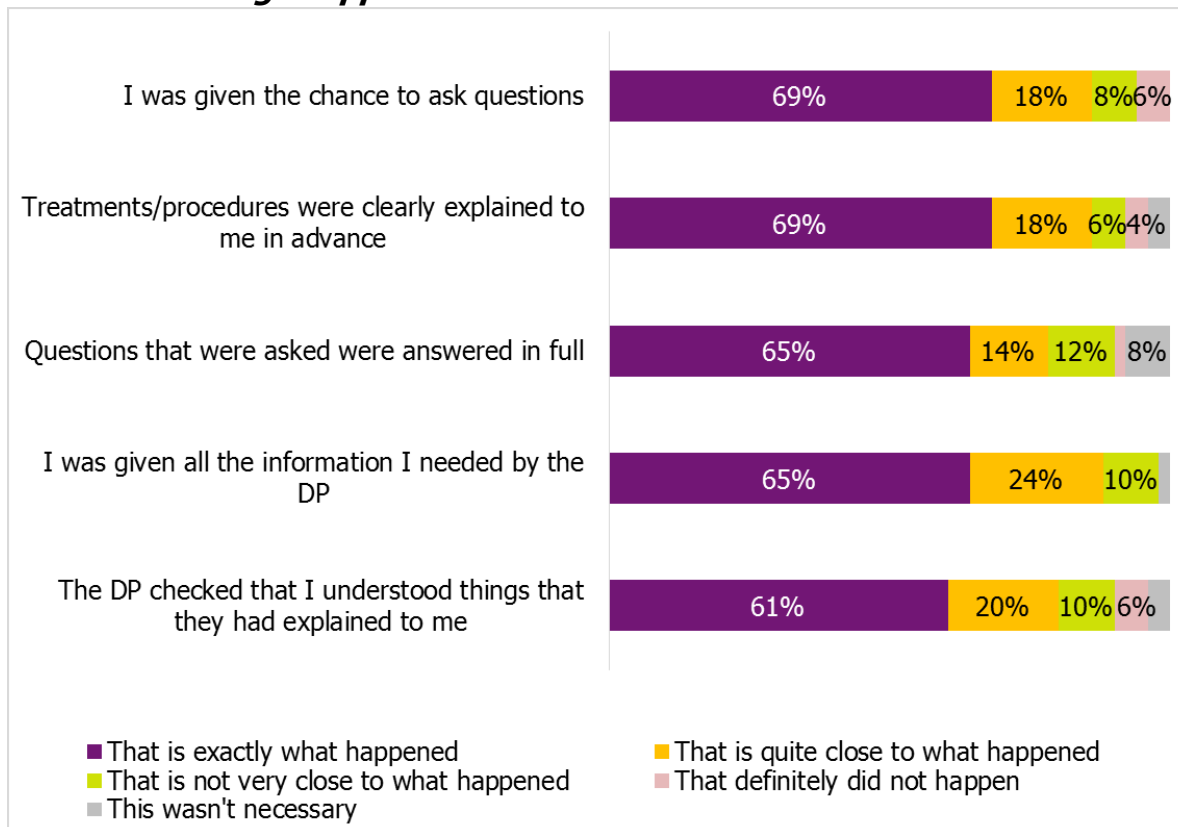
Base: All those who attended a planned appointment for child (93)

7. The appointment - unplanned appointments

7.1 The experience

The results amongst those who had an unplanned appointment indicate that dental professionals, in the experience of the vast majority (over 75%) of respondents, gave the patient all the information they needed; provided a chance to ask questions and answered those questions in full. Figure 15 shows the results. In the vast majority of cases (81%) those attending an unplanned appointment also indicated that the dental professional checked that they understood the things they had explained said this is close to or exactly what happened.)

Figure 15 - Sort each statement into categories to show whether or not this is how things happened



Base: All those who attended an unplanned appointment (51)

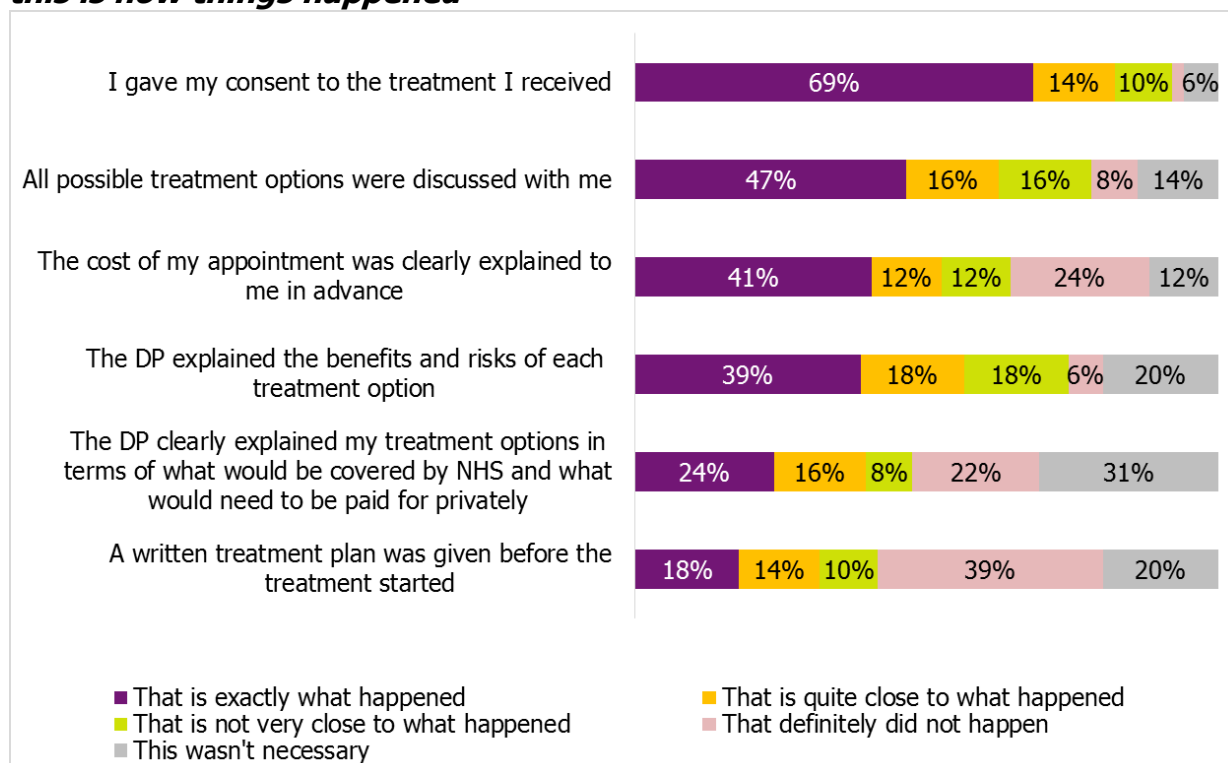
Emergency appointments largely involve some form of treatment. Statements referring to aspects of consent and treatment planning are relevant to this sample.

