

Dear

FREEDOM OF INFORMATION – DENTAL REGISTRATION

I write in response to your request for information in relation to dental registration within NHS Lothian

Question:

- Please could you confirm how many people have made contact with health board HQ over the last five years regarding difficulty registering with an NHS dentist?

I appreciate that it might not be possible to conduct such a specific search in your records - in which case, please provide the information for queries regarding dentistry in general.

I would be grateful if this information could be broken down by a) financial year and b) type of contact - phone, email or in-person.

Answer:

I am advised that the Primary Care Directorate logged the following queries since 2022. These are set out in the table below:

Figures re dental access queries -	2022	2023	2024
MSP	5	6	0
FOI	1	0	0
Patient Experience Team	5	2	0

We do not hold data going back further than 2022 or with a further breakdown of detail. As per Section 17 of the Freedom of Information (Scotland) Act 2002 formally I must advise that we do not hold this information

I hope the information provided helps with your request.

If you are unhappy with our response to your request, you do have the right to request us to review it. Your request should be made within 40 working days of receipt of this letter, and we will reply within 20 working days of receipt. If our decision is unchanged following a review and you remain dissatisfied with this, you then have the right to make a formal complaint to the Scottish Information Commissioner within 6 months of receipt of our review response. You can do this by using the Scottish Information Commissioner's Office online appeals service at www.itspublicknowledge.info/Appeal. If you remain dissatisfied with the Commissioner's response you then have the option to appeal to the Court of Session on a point of law.

If you require a review of our decision to be carried out, please write to the FOI Reviewer at the email address at the head of this letter. The review will be undertaken by a Reviewer who was not involved in the original decision-making process.

FOI responses (subject to redaction of personal information) may appear on NHS Lothian's Freedom of Information website at: <https://org.nhsllothian.scot/FOI/Pages/default.aspx>

Yours sincerely

ALISON MACDONALD
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Cc: Chief Executive