

Cynulliad Cenedlaethol Cymru | National Assembly for Wales
Y Pwyllgor Iechyd, Gofal Cymdeithasol a Chwaraeon
Health, Social Care and Sport Committee
Ymchwiliad i Deintyddiaeth yng Nghymru
Inquiry into Dentistry in Wales
Tystiolaeth ychwanegol i Gonffederasiwn GIG Cymru gan Ymddiriedolaeth GIG
Gwasanaethau Ambiwllans Cymru
Supplementary evidence to the Welsh NHS Confederation from the Welsh Ambulance
Services NHS Trust

Dear Colleague

Following the Health, Social Care and Sport Committee's call for written evidence on the inquiry into dentistry in Wales, please find attached a brief analysis of dental calls made to NHS Direct Wales/111 service, which we are able to provide from the Welsh Ambulance Services NHS Trust. The attachment shows call volume by health board area and month over the last 12 months.

While WAST has contributed to the response being drafted on behalf of NHS Wales by the Welsh NHS Confederation, which includes some additional narrative on the NHSDW/111 dental demand, we thought that this data might provide some useful context for committee members, when read in conjunction with the aforementioned response, which references the fact that, of calls to the NHSDW/111 services, "dental" calls account for some 23% of call volume and are regularly in the top three reasons for calling.

I trust that this information is helpful. However, should require any further detail, please do not hesitate to contact me.

Many thanks

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Welsh Ambulance Services NHS Trust

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Dental Call Analysis - NHSDW/111

1st August 2017 - 31st July 2018

| Call Month | Abertawe Bro Morgannwg | Aneurin Bevan | Betsi Cadwaladr | Cardiff & Vale | Cwm Taf | Hywel Dda | Powys | Out Of Area | NULL | Grand Total |
|------------|------------------------|---------------|-----------------|----------------|---------|-----------|-------|-------------|------|-------------|
| Aug-17 | 1,413 | 142 | 1,650 | 86 | 49 | 1,202 | 299 | 11 | 531 | 5,383 |
| Sep-17 | 1,359 | 108 | 1,397 | 80 | 49 | 941 | 219 | 8 | 461 | 4,622 |
| Oct-17 | 1,312 | 89 | 1,482 | 80 | 64 | 1,069 | 232 | 16 | 505 | 4,849 |
| Nov-17 | 1,303 | 85 | 1,254 | 93 | 43 | 989 | 253 | 11 | 445 | 4,476 |
| Dec-17 | 1,385 | 123 | 1,391 | 99 | 52 | 996 | 264 | 12 | 435 | 4,757 |
| Jan-18 | 1,270 | 123 | 1,360 | 78 | 52 | 1,025 | 270 | 10 | 472 | 4,660 |
| Feb-18 | 1,092 | 85 | 1,151 | 67 | 44 | 954 | 237 | 10 | 343 | 3,983 |
| Mar-18 | 1,223 | 102 | 1,459 | 102 | 32 | 999 | 245 | 7 | 463 | 4,632 |
| Apr-18 | 1,284 | 114 | 1,515 | 93 | 44 | 1,053 | 386 | 5 | 463 | 4,957 |
| May-18 | 1,280 | 85 | 1,522 | 125 | 42 | 990 | 363 | 12 | 472 | 4,891 |
| Jun-18 | 1,318 | 86 | 1,242 | 77 | 45 | 859 | 271 | 11 | 449 | 4,358 |
| Jul-18 | 1,316 | 95 | 1,411 | 78 | 51 | 1,119 | 335 | 7 | 464 | 4,876 |