Around a third of respondents who had an unplanned appointment (32%) said that provision of a written treatment before treatment started, was exactly or very close to what happened. Whilst 20% of these respondents say that such a plan wasn't necessary, almost half (49%) say this either definitely did not happen or wasn't very close to what happened. How much of a concern this might be is unclear, since it may not always be appropriate for such a plan to be provided.

Similarly, it will be worth re-visiting the results with reference to the proportion of respondents attending an unplanned appointment who say that the dental professional clearly explained the treatment options in terms of what is covered by the NHS and what would need to be paid for privately. Just under a quarter (24%) of respondents stated that this was exactly what happened. However, 30% said that this was not very close to or definitely did not happen. A further

31%, however, were of the view that this wasn't necessary in their case. Figure 16 shows the results.

Figure 16 - Sort each statement into categories to show whether or not this is how things happened

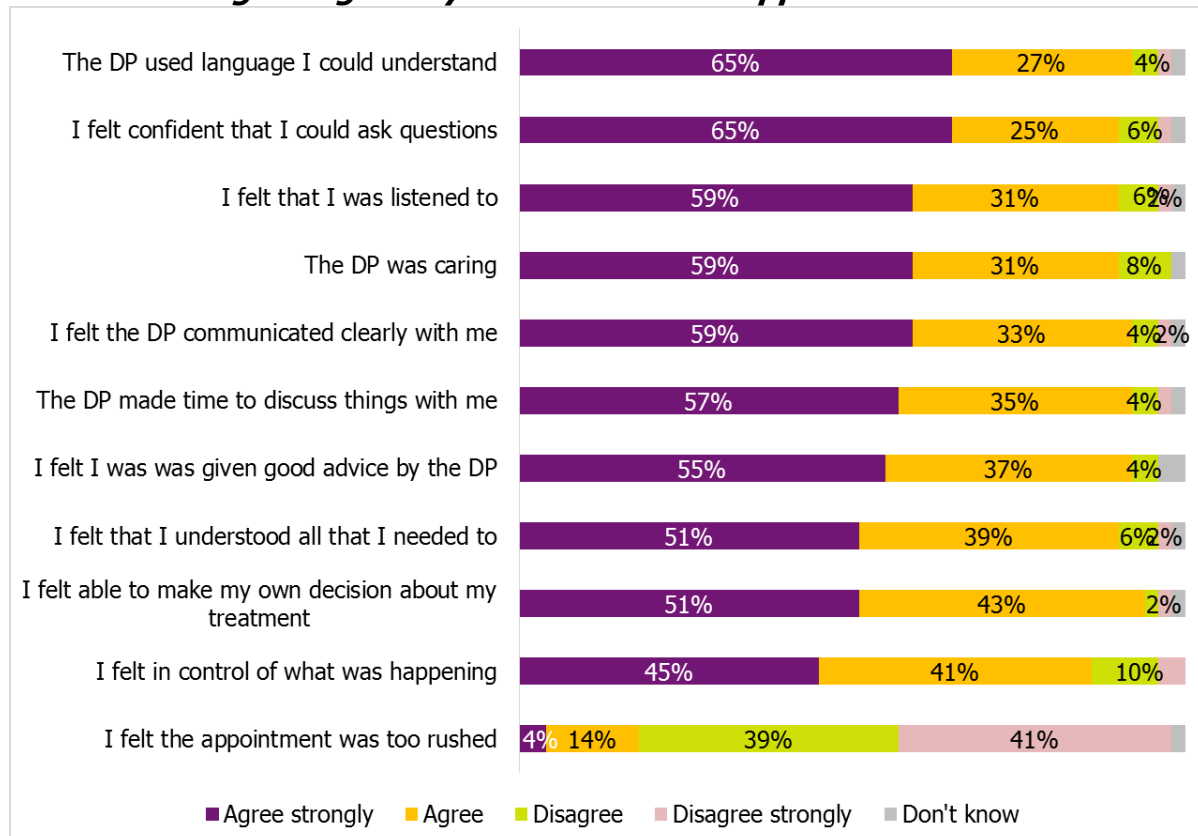


Base: All those who attended an unplanned appointment (51)

7.2 How patients felt

The vast majority of those attending an unplanned appointment reported a positive experience (see Figure 17.) Very few viewed it negatively with the largest negative response being the 18% who agreed that the appointment was too rushed.

Figure 17 - How much do you agree or disagree with the following statements regarding how you felt about the appointment?



