One in four dental patients want to complain but don’t

A quarter of dental patients want to complain about their dental care but don’t according to a survey by the Dental Complaints Service.

The survey by the Dental Complaints Service (DCS) found that a third had actually complained about some aspect of their dental care.

But when it came to complaints that patients wanted to make but didn’t, the most common reason was the cost of treatment (35 per cent), followed by ineffective treatment (14 per cent), inconvenient appointments (15 per cent) and unnecessary treatment (13 per cent).

Thirty-five per cent of patients didn’t complain because they thought it wouldn’t be ‘worth it’, while 17 per cent didn’t because they lacked confidence and 15 per cent because they feared ‘negative comeback’.

Nine per cent of those who failed to complain didn’t know where to take their complaint.

‘If you have a complaint about private dental care but don’t know where to go, call us. We’ll try to help resolve your complaint quickly and fairly,’ said Hazel Adams, head of the Dental Complaints Service.

The DCS can also advise on where to go with complaints about NHS dentistry.

The DCS is free to use and has helped to resolve more than 5,000 complaints about private dental care since its launch three years ago.

In the last three years, the DCS has received more than 20,000 calls to its local rate 08456 120540 complaints hotline. Two thirds of complaints logged are resolved within a fortnight.

The DCS was set up by, but is independent of, the General Dental Council, which regulates dental professionals in the UK.

Complaints that raise issues about patient safety and whether a practitioner should be allowed to continue practising continue to be dealt with by the GDC.

Nine per cent of those who failed to complain didn’t know where to take their complaint.

To contact the Dental Complaints Service, call 08456 120540 (local rate), visit www.dental-complaints.org.uk, or email info@dentalcomplaints.org.uk

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£200m sale

Integrated Dental Holdings, which has more than 250 practices in the U.K., has been up for sale for £200m. The company offers both private and NHS dental services.

David Huntley, the former dentist who started IDH in 1996, owns about 28 per cent of the business and will make about £55m from any deal.

The Bolton-based business, which employs 2,000 staff, floated on the stock market in 2002 and was valued at £4.5bn but was taken private two years later. Advisory firm Hawkpoint is auctioning the business.

Technician struck off

A dental technician was to be struck off the dental register after he was arrested for having child pornography on his computer.

John Stuart Martin was reported to police by his wife after she found child pornography on the family computer at their home in Shropshire.

Martin was called before the General Dental Council after magistrates in Shrewsbury convicted him on five counts of making indecent images of a child.

The GDC said its only option was to strike Martin off the dental register to ’protect patients and address the public interest’.

Martin was given 28 days to appeal.

Lib Dems

In his speech at the Liberal Democrats’ conference, Shadow Health Secretary Norman Lamb, claimed that the Lib Dems ‘will ensure there is an NHS dentist available to everyone who needs one’.

They will do this by ‘making sure that dentists who are trained by the NHS - work in the NHS for a minimum of five years. By reforming dentists’ contracts so they’re paid to take on more NHS patients, not just getting money for the number of treatments they provide.’

He added: “And we’ll prioritise areas where dental services are worst, by providing increased payments to dentists who operate in the areas of greatest need.”

Amy Winehouse

Singer Amy Winehouse has had dental reconstruction to improve her teeth after her oral health deteriorated during her drug and alcohol binges. She has reportedly undergone several procedures, including fillings and extractions but is in so much pain from the work, she has been given medication to cope. She was forced to stop a recent concert because of the pain in her teeth.

www.dental-tribune.co.uk

GDC to GPhC

Chief Exec and Registrar of the GDC to move to General Pharmaceutical Council

Chris Hindle looks at ways to maximise the selling potential of your practice

Microsurgery part 1

Dr John Stropko offers practical tips on using apical microsurgery for great results

Selling up

TePe Original and G2

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