

Reference:	FOI.2074.19
Subject:	The provision of NHS orthodontic care for children
Date of Request:	14 October 2019

Requested:

1. What is the system of referral for orthodontic treatment, who has responsibility for prioritisation and how is this system administered (for instance are individual orthodontists responsible for progressing cases or is there a central waiting list)?
2. How many people are on the central waiting list?
3. What is the average waiting time for a child needing orthodontic treatment?
4. How many new treatment places were created in the last month and over the last 12 months?
5. Please may I have a list of all the practices who undertake NHS orthodontic treatment on behalf of Hywel Dda, along with the number of patients assigned to each for initial consultation, and the number of funded places allocated to each practice for treatment.
6. What is the total budget allocated for orthodontic treatment in the health board?
7. Who decides the budget and is it based on demand or other priorities.
8. Who is answerable to patients/guardians for failures in administration of the system and what is the procedure for pursuing a complaint.

Response:

1. Patient referrals to Hywel Dda University Health Board (UHB) for orthodontic treatment are completed by the patient's General Dental Practitioner (GDP) using the e-referrals system. Referrals are assessed by an orthodontic specialist and prioritised and added to a central waiting list and will progress to the top of the list to receive the necessary treatment.
2. The UHB confirms there were 3,500 patients on the central waiting list as at 1 October 2019.
3. The UHB is unable to provide this information as the average waiting time is dependent on the individual patient clinical needs.
4. The UHB confirms 1,670 patients were allocated to orthodontic practices in the 2018/19 financial year. Orthodontic practices request patients from the UHB, not all of these patients will commence treatment and therefore the UHB is unable to provide a monthly figure for new treatment places.
5. The UHB has one main orthodontic contract with Q Dental Practice, 7 The Parade, Carmarthen, Carmarthenshire, SA31 1LY. The UHB also has additional agreements to provide waiting list initiatives with two other orthodontic practices, Quayside Orthodontics, Lower Ground Floor Symbiosis Dental, 55 London Road, Pembroke Dock, Pembrokeshire, SA72 6DT and Neat Teeth Orthodontic Practice, Lamberts Road, Swansea, SA1 8EL.

The UHB provides, within the table below, the approximate number of patient funded treatment places based on the maximum number of places possible per contract, allocated to each practice and the duration of treatment. Numbers may be lower, dependent on the number of assessments/consultations that do not result in the commencement of treatment.

Orthodontic practice	Number of places	Duration
Q Dental Practice	1,031	Per year
Neat Teeth	385	Within duration of contract
Quayside Orthodontics	119	Within duration of contract

6. The UHB does not have a specific budget for orthodontic treatment. There is a ring fenced budget covering all dental services, including orthodontic care, general and specialist dental care.
7. The UHB's Executive Board decides budget allocation based on demand and priorities.
8. The UHB's dental team will discuss any queries with parents or guardians.

A "Putting Things Right" information leaflet has been provided for your information, attached. Complaints should be directed to the patient support team by telephone on 0300 0200 159 or by email HDHB.Patientssupportservices@wales.nhs.uk