



The Tooth Hurts

Access to & provision of Dental Services within London Borough of Bromley March 2018

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1. Background

Healthwatch is made up of 152 local Healthwatch organisations that were established throughout England in April 2013, under the provisions of the Health and Social Care Act 2012. One of the main functions of Healthwatch is to support children, young people and adults in their health and social care needs, holding the system to account for how well it engages with the public.

The remit of local Healthwatch is to be an independent health and social care champion, to be the voice of local people and to ensure that health and social care services are safe, effective and designed to meet the needs of patients and carers.

Local Healthwatch core functions are:

1. Gathering the views and experiences of patients, carers, and the wider community,
2. Making people's views known,
3. Influencing the commissioning process for health and social care services, and process for their continual scrutiny,
4. Referring providers of concern to Healthwatch England, or the CQC to investigate,
5. Providing information about which services are available to access and signposting,
6. Collecting views and experiences and communicating them to Healthwatch England,
7. Work with the Health and Wellbeing Board on the Joint Strategic Needs Assessment and Joint Health and Wellbeing Strategy (which will influence the commissioning process).

2. Introduction

Oral health is a vital aspect of general health and wellbeing. Access to and provision of dental services is an important factor for maintaining good oral health. Some of the health effects from poor oral health include gum disease, tooth decay and bad breath. Such conditions can affect a person's ability to eat, speak and socialise normally due to discomfort, pain and social embarrassment.

There have been national reports of people still having trouble getting appointments with NHS dentists. In addition, lack of consistent dental guidance and information (for example about how frequently individuals should go to the dentist) and difficulties making a complaint when things go wrong have also been reported.

<http://www.healthwatch.co.uk/reports/three-problems-people-face> . There is limited local data available on oral health for the population in Bromley and this report represents

the findings of a survey into Dental Services conducted by Healthwatch Bromley between January 2017 and March 2018. Our evidence has been obtained through public engagement at our hubs in the borough (including Children & Family Care centres).

3. Aims & Objectives

The purpose of the survey was to gain a baseline understanding of the access to and provision of dental services within Bromley. This report seeks to highlight to what extent residents are able to access dental services, their experiences when doing so and an idea about service provision by the dentists. In addition we will be looking at information provision (advice & guidance), together with the complaints process and patient awareness.

A comparison between the findings in Bromley and two other local boroughs are included within our research.

4. Methodology

This survey is based on data which was captured through three structured questionnaires. One for the adults, one for the young people aged between 5 and 15 and the third for the dentists themselves. The adult and children's questionnaires prompted respondents to provide information on their personal experiences of dental treatment, access to the service and to reflect on their experiences of the services provision. The questionnaire sent to dentists was a reflection on the service provided by the practice. In addition to the questionnaires a sample of mystery shop visits took place by Healthwatch volunteers.

4.1. Adult Questionnaire

The adult questionnaire consisted of 27 questions which were generally related to experiences of:

- Access to and ease of accessing dental services
- The appointment system
- Private and NHS Banding costs
- Cost affecting access to treatments
- Overall satisfaction with dental practice
- Complaint procedure

A total of 563 questionnaires were completed.

4.2. Young Persons Questionnaire

The questionnaire for young people consisted of 9 questions which were generally related to the access to dental services and to capture a percentage of those who go to the dentist regularly.

A total of 97 questionnaires were received, fourteen from the age group 5-10 and eighteen from the 11-15 age group.

Both adult and young individual's questionnaires captured generic details of the respondents such as age, ethnicity and gender. Both questionnaires were distributed to the participants manually as papers during public engagement events. It was also possible to access the adult questionnaire online through Healthwatch Bromley website.

4.3. Dentistry Questionnaire

The third questionnaire was for dentists themselves and consisted of 17 questions which were generally aiming to gain information about:

- Acceptance of new patients
- Availability of and access to a list of charges
- Provision and display of complaint procedure
- Notifying patients when they were removed from the register
- Appointment system
- Service provision for disabled patients and those with mobility disorders
- Availability of translation services

The questionnaires were sent to dentists electronically via e-mails where applicable otherwise they were sent by post. Only nineteen percent of the local dentists completed the questionnaire on our initial survey which was disappointing. Following our second evaluation (including personal visits) this number increased to 89%.

5. Findings

The response from the surveys revealed that a majority of people were happy with the service offered by their dental practice. Within this section of the report we have included details of the responses received and analysed to give a picture of the key service areas.

The adult survey response results have been listed under sections 5.1, children’s survey 5.2 and the practices under section 5.3.

