

J16074096-01 31-MARCH - 09-APRIL 2017
PUBLIC
GENERAL DENTAL COUNCIL PATIENTS AND PUBLIC ANNUAL SURVEY 2017

26 Apr 2017

Table 1
GD01 - When was the last time you went to the dentist?
BASE: All Respondents

	GENDER		AGE						SOCIAL GRADE				MARITAL STATUS			
	TOTAL (z)	MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/LIVING AS (o)	SINGLE (p)	WID/DIV/SEP (q)
Unweighted Base	1232	623	609	177	172	173	178	216	316	325	426	229	252	651	360	220
Weighted Base	1175	578	597	174	194	183	199	167	259	307	333	244	292	631	347	196
A. In the last 6 months	637	298	340	70	99	86	112	117	154	212	195	112	117	379	156	103
	54% p	51% cekl	57% p	40% p	51% p	47% c	56% c	70% zcode fh	59% zce	69% zjkl	59% zkl	46% p	40% p	60% zcp	45% p	52% p
B. In the last 7-12 months	175	79	96	30	23	38	36	15	32	35	56	39	44	89	58	28
	15% g	14% g	16% g	17% g	12% g	21% zdgh	18% g	9% g	12% g	12% g	17% g	16% g	15% g	14% g	17% g	14% g
C. In the last 1-2 years	121	65	56	25	24	29	11	12	18	27	37	24	33	65	43	13
	10% fh	11% fh	9% fh	15% fgh	13% f	16% zdfgh	5% f	7% f	7% f	9% f	11% f	10% f	11% f	10% f	12% q	7% f
D. More than 2 years' ago	153	87	66	31	33	16	24	18	30	23	35	41	54	70	56	26
	13% io	15% io	11% io	18% e	17% e	9% e	12% e	11% e	12% e	7% e	11% e	17% ij	19% zij	11% e	16% o	14% e
E. I used to go to the dentist but I don't any more	62	31	31	12	4	8	13	3	22	8	6	18	29	22	19	21
	5% jio	5% jio	5% jio	7% dg	2% dg	5% dg	7% g	2% dg	8% zdg	3% dg	2% dg	7% ij	10% zij	3% dg	6% dg	11% zop
F. I have never been to the dentist	26	17	9	4	10	4	3	2	3	1	2	10	12	6	15	4
	2% jio	3% jio	1% jio	2% jio	5% zgh	2% jio	2% jio	1% jio	1% jio	* jio	1% jio	4% zij	4% ij	1% jio	4% zo	2% jio
G. Don't know	2	2	-	2	-	-	-	-	-	-	-	-	2	-	2	-
	* z	* z	- z	1% z	- z	- z	- z	- z	- z	- z	- z	- z	1% z	- z	* z	- z

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/ij/kl - z/o/p/q
 Overlap formulae used.

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Table 2
GD01 - When was the last time you went to the dentist?
BASE: All Respondents

	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES					
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULL-TIME (c)	PART-TIME (d)	SELF-EMPLOYED (e)	HOUSEWIFE (f)	STILL IN EDUCATION (g)	UNEMPLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	1232	611	621	400	124	87	64	103	41	359	54	318	914	122	70	115	141	914
Weighted Base	1175	660	515	440	131	89*	57*	88*	40*	282	47*	342	833	141	77*	122	145	833
A. In the last 6 months	637 54%h	359 54%	278 54%	244 56%h	69 53%	46 52%	30 53%	43 49%	15 37%	169 60%zhj	21 44%	183 53%	455 55%	71 51%	41 53%	76 62%p	73 50%	455 55%
B. In the last 7-12 months	175 15%	101 15%	74 14%	67 15%	20 15%	13 15%	8 13%	16 18%	8 20%	36 13%	6 13%	57 17%	117 14%	28 20%o	10 13%	12 10%	27 19%o	117 14%
C. In the last 1-2 years	121 10%i	76 12%	44 9%	53 12%i	12 9%	11 13%	6 10%	13 14%i	4 11%	19 7%	2 5%	38 11%	83 10%	12 9%	6 8%	14 12%	20 14%	83 10%
D. More than 2 years' ago	153 13%	84 13%	69 13%	54 12%	20 15%	10 11%	8 14%	8 9%	8 20%	32 11%	13 28%zceg	44 13%	109 13%	17 12%	15 20%	15 12%	18 12%	109 13%
E. I used to go to the dentist but I don't any more	62 5%ac	26 4%	36 7%za	12 3%	7 6%	6 7%	3 6%	4 5%	2 6%	23 8%zc	4 8%c	14 4%	48 6%	7 5%	4 5%	4 3%	6 4%	48 6%
F. I have never been to the dentist	26 2%	14 2%	12 2%	10 2%	2 2%	2 2%	3 4%	3 3%	3 6%i	3 1%	1 2%	7 2%	19 2%	5 3%	2 2%	1 1%	1 1%	19 2%
G. Don't know	2 *	-	2 *	-	-	-	-	2 2%zci	-	-	-	-	2 *	-	-	-	-	2 *

