

# What do the Welsh public understand about NHS dental services, what do they think it could look like, and what are their priorities? A qualitative study

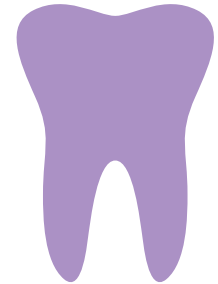
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## Background

NHS General Dental Services in Wales are **undergoing reform**.

The aim of this study was to **consult with the Welsh public**, to understand their views on NHS dental services to **help inform dental reform plans in Wales**.



## Method

Qualitative research via **interviews and focus group workshops**, undertaken between Nov 2023 and May 2024.

## Key Findings

44

participants with **diverse backgrounds** from **all 7 Welsh Local Health Boards** took part.

**6 Key Priorities** were identified by our public study participants:



Easy and timely access



Good communication



Affordability



Effective care from the right person



Inclusive dental service



Education and support for self-management

## Key recommendations for consideration



**Improve understanding of the dental team and their roles** via a public awareness campaigns and education resources



**Consider tele-dentistry and alternative delivery models** to offer greater inclusivity, accessibility and convenience



**Improve understanding of emergency dental situations** and how to access the right services



**Improve education and support for better self-management** of good oral health practices and preventative behaviours