

Reference: FOI.ICB-2425/217

Subject: Dentistry Complaints

I can confirm that the ICB does hold the information requested; please see responses below:

QUESTION	RESPONSE
1. How many NHS Dental Care Complaints has the ICB received in the last 5 years [Between April 6 - April 5 2019/20, 2020/21, 2021/22, 2022/23, 2023/24] Broken down by year.	<p>2019/20 – <5 2020/21 – 7 2021/22 – <5 2022/23 – 7 2023/24 – 149</p> <p>Please note: ‘<5’ has been used where the numbers are under 5 as this could make the data identifiable.</p> <p>(NHS England delegated commissioning responsibility for dentistry to NHS BNSSG ICB April 2023)</p>
2. For the last year alone (2023/24), can you provide the 20 most common dental care complaints, including the number of complaints received.	<p>Advice provided by NHS 111 – 13 Clinical treatment – 53 Unable to access dentist – 70 Dental Charges – 8 Communication - <5</p> <p>Please note: ‘<5’ has been used where the numbers are under 5 as this could make the data identifiable.</p>

The information provided in this response is accurate as of 13 September 2024 and has been approved for release by Rosi Shepherd, Chief Nursing Officer for NHS Bristol, North Somerset and South Gloucestershire ICB.