



Parliamentary
and Health Service
Ombudsman

Complaints about
Dental practices
in England:
Quarter 1 2019-20

Contents

How we describe our work	3
Complaints about Dental practices in England: Quarter 1 2019-20	4
Our data	9

How we describe our work

Enquiries received

The helpline manages all enquiries into the organisation whether by telephone, digitally or by post. We classify an enquiry as a complaint when we have looked at it in more detail and think it may be something we can help with.

Complaints resolved

A complaint closed with a positive outcome for the complainant without the need for an investigation, for example an apology, further explanation or financial remedy has been provided.

Complaints assessed

At this stage of our complaint process, a complaint is allocated to a case worker and we assess whether we can and should investigate, or whether there are things we can do to resolve it or close it without the need for an investigation.

Complaints accepted for investigation

The final stage in our process, an investigation is carried out if we have been unable to resolve the complaint and there is a possibility that there has been a service failure that has not been put right. We agree the scope of the investigation with all involved and request evidence from them in order to reach a decision.

Investigations upheld

We have completed an investigation and found a failing that has not been put right.

Investigations partly upheld

When people bring a complaint to us there are often various parts to it. Partly upheld refers to when we have completed an investigation and found a failing in some parts. These might be the most significant aspects of the overall complaint, with only minor parts not upheld, or conversely we might find that a very serious part of a complaint is not upheld while we find that there was a more minor service failing.

Investigations not upheld

We have completed an investigation and found that there were no failings.

Investigations resolved without a finding

These are complaints where we start an investigation but are able to resolve the complaint without having to formally complete the investigation.

Investigations discontinued

These are complaints where we end the investigation for a variety of reasons, for example, because the complainant withdrew the complaint and asked us to discontinue our investigation.

Please note in order to make the data presented as concise and accessible as possible, we have not included Dental practices which we did not receive, assess or investigate complaints about during Quarter 1 2019-20.

Complaints about Dental practices in England: Quarter 1 2019-20

Organisation	Enquiries received	Complaints resolved through intervention at step one ¹	Complaints assessed	Complaints resolved through intervention at assessment	Complaints accepted for investigation ²	Investigations upheld	Investigations partly upheld	Investigations not upheld	Investigations resolved without a finding	Investigations discontinued
157 Dental Group	1									
Abbey Dental Practice	2		1							
Archway Dental Practice Ltd	1									
Avon Dental Practice			1		1					
Avondale Dental Practice			1							
Banbury Dental Practice	1									
Beaufort Dental Clinic	1									
Benhill Dental Practice	1									
Bentley Mathieson Dentalcare	1									
Bhandal Dental Practice - Dudley	1									
Bhandal Dental Practice - Monument Road			1							
Birchfield Road Dental Practice	1									
Blankendaal			1							
Blue Dental Care - Brixton	1									
Bond Dental	1									
Bond Street Dental Practice	1		1							
Braceland Orthodontic Practice	1		1							
Bridge House Dental Practice	1									
Broad Walk Dental Practice	1									
Brundall Dental Practice			1							
Bupa Dental Care, Luton	1									
Bupa Dental Care, Sale Moor	1		1							
Bupa Dental Care, Teignmouth	1									
Burgess Road Dental Practice			1							
Cecil Street Dental Surgery			1							
Chalton Street Dental	1									
Chatsworth House Dental Clinic	1									
Church Square Dental Practice	1									
Coleshill Dental Centre			1							
Cudworth Dental Surgery	1									

¹These are complaints coded as resolutions on our system. The resolution cases included in our initial checks data in our main report also include cases we were able to close without the need for an investigation at step one. This would be, for example, because the complainant received an apology, further explanation or financial remedy.

²Our casework management system records the date on which we have proposed to investigate a case rather than when we confirm an investigation. As our quarterly data provides a snapshot of our casework flow at a given time, in some cases following comments from the parties involved, we may decide not to investigate.

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Damira South Ham Dental Practice								1		
Deacon Dental Ltd.	1									
Deepdale Dental Centre			1							
Dental Angel Practice			1							
Dentalogica	1									
Diplomat Dental Clinic	1									
Ditchfield Dental Practice	1									
Dorset Dental Care	1									
Dove Dental	1									
Dr Cottam Orthodontic Practice	1									
Dr Jeremy Asquith			1							
E Lazanakis Limited	1									
Earby Dental Practice	1									
Eastgate House Dental Practice (Petrie Tucker & Partners)	1									
Elm Villa Dental Practice	1									
Elmet Dental Care	1									
Ferndown Dental Practice			1							
Findon Dental Care			1		1					
Forest House Dental Surgery	1									
Genix Healthcare Leicester							1			
Golders Green Dental Care	1									
Grange Road West Dental Practice	1									
Grimsby Dental care	1									
Harvey Showman - Showman's the Dentist	1									
Hendrickse Dental Health			1							
Hertford Dental Care	1									
Hesketh Lane Dental Practice	1									
High Street Dental Practice	2									
Holmes Chapel Dental Practice	1									
Holt Park Dental Practice			1							
Homewood Dental Practice			1							
Hunslet Dental Practice			1							
IDH Dental Surgery	1									
IDH Taunton CDC	1									