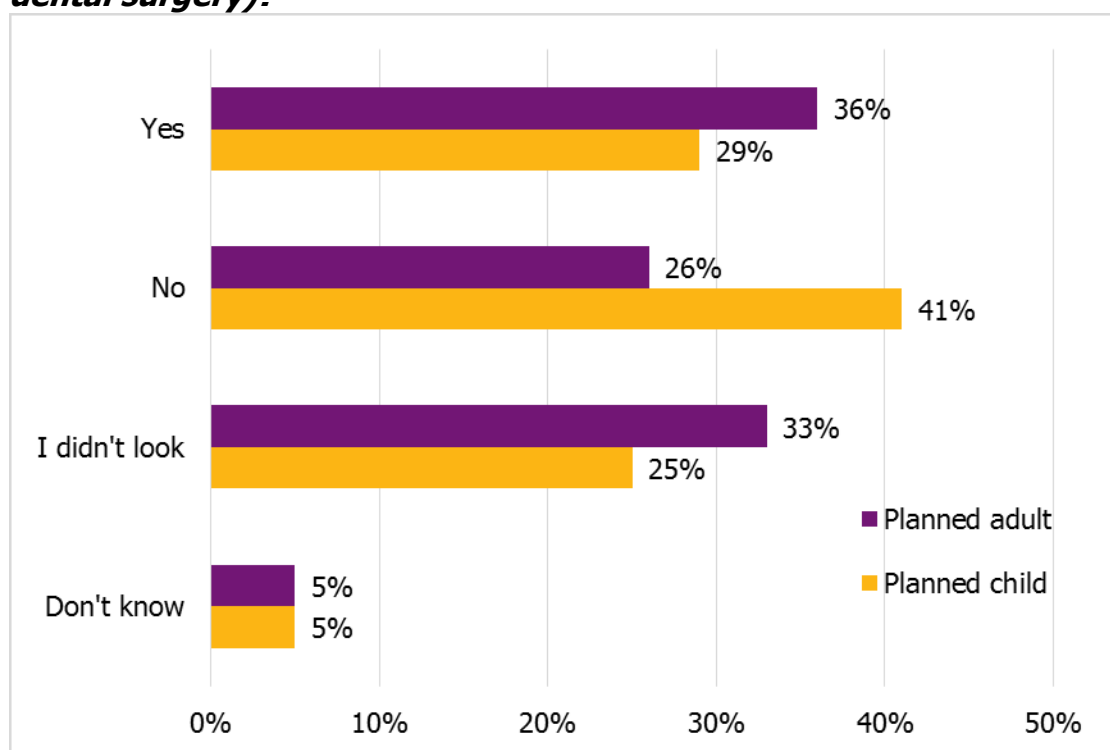
Base: All those who attended an unplanned appointment (51)

8. Outcomes and general observations

8.1 Treatment costs on display

Respondents were asked whether treatment costs were clearly displayed in the dental practice. Those who had a planned appointment (either for themselves or whilst accompanying a child) had been asked in the initial screening and recruitment survey to look out for such a display when they attended their appointment. Across both samples approximately a third of respondents could recall seeing the treatment costs on display, the proportion recalling was slightly higher amongst those not accompanying a child, as Figure 18 shows.

Figure 18: During your time at the dental practice did you see a list of treatment costs displayed at any point (e.g. waiting room, reception, dental surgery)?



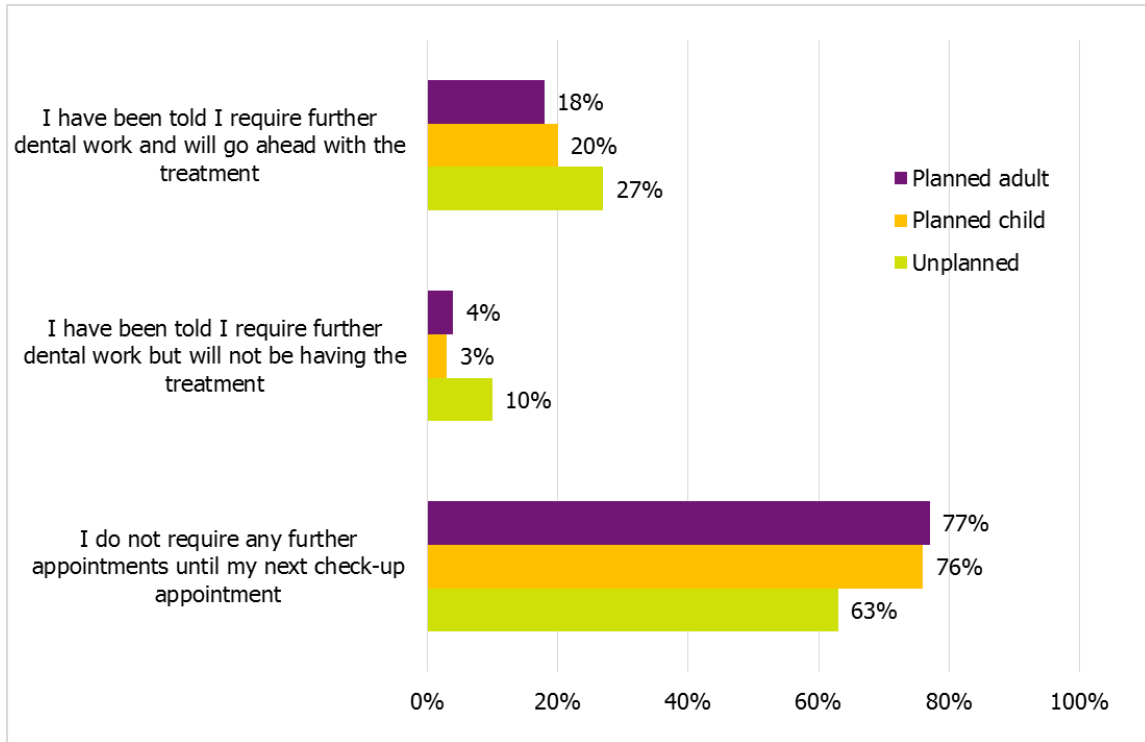
Base: All respondents who attended a planned appointment for an adult (326); All those who attended planned appointment for a child (93)

Those who did see such a list were asked whether it was clearly displayed and in most cases this was said to be the case. Of the 118 adults who had a planned appointment and saw the costs on display, 108 of them said they were clearly displayed.

8.2 Follow up treatment

The majority of patients did not require any further treatment following their appointment, as Figure 19 shows. Those who attended an unplanned appointment were the most likely group to require additional treatment.

Figure 19: Following your recent appointment, which of the following is true?

