

Dental provision in Norfolk

Introduction

About Healthwatch Norfolk

Healthwatch Norfolk is the independent voice for patients and service users in the county. We gather the views of local residents about health and social care services to make sure they are heard by the people who fund and provide services.

Our details:

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To discuss anything in this report, you can email us at enquiries@healthwatchnorfolk.co.uk, or call 01953 856029.

About this report

At Healthwatch Norfolk we have been hearing concerns from residents about access to dental services for several years and have seen a significant increase in the last year. This is something we have raised with NHS England and NHS Improvement (NHSE/I), Health overview and Scrutiny Committee (HOSC) and the local press (see appendix 1).

This report highlights the signposting queries we have received regarding dental services in Norfolk since January 2020 and the information people have been requesting regarding dental services. It also details reviews of dental practices our engagement team have collected, and investigations carried out by the Healthwatch Norfolk team into dentist's website and the availability of dental practices taking on new NHS patients.

Signposting queries relating to dental services

From January to September 2020, we have received 119 signposting queries asking for information on how to access dental services in Norfolk. In comparison, we only received 16 dentist enquiries from January to September 2019. These figures include enquiries from people looking for emergency treatment and people looking for an ongoing dentist.

The graph below shows the number of dental enquiries since January 2020.

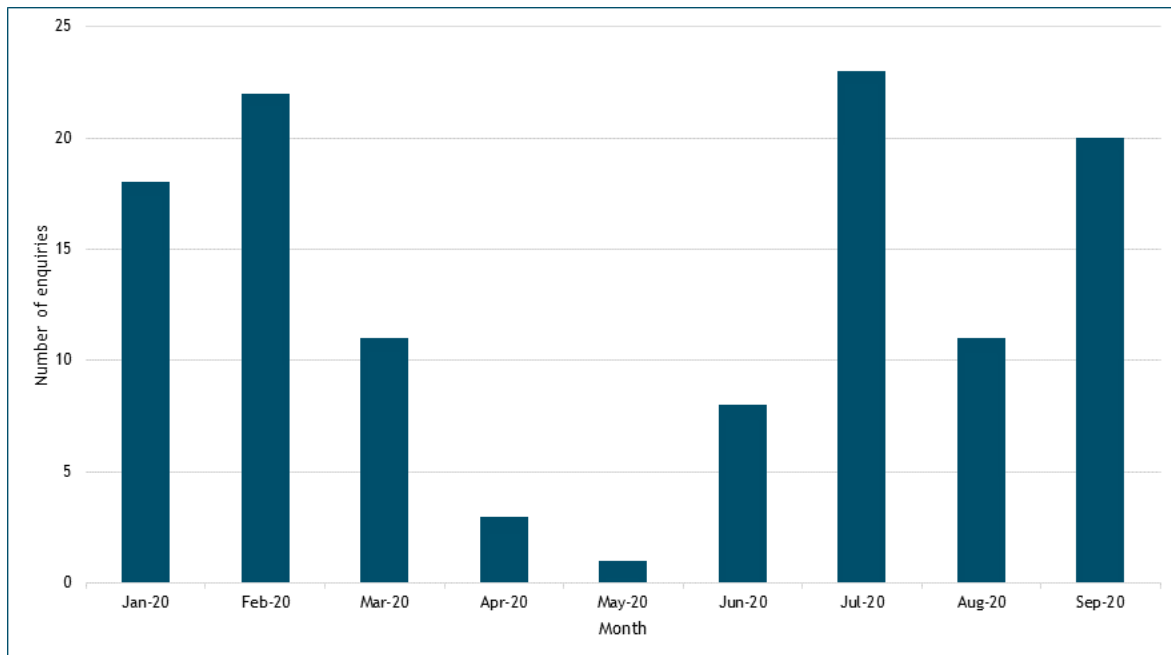


Figure 1. A graph showing the number of dental enquiries between January and September 2020.

As you can see from the graph, the number of enquiries reduced while dental practices were closed during the COVID-19 pandemic and then significantly increased once they opened again mid-June. This may not signify that the demand decreased when dental practices were closed but simply that patients understood they were unable to deliver the necessary services due to COVID-19 restrictions.