5.1. Adult residents in Bromley

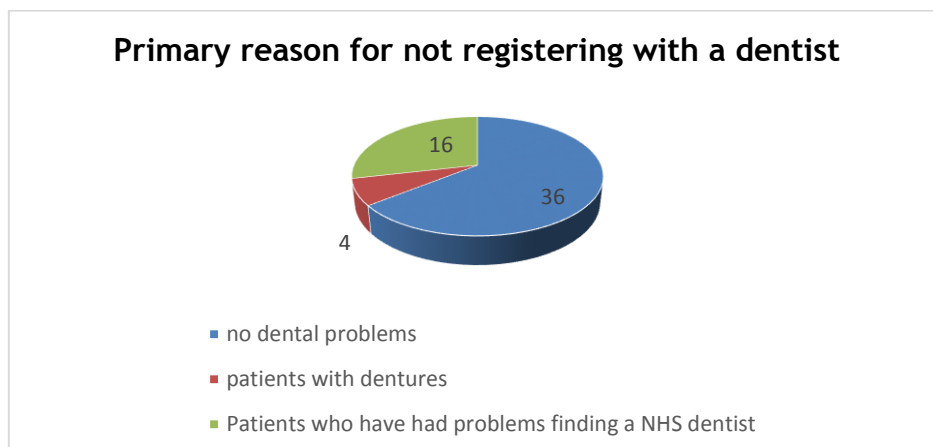
It is apparent that people in Bromley are aware of the importance of visiting the dentist with 90% of the people surveyed being registered. This is exceptionally high when compared with Lewisham (68%), Bexley (41%).

The table below reflects the comparison with the national average (taken from NHS England statistics) and two other local boroughs.



5.1.1. Access to and ease of accessing dental services

Ease of access to an NHS dentist is not a big issue in Bromley. Our survey revealed that 53% of patients visit a NHS dentist and a further 16% attend a practice that serves both NHS & private patients. Just over a quarter of patients pay for private dental treatment. Regular visits are an important part of good oral care and over 84% of patients in Bromley visit their dentist at least once a year, with over 60% attending every six months. Those who were not registered told us that they either had no dental problems or they had dentures but there were 16 people who had problems finding an NHS dentist.



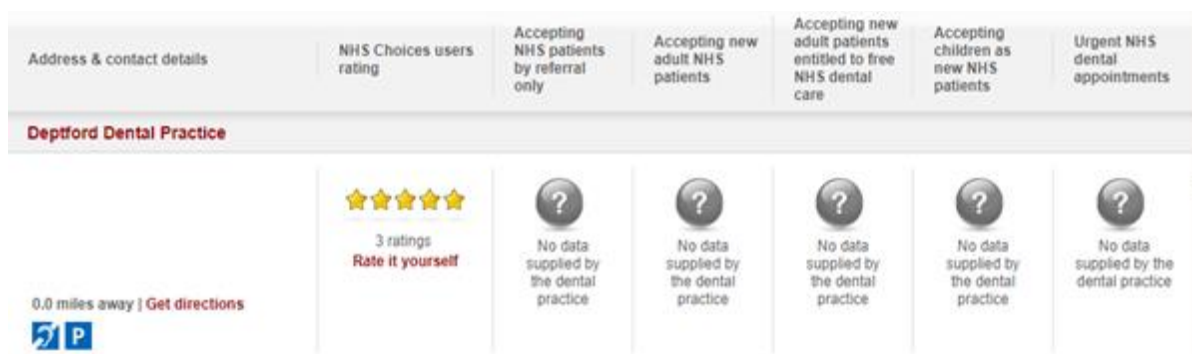
Of the 16 people who had difficulty in finding an NHS dentist, 11 said that they did not know where to search for an NHS dentist and of these six went to hospital for treatment. Three were told that their books were closed to NHS patients but were advised that from April 2018 they would be able to accept new NHS patients. The final two patients told us:-

“I had raging tooth ache and went to an NHS dentist but when I got there I was told that they did not have any appointments available for me”. “If I was a private patient I could be seen straight away so even though I couldn’t afford it I had to pay”. “I have taken this complaint up with Pohwer an advocacy agency”.

The second patient said “I had to visit four NHS dentists before I could find one that would treat me”. “When I checked on the NHS Choices website I found that there were a lot of dentists who did not state whether they could treat me on the NHS or not”. “The site has relevant questions on the website but there is lots of information missing”.

Recommendations 1

Dentists should update their services on the NHS website as there are a number who have no data entered either positive or negative (these are shown as a question mark). Example below of an extract from the NHS choices web page.



Immediate impact.

Since the commencement of this dental review we have seen an **increase of 16.5%** in the number of records now updated for public information. This has the key benefits of providing better information to the public and also will save the practices time in that they will receive fewer calls from people who they are unable to support.