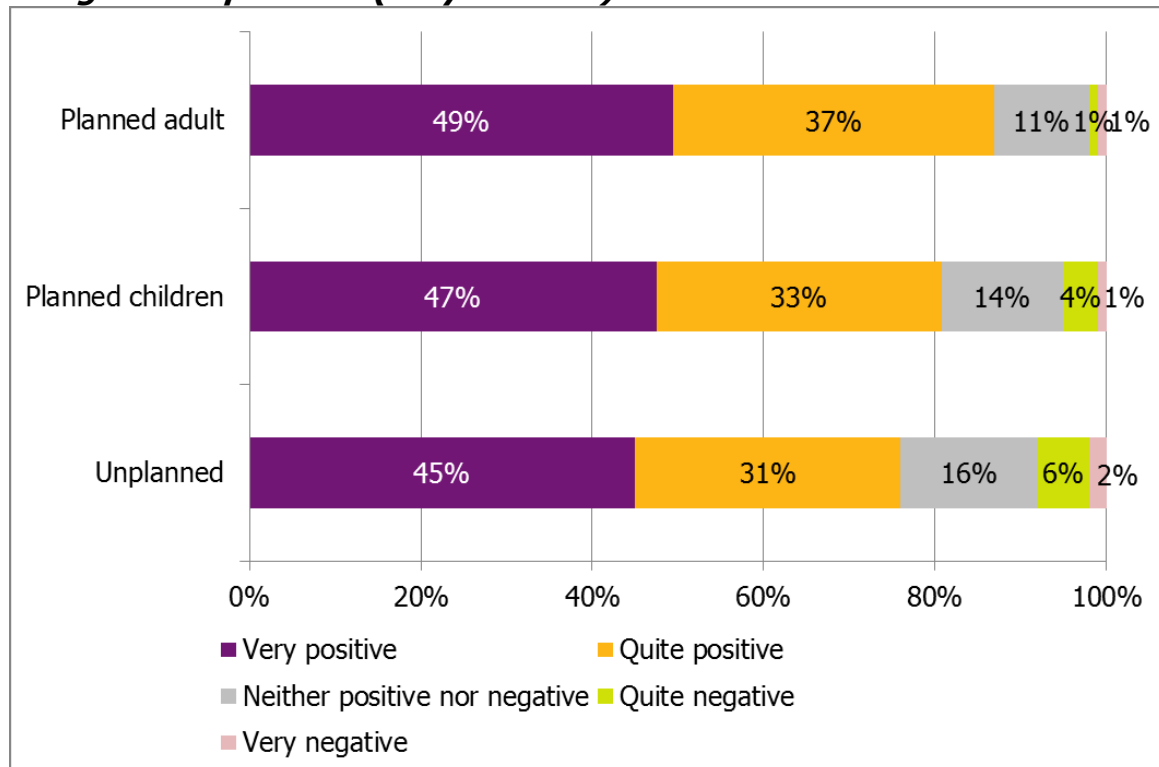


Base: All respondents who attended a planned appointment for an adult (326); All those who attended planned appointment for a child (93); All those who attended an unplanned appointment (51)

8.3 Overall experience.

The final question in the survey asked respondents to rate their overall experience. Across all three types of appointments, the majority of respondents had positive experiences overall (84% of the entire sample was positive.) Those who had an unplanned appointment were most likely to state that their overall experience was negative (8% of unplanned appointments), as Figure 20 shows.

Figure 20: Overall, do you feel the/your appointment was a positive or a negative experience (for your child)?



Base: All respondents who attended a planned appointment for an adult (326); All those who attended planned appointment for a child (93); All those who attended an unplanned appointment (51)

9. Conclusions and areas for future exploration

The research provides the first glimpse of what will be a regular and repeated exercise to gather feedback from the Word of Mouth Panel on dental appointments. A number of areas are worthy of further exploration, after the second wave of data collection, as follows:

- The apparent anomaly in the data with regard to expectations and experiences of patients attending an appointment with a child will be important to re-examine in the next wave. This anomaly may be due to the slight difference in wording between two similar but not identical questions. However, exploring the difference between expectations and experiences, particularly within the sample of those attending children's appointments, should be a priority for the next wave of the research.
- Aspects of the patient experience that are only relevant to those who attended for treatment (as opposed to for a check-up) will also be worthy of more detailed exploration. These include children giving consent for treatment received; provision of written treatment plans and explanations of which aspects of care are covered by the NHS as opposed to being paid for privately. It will be worth looking at results for these questions again, when the second wave of the survey is complete, since sample sizes for those

who attended for treatment are small. It may also be worth considering further questions to shed light on perceptions of which of these actions is and is not necessary and why.

- Another area for further exploration will be the perceptions of younger adult patients. The data by age group shows 16-34 years olds were less likely to 'agree strongly' with many of the positive statements about how they felt about the appointment. However, the small sample size (58) of 16-34 year olds attending planned appointments means that this should be re-examined when more data is available.
- Finally, data relating to decisions on future treatment will also need to be reviewed following the second wave of the survey.

Appendix A – Methodology and interpretation.

Community Research, working in partnership with Research Now, a major online panel provider, recruited a bespoke, nationally representative online panel of 5,089 patients and the public from within Research Now's existing, national 'Valued Opinions' panel of 400,000 UK consumers. The panel was recruited in August 2014 and has recently been topped up so that the current number of panellists is 5,282.

A survey process has been set up as a regular process, to be carried out twice in 2015. The whole panel was approached and asked:

1. Whether they have a planned appointment in the next month?
2. Whether they are taking a child to an appointment in the next month?
3. Whether they had an unplanned / emergency visit in the last month?

Those who indicated 'Yes' to question 3 were immediately directed to a survey about their unplanned appointment. Those who had a visit planned in the following month were asked which week it is in and whether they would be happy to give feedback. They were also asked to look out for whether treatment costs are on display at the dental practice when they go for their appointment. Phased follow up was then completed at the end of the fortnight within which their planned appointment fell.

The first wave of the process was launched on 3rd March 2015 (including the completion of surveys by those with unplanned appointments in February.) Follow up surveys with those who had indicated they had planned appointments in March were launched on 18th March (gathering feedback on appointments in the first two weeks of March) and 1st April 2015 (gathering feedback on appointments in the second two weeks of March.)

Since the survey was made up of those who attended an appointment, the data has not been weighted back to match and reflect the wider population of patients and the public as represented on the wider Word of Mouth panel. This is because we have no way of knowing how the population who have had appointments might differ from the population of patients and the public as a whole.

A copy of the questionnaires, with full results, is provided in Appendix B.

Note on reading the report

The figures quoted in the tables and charts are percentages unless otherwise stated. Base sizes on which percentages are calculated are provided at the bottom of the chart or table. Percentages may not sum to 100% in all instances

on account of rounding or because respondents were able to provide multiple responses.

The majority of questions were single response only i.e. the respondent was mandated to choose one option only. It is highlighted in the report where respondents were permitted to select more than one option.

Any differences cited between groups are statistically significant at the 95% confidence level. Other differences which are not statistically significant are not mentioned. (Please note that, strictly speaking, significance testing assumes a purely random sample, which was not used, although it is a convention in social and market research to use such tests as a rule of thumb with other samples.)

