

Freedom of Information (Scotland) Act 2002

DATE RECEIVED	13/07/2022	SUBJECT	Failed Appointments		
PASSED TO	Information Dental	DATE PASSED	18/07/2022	RESPOND BY	03/08/2022
CATEGORY	Private	FoI NUMBER	2022-270		

Question/s to be Answered

In a recent story in the Shetland Times, NHS Shetland's Director of Dentistry Dr Antony Visocchi stated that "Unless we see the failures to attend decrease, we will have little choice but to consider the introduction of charges for missed appointments."

The figures supplied to the Shetland Times by NHS Shetland indicated that over 650 dental appointments were lost due to patients failing to attend. The news story then said that the missed appointments equated to 722 filling appointments, or 361 root-filling appointments.

In order to establish an accurate picture of the distribution of lost appointments, can NHS Shetland please provide the following information?

How many of these failed appointments were with:

- A) Dentists
- B) Oral Health Education Nurses
- C) Childsmile Dental Nurses

<https://www.shetlandtimes.co.uk/2022/07/13/over-650-dental-appointments-lost-due-to-patients-failing-to-attend>

RESPONSE:

2022 Figures (First six months, to 30th June 2022 incl.)

Total missed appointments across NHS Shetland PDS: 654

- A) Dentists: 341 appointments
- B) Oral Health Education Nurses: 5 appointments
- C) Childsmile Dental Nurses: 0 appointments

Only limited numbers of nurses are specifically classified as either Oral Health Education Nurses or Childsmile Dental Nurses. The majority are classified as both and hold clinics often with a mix of Childsmile and Oral Health Education patients. The number of failed appointments for this additional combined OHE/CS nurse category during the timescale above was 204.