Patients did not have any transport issues in getting to the dentist but comments were made about either the lack of parking facilities or that there was not enough parking spaces allocated for patients.

5.1.2. The appointment system

A majority of practices send patients reminders just prior to the date of the routine appointment in order to reduce the number of missed appointments. In addition to the reminder system a large number of patients said that they book their next appointment at the reception desk when settling the bill. Of the patients who did not book appointments in advance 60% were able to make an appointment within one week of a request. There were no specific complaints made about the routine appointment system.

The ease of obtaining a routine or emergency appointment was included as part of this review. For emergency appointments a majority of patients were seen within two days. However, 11.26% had to wait over two days but were seen within a week.

5.1.3. Private and NHS Banding costs

It was found that 55.38% of the respondents said that they were either aware of the NHS Banding costs or they knew where to get access if required. Not all practices offering services to patients on either a NHS or Private basis have their charges displayed prominently. **A list of NHS costs and the three bands are set out on page 9 of this report.**

Patients were asked if the dentist explained the cost of treatment prior to carrying-out the work. While 46.5% of the patients said that they were advised of the cost prior to treatment, worryingly 41.2% were not informed of the treatment costs which is a concern. The remaining 12.3% of patients could not remember if they were told before the treatment commenced.

Recommendations 2

It is recommended that all dental practices clearly display a list of NHS charges for patient information or have a leaflet available to hand to patients.

5.1.4. Understanding NHS dental charges

Understanding NHS dental charges

Dentistry is one of the few NHS services where you have to pay a contribution towards the cost of your care. The information on this page explains what you may have to pay for your NHS dental treatment.

- **Emergency dental treatment – £20.60**

This covers emergency care in a primary care NHS dental practice such as pain relief or a temporary filling.

- **Band 1 course of treatment – £20.60**

This covers an examination, diagnosis (including X-rays), advice on how to prevent future problems, a scale and polish if clinically needed, and preventative care such as the application of fluoride varnish or fissure sealant if appropriate.

- **Band 2 course of treatment – £56.30**

This covers everything listed in Band 1 above, plus any further treatment such as fillings, root canal work or removal of teeth but not more complex items covered by Band 3.

- **Band 3 course of treatment – £244.30**

This covers everything listed in Bands 1 and 2 above, plus crowns, dentures, bridges and other laboratory work.

For information about help with dental charges, including how to claim a refund, see our section on help with health costs.

Any treatment that your dentist believes is clinically necessary to achieve and maintain good oral health should be available on the NHS.

You will not be charged for individual items within an NHS course of treatment. Depending on what you need to have done, you should only ever be asked to pay one charge for each completed course of treatment, even if you need to visit your dentist more than once to finish it. A course of treatment is completed when the treatment listed in your treatment plan has been provided in full.

Most dentists provide both NHS and private dental treatment. Make sure you understand whether you are paying for NHS or private treatment, or a mixture of the two, before treatment begins.

Be aware that being repeatedly late for your treatment sessions or failure to attend appointments may result in the early termination of the course of treatment.

The above information has been taken from the NHS Choices website

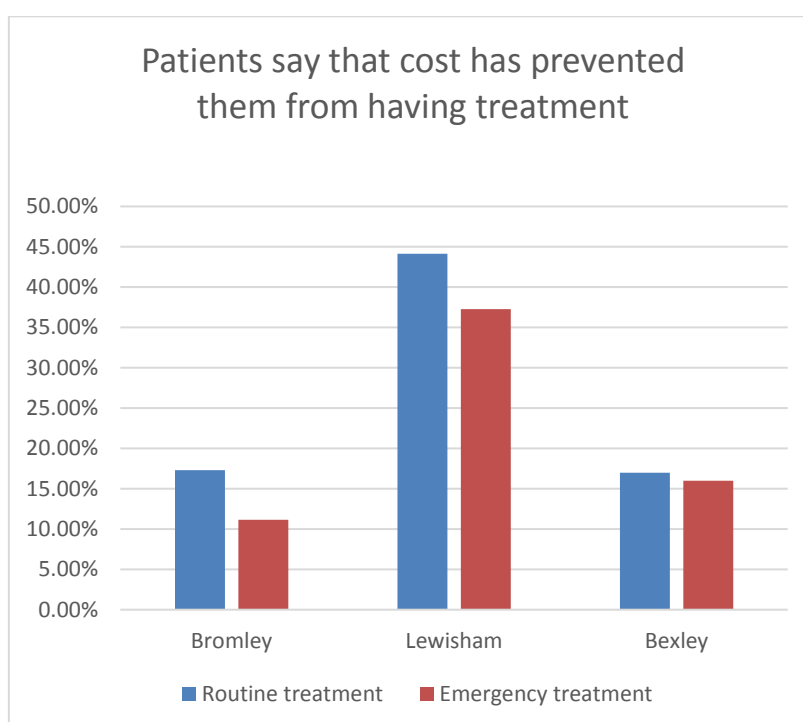
<http://www.nhs.uk/NHSEngland/AboutNHSservices/dentists/Pages/nhs-dental-charges.aspx>

5.1.5 Cost affecting access to treatments

Just over 17% of people surveyed said that the cost of treatment had prevented them from having routine work completed, with 10% stating that this was the case but only occasionally. Over 73% of patients will have routine treatment completed as part of their oral hygiene habits despite the cost.