Details of dental enquiries

We have heard from a variety of people from across Norfolk about their difficulties finding an NHS dentist (see appendix 2). This has included people looking for emergency treatment but unable to access an appointment after contacting NHS 111, the Siskin Centre and/or King’s Lynn Access Centre. We have heard that this is often due to long wait times on the phone or there not being enough appointments available.

The reasons that people have been searching for an ongoing dentist have been varied. Reasons have included:

- Recently moving to the area
- Their current dental practice turning private
- Their financial situation changing and no longer able to afford private treatment
- Having not visited a dentist in several years but now concerned they have pain.

Members of the public also told us they had tried to contact multiple dentists; several

telling us they had contacted over 20 different dentists or dentists up to 40 miles from their home. Others told us how they had tried to find an NHS dentist for well over a year with no success.

Supporting evidence from our Insights and Intelligence Sub-Group

We have reported on Norfolk dental provision to our Insight and Intelligence Sub Group since February 2020; noting feedback our Engagement Team have collected from patients since November 2019.

From November 2019 - January 2020 we collected 14 reviews about dentists with an average rating of 2.8 out of five stars.



From February - April 2020 we collected 6 reviews about dentists with an average rating of 3.8 out of five stars.



From May - July 2020 we collected 11 reviews about dentists with an average rating of 3.5 out of five stars.



Other feedback presented to the Insight and Intelligence Sub Group about people's struggle to access NHS dentists included:

- At King's Lynn foodbank a member of the public told us: "I cannot smile as I hate my teeth but I cannot find a NHS dentist in King's Lynn. I can't afford private care. My teeth hurt and it affects my life but I can't do anything about it."
- At Breathe Easy in King's Lynn, members of the public told us they could not get an NHS dentist. Some of these people had been taking part in research projects for COPD, they told us the studies were showing that poor oral health can affect COPD.
- At JPUH we heard from a patient who had "tried to register but cannot get into a practice, recently needed treatment for a tooth abscess - tried to get emergency dental appointment - no luck. Then called 111 but they referred me to emergency

dentist that said they had no appointments so ended up going to A and E. I know this is not what I should do but I was in a severe amount of pain and was becoming unwell due to the infection.”

- “Couldn't make an appointment. Tried over and over again to make an appointment through the automatic phone service between the stated times 8.00-9.00am.” - review of Kings Lynn Dental Access Centre
- “my boyfriend had an emergency at the weekend and this emergency dentist/line is not even open! [...] once he got through to the first person in the queue and the phone started ringing it has been ringing for over 5 mins and waited in the queue for 30 mins with no one answering! [...] He has been trying to get seen since Saturday morning and it is now Monday [...] Needless to say we never got an answer” - review of Kings Lynn Dental Access Centre
- “I called 2 days in a row bang on at 8:30 the first day i got cut off after an hour and a half of waiting to then call back and it be fully booked. The second day I finally got through after 2 hours of waiting to be half way through giving my details to then be cut off again. No one even called me back even though I was finished giving my details” - review of Siskin Dental Centre
- “After being in a queue for 4 hours, finally the phone started ringing as if they where going to answer but another hour went past still ringing, 5 hours wasted and didn't even get through, no one has time to sit around waiting for you to answer!” - review of Siskin Dental Centre
- “I do appreciate that it's a busy time for Siskin Dental practice, during the COVID-19 crisis. However I was recommended to call by the NHS 111 service and also had a call reference number, I was on the phone for nearly 3 hours, so I waited until I was first in the queue. The phone was now ringing so I was really hopeful that I would get through, but no after another half an hour I just loss the will to live, so hung up.” - review of Siskin Dental Centre

However, the care at the emergency dentist is often praised by patients, for example the following review for King's Lynn Dental Access Centre:

- “I visited during covid 19 outbreak and I was so grateful to be seen by staff putting their own health at risk to treat me. All staff had full PPE and made me feel at ease straight away. They were all extremely friendly and cheerful as well as kind and caring when I had my tooth removed.” - review of King's Lynn Dental Access Centre

In the Insight and Intelligence Report from February 2020 you can clearly see the rise in enquiries during January 2020 compared to enquiries we received last year.

See graph below showing the number of dental enquiries we have received between February 2019 - February 2020 based on Clinical Commissioning Group areas.