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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Table 3
GD01 - When was the last time you went to the dentist?
BASE: All Respondents

	TOTAL (z)	REGION													ETHNICITY		WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST		
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	NON-WHITE (o)	PATIENTS (LAST12 MONTHS) (p)	PUBLIC (LESS OFTEN) (q)	ONCE A YEAR OR MORE (r)	LESS OFTEN (s)	DON'T KNOW (t)
Unweighted Base	1232	100	69	103	125	42	111	185	123	75	110	101	88	837	1103	126	873	359	898	249	1
Weighted Base	1175	45	75*	96*	134	42*	114*	173	141	88*	95*	87*	85*	862	1034	137	812	363	833	252	1**
A. In the last 6 months	637	24	38	48	57	21	54	115	78	54	59	40	47	439	578	59	637	-	602	35	-
	54% s	dmoq 54%	51%	50%	43%	51%	48%	67% zabc dfkm	55%	62% d	62% dfkm	46%	55%	51%	56% zo	43%	78% zq	-	72% zs	14%	-
B. In the last 7-12 months	175	7	14	13	21	9	14	18	23	10	15	16	15	135	147	25	175	-	146	28	1
	15% q	15%	19%	14%	15%	21%	12%	10%	17%	12%	15%	18%	18%	16%	14%	18%	22% zq	-	17% zs	11%	100%
C. In the last 1-2 years	121	9	7	10	9	3	11	15	24	5	8	9	10	89	106	15	-	121	72	49	-
	10% pr	20% zdfg ijkm	10%	10%	7%	7%	10%	9%	17%	6%	8%	10%	12%	10%	10%	11%	-	33% zp	9%	19% zr	-
D. More than 2 years' ago	153	3	7	15	29	9	21	18	15	11	8	8	9	124	131	21	-	153	13	140	-
	13% pr	7%	9%	15%	22% zabg ijklm	21% aj	18% aj	10%	11%	13%	8%	9%	11%	14% za	13%	15%	-	42% zp	2%	55% zr	-
E. I used to go to the dentist but I don't any more	62	1	4	9	5	-	8	7	1	7	6	11	3	48	55	7	-	62	-	-	-
	5% prs	3%	6%	9%	4%	-	7%	4%	*	7%	6%	13% zadeg lm	3%	6%	5%	5%	-	17% zp	-	-	-
F. I have never been to the dentist	26	*	3	2	13	-	3	-	-	-	-	3	1	25	17	9	-	26	-	-	-
	2% nprs	1%	4% g	2%	9% zacgi jim	-	3% g	-	-	-	-	4% g	2%	3% zg	2%	6% zn	-	7% zp	-	-	-
G. Don't know	2	-	-	-	-	-	2	-	-	-	-	-	-	2	-	2	-	2	-	-	-
	*	-	-	-	-	-	1% zm	-	-	-	-	-	-	*	-	1% zn	-	*	-	-	-

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i/j/k/l/m - z/n/o - z/p/q - z/r/s/t
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 4
GD01 - When was the last time you went to the dentist?
BASE: All Respondents

	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN DENTAL REGULATION		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		COMPLAINED/ CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		
	TOTAL (z)	NHS (a)	PRIVATE (b)	MIXTURE (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDEN T (i)	NOT CONFIDEN T (j)	SATISFIE D (k)	DISSATIS FIED (l)	YES (m)	NO (n)	YES (o)	NO (p)	YES (q)	NO (r)
Unweighted Base	1232	676	180	111	15	15	304	736	188	410	51	869	28	60	1148	82	1066	142	1090
Weighted Base	1175	639	167	95*	17**	15**	277	714	179	377	45*	804	28**	61*	1085	84*	1001	145	1030
A. In the last 6 months	637	413	131	66	5	6	183	348	102	239	29	580	21	43	593	49	544	92	545
	54%qr	65%z	78%za	69%z	30%	44%	66%zg	49%	57%	63%z	65%	72%z	76%	71%zn	55%	59%	54%	64%zr	53%
B. In the last 7-12 months	175	122	20	12	4	3	34	105	34	57	6	141	5	8	166	10	157	18	157
	15%	19%z	12%	12%	27%	22%	12%	15%	19%	15%	14%	17%z	18%	13%	15%	11%	16%	12%	15%
C. In the last 1-2 years	121	75	13	10	5	3	21	86	14	31	3	71	1	2	119	13	105	15	105
	10%k	12%	8%	11%	28%	17%	8%	12%z	8%	8%	6%	9%	2%	4%	11%z	16%	11%	11%	10%
D. More than 2 years' ago	153	30	3	7	2	3	30	102	20	39	4	12	1	6	146	10	137	16	137
	13%abk	5%	2%	7%b	15%	18%	11%	14%	11%	10%	9%	1%	4%	10%	13%	12%	14%	11%	13%
E. I used to go to the dentist but I don't any more	62	-	-	-	-	-	7	48	7	10	2	-	-	1	61	2	58	3	58
	5%abcfik	-	-	-	-	-	2%	7%zf	4%	3%	4%	-	-	2%	6%	3%	6%z	2%	6%
F. I have never been to the dentist	26	-	-	-	-	-	1	23	2	2	1	-	-	-	-	-	-	-	26
	2%afiknp	-	-	-	-	-	*	3%zf	1%	1%	2%	-	-	-	-	-	-	-	3%
G. Don't know	2	-	-	-	-	-	-	2	-	-	-	-	-	-	-	-	-	-	2
	*	-	-	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-	*