Emergency treatment showed a slight reduction in the results of cost v treatment. Those who made a decision not to have treatment due to cost were 11.1%, with a further 8% saying that cost has sometimes prevented them from treatment.

The comparison chart below shows that Bromley and Bexley surveys reflected similar results in terms of cost preventing treatment, however Lewisham was considerably higher. It is clear that when considering cost, patients are more likely to have urgent treatment work completed rather than routine. In Bromley the difference was 6.16%, Lewisham 6.87%, while in Bexley there was only a 1% differential.



From a national point of view there are no statistics on the above (split between routine & emergency treatment), however it is important to note that 62% of adults use NHS dentists rather than private.

https://www.england.nhs.uk/statistics/2016/01/07/gpps_dent_7483921/

5.1.6 Complaints procedure

Only 31% of those surveyed were aware of the complaints procedure that they could follow if they were dissatisfied with their treatment or service, while a further 22.6% were unsure. It would be beneficial to patients if they were made aware of the complaints procedure. Practices should ensure that the complaints procedures are clearly visible to patients.

Recommendations 3

The complaints procedure should be clearly displayed and available to patients.

5.1.7 Overall satisfaction with dental practice

The majority of respondents (88%) reported being satisfied or very satisfied with their dental practice. Only five patients were dissatisfied with the service that they had received. The reasons for their dissatisfaction were:-

- Two people said that when they needed an appointment at the start of the day due to work commitments and they both said that they experienced an unacceptable delay in getting an appointment (both made other arrangements).
- One person was in pain 24 hours after his treatment (due to an infection) and had to go to Accident & Emergency department, this was on a Sunday.
- A high percentage of patients told us that they had never received a written dental plan or were unaware that these documents existed.

Recommendations 4

Dentists should make all patients aware that written dental plans are available to them on request.

5.2 Young people

A sample of children between the ages of 5-10 & 11-15 were asked to contribute to this report to discover the number of young people who use a dental service regularly and to establish the reasons why some children do not attend regular dental appointments. Just over half of those taking part in the survey were girls.

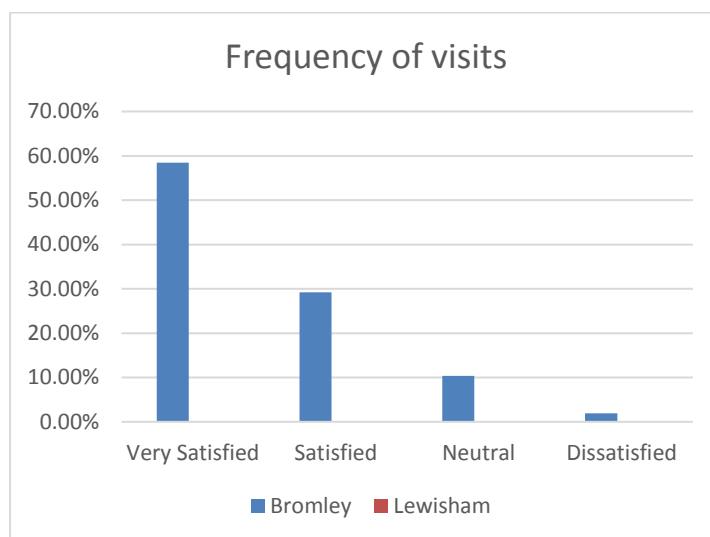
There were no adverse comments made regarding access to a dental practice from this category.

5.2.1 Access to dental services for young patients

86% of the young respondents in Bromley stated that they are currently registered with a dentist (Fig 1). The majority of children/teenagers visit the dentist every 6 months while 21% access dental services only when needed (Fig 2). The information below shows that almost 30% more young people in Bromley attend a dentist every six months when compared to Lewisham.



(Fig 1)



(Fig 2)

5.2.2 Reasons for accessing/not accessing dental services

The two most common reasons for visiting the dentist by young respondents were for Routine check-up (55%) and Toothache (33%). The young patients who do not have a dentist (60%) cited “fear of going to the dentist” as their reason for not registering with a practice. To reduce the fear of going to the parents said:-

“My son had a painful experience a few years ago and needs to read positive documents with good experiences and results to encourage him to go to the dentist”.