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Inspire Dental Care			1							
Iosis Clinic Limited			1							
Ivory Dental Clinic			2							
Jem Dental Care			1							
Katherine Place Dental Practice			1	1						
L A Southworth & Associates	1		1							
Liskeard Dental Care			1							
Littleborough Dental Practice	1									
Lodge Causeway Dental Centre							1			
Lordshill Dental Partnership	1		1							
Maple Croft Dental Practice	1		1							
Market Place Family Dental Centre (Nationwide Ltd)	1									
Market Street Dental Practice			1							
MEHTA Mr B V	2									
Menston & Guiseley Practice			1							
Midlands Smile Centre Sheldon	1									
Millhouse Dental Practice	1									
Mitcham International Dental Care	1									
Monkmoor Dental Practice	1		1							
Mount Road Dental Practice			1							
Mr F Rahman	1									
Mr Talwar & Associates								1		
My Dentist Queensway	1									
mydentist	1		1							
mydentist, Beaconsfield Road, Weston Super Mare	1									
mydentist, Bedford Street, Leigh	1									
mydentist, Caldley Road, Aintree	1									
mydentist, Castle Yard, Knaresborough	2									
mydentist, Church Street, Werrington Village	1									
mydentist, Grange Road, Hartlepool			1							
mydentist, Heaton Moor Road, Stockport	1									
mydentist, Laburnum Avenue, Wallsend			1							
mydentist, London Street, Fleetwood	2									
mydentist, Lysander House, Stockton on Tees	1									

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mydentist, Moseley Avenue, Coundon			1							
mydentist, New Chester Road, Wirral			1							
Mydentist, Oxford Street, Weston-super-Mare	1									
mydentist, Padgate Lane, Warrington	1									
mydentist, Padiham Road, Burnley	1									
mydentist, Priory Road, Anfield	2									
mydentist, Roe Lane, Southport							1			
mydentist, Russell Court, Bingley			1							
mydentist, Skinner Lane, Leeds	2		1							
mydentist, South Street, Chichester	1									
mydentist, St Margarets Road, Cheltenham								1		
mydentist, St Martin's Walk, Dorking	1		1							
mydentist, St Mary's Place, Bury			1							
mydentist, Tan Bank, Wellington			1							
mydentist, The Boulevard, Tunstall			1							
mydentist, tuckton road, tuckton	1									
mydentist, Turners Hill, Waltham Cross	1									
mydentist, Wells Road, Bristol			1							
North Hill Dental Surgery	1									
Oldfield Dental Centre	2									
Orchards Dental Practice	1									
Osborne Orthodontics	1									
Parkvale Dental Surgery	1									
Pasadena Dental Practice	1									
Patient First Dental Practice	1									
Perfect Smile Clinic (UK) Ltd	1									
Perfect Smile Dental Surgery	1									
Perfect Smile Surgery Limited			1							
Prodent	1									
Puresmile Dental Care			1							
Purity	2		1							
Ravat & Ray Dental Care Bradford	1									
Reading Dental Practice	1									
Ripley Dental Surgery	2									

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Rush Green Dental Practice	3									
Sachdev, Kamlesh Kumar			1							
Sandon Dental Practice			1							
Seaside Dental Practice Limited	1		1							
Sherwood Dental Practice			1		1					
Sherwood House Dental Surgery			1		1					
Smart Dental Care	1									
Smethwick Dental Practice	1									
Southend Dental Care	1									
St Blazey Dental Practice			1							
St Georges Dental Practice	1									
Staffa Lodge Dental Group	3									
Stoke Newington Dental Practice						1				
Stoke Park Dental Care	1									
Thamesview Dental Surgery	1									
The Bridges Dental Practice	1									
The Cottage Dental Surgery	1		1		1					
The Dental Team	1									
The Orwell Dental Surgery			1							
The Rightwell East Dental Practice	1									
Tickhill Dental Centre	1									
Tiverton Dental Centre	2									
Tobin, Richard Mark	1									
Tooth Booth			1							
Total Dentalcare						1				
Total Orthodontics -Wigan	1		2							
Total Orthodontics, Macclesfield			1							
Totton Dental Clinic	2									
Trinity Terrace Dental Practice	2									
University Dental Practice	1									
Unknown Dentist	261									
Verwood Dental Care			1							
Village Dental Practice	1									
West Parade Dental Care	1									

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Westcountry Dental & Implant Centre	1									
Westpark Dental Practice	1									
Whitby Dental Care	1		1							
Wolverhampton Dental Clinic			2	1						
Woodgrange Dental Practice	1									
Wootton Bassett Dental Care	1									
Yate Centre Dental Surgery			1							
Your Dental Care	1		1							
Total	395	0	68	2	5	2	3	3	0	0

Our data

This table includes the full organisational data for Quarter 1 from both of our casework management systems. In 2016-17, we introduced a new casework management system (CMS), although some of our older cases are still held in our previous system, Visual Files (VF). The proportion of health cases we investigated recorded on our old system that we closed in Quarter 1 2019-2020 was just under 1% and will continue to decline.

We also undertake a full data audit at the end of each financial year, which can lead to some reclassification of a small number of cases. This means that the data presented in this table may differ slightly to our annual data for 2019-20.

If you have any further comments or enquiries regarding this report please email researchteam@ombudsman.org.uk.

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