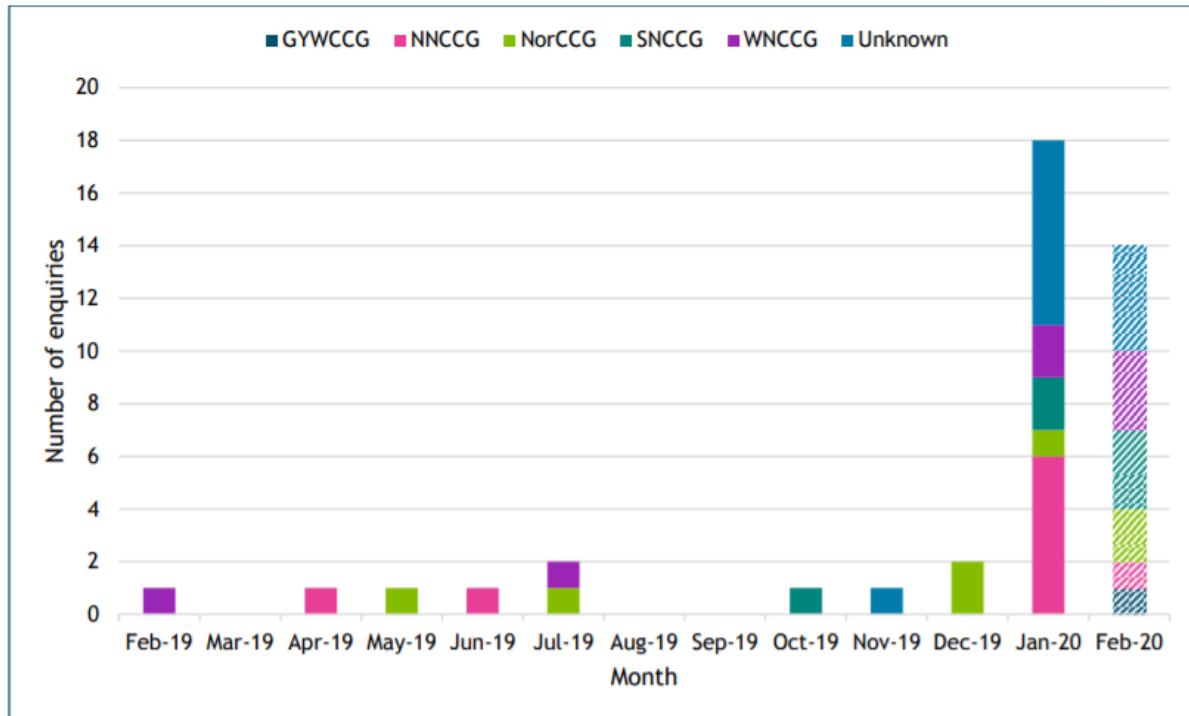


Figure 2. Graph taken from the February 2020 Insight and Intelligence Sub Group Report. This graph is displaying the number of dental enquiries HWN have received between February 2019 - February 2020 based on Clinical Commissioning Group areas. Please note February 2020 data is incomplete, but correct on 19th February 2020.

If you are interested in reading the Insight and Intelligence Sub Group Reports in full, please see the relevant links below:

- February 2020 Insight and Intelligence Sub Group Report where we discussed Lack of NHS dentists in Norfolk - <https://healthwatchnorfolk.co.uk/report/insight-and-intelligence-report-february-2020/>
- May 2020 Insight and Intelligence Sub Group Report where we discussed Dental Provision - <https://healthwatchnorfolk.co.uk/report/insight-and-intelligence-report-may-2020/>
- August 2020 Insight and Intelligence Sub Group Report where we discussed Dental Provision - <https://healthwatchnorfolk.co.uk/report/insight-and-intelligence-report-august-2020/>

Investigations into dental services in Norfolk

Due to the concerns raised through our signposting log and service reviews, we decided we needed to do some investigations. This involved regularly calling dental surgeries across Norfolk and Waveney collecting information on whether the surgery was taking on new NHS patients.

We also kept a list of the surgeries able to provide urgent dental care to those not registered with a surgery. However, from March to August 2020, the only urgent or emergency dental services we were able to suggest contacting for the whole of Norfolk was based in Kings Lynn and Norwich.

We were not able to suggest any surgeries taking on new NHS patients from early July to mid-September.

We also looked at information on dentist’s websites to see when they were last updated and if they were accepting NHS patients. (See tables below).