“My teenage daughter had her teeth straightened recently and benefited from support given to her by a friend”. “Using young people to support their fellow students/friends would help”.

Parental influence was the main reason for children/young people choosing a dentist with schools also having a big influence.

6. Accessible Information Standards & Service Provision

All of the practices that engaged with the dental review have ground floor access for people who need wheelchair access or have general mobility issues. Where there is a step, ramps are either in place or available for patients who need them. A few practices have a disabled toilet and one surgery said that they allocate longer appointment times for people with disabilities. Three practices mentioned that they have access to a translation service available for patients and 20% have a hearing loop system within the surgery.

Only one third of the receptionist that we engaged with were aware of the Accessible information standards.

Recommendations 5

It is recommended that practices provide training for receptionists on the Accessible information standards to improve the patient experience. The link to the standards document is <https://www.england.nhs.uk/wp-content/uploads/2017/08/accessilbe-info-specification-v1-1.pdf>

7. Conclusion

While the general patient experience of dental services in the borough has been positive, we have found that the data/information received has highlighted some areas which could be improved.

Access to services

Access to both NHS and Private dental practices is not a major issue in the borough for either adults or children. In addition there were no adverse comments about transport to get to a practice, however there were some concerns about the lack of parking for patients at a few practices.

Appointment systems appear to be working well and patients are seen within acceptable timescales. A majority of patients book appointments in advance but those who book them when needed did not report any issues. There were two patients who required emergency treatment and went to A&E.

The practices who engaged with our survey reviewed their patient database and confirmed that on average 76.83% of patients are NHS. This is lower than the figure in Lewisham where NHS patients represent 84.83% of patients.



Dental Costs

Access to information on NHS banding and charges are available but this is not always self-evident. It would be helpful if all practices ensured that the information was readily available for their clients. In addition patients



should be made aware of the treatment costs prior to the commencement of work and the relevant options should be clearly explained. It is a concern that over 41% of people stated that they were not given this information at an appropriate time. In terms of cost having an impact on treatment, this is clearly an issue but it is better in Bromley when compared to two neighbouring boroughs. It is recognised that some more complex private treatments will be outside the terms of a general charging tariffs but all general charges should be displayed in a public area within the surgery.

Access to written Dental Plans

A large number of patients were not aware that they could have a written dental plan. We have therefore recommended that all patients are told about this part of the service.



Complaints Procedure/information

We have found that complaints information is available but similar to the charges these are not always displayed with only 30% of patients being aware of the process. This is a low percentage and needs to be addressed.



Support for people with disabilities

The dental practices in Bromley have improved accessibility for disabled people with either step free access or they have made ramps available. Healthwatch did not receive any negative feedback from the general public regarding access for people with disabilities.



Satisfaction with the service






The patients were asked of the levels of satisfaction with the service that they received from their dentist with over 87% saying that they were either satisfied or very satisfied. There were 10.38% who were neutral and 1.92% who were dissatisfied.





8. Recommendations

As previously mentioned we recommend that the following matters are addressed/considered.

	Dentists should update their services on the NHS website as there are a number who have no data entered either positive or negative (these are shown as a question mark).
	It is recommended that all dental practices clearly display a list of NHS charges for patient information or have a leaflet available to hand to patients.
	The complaints procedure should be clearly displayed and available to patients.
	Dentists should make all patients aware that written dental plans are available to them on request.
	It is recommended that practices provide training for receptionists on the Accessible Information Standards to improve the patient experience. The link to the standards document is https://www.england.nhs.uk/wp-content/uploads/2017/08/accessilbe-info-specification-v1-1.pdf

9. Acknowledgements

Healthwatch Bromley would like to thank Bromley residents who participated in this survey for their co-operation and assistance, the local dental practices who took the time to complete our questionnaire and Healthwatch Bromley volunteer who engaged with the general public. A special mention goes to Ranya Elsayed a Healthwatch volunteer who project managed this dental practice review.

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11. References

- Healthwatch England
<https://www.healthwatch.co.uk/dentistry>
- NHS England
https://www.england.nhs.uk/statistics/2016/01/07/gpps_dent_7483921/
- NHS Choices - Finding a local dentist
<https://www.nhs.uk/pages/home.aspx>
- The Accessible Information standards
<https://www.england.nhs.uk/wp-content/uploads/2017/08/accessible-info-specification-v1-1.pdf>
- Healthwatch Bexley
www.healthwatchbexley.co.uk/sites/default/files/report_-_dentist_enter_and_view_bexley_0.pdf

Appendix A - Patient Questionnaire

Dental Services - Patient Questionnaire

Please put (X) on the relevant box:

Date.....

