

## Freedom of Information (Scotland) Act 2002

<b>DATE RECEIVED</b>	<b>24/02/2022</b>	<b>SUBJECT</b>	<b>PDS Shetland Dental Activity</b>		
<b>PASSED TO</b>	<b>Dental</b>	<b>DATE PASSED</b>	<b>28/02/2022</b>	<b>RESPOND BY</b>	<b>17/03/2022</b>
<b>CATEGORY</b>	<b>NHS</b>	<b>FoI NUMBER</b>	<b>2022-086</b>		

Question/s to be Answered

Under the freedom of information act I would like to see the PDS Shetland dental activity for last 6 months

In the six month period from 1st September 2021 to 28th February 2022 the NHS Shetland PDS made 6380 clinician appointments with an accumulated time of 4772 hours and 35 minutes. This consisted of 6287 appointments (4735 hours 35 minutes) where a patient was seen in person, 35 appointments (9 hours 50 minutes) using a telephone consultation and 58 appointments (27 hours 10 minutes) using a Near Me video consultation. Additionally there were 31 other appointments (10 hours 45 minutes) where a clinician was working on an identifiable patient's treatment but the patient was not in attendance (for example, writing referrals, case meetings with other health professionals, in-house denture and appliance work, etc). 49 domiciliary visits were carried out with a booked appointment time of 31 hours and 20 minutes, excluding travel time. There were 479 appointments (349 hours 35 minutes) where the patient failed to attend.

This breaks down as follows:

Dentist: 4419 appointments in total (3136 hours 0 mins) made up of 4385 face-to-face appointments (3126 hours 55 minutes), 34 phone consultations (9 hours 5 minutes) and zero Near Me appointments. There were 24 other appointments where a patient was identified but not present (6 hours 45 minutes) and 46 domiciliary visits (28 hours 20 minutes, excluding travel time). There were 254 appointments (174 hours 0 minutes) where the patient failed to attend.

Therapist / Hygienist: 664 appointments in total (645 hours 25 mins) made up of 664 face-to-face appointments (645 hours 25 minutes), zero phone consultations and zero Near Me appointments. There were zero other appointments where a patient was identified but not present and zero domiciliary visits. There were 78 appointments (72 hours 15 minutes) where the patient failed to attend.

Orthodontics: 523 appointments in total (393 hours 40 mins) made up of 467 face-to-face appointments (367 hours 45 minutes), zero phone consultations and 56 Near Me appointments (25 hours 55 minutes). There were 7 other appointments (4 hours 0 minutes) where a patient was identified but not present and zero domiciliary visits. There were 33 appointments (20 hours 50 minutes) where the patient failed to attend.

Oral Health Education / Childsmile: 617 appointments in total (419 hours 50 mins) made up of 614 face-to-face appointments (417 hours 50 minutes), 1 phone consultation (45 minutes) and 2 Near Me appointments (1 hour 15 minutes). There

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were zero other appointments where a patient was identified but not present and 3 domiciliary visits (3 hours 0 minutes, excluding travel time). There were 110 appointments (78 hours 55 minutes) where the patient failed to attend.

During October 2021 NHS Shetland PDS facilitated the in-clinic experience of a group of final-year students, with the aims of assisting their qualification and encouraging their interest in working in Shetland at some future stage in their career.

Student: 157 appointments in total (177 hours 40 mins) made up of 157 face-to-face appointments (177 hours 40 minutes), zero phone consultations and zero Near Me appointments. There were zero other appointments where a patient was identified but not present and zero domiciliary visits. There were 4 appointments (3 hours 30 minutes) where the patient failed to attend.