The tables below summarise an exercise carried out by Healthwatch Norfolk looking at 90 dentist websites stating when they were last updated and whether they were taking on new NHS patients.

Table 1

Table showing dental practice website that have been updated recently and whether they were taking new NHS patients.

Dentist	Location	Status	Website updated
John G Plummer & Associates, GY	GY & Waveney	Only by referral of a dental practitioner	
Bupa Dental Care, Gorleston	GY & Waveney	Not taking new patients	14 days ago
John G Plummer & Associates, Gorleston	GY & Waveney	Only by referral of a dental practitioner	
John G Plummer & Associates, Bradwell	GY & Waveney	Only by referral of a dental practitioner	
mydentist, Lowestoft Road, Gorleston-on-Sea	GY & Waveney	Not taking new patients	28 days ago
John G Plummer & Associates Caister on Sea	GY & Waveney	Only by referral of a dental practitioner	
Hopton Dental Surgery	GY & Waveney	Not taking new patients	10 days ago
John G Plummer & Associates, Oulton	GY & Waveney	Only by referral of a dental practitioner	
mydentist, Burgh Road, Aylsham	North Norfolk	Not taking new patients	28 days ago
mydentist, Market Place, North Walsham	North Norfolk	Not taking new patients	28 days ago

Hunstanton Dental Practice	North Norfolk	Not taking new patients	25 days ago
Mr G Enslin, Cromer	North Norfolk	Not taking new patients	12 days ago
Carlton Lodge Dental Care, Sheringham	North Norfolk	Only by referral of a dental practitioner	
John G Plummer & Associates, Hemsby	North Norfolk	Only by referral of a dental practitioner	
Ormesby Dental Care	North Norfolk	Only by referral of a dental practitioner	
mydentist, Upper Goat Lane	Norwich	Not taking new patients	28 days ago
Peacock & Shrestha Dental Practice	Norwich	Only by referral of a dental practitioner	
Cotman House Dental Surgery	Norwich	Only by referral of a dental practitioner	
Palace Plain Orthodontic Practice	Norwich	Only by referral of a dental practitioner	
Corner House Dental Practice	Norwich	Not taking new patients	20 days ago
mydentist, Barrack Street,	Norwich	Not taking new patients	28 days ago
Andrew Brown Dental Practice	Norwich	Only by referral of a dental practitioner	
Smile Orthodontics	Norwich	Only by referral of a dental practitioner	
Jim Peirson Dental Health Care	Norwich	Only by referral of a dental practitioner	
Siskin Dental Access Centre	Norwich	Only by referral of a dental practitioner	
The Heartsease Dental Surgery	Norwich	Only by referral of a dental practitioner	
Den Team Dental Centre	Norwich	Only by referral of a dental practitioner	
The Witard Dental Health Centre	Norwich	Taking new patients	20/07/2020
Little House Dental Practice	Norwich	Only by referral of a dental practitioner	
West Earlham Dental Health Practice Ltd	Norwich	Only by referral of a dental practitioner	
St Cuthbert's Dental Care	Norwich	Only by referral of a dental practitioner	
Reepham Road Dental Care	Norwich	Only by referral of a dental practitioner	
John G Plummer & Associates Thorpe St Andrew	Norwich	Only by referral of a dental practitioner	
Beechcroft Dental Practice	Norwich	Not taking new patients	16/07/2020
John G Plummer & Associates Costessy	Norwich	Only by referral of a dental practitioner	
Hethersett Dental Surgery	Norwich	Not taking new patients	01/07/2020
Taverham Dental Health Centre	Norwich	Not taking new patients	13/07/2020
John G Plummer & Associates Wymondham	Norwich	Only by referral of a dental practitioner	
My Dentist Wymondham	Norwich	Not taking new patients	28 days ago
The Loddon Dental Practice	Norwich	Not taking new patients	28 days ago
Manor House Dental Surgery	Norwich	Only by referral of a dental practitioner	