Q.1 In which borough do you reside? Bromley Lewisham

Q.2 Are you registered with a dentist? Yes No

Q.3 If Yes, to question 2 what is the name of the practice? (If no, please go to Q.12)

Q.4 Do you access an NHS or Private Dental Practice?
NHS Private Both NHS and Private Don't know

Q.5 How often do you visit the dentist?
Only when I have pain or a problem
Every 6 months Every 12 months Every 18 months
Every 2 years +2 years Not sure/ don't remember

Q.6 Are you able to get to the surgery easily, either by car or public transport? Yes No

Q.7 If No to question 6, what are the problems with accessing the service?

Q.8 The last time a routine appointment was required, how easy was it to book the appointment?
Within 2 days Within 1 week Within 2 weeks +3 weeks

Q.9 The last time an emergency appointment was required, how easy was it to book the appointment?
Same day Next day Within 2 days Within 1 week N/a

Q.10 How do you book appointments?

By Phone	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Via dentist's website	Yes <input type="checkbox"/>	No <input type="checkbox"/>
By text/email	Yes <input type="checkbox"/>	No <input type="checkbox"/>	At surgery	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Q.11 Does the practice have a system that will text/email appointment reminders?
Yes No Not Applicable

Q.12 If you are not registered with a dentist, what is the reason? (you can tick more than one box)

If you are registered with a dentist please go to question 15

Cost of treatment	<input type="checkbox"/>	Availability of practices	<input type="checkbox"/>	Availability of appointment	<input type="checkbox"/>
Travelling Issues	<input type="checkbox"/>	Lack of time (busy)	<input type="checkbox"/>	Fear of going to dentist	<input type="checkbox"/>

Other, Please specify

Q.13 Have you/the patient used Emergency dental services? Yes No

Q.14 If "Yes" to 3.1 were they easy to access? Yes No Don't Know

Expand response

Q.15 When was the last time you visited a Dentist?

Within last 6 months 1 year 2 years
5 years +5 years Not sure

Q.16 Does the dentist explain the treatment options?

Yes No Don't know

Q.17 Does your dentist provide you with a written dental plan?

Yes No Don't know

Q.18 Does the dentist explain the cost of both NHS/Private?

Yes No Don't know

Q.19 Does the dentist discuss how often you need to visit?

Yes No Don't know

Q.20 Are you aware of the NHS Cost for Treatment?

Yes No

Q.21 Has the cost of treatment ever prevented you from having:

Routine work done: Yes No Sometimes

Q.22 Has the cost of treatment ever prevented you from having:

Essential work done: Yes No Sometimes

Q.23 What do you do if a dental service is needed out of normal hours?

Go to A&E Call the dental helpline Use traditional remedies

Other, Please specify

Q.24 If you have a preferred dentist, how easy is it to get an appointment with him/her?

Easy Difficult Don't know

Q.25 On your last visit was the receptionist helpful & polite?

Yes No Don't know

Q.26 How satisfied were you with the dental services which you received on your last visit?

Very satisfied Satisfied Neither Satisfied/Dissatisfied
Dissatisfied Very Dissatisfied

Q.27 If needed, do you know how to make a complaint about the dental service?

Yes No Not sure

We'd be grateful if you could tell us a little bit about you:

Male <input type="checkbox"/>	Female <input type="checkbox"/>	Age:
Ethnicity: (Please state)		

PLEASE RETURN THIS COMPLETED FORM TO petert@healthwatchbromley.co.uk Thank you.

Appendix B - Young Persons Questionnaire

Dental Services – Young Persons Questionnaire

Please tick the relevant box:

Date:.....

Q.1 How old are you? 5-10 11-15

Q.2 Which borough do you live in?

Bromley Lewisham

Q.3 Are you registered with a dentist?

Yes No

If the answer to question 3 is No, please go to question 7

Q.4 How often do you go to the dentist?

Every 6 months Annually Only when needed Don't know

Q.5 If you go to the dentist, what is the reason? (you can select more than one box)

Routine check-up Toothache Tooth decay Teeth Straightening

Other

Other, please specify:-

Q.6 How did you choose your particular dentist?

Parent's choice Internet School

Dentist's leaflet T.V. Recommended

Q.7 If you do not go to the dentist, what is the reason?

Cost of treatment Availability of practices Availability of appointment

Travelling Issues Lack of time (busy) Fear of going to dentist

Other, Please specify

Are you:

Male

Female

Ethnicity: (Please state)

Thank you for your help.