Appendix B – Full topline results**MARKED UP QUESTIONNAIRE FOR PLANNED APPOINTMENT
/ APPOINTMENT WITH A CHILD**

NOTE: BASE FOR ALL QUESTIONS IS FULL SAMPLE (326 FOR ADULTS AND 93 FOR CHILDREN) UNLESS STATED OTHERWISE. DATA SHOWN IS UNWEIGHTED.

C1-C3 Children's appointments only**C1. How many children did you take to a dental appointment?**

1	66 (71%)
2	23 (25%)
3 or more	4 (4%)

C2. What was /were their age(s)?

0-4	21 (23%)
5-7	19 (20%)
8-11	28 (30%)
12-16	43 (46%)

C3. How often do you attend the dental appointment with your child(ren)?

Every dental appointment they have	75 (81%)
Most appointments	14 (15%)
Sometimes	3 (3%)
Rarely	-
This was a one off	1 (1%)

IF MORE THAN 1 CHILD AT QC1 For the rest of the survey, please only think of one of your children to answer questions about their appointment.

1. Who was your / your child's appointment with?

	Adults	Children
Dentist	264 (81%)	71 (76%)
Dentist- specialist (e.g. orthodontist, oral surgeon, periodontist etc.)	11 (3%)	8 (9%)
Dental Hygienist	67 (21%)	8 (9%)
Dental Therapist	-	-
Orthodontic Therapist	1 (-)	5 (5%)
Dental Technician	8 (2%)	2 (2%)
Clinical Dental Technician	-	-
Dental student	2 (1%)	-
Don't know	1 (-)	-

IF MORE THAN ONE PROFESSIONAL AT Q1 ASK Q2**2. You indicated your child / you had appointments with more than one person. For the purposes of this feedback survey please choose which appointment and person you would most like to give your feedback about?**

	Adults	Children
Dentist	20 (71%)	1 (50%)
Dentist- specialist (e.g. orthodontist, oral surgeon, periodontist etc.)	-	-
Dental Hygienist	8 (29%)	1 (50%)
Dental Therapist	-	-
Orthodontic Therapist	-	-
Dental Technician	-	-
Clinical Dental Technician	-	-
Dental student	-	-

Base: 28

2

Thank you. Please now answer all the remaining questions in this survey only about your appointment with the [ANSWER FROM ABOVE].

3. What type of care did you / your child receive?

	Adults	Children
NHS care that I paid for	167 (51%)	3 (3%)
NHS care that was free	67 (21%)	87 (94%)
NHS care and additional private dental care	5 (2%)	-
Private dental care	87 (27%)	3 (3%)
Don't know	-	-

4. How regularly does the child / do you attend for dental appointments?

	Adults	Children
At least every six months	241 (74%)	84 (90%)
At least once every year	71 (23%)	7 (8%)
At least once every two years	5 (2%)	1 (1%)
Less often than once every two years	9 (3%)	1 (1%)
Only when there is a problem/emergency	-	-

5a. Was your child's/your dental appointment initially booked for:

	Adults	Children
Routine check-up	206 (63%)	70 (75%)
Planned treatment – e.g. (filling, root canal, denture fitting/check, crown)	64 (20%)	10 (11%)
Hygiene appointment (e.g. scale and polish)	43 (20%)	3 (3%)
Consultation only (e.g. discussing options for further treatment or reviewing X-rays)	9 (3%)	6 (6%)
Don't know	1 (-)	-
Other	3 (1%)	4 (4%)

We would like to ask you some questions about what you expected of your child's / your appointment, and whether anything was different from what you were expecting.

5. Overall, which of these statements best describes what you expected from the appointment, as compared to how it actually went?

	Adults	Children
It was exactly what I expected	205 (63%)	60 (65%)
It was mostly what I expected	102 (31%)	28 (30%)
It was quite different to what I expected	10 (3%)	5 (5%)
It was very different to what I expected	5 (2%)	-
I didn't know what to expect	4 (1%)	-
I don't know	-	-

6. Thinking about your / your child's recent appointment, please indicate whether or not you agree with the following statements:

Adults

	Agree	Disagree	Don't know
Before my appointment, I had a clear understanding of what was going to happen (i.e. the treatment or procedure that would be undertaken)	297 (91%)	19 (6%)	10 (3%)
What happened / the treatment I received during the appointment was different to what I expected	93 (29%)	219 (67%)	14 (4%)
The actual cost for the appointment was different to what I expected	67 (21%)	219 (67%)	40 (12%)
I knew how much my routine check up or treatment was going to cost before I had my appointment	246 (75%)	55 (17%)	25 (8%)

Children

	Agree	Disagree	Don't know
Before my appointment, I had a clear understanding of what was going to happen (i.e. the treatment or procedure that would be undertaken)	87 (94%)	5 (5%)	1 (1%)
What happened / the treatment my child received during the appointment was different to what we expected	50 (54%)	43 (46%)	-
Before the appointment, my child had a clear understanding of what was going to happen	84 (90%)	6 (6%)	3 (3%)

ASK IF Q6 STATEMENT 3 IS AGREE

- 7. At what point did you realise that what was going to happen / the treatment you / your child would receive during the appointment was different to what you expected?**

	Adults	Children
Before the treatment	44 (47%)	27 (54%)
Only once the treatment has begun	32 (34%)	11 (22%)
Only at the end of the appointment, when I came to pay	10 (11%)	3 (6%)
Don't know	7 (8%)	9 (18%)

Base: 93

50

ASK IF Q6 STATEMENT 4 IS AGREE

- 8. And at what point did you realise that the cost for the appointment was going to be different to what you expected?**

	Adults
Before the treatment	25 (37%)
Only once the treatment has begun	11 (16%)
Only at the end of the appointment, when I came to pay	21 (31%)
Don't know	10 (15%)

Base: 67

ASK IF Q6 STATEMENT 3 IS AGREE

- 9. To what extent do you agree or disagree with following statement: “I understood why the treatment I / my child received was different to what I expected”?**

	Adults	Children
Agree strongly	26 (28%)	21 (42%)
Agree	47 (51%)	15 (30%)
Disagree	11 (12%)	2 (4%)
Disagree strongly	3 (3%)	1 (2%)
Don't know	6 (6%)	11 (22%)

Base: 93

50

ASK IF Q6 STATEMENT 4 IS AGREE

- 10. To what extent do you agree or disagree with following statement: “I understood why the cost was different to what I expected”?**

	Adults
Agree strongly	12 (18%)
Agree	40 (60%)
Disagree	9 (13%)
Disagree strongly	1 (1%)
Don't know	5 (7%)

Base: 67

We would now like to ask you some questions about what happened and how you felt during your child’s / your appointment.