Beech House Dental Surgery	Norwich	Not taking new patients	34 days ago
Church Street Dental Surgery	South Norfolk	Only by referral of a dental practitioner	
Rookwood Dental Practice	South Norfolk	Not taking new patients	24 days ago
Clarence House Dental Surgery	South Norfolk	Only by referral of a dental practitioner	
Diss Dental Health Centre Limited	South Norfolk	Only by referral of a dental practitioner	
Bupa Dental Care, Diss	South Norfolk	Only by referral of a dental practitioner	
Fair Green Dental Practice, Diss	South Norfolk	Only by referral of a dental practitioner	
mydentist, Townsend House, Thetford	South Norfolk	Not taking new patients	31 days ago
Bupa Dental Care, Harleston	South Norfolk	Only by referral of a dental practitioner	
Daniel Evans & Associates (Branch), Bungay	South/GY & Waveney	Only by referral of a dental practitioner	
Mr J Holmes & Associates, Swaffham	West Norfolk	Only by referral of a dental practitioner	
mydentist, High Street, Kings Lynn	West Norfolk	Not taking new patients	28 days ago
mydentist, Purfleet Street, Kings Lynn	West Norfolk	Not taking new patients	28 days ago
Lynn Road Dental Practice KL	West Norfolk	Only by referral of a dental practitioner	
Wootton Road Dental Clinic KL	West Norfolk	Only by referral of a dental practitioner	
East Barn Castle Rising Dental Surgery	West Norfolk	Only by referral of a dental practitioner	
Dentistry For You (Marham) Ltd	West Norfolk	Taking new patients	01/07/2020
Downham Market Dental Care	West Norfolk	Only by referral of a dental practitioner	

Table 2

Table showing dental practice website that have not been updated recently and whether they were taking new NHS patients.

Dentist	Location	Status	Website updated
The Acle Dental Surgery	GY & Waveney		90+ days ago
Crown Road Dental Care, GY	GY & Waveney		90+ days ago
Great Yarmouth and Waveney CDS	GY & Waveney		90+ days ago
Aylsham Dental Practice	North Norfolk		90+ days ago
Stalham House Dental Practice	North Norfolk		90+ days ago
Grovefield Surgery and North Norfolk D I C	North Norfolk		90+ days ago
Bupa Dental Care, North Walsham	North Norfolk		90+ days ago

Bridge Street Dental Surgery, Fakenham	North Norfolk	Not taking new patients	50 days ago
Brooklyn House Dental Surgery, Fakenham	North Norfolk		90+ days ago
Wensum Dental Practice, Fakenham	North Norfolk	Not taking new patients	77 days ago
Golden Triangle Dental Practice	Norwich		90+ days ago
Treetops Dental Practice	Norwich		90+ days ago
Orford Hill Dental Surgery	Norwich		90+ days ago
All Saints Green Dental Practice	Norwich		90+ days ago
Cathedral Street Dental Practice	Norwich	Not taking new patients	67 days ago
The Dental Surgery, Ipswich Road	Norwich	Not taking new patients	76 days ago
Pearl Dental Surgery	Norwich	Not taking new patients	81 days ago
UEA Dental Practice	Norwich	Not taking new patients	88 days ago
Friends Dental Practice, Wroxham Road	Norwich		90+ days ago
Parish Vaid & Snehal Radia	Norwich		90+ days ago
Spixworth Dental Practice	Norwich		90+ days ago
Conrad Costa and Audrey Costa	Norwich		90+ days ago
Mulbarton Dental Surgery	Norwich		90+ days ago
Brundall Dental Practice	Norwich		90+ days ago
Community Dental Services CIC	South Norfolk		90+ days ago
Hopton Dental Surgery, Diss	South Norfolk		90+ days ago
Night Dental Limited, KL	West Norfolk		90+ days ago
The Dental Design Studio, KL	West Norfolk		90+ days ago
Gayton Road Dental Clinic, KL	West Norfolk		90+ days ago
Hall Farm Dental Surgery, KL	West Norfolk	Not taking new patients	77 days ago
Grange Dental Surgery, Snettisham	West Norfolk		90+ days ago

Please note: If a site has not been updated in over 90 days, this message is shown - “this dentist has not supplied this information in the last 90 days. Contact the dentist directly for more information”.

From looking through the 90 dental practice websites, just over a third had not updated information for more than 50 days. Of the 59 which had updated their information, only two practices were taking on new NHS patients and 37 dental practices were only taking on NHS patients by referral of a practitioner.

