

Date:	March 2019
Briefing for:	Croydon Health and Social Care Sub-Committee
Briefing from:	King's College Hospital NHS Foundation Trust
Subject:	Outcome of follow up exercise – patients previously using community special care dentistry service at Parkway Health Centre
Content:	<ol style="list-style-type: none"> 1. Introduction 2. Overview of feedback exercise 3. Feedback received and action taken 4. Next steps

1.Introduction

King's College Hospital NHS Foundation Trust committed to following up with patients who were written to regarding the relocation of the community special care dentistry service based at the Parkway Health Centre in New Addington. Patients were advised to use alternative clinics in the Croydon borough, namely Thornton Heath and Edridge Road.

2.Overview of feedback exercise

In February 2019, 250 letters were sent out to the Parkway patients that were contacted in August 2018, requesting feedback about their experience using the alternative locations.

Patients/carers were encouraged to comment on travel time, transport links, opening times and/or the facilities available at the clinic. A range of feedback options were made available including telephone, letter and email.

3.Feedback received and action taken

Six responses have been received so far as follows.

1. The father of a young lady, with a learning disability, made contact to say that they have attended an appointment at Thornton Heath. He said that it is not as convenient as Parkway, but he parked outside Thornton Heath without any problem. The facilities are comparable to Parkway and he has no other comments to make.
2. A lady who uses patient transport has been to Thornton Heath. She saw her usual dentist. She said that at Parkway they had a wheel chair that they used to take her up to the dental suite and this was not available at Thornton Heath. **Action taken:**
We will move a spare wheelchair from another clinic to Thornton Heath.
3. A mother made contact to say that her son does not want to go to Thornton Heath because it is too noisy. However, they have not been there yet. **Action taken:**
Explanation provided of layout of the centre, including peaceful location of the dental suite - upstairs and only dental patients have access to the waiting room. Also informed of Edridge Road and Jubilee clinics but said that they are

not close enough. Informed that we hope that we may be able to return to New Addington when the new health and leisure centre is built.

4. A lady made contact to say that her son used to go to Parkway. He hasn't yet needed to visit Thornton Heath and so she cannot give any feedback.
5. A mother made contact to say that Thornton Heath has no parking and is a long way to drive from Parkway. She would prefer a local dentist but she needs a special needs service. **Action taken: Informed her that Jubilee Health Centre has parking and that we hope to return to New Addington when the new centre is built.**
6. A lady made contact to say that Thornton Heath is inconvenient and too far away. She has made alternative arrangements, for her son who has Autistic Spectrum Disorder (ASD).

4.Next steps

We are committed to listening to the views of service users and will continue to do so through the existing mechanisms we have in place including the Friends and Family Test.