

29 November 2018



Dear 

Official information request W18-265

I refer to your official information request dated 1 November 2018.

Request:

1. The number of children eligible for the free dental service in DHB's coverage area for 2015, 2016, 2017 and 2018. Please list each year separately including until end October 2018.
2. The number of children registered for the service - if it differs.
3. The number of children seen by a dental clinic (including mobile ones) during the above period.
4. The number of reminders sent out to patients/their caregivers each year.
5. Details of why there may have been a difference between the number patients eligible, those sent reminders and those who were seen.
6. Should all patients registered with the service be sent reminders?
7. Have there been any problems which may have lead to caregivers not receiving reminders?
8. How often should children have check ups?

Response:

1, 2, 3.

The following information is drawn from our Oral Health Services annual return data, which quantifies the number of children enrolled in schools and pre-schools, and the number we have registered in our service.

Year	School Enrolment Eligible	Children Registered to Service	Children Treated
2015	7364	7309	6557
2016	7230	7152	6528
2017	7182	7101	6818
2018	7569 <i>(estimated)</i>	7520 <i>*YTD October</i>	5257 <i>*YTD October</i>

4. Appointments are made with parents for all children not seen at their school. Text reminders are also sent to parents the day before the appointment. If there is no cell phone listed, their landline is called. No cumulative record of reminders, sent or phoned, is available for the purposes of determining numbers.
5. See above

6. In certain cases, such as where children at school are collected from the classrooms, a reminder may not always be necessary.
7. Maintaining updated contact details can often prove challenging. This is particularly relevant, in instances where parents may change their cell phone number, or may not have an answering service in place if no one answers the phone.
8. We believe the required number of check-ups should be entirely determined by the child. Their oral health, their maturity, stage of development and any medical conditions they may have will have a bearing on frequency of clinical assessment. The clinician would normally make an informed decision on this at each treatment using all relevant information.

Please note that this response, or an edited version of this response, may be published on the Wairarapa District Health Board website no less than one week after the response has been provided to you. Any personal or identifying information will be redacted from any response published online. The DHB will endeavour to resolve any concerns you should raise but, subject to any legal grounds for withholding, ultimately reserves the right to publish any information.

If you wish to discuss this response with us, please feel free to contact:

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Yours sincerely



Adri Isbister
Chief Executive