Appendix 1

EDP article about dental provision in Norfolk -

<https://www.edp24.co.uk/news/health/norfolk-dentists-accepting-new-nhs-patients-1-6815084>

EDP article about dental provision discussions at Norfolk County Council meeting where Healthwatch Norfolk report was presented -

<https://www.edp24.co.uk/news/politics/lack-of-norfolk-nhs-dental-access-branded-scandal-county-council-demands-answers-1-6821620>

EDP article about dental provision in Norfolk post-lockdown -

<https://www.edp24.co.uk/news/dentists-close-books-to-new-nhs-patients-post-lockdown-1-6757639>

EDP article about access to care during COVID-19 (dental care and mental health support difficult to access) - <https://www.edp24.co.uk/news/health/dentist-and-mental-health-appointments-highlighted-in-healthwatch-norfolk-report-1-6677769>

Appendix 2

Table 3

Table showing an extract from Healthwatch Norfolk's signposting log detailing dentists enquiries they received between January - September 2020.

Date	Enquiry type	Location	Additional Details
02/01/2020	Email	Unknown	
02/01/2020	Call	Kings Lynn	Wanted to get an NHS dentist, has already sent message to MP.
08/01/2020	Call	Unknown	Unable to get an NHS dentist in the area, wanted to make a complaint.
09/01/2020	Email	East Runton	Person moving to the area and unable to get an NHS dentist within a 40 mile radius.
09/01/2020	Email	Blofield	Unable to get either an NHS or private dentist.
10/01/2020	Email	Swaffham	Had moved from Cromer to Swaffham
15/01/2020	Call	Dereham	
15/01/2020	Email	North Norfolk	Cannot get an NHS dentist in North Norfolk, Broadland, or Norwich, for whole family including child.
20/01/2020	Email	North Norfolk	
20/01/2020	Email	Long Stratton	
21/01/2020	Call	Unknown	
21/01/2020	Call	North Walsham	

22/01/2020	Email	Unknown	Work full time and think they will need three fillings, which they cannot afford and teeth are starting to hurt.
27/01/2020	Call	Unknown	
27/01/2020	Call	North Norfolk	A health visitor who wanted to get an NHS dentist for a family
28/01/2020	Call	Unknown	
28/01/2020	Call	Unknown	
30/01/2020	Email	Norwich	Have been trying on and off for roughly 5/6 months now to try and find themselves and their partner a dentist.
06/02/2020	Call	Unknown	
06/02/2020	Call	Kings Lynn	
10/02/2020	Email	Unknown	Unhappy with current practice and wanted to change
10/02/2020	Email	West Norfolk	
10/02/2020	Email	Dereham	
10/02/2020	Email	Stalham	
10/02/2020	Email	Norwich	Struggling to find an nhs dentist for kids in Norwich.
10/02/2020	Email	East Harling	Since the dental practice closed in East Harling have been unable to find a new practice to register with.
10/02/2020	Email	Unknown	Been struggling for over a year to find an NHS dentist for self and two stepchildren
10/02/2020	Email	Eccles	Wife has lost the side of a front tooth which was repaired about 20 years ago. Their dentist at East Harling closed and since have been struggling to find anywhere.
10/02/2020	Email	Unknown	Son is 1 tomorrow, and have been trying to find a dentist for him for around 6 months (since he got his first teeth). despite several calls to most dentists within 15miles of home.
12/02/2020	Call	Kings Lynn	Message left on answer machine caller could not get a dentist, called back by which point they had managed to get into a dental practice
17/02/2020	Call	Great Yarmouth	
19/02/2020	Call	Norwich	
21/02/2020	Call	Thetford	Seeking emergency dentist
24/02/2020	Email	Unknown	Unable to get an NHS dentist in Norfolk for them and family. A very nervous patient and hasn't been for 20 years but experiencing problems now and don't want daughter to pick up on it
25/02/2020	Email	Thetford	
25/02/2020	Email	Unknown	Need urgent help, cannot afford private and all the dentists are either full or private only.
26/02/2020	Email	Unknown	Have had wisdom teeth problems for a few weeks now and the pain is getting worse, tried 26 dentists in a 30 mile radius of their

