

Name of Service: Special Care Dental

Action plan resulting from Family and Friends Patient Feedback  
Survey 2015-16

| You told us this                                                                        | As a result                                                                                                                                                                                                                                                                                                                                                                                   |
|-----------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Vacant parking places can be difficult to find and at Beckenham Beacon you have to pay. | <p>Parking availability is not an area we can control. Our buildings at Beckenham Beacon are rented from the NHS Care Commissioning Group. All clinics have free on street parking nearby if you can access that.</p> <p>We will add more information to our letters to advise patients to allow enough time to park off site if they do not want to pay the charges at Beckenham Beacon.</p> |
| You'd like to have all your dental treatment with us.                                   | <p>Our emergency dental service is only allowed to get patients out of pain or help them in a dental emergency. Patients should register with a local dentist to complete their treatment.</p> <p>The Special Care Dental Service is set up to provide dental care to those with needs that prevent them getting to a local dentist.</p>                                                      |
| You'd like more appointments to be available.                                           | <p>The Friends and Family responses tell us our service is highly valued. We have a waitlist for patients referred to us. But...</p> <p>1 in 15 appointments are wasted because patients do not attend.</p> <p>1 in 11 appointments are cancelled at short notice.</p>                                                                                                                        |
| You'd like treatment nearer to home.                                                    | We have clinics in 5 locations across Bromley and they all have access via public transport. If you require treatment by a particular specialist then you will                                                                                                                                                                                                                                |

|                                                                        |                                                                                                                                                                                              |
|------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                        | have to travel to the clinic where they have the equipment and support they need.                                                                                                            |
| You'd like to stay with the patient when they have their X rays taken. | There are laws in UK relating to the use of X rays. Our services follow the rules set out in the law to keep you safe. If you have any questions you should ask the person taking the X ray. |