11. **We are now going to show a series of statements that may describe the way things happened at your / your child's recent appointment. For each one we'd like you to sort them into one of the categories below to show whether or not this is how things happened.**

Adults

	Statement	This is exactly what happened	This is quite close to what happened	This is not very close to what happened	This definitely did not happen	This was not necessary
1	I was given all the information I needed by the dental professional	204 (63%)	90 (28%)	21 (6%)	6 (2%)	5 (2%)
2	Treatments / procedures were clearly explained to me in advance	196 (60%)	75 (23%)	27 (8%)	8 (2%)	20 (5%)
3	The cost of my appointment was clearly explained to me in advance	112 (34%)	51 (16%)	36 (11%)	59 (18%)	68 (21%)
4	I was given the chance to ask questions	203 (62%)	82 (25%)	19 (6%)	14 (4%)	8 (2%)
5	Questions I asked were answered in full	185 (57%)	74 (23%)	16 (5%)	7 (2%)	44 (13%)
6	The dental professional checked that I understood things they had explained to me	170 (52%)	87 (27%)	22 (7%)	10 (3%)	37 (11%)
7	A written treatment plan was given before the treatment started	45 (14%)	35 (11%)	32 (10%)	78 (24%)	136 (42%)
8	I gave informed consent to the my treatment	152 (47%)	57 (17%)	13 (4%)	22 (7%)	82 (25%)
9	All possible treatment options were discussed with me	152 (47%)	65 (20%)	32 (10%)	19 (6%)	112 (34%)
10	The dental professional explained the benefits and risks of each treatment option	84 (26%)	68 (21%)	26 (8%)	22 (7%)	126 (39%)
11	The dental professional clearly explained my treatment options in terms of what would be covered by	74 (27%)	43 (12%)	27 (8%)	35 (11%)	149 (46%)

	NHS and what would need to be paid for privately					
12	The dental professional explained reasons for any changes to the treatment before treatment started	66 (20%)	50 (15%)	19 (6%)	29 (9%)	162 (50%)
13	The dental professional explained any changes to the cost of treatment, before my treatment started	52 (16%)	38 (12%)	21 (6%)	36 (11%)	179 (55%)

Children

	Statement	This is exactly what happened	This is quite close to what happened	This is not very close to what happened	This definitely did not happen	This was not necessary
1	The child was given all the information they needed by the dental professional	53 (57%)	30 (32%)	6 (6%)	-	4 (4%)
2	Treatments / procedures were clearly explained to my child in advance	60 (65%)	18 (19%)	3 (3%)	2 (2%)	10 (11%)
4	My child and I were given the chance to ask questions	60 (65%)	16 (19%)	8 (9%)	3 (3%)	6 (6%)
5	Questions that were asked were answered in full	62 (67%)	18 (19%)	1 (1%)	3 (3%)	9 (10%)
6	The dental professional checked that my child understood things they had explained to us	54 (58%)	20 (22%)	6 (6%)	4 (4%)	9 (10%)
7	A written treatment plan was given before the treatment started	19 (20%)	8 (9%)	10 (11%)	16 (17%)	40 (43%)
8	I gave informed consent to my child's treatment	51 (53%)	13 (14%)	2 (2%)	2 (2%)	25 (27%)
9	All possible treatment options were discussed with us	38 (41%)	19 (20%)	1 (1%)	4 (4%)	31 (33%)
10	The dental professional explained the benefits and risks of each treatment option	37 (40%)	17 (18%)	2 (2%)	4 (4%)	33 (35%)
11	The dental professional explained reasons for any changes to the treatment before treatment started.	33 (35%)	17 (18%)	3 (3%)	2 (2%)	38 (41%)

12	My child gave their consent for the treatment they received	38 (41%)	14 (15%)	4 (4%)	3 (3%)	34 (37%)

12. How much do you agree or disagree with the following statements regarding how you felt about the appointment.

Adults

	Statement	Agree strongly	Agree	Disagree	Disagree strongly	Don't know
1	I felt the appointment was too rushed	12 (4%)	39 (12%)	162 (50%)	110 (34%)	3 (1%)
2	I felt the dental professional communicated clearly with me	164 (50%)	140 (43%)	15 (5%)	3 (1%)	4 (1%)
3	I felt able to make my own decision about my treatment	128 (39%)	158 (48%)	23 (7%)	4 (1%)	13 (4%)
4	The dental professional was caring	162 (50%)	146 (45%)	9 (3%)	3 (1%)	6 (2%)
5	I felt confident that I could ask questions	176 (54%)	134 (41%)	8 (2%)	5 (2%)	3 (1%)
6	I felt that I was listened to	142 (44%)	157 (48%)	16 (5%)	3 (1%)	8 (2%)
7	I felt in control of what was happening	122 (37%)	169 (52%)	20 (6%)	6 (2%)	9 (2%)
8	I felt that I understood all that I needed to	168 (52%)	142 (44%)	8 (2%)	3 (1%)	5 (2%)
9	I felt I was given good advice by the dental professional	153 (47%)	153 (47%)	8 (2%)	3 (1%)	9 (3%)
10	The dental professional used language I could understand	193 (59%)	123 (38%)	3 (1%)	2 (1%)	5 (2%)
11	The dental professional made time to discuss things with me	136 (42%)	160 (49%)	20 (6%)	4 (1%)	6 (2%)

Children

	Statement	Agree strongly	Agree	Disagree	Disagree strongly	Don't know
1	I felt the appointment was too rushed	5 (5%)	21 (23%)	46 (49%)	21 (23%)	-
2	I felt the dental professional communicated clearly with my child	46 (49%)	40 (43%)	5 (5%)	1 (1%)	1 (1%)
3	I felt able to make my own decision about my child's treatment	35 (38%)	52 (56%)	6 (6%)	-	-
4	The dental professional was caring	43 (46%)	42 (45%)	6 (6%)	2 (2%)	-
5	I felt confident that I could ask questions	44 (47%)	43 (46%)	3 (3%)	1 (1%)	2 (2%)
6	I felt that my child was listened to	38 (41%)	45 (48%)	7 (8%)	-	3 (3%)
7	I felt in control of what was happening	29 (31%)	56 (60%)	7 (8%)	1 (1%)	-
8	I felt that my child understood all that they needed to	45 (48%)	42 (45%)	4 (4%)	-	2 (2%)
9	I felt we were given good advice by the dental professional	43 (46%)	43 (46%)	6 (6%)	-	1 (1%)
10	The dental professional used language my child could understand	47 (51%)	35 (38%)	8 (9%)	-	3 (3%)
11	The dental professional made time to discuss things with us	39 (42%)	43 (46%)	8 (9%)	2 (2%)	1 (1%)

13. During your time at the dental practice did you see a list of treatment costs displayed at any point (e.g. waiting room, reception, dental surgery)?