			home. 111 suggested the Siskin centre which opened at 9am in the morning, rang at 9am to be on hold for 40minutes to be told they had no appointments left and would have to ring on a daily basis which is near impossible to be due to work hours
25/02/2020	Call	Loddon	
26/02/2020	Email	Loddon	Partner moved to Norfolk from Essex 5 years ago and cant get into an NHS dentist. Self and 1 year old use a dentist in Beccles but she cant get in there.
27/02/2020	Email	North Walsham	
02/03/2020	Email	Unknown	
04/03/2020	Email	Unknown	Cannot find NHS dentist and have a broken tooth
04/03/2020	Call	Wymondham	Looking for a new dentist as current one in Long Stratton is becoming private
05/03/2020	Call	North Walsham	
05/03/2020	Call	North Norfolk	
05/03/2020	Call	Mulbarton	
05/03/2020	Call	Norwich	
06/03/2020	Call	Buxton	
10/03/2020	Email	Blofield	Cannot find NHS dentist, needs to be accessible as disabilities and able to deal with dental anxiety
17/03/2020	Call	Kings Lynn	
20/03/2020	Email	Norwich	Looking for a dentist for self and children. Have not been able to find one that they can get to easily. There are local surgeries that will take children but not adults
15/04/2020	Email	Wymondham	
21/04/2020	Email	Unknown	Trying to get dentist for self, husband, father and youngest daughter.
28/04/2020	Email	Unknown	Currently 32 weeks pregnant and not been seen during pregnancy as been looking and getting nowhere for a dentist that will take on NHS. Gums pulling away from my teeth. Want to register somewhere ready for after COVID restrictions lifted.
21/05/2020	Email	Unknown	Haven't seen a dentist for over 5 years now and it's now urgent they believe they need a filling
09/06/2020	Email	Norwich	61 year old in Norwich has been trying for two years to get a dentist, have deformed gum from a broken bridge crown. Does not drive and cannot afford private treatment.
17/06/2020	Email	Unknown	Has a tooth they need extracting
25/06/2020	Email	Norwich	Have contacted multiple surgeries but only taking on private patients. With COVID understand that there won't be any appointments but would like to get signed up

			for future dental care. Information on the NHS sites is not updated.
29/06/2020	Call	Watton	
29/06/2020	Call	Norwich	
29/06/2020	Email	Unknown	Had been looking for a dentist for a year now and starting to get some pain in tooth.
29/06/2020	Email	Unknown	38 weeks pregnant and wanted to book an appointment with us, explained we are not a dental service and signposted to NHS111 or NHS online to find a dental practice
30/06/2020	Email	Docking	Wanted to find an emergency dentist for them and a regular dentist for them and their family, have been trying for 3 years and contacted Kings Lynn dental access centre but waiting for 3 hours
01/07/2020	Email	Kings Lynn	Has been trying to find a dentist since before Christmas, only able to see an emergency dentist, partner is having teeth fall out because of gum disease
02/07/2020	Email	Long Stratton	Only able to find private spaces or not hearing back from their enquiries
02/07/2020	Call	Norwich	Husband managed to access emergency treatment at Siskin but only temporary fix, now needs to register at dentist for further treatment.
03/07/2020	Email	Norwich	Causing them anxiety as well as ongoing issues with teeth that haven't been resolved.
06/07/2020	Email	Cromer	Concerned about the lack of NHS dentistry in Cromer, particularly with the planned 900 houses to be built
07/07/2020	Email	Norwich	Cannot get a dentist for self and family, were advised by emergency dentist several years ago to try every April
06/07/2020	Call	Unknown	In need of dental treatment, not registered at a surgery. Usually would have been able to afford private treatment but COVID has changed her work situation and she is now on universal credit.
08/07/2020	Email	North Walsham	
09/07/2020	Email	North Norfolk	
09/07/2020	Call	Norwich	From lady struggling to access dental care. Needed more urgent appointment for issues with wisdom tooth
10/07/2020	Email	Unknown	Told us that they have tried to contact several dentists who do not answer their calls or emails and websites are not up to date.
14/07/2020	Email	Sheringham	
22/07/2020	Email	Old Catton	Gone through the list of dentists and only one is accepting, however the reviews on this dentist making them very reluctant. Know things are difficult now because of

