

NICOL STEPHEN MSP

23 DEC 2003

ABERDEEN

31 Cairn Gardens
Cults
Aberdeen
AB15 9TE

21st December 2003

Mr Eric Gray
Primary Care Division, Scottish Executive Health Department

Dear Mr Gray

Modernising NHS Dental Services in Scotland

I write in response to your request for comments on the above. I do so as a patient whose NHS dentist left her practice and I (and my family) were left without NHS dentistry services at a time when there were no NHS dentists accepting new patients in the Grampian Area. I have corresponded with and talked to the Grampian Primary Care Trust and the Scottish Executive both directly and through my MSP Nicol Stephen who has been most helpful. I remain concerned that some of those administering NHS dental services give more consideration to their staff workload and the dentists than to the patients who in my opinion should be their main priority. I will be pleased to make available all my relevant correspondence if you so wish.

The main matters I would wish to see incorporated in any new set up are as follows:

- The rights of patients to NHS dentistry services should be spelt out much more clearly than I understand they are at present. The Trust told me that the relevant legislation merely stated that "a service" had to be provided. On further enquiry, the person I spoke to confirmed that if any dentist in the Grampian Area was prepared to accept me as an NHS patient (however far away from my home) the Trust would consider it was providing "a service" to me. This as far as I am concerned is unacceptable.
- All dentists taking on NHS patients at any point in time should be obliged to register that fact with the local Trust who would be obliged in turn to maintain an up to date list of these dentists which could be readily accessed by patients who find themselves without an NHS dentist through no fault of their own.
- Any patient whose Trust was unable to provide a dentist to carry out basic NHS dentistry services should be able to have the treatment done privately at the Trust's expense subject only to payment of the normal amount due by the patient for similar treatment under the NHS.

Please acknowledge receipt.

Yours sincerely

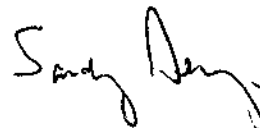


A G DEY

cc. Nicol Stephen MSP ✓

MR STEPHEN

MANY THANKS FOR YOUR INTEREST
& HELP IN THIS MATTER



NICOL STEPHEN MSP

23 DEC 2003

ABERDEEN

31 Cairn Gardens
Cults
Aberdeen
AB15 9TE

21st December 2003

Mr Eric Gray
Primary Care Division, Scottish Executive Health Department

Dear Mr Gray

Modernising NHS Dental Services in Scotland

I write in response to your request for comments on the above. I do so as a patient whose NHS dentist left her practice and I (and my family) were left without NHS dentistry services at a time when there were no NHS dentists accepting new patients in the Grampian Area. I have corresponded with and talked to the Grampian Primary Care Trust and the Scottish Executive both directly and through my MSP Nicol Stephen who has been most helpful. I remain concerned that some of those administering NHS dental services give more consideration to their staff workload and the dentists than to the patients who in my opinion should be their main priority. I will be pleased to make available all my relevant correspondence if you so wish.

The main matters I would wish to see incorporated in any new set up are as follows:

- The rights of patients to NHS dentistry services should be spelt out much more clearly than I understand they are at present. The Trust told me that the relevant legislation merely stated that "a service" had to be provided. On further enquiry, the person I spoke to confirmed that if any dentist in the Grampian Area was prepared to accept me as an NHS patient (however far away from my home) the Trust would consider it was providing "a service" to me. This as far as I am concerned is unacceptable.
- All dentists taking on NHS patients at any point in time should be obliged to register that fact with the local Trust who would be obliged in turn to maintain an up to date list of these dentists which could be readily accessed by patients who find themselves without an NHS dentist through no fault of their own.
- Any patient whose Trust was unable to provide a dentist to carry out basic NHS dentistry services should be able to have the treatment done privately at the Trust's expense subject only to payment of the normal amount due by the patient for similar treatment under the NHS.

Please acknowledge receipt.

Yours sincerely



A G DEY

cc. Nicol Stephen MSP ✓

MR STEPHEN

MANY THANKS FOR YOUR INTEREST
& HELP IN THIS MATTER