	Adults	Children
Yes	118 (36%)	27 (29%)
No	86 (26%)	38 (41%)
I did not look	107 (33%)	23 (25%)
Don't know/can't remember	15 (5%)	5 (5%)

IF YES**14. Was the list of costs clearly displayed?**

	Adults	Children
Yes	108 (92%)	24 (89%)
No	9 (8%)	3 (11%)
Don't know/can't remember	1 (1%)	-

Base: 118

27

15. Following your recent appointment, which of the following is true?

	Adults	Children
My child does/ I do not require any further appointments until their / my next check-up appointment	252 (77%)	71 (76%)
We / I have been told my child requires / I require further dental work but they / I will not be having the treatment	14 (4%)	3 (3%)
We / I have been told my child requires / I require further dental work and they / I will go ahead with the treatment	60 (18%)	19 (20%)

IF NOT PURSUING FURTHER TREATMENT ASK 16& 17

16. You say you / your child will not be having the treatment that was recommended. Why is this?
Please select all that apply

	Adults	Children
Too costly	3 (21%)	-
It is not convenient at this point in time	3 (21%)	-
I don't feel it is necessary		-
I don't feel it is urgent	3 (21%)	1 (33%)
I do not trust dental professional's recommendation	-	-
I do not feel the dental professional explained it clearly enough	2 (14%)	-
I would like a second opinion	3 (21%)	-
I would like some time to think over my options	5 (36%)	1 (33%)
Other	1 (7%)	1 (33%)
I don't know	-	-

Base: 14

3

17. Do you feel you understand the nature of the treatment your child / you will need to have in following appointments?

	Adults	Children
Yes	57 (93%)	18 (95%)
No	1 (2%)	1 (5%)
Don't know/can't remember	2 (3%)	-

Base: 60

19

IF GOING AHEAD WITH FURTHER TREATMENT ASK 18

18. Do you feel you understand the likely cost of the treatment you will need to have in following appointment?

	Adults
Yes	51 (85%)
No	7 (12%)
Don't know/can't remember	2 (3%)

Base: 60

19. Overall, do you feel the /your appointment was a positive or a negative experience (for your child)?

	Adults	Children
Very positive	161 (49%)	44 (47%)
Quite positive	121 (37%)	31 (33%)
Neither positive nor negative	36 (11%)	13 (14%)
Quite negative	4 (1%)	4 (4%)
Very negative	4 (1%)	1 (1%)

MARKED UP QUESTIONNAIRE FOR UNPLANNED OR EMERGENCY TREATMENT

NOTE: BASE FOR ALL QUESTIONS IS FULL SAMPLE (51) UNLESS STATED OTHERWISE. DATA SHOWN IS UNWEIGHTED.

Thank you for giving us some feedback about your recent dental appointment. We'll start with some questions about the type of appointment you had.

1. Why did you require an unplanned or emergency appointment?

It was an emergency, I was in pain	21 (41%)
It was an emergency but I was not in pain (e.g. broken filling, denture etc.)	25 (49%)
I wanted something investigated	6 (12%)
I was referred from another health service	1 (2%)
Other	2 (4%)
I don't know	-

2. Who was your appointment with?

Dentist	47 (92%)
Dentist- specialist (e.g. orthodontist, oral surgeon, periodontist etc.)	2 (4%)
Dental Hygienist	-
Dental Therapist	1 (2%)
Orthodontic Therapist	-
Dental Technician	1 (2%)
Clinical Dental Technician	-
Dental student	-
Don't know	-

ASK IF CODED more than one of codes 1 to 8 mentioned at Q2

- 3. You indicated you had appointments with more than one person. For the purposes of this feedback survey please choose which appointment and person you would most like to give your feedback about?**

Dentist	-
Dentist- specialist (e.g. orthodontist, oral surgeon, periodontist etc.)	-
Dental Hygienist	-
Dental Therapist	-
Orthodontic Therapist	-
Dental Technician	-
Clinical Dental Technician	-
Dental student	-

Base: 0

- 4. What type of care did you receive?**

NHS care that I paid for	23 (45%)
NHS care that was free	5 (10%)
NHS care and additional private dental care	2 (4%)
Private dental care	20 (39%)
Don't know	1 (2%)

5. How regularly do you attend for dental appointments?

At least every six months	30 (59%)
At least once every year	15 (29%)
At least once every two years	2 (4%)
Less often than once every two years	1 (2%)
Only when there is a problem/emergency	3 (6%)

Expectations

We would like to ask you some questions about what you expected of your appointment, and whether anything was different from what you were expecting.

6. Overall, which of these statements best describes what you expected from the appointment, as compared to how it actually went? (single code)

It was exactly what I expected	29 (57%)
It was mostly what I expected	18 (35%)
It was quite different to what I expected	3 (6%)
It was very different to what I expected	-
I didn't know what to expect	1 (2%)
I don't know	-

7. Thinking about your recent appointment, please indicate whether or not you agree with the following statements:

	Agree	Disagree	Don't know
Before my appointment, I had a clear understanding of what was going to happen (i.e. the treatment or procedure that would be undertaken)	37 (73%)	11 (22%)	3 (6%)
Before my appointment, I had a clear understanding of the likely cost	36 (71%)	12 (24%)	3 (6%)
What happened / the treatment I received during the appointment was different to what I expected	17 (33%)	29 (57%)	5 (10%)
The actual cost for the appointment was different to what I expected	12 (24%)	34 (67%)	5 (10%)

Ask if code [1] for statement 3 @ Q7

8. At what point did you realise that what was going to happen / the treatment you would receive during the appointment was different to what you expected? SINGLE CODE

Before the treatment	5 (29%)
Only once the treatment has begun	7 (41%)
Only at the end of the appointment, when I came to pay	3 (18%)
Don't know	2 (12%)