			Covid but this situation was the same before Covid.
23/07/2020	Email	King's Lynn	
24/07/2020	Email	Martham	On behalf of their friend who needs a hip operation but cannot be operated due to needing a heart valve operation but cannot be operated due to needing dental work.
27/07/2020	Call	Norwich	Unable to find NHS dentist. Also already tried 111 who gave him phone numbers of surgeries rather than being able to book him a specific appointment.
27/07/2020	Call	Norwich	Looking for dentist, could pay privately if needed
28/07/2020	Call	West Norfolk	Wife in pain with toothache. Has exhausted all local dentists and none are taking on new NHS patients. Caller was upset that dentists are so hard to come by in Norfolk.
28/07/2020	Call	Unknown	
28/07/2020	Call	Unknown	
28/07/2020	Email	Unknown	
30/07/2020	Email	Wymondham	
31/07/2020	Email	Unknown	Cannot get a dentist despite being in pain and unable to eat for 3 days.
04/08/2020	Call	Unknown	
11/08/2020	Call	Sheringham	
13/08/2020	Email	Hethersett	Had tried to access multiple dental practices but unable to find an NHS one taking on patients, had to go private
17/08/2020	Email	Unknown	
17/08/2020	Email	Sprowston	
20/08/2020	Call	Blofield	Calling on behalf of husband who needs urgent dental work.
20/08/2020	Call	South Walsham	Searching for NHS dental treatment for chipped tooth.
24/08/2020	Email	Unknown	
24/08/2020	Email	North Walsham	Person looking for dentist for mum for urgent treatment. Already tried 111.
25/08/2020	Email	Unknown	Contacted several dental practices within a 10/15 mile radius of home. Are a pensioner and have had private treatment in the past, but this is increasingly expensive
25/08/2020	Call	Unknown	
26/08/2020	Call	Unknown	Looking for urgent dental treatment, tried NHS 111 and has rung round 20+ surgeries. Also tried NHS England and was more or less dismissed.
28/08/2020	Call	Unknown	Looking for NHS dentist for husband, in pain with tooth issue. Already tried 111 and Siskin. Siskin apparently not seeing any patients face to face
01/09/2020	Call	Unknown	Tried to get through to dental access centre, got to number 1 in the queue and got cut off. Wanted to make complaint as has seen

			from Facebook that it's happened to other people.
02/09/2020	Call	Unknown	Urgent broken tooth, Caller has called 111 and been advised to call the Siskin centre, who sent him back to 111. Caller has been back and forth and then found our number. Signposted to King's Lynn Dental Access Centre, but rang back shortly after to say they had turned him away also.
07/09/2020	Email	Norwich	Daughter had recently relocated to Norwich
09/09/2020	Call	Unknown	Husband has lost a tooth but can't get treatment.
11/09/2020	Email	Unknown	
11/09/2020	Call	Unknown	Said he had called nearly 100 dentists to register as a new NHS patient. His dentist retired in Feb before COVID and all dentists he has tried to register at say they are not taking new NHS patients on, only private.
14/09/2020	Email	Trowse	
15/09/2020	Email	Wymondham	Moved to Wymondham 18 months ago and struggled to find an NHS dentist who is accepting new patients for a family of 4.
17/09/2020	Call	Unknown	Someone after urgent treatment.
17/09/2020	Call	Unknown	
21/09/2020	Call	Unknown	On behalf of their sister, their sister had been removed from their dentist list without being informed.
21/09/2020	Email	Norwich	Parent of new UEA student wanted to get NHS dentist for their daughter.
21/09/2020	Call	Unknown	Had phoned few weeks ago and was told to ring back to see if we had any further information on dental practices.
22/09/20	Call	Unknown	Caller wanting to know who to complain to about lack of access to dentistry, so gave NHSE details. Also asked whether he would be able to claim back money spent privately; I said that I wasn't sure but to ask NHSE in the first instance, and follow up with citizens advice if he didn't get a satisfactory answer and wanted to be sure of his rights.
22/09/20	Email	Unknown	Email from person with a broken tooth who needed a dentist.
24/09/20	Email	Unknown	Email from person with bleeding could not find NHS dentist.
24/09/20	Email	Unknown	Email cannot find an NHS dentist, been looking for 3 months.
28/09/20	Email	Unknown	Email cannot find an NHS dentist for themselves and their wife and daughter, tried multiple places and told only accepting private patients.
29/09/20	Email	Norwich	Email from student have recently moved to Norwich from Suffolk, previous dentist in Suffolk closed. have booked in with private

			for emergency treatment but wants NHS ongoing dental care.
29/09/20	Email	Unknown	Email from someone who moved a year half ago still can't find an NHS dentist, teeth are now so bad starting to lose them and causing stress.