Appendix C- Dentist Questionnaire

Accessing Dental Services – The Dentist Questionnaire

Please put **(X)** on the relevant box:

Q.1 Name and address of the dental practice:

Q.2 Are you currently accepting new NHS Adult patients?

Q.3 Are you currently accepting new NHS Children patients?

Yes

No

Q.4 If you are accepting new NHS patients, is there a list of charges available for different treatments?

Yes

No

Q.5 How is this information accessed by the patient?

Surgery

NHS Choices

On display in

Website

Website

Surgery

Written list

Only available

No information

available

when treatment
needed

available

Others, please
specify

Q.6 Are you accepting new Private Adult Patients?

Yes

No

Q.7 Are you accepting new Private Children Patients?

Yes

No

Q.8 What services do you provide?

Q.9 Please state your patient treatments over the last 12 months

Q.9 Please state your patient treatments over the last 12 months

NHS

%

Private

%

Q.10 Do you have a complaints procedure?

Yes

No

Q.11 Is there information about the complaints procedure on display in the surgery?

Yes

No

Q.12 Do you notify patients if they have been taken off your register for any reason?

Yes

No

Q.13 Can appointments be made:

In person

Online

Over the phone

Q.14 What support do you specifically offer to patients with mobility issues?

Q.15 Do you offer disabled people (e.g. those with hearing and visual impairments) a longer appointment time slot?

Yes

No

Q.16 Do you have translation services?

(for deaf people and those who speak English as second language)

Yes

No

Q.17 Would you be willing to display some Healthwatch leaflets in your surgery?

Yes

No

Thank you for your help.

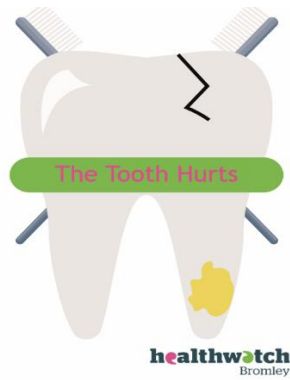
Appendix 4- Dentists List

Bromley Dentist List



Bomley Dental Studio	220 High Street, Bromley, Kent	BR1 1PW	Tel: 0208 464 2900
Rochester Lodge Dental Practice	14 Rochester Avenue, Bromley, Kent	BR1 3DD	Tel: 0208 460 1041
Mr K J Brophy & Associates	63 Tweedy Road, Bromley, Kent	BR1 3NH	Tel: 0208 460 2911
Mr Sean Buckley & Associates	The Buckley Practice, 31 Tweedy Road, Bromley, Kent	BR1 3PR	Tel: 0208 460 9742
Coley Kenward & Partners Dental Practice	18 Blyth Road, Bromley, Kent	BR1 3RX	Tel: 0208 460 7738
Arkh-View Dental Centre	455 Bromley Road, Bromley, Kent	BR1 4PH	Tel: 020 8698 1101
All Smiles Dental Care	42 High Street, Bromley, BR1 1EA	BR1 1EA	Tel: 020 8460 1065
The Dental Studio	6 Daly Drive, Bickley, Kent	BR1 2FF	Tel: 020 8295 2534
Bromley Dental Practice	115, Masons Hill, Bromley, Kent	BR2 9HT	Tel: 020 8460 6206
The Mary Jones Dental Practice	1 Street House, George Lane, Bromley, Kent	BR2 7LQ	Tel: 020 8462 0200
Mr Martin G D Kelleher	Ashleigh Dental Practice Ltd, 36 Hayes Lane, Bromley, Kent	BR2 9EB	Tel: 020 8464 1329
Ayling & Associates Dental Practice	13 Station Approach, Hayes, Bromley, Kent	BR2 7EQ	Tel: 020 8462 2264
Ferndale House Dental Practice	250 Bromley Road, Shortlands, Bromley	BR2 0BW	Tel: 0208 466 7393
Dr RT Abebe	Shortlands Dental Practice Limited 98 Martins Road, Bromley	BR2 0EF	Tel: 0208 464 7520
Miss R Hubert & Associates	Hayes Dental Surgery 33 Pickhurst Lane, Hayes, Bromley, Kent	BR2 7JE	Tel: 0208 462 1347
Mr K Faiz & Associates	Confi-Dental Care 207 Southborough Lane, Bickley, Bromley, Kent	BR2 8AR	Tel: 0208 289 3388
Kent Dental Spa	155 Hastings Road, Kent , Bromley	BR2 8NQ	Tel: 020 8462 2473
Miss P Sargent & Associates	34 Sandford Road, Bromley, Kent	BR2 9AW	Tel: 0208 464 0379
Mrs B Vaheeswaran & Associate	Chatterton Dental Surgery 51 Chatterton Road, Bromley, Kent	BR2 9QQ	Tel: 0208 460 0476
Beckenham Dental Clinic	233 - 235 High Street, Beckenham, Kent	BR3 1BN	Tel: 020 8663 6885
Mr I Taylor & Associates	Orchard House Dental Practice 61 South Eden Road, Beckenham	BR3 3BQ	Tel: 0208 777 6115
Bromley Healthcare	Beckenham Hospital 395, Croydon Road, Beckenham	BR3 3QL	Tel: 01689 866667
Miss L Lynch & Associates	Laura Lynch Dental Care, 284 Croydon Road, Beckenham	BR3 4DA	Tel: 0208 650 0360
Grosvenor Orthodontic Clinic	18 Beckenham Road, Beckenham, Kent	BR3 4LS	Tel: 0208 650 8713
Kent House Dental Clinic	180 Beckenham Road, Beckenham,	BR3 4RJ	Tel: 0208 778 7614
Beckenham Dental Centre	14 Bromley Road, Beckenham, Kent	BR3 5JE	Tel: 0208 650 1209
Mr F Dartford & Associates	11 Kelsey Park Road, Beckenham, Kent	BR3 6LH	Tel: 0208 650 7677
PICKHURST DENTAL CARE	315-317 Pickhurst Lane, West Wickham	BR4 0HW	Tel: 0208 658 9153