Base: 17

Ask if code [1] for statement 4 @ Q7**SINGLE CODE**

- 9. And at what point did you realise that the cost for the appointment was going to be different to what you expected?**

Before the treatment	4 (33%)
Only once the treatment has begun	2 (17%)
Only at the end of the appointment, when I came to pay	6 (50%)
Don't know	-

Base: 12

Ask if code [1] for statement 3 @ Q7**SINGLE CODE**

- 10. To what extent do you agree or disagree with following statement: "I understood why the treatment I received was different to what I expected"?**

Agree strongly	6 (35%)
Agree	10 (59%)
Disagree	-
Disagree strongly	-
Don't know	1 (6%)

Base: 17

Ask if code [1] for statement 4 @ Q7

SINGLE CODE

- 11. To what extent do you agree or disagree with following statement: "I understood why the cost was different to what I expected"?**

Agree strongly	1 (8%)
Agree	3 (25%)
Disagree	4 (33%)
Disagree strongly	3 (25%)
Don't know	1 (8%)

Base: 17

The appointment

We would now like to ask you some questions about what happened and how you felt during your appointment.

- 12. We are now going to show a series of statements that may describe the way things happened at your recent appointment. For each one we'd like you to sort them into one of the categories below to show whether or not this is how things happened.**

	Statement	This is exactly what happened	This is quite close to what happened	This is not very close to what happened	This definitely did not happen	This was not necessary
1	I was given all the information I needed by the dental professional	33 (65%)	12 (24%)	5 (10%)	-	1 (2%)
2	Treatments / procedures were clearly explained to me in advance	35 (69%)	9 (18%)	3 (6%)	2 (4%)	2 (4%)

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3	The cost of my appointment was clearly explained to me in advance	21 (41%)	6 (12%)	6 (12%)	2 (24%)	6 (12%)
4	I was given the chance to ask questions	35 (69%)	9 (18%)	4 (8%)	3 (6%)	-
5	Questions I asked were answered in full	33 (65%)	7 (14%)	6 (12%)	1 (2%)	4 (8%)
6	The dental professional checked that I understood things they had explained to me	31 (61%)	10 (20%)	5 (10%)	3 (6%)	2 (4%)
7	A written treatment plan was given before the treatment started	9 (18%)	7 (14%)	5 (10%)	20 (39%)	10 (20%)
8	I gave my informed consent to my treatment	37 (69%)	7 (14%)	5 (10%)	20 (39%)	10 (20%)
9	All possible treatment options were discussed with me	27 (47%)	8 (16%)	8 (16%)	4 (8%)	7 (14%)
10	The dental professional explained the benefits and risks of each treatment option	20 (39%)	9 (18%)	9 (18%)	3 (6%)	10 (20%)
11	The dental professional clearly explained my treatment options in terms of what would be covered by NHS and what would need to be paid for privately	12 (24%)	8 (16%)	4 (8%)	11 (22%)	16 (31%)

13. How much do you agree or disagree with the following statements regarding how you felt about the appointment.

	Statement	Agree strongly	Agree	Disagree	Disagree strongly	Don't know
1	I felt the appointment was too rushed	2 (4%)	7 (14%)	20 (39%)	21 (41%)	1 (2%)
2	I felt the dental professional communicated clearly with me	30 (59%)	17 (33%)	2 (4%)	1 (2%)	1 (2%)
3	I felt able to make my own decision about my treatment	26 (51%)	22 (43%)	1 (2%)	1 (2%)	1 (2%)
4	The dental professional was caring	30 (59%)	16 (31%)	4 (8%)	-	1 (2%)
5	I felt confident that I could ask questions	33 (65%)	13 (25%)	3 (6%)	1 (2%)	1 (2%)
6	I felt that I was listened to	30 (59%)	16 (31%)	3 (6%)	1 (2%)	1 (2%)
7	I felt in control of what was happening	23 (45%)	21 (41%)	5 (10%)	2 (4%)	-
8	I felt that I understood all that I needed to	26 (51%)	20 (39%)	3 (6%)	1 (2%)	1 (2%)
9	I felt I was given good advice by the dental professional	28 (55%)	19 (37%)	2 (4%)	-	2 (4%)
10	The dental professional used language I could understand	33 (65%)	14 (37%)	2 (4%)	1 (2%)	1 (2%)
11	The dental professional made time to discuss things with me	29 (57%)	18 (35%)	2 (4%)	1 (2%)	1 (2%)

SINGLE CODE

14. During your time at the dental practice did you see a list of treatment costs displayed at any point (e.g. waiting room, reception, dental surgery)?

Yes	18 (35%)
No	19 (37%)
I did not look	13 (25%)
Don't know/can't remember	1 (2%)

ASK IF CODE 1 @ Q14

SINGLE CODE

15. Was the list of costs clearly displayed?

Yes	15 (83%)
No	3 (17%)
Don't know/can't remember	-

Base: 18

SINGLE CODE

16. Following your recent appointment, which of the following is true?

I do not require any further appointments until my next check-up appointment	32 (63%)
I have been told I require further dental work but will not be having the treatment	5 (10%)
I have been told I require further dental work and will go ahead with the treatment	14 (27%)

ASK IF CODE 2 @ Q16

- 17. You say you will not be having the treatment that was recommended. Why is this?**
Please select all that apply

Too costly	1 (20%)
It is not convenient at this point in time	-
I don't feel it is necessary	-
I don't feel it is urgent	-
I do not trust dental professional's recommendation	-
I do not feel the dental professional explained it clearly enough	2 (40%)
I would like a second opinion	2 (40%)
I would like some time to think over my options	-
Other	-
I don't know	-

Base:5

ASK IF CODE 3 @ Q16

- 18. Do you feel you understand the nature of the treatment you will need to have in following appointments?**

Yes	13 (93%)
No	-
Don't know	1 (7%)

Base: 14

ASK IF CODE 3 @ Q16

- 19. Do you feel you understand the likely cost of the treatment you will need to have in following appointment?**

Yes	11 (79%)
No	3 (21%)
Don't know	-

Base: 14

- 20. Overall, do you feel your appointment was a positive or a negative experience?**

Very positive	24 (45%)
Quite positive	16 (31%)
Neither positive nor negative	8 (16%)
Quite negative	3 (6%)
Very negative	1 (2%)