**NATIONAL INSTITUTE FOR HEALTH AND CARE EXCELLENCE**

**NICE indicator validity assessment**

Assurance date: December 2020

Review date: December 2023

# Indicator IAP00035\_3

# Patient experience of primary care. iii) Dental services

# Validity assessment

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| **Domain** | **Notes**  | **Assessment** |
| Importance | Indicator is part of the NHS outcomes framework domain 4 – Ensuring that people have a positive experience of care.Nationally values have remained consistent, with all values from 2011/12-2018/19 in the range of 83.4-85.2. Variation exists across various breakdowns (age, gender, ethnicity, sexual orientation, deprivation, religion and geography).The collection period changed in 2016/17, however the overall sample size was maintained. | Indicator is part of the NHS outcomes framework.Nationally values have remained consistent over the period. Variation exists across geography and demographic breakdowns. |
| Evidence base | From indicator quality statement[[1]](#footnote-1):“Patients’ experience of the care and service they receive from health care services is recognised internationally as a key measure of health care quality. This indicator will be used alongside additional information sources to provide local clinicians and managers with intelligence on the quality of local services from the patients’ and service users’ point of view and will ultimately play a role in driving improvements in the quality of service design and delivery.Knowledge of patient experience in hospitals and in GP services has highlighted poor care and lead to service improvement with high profile cases including the Mid-Staffordshire Inquiry and the Morecambe Bay Hospitals investigation3. Whilst there are different pressures at play for NHS dental services, these cases still highlight the importance of monitoring patient experience so that problems do not develop. Good patient experience of NHS dental services can also ensure that patients regularly attend check-ups and are less likely to require hospital treatment for dental conditions which will ease pressure on the NHS as a whole.Looking specifically at issues that affect patient experience of dental services, patient information has been identified as a problem area. In 2012, the Office of Fair Trading (OFT) reported that dental patients often do not benefit from timely, clear and accurate information to make informed decisions regarding their choice of dentist or dental treatment. Particular concerns were lack of information on NHS charges, patients not receiving written care plans for courses of treatments and pressure to take out private payment plans. OFT also noted that NHS commissioners, the Care Quality Commission (CQC) and the General Dental Council (GDC) do not prioritise the enforcement of guidelines to prevent these types of issues. These are areas that need to be addressed to improve patient experience. | Evidence base exists. This indicator aligns with NICE guidance on patient experience (CG138[[2]](#footnote-2)), albeit published after implementation of the indicator |
| Specification  | Numerator: Weighted number of people reporting an overall good experience of NHS dental services.Denominator: Weighted number of people who used NHS dental services in the last two yearsExclusions: Only respondents over the age of 18 are reported to maintain consistency with previous yearsMethodology: Weighted percentage of people reporting an overall good experience (very good or fairly good) of NHS dental services based on the following question from the GP Survey:Overall, how would you describe your experience of NHS dental services?* Very good
* Fairly good
* Neither good nor poor
* Fairly poor
* Very poor

Geography: England, Lower and Upper tier local authority, Region. Further splits by Age, Gender, Ethnicity, Sexual Orientation, Deprivation and Religion.Data Source: GP Patient Survey (GPPS) from Ipsos Mori – Official statisticsDisclosure control: Data is suppressed if less than ten people answer the question in a particular group. This is in line with the rules used when publishing GP Patient Survey results. | The indicator has defined components necessary to construct the indicator. |
| Feasibility  | All data from long running data sources. | Data has been flowing for some time and data sources will continue. |
| Acceptability | Data is consistent over published period, and variation exists across breakdowns to allow for targeted intervention. | The indicator assesses performance that is attributable to or within the control of the audience. The results of the indicator can be used to improve practice. |
| Risk | The survey questions may change from year to year so there is some risk that the question used to construct this indicator may be removed or changed. | Potential impact of survey question changes on long running trend data. |

**Summary:** Indicator to be renewed.

**NHS Digital Indicator Reference:**

NHS Outcomes Framework - 4a.iii Patient experience of NHS dental services

1. NHS Digital. NHS Outcomes Framework, Indicator Quality Statement, Domain 4. 4a.iii Patient experience of primary care – NHS dental services, Indicator reference: I00741. Version 1.7, November 2018 [↑](#footnote-ref-1)
2. Patient experience in adult NHS services: improving the experience of care for people using adult NHS services. Published 24 February 2012, <https://www.nice.org.uk/guidance/cg138> [↑](#footnote-ref-2)