Manor Park Dental Practice	88 Manor Park Road, West Wickham Kent	BR4 0JZ	Tel: 0208 777 4754
One Dental Care	1 Beckenham Road, West Wickham, Kent, Bromley	BR4 0QR	Tel: 0208 777 1977
Mr P Ellisdon & Associates	Adams House Dental Practice 1st Floor Victory House 131 Queens Way, Petts Wood	BR5 1DG	Tel: 01689 871714
Mr R MCCorry & Associates	52 Cotmandene Crescent, Orpington, Kent	BR5 2RG	Tel: 0208 300 1188
Beaconsfield dental Practice	1 Kent Road, St Mary Cray, Orpington, Kent	BR5 4AD	Tel: 01689 890205
Cray Dental Care	322 High Street, Orpington, Kent	BR5 4AR	Tel: 01689 830690
Ballater Dental Surgery	108 Chislehurst Road, Orpington Kent	BR6 0DW	Tel: 01689 826665
Mr A Whittome & Associates	91a High Street, Orpington, Kent	BR6 0LF	Tel: 01689 825161
The Lindens Dental Centre	29 Station Road, Orpington, Kent	BR6 0RZ	Tel: 01689 825798
Henning, Abraham	Simply Orthodontics 11, Station Road, Orpington	BR6 0RZ	Tel: 01689 875531
Chelsfield Dental Practice	17 Windsor Drive, Chelsfield, Orpington, Kent	BR6 6EY	Tel: 01689 889302
Orchard Green Dental Practice	9 Crofton Road, Orpington, Kent	BR6 8AE	Tel: 01689 821 217
Oakmead Dental Care	Prince Imperial Road, Chislehurst, Kent	BR7 5LX	Tel: 0208 467 5139
Smile 4U Limited	10 Belmont Parade, Green Lane, Chislehurst, Kent	BR7 6AN	Tel: 020 8467 6755
Mottingham Dental Practice	102 William Barefoot Drive, Mottingham, London	SE9 3BB	Tel: 020 8857 0711
Beaconsfield Dental Practice	9-10 Beaconsfield Parade, 51 Kimmeridge Road, Mottingham	SE9 4EA	Tel: 0208 851 0888
Bromley Healthcare	Mottingham Community Health Clinic, Kimmeridge Road	SE9 4EB	Tel: 0208 857 6028
The White House Dental Practice	52 High Street, London	SE20 7HB	Tel: 0208 778 6181
Green Lane Dental Centre	Green Lane Dental Centre 17 Green Lane, Penge, London	SE20 7JA	Tel: 0208 776 9776
Mr D O'Connor & Associates	153 Anerley Road, London	SE20 8EF	Tel: 0208 778 6797
Opie-Smith	112 Dulwich Village, London	SE21 7AQ	Tel: 020 8299 3533
Smiles Dental Practice	196-198 Main Road Biggin Hill, Westerham	TN16 3BB	Tel: 01959 571999
Bromley Healthcare	Biggin Hill Dental Clinic, Church Road, Westerham	TN16 3LB	Tel: 01959 572734
Stock Hill Dental Care	Stock Hill, Biggin Hill, Westerham	TN16 3TJ	Tel: 01959 572748
Miss R Nath & Associates	171 Sunningvale Avenue, Biggin Hill, Westerham	TN16 3TL	Tel: 01959 575834



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