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 5
GD02 - On average, how often do you go to the dentist?
BASE: People who go to the dentist

	GENDER		AGE						SOCIAL GRADE				MARITAL STATUS			
	TOTAL (z)	MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/LIVING AS (o)	SINGLE (p)	WID/DIV/SEP (q)
Unweighted Base	1148	575	573	166	159	161	164	212	286	313	413	204	218	623	331	193
Weighted Base	1085	528	557	156	180	170	183	162	234	297	324	216	249	603	311	171
A. Once every six months	542 50% _{c p}	258 49%	285 51%	55 35%	82 45%	73 43%	96 52% _c	103 64% _{z c d e}	133 57% _{z c d e}	175 59% _{z k l}	178 55% _{z k l}	94 44%	95 38%	330 55% _{z p}	130 42%	83 49%
B. Once a year	290 27% _{g h}	133 25%	157 28%	59 37% _{z d g h}	40 23%	62 36% _{z d g h}	54 29% _{g h}	29 18%	47 20%	77 26%	85 26%	62 29%	65 26%	155 26%	94 30%	42 24%
C. Once every two years	100 9% _g	54 10%	46 8%	14 9%	25 14% _{z g}	17 10%	14 7%	8 5%	22 9%	22 7%	32 10%	17 8%	29 12%	49 8%	31 10%	21 12%
D. Less than once every two years	152 14% _{o j q}	83 16%	69 12%	28 18%	32 18%	18 11%	20 11%	22 13%	32 14%	23 8%	28 9%	42 20% _{z j}	58 23% _{z j}	69 11%	57 18% _{z o}	25 15%
E. Don't know	1 *	1 *	-	1 1%	-	-	-	-	-	-	-	-	1 *	-	1 *	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l - z/o/p/q
 Overlap formulae used.

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Table 6
GD02 - On average, how often do you go to the dentist?
BASE: People who go to the dentist

	WORKING STATUS			OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULL-TIME (c)	PART-TIME (d)	SELF-EMPLOYED (e)	HOUSEWIFE (f)	STILL IN EDUCATION (g)	UNEMPLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	1148	578	570	381	117	80	58	97	38	328	49	300	848	113	66	109	134	848
Weighted Base	1085	620	465	418	121	81*	51*	80*	35*	257	42*	321	764	129*	72*	117*	138	764
A. Once every six months	542 50%	304 49%	238 51%	204 49%	62 51%	38 47%	24 47%	34 43%	13 38%	151 59%zcgh	16 37%	164 51%	378 50%	66 51%	37 51%	65 55%	69 50%	378 50%
B. Once a year	290 27% ^{bi}	179 29%	112 24%	113 27% ^{ai}	36 30% ^{ai}	30 37% ^{zi}	12 23%	30 38% ^{zi}	9 25%	49 19%	12 29%	87 27%	203 27%	33 25%	13 18%	31 26%	42 30%	203 27%
C. Once every two years	100 9% ^e	61 10%	39 8%	48 12% ^e	10 9%	2 3%	6 11%	6 8%	4 10%	22 9%	1 2%	28 9%	71 9%	15 12%	10 14%	7 6%	10 7%	71 9%
D. Less than once every two years	152 14%	76 12%	76 16% ^z	53 13%	13 11%	10 13%	9 18%	9 11%	10 28%zcdg	34 13%	14 32%zcdg	42 13%	110 14%	15 12%	12 17%	15 13%	17 12%	110 14%
E. Don't know	1 *	-	1 *	-	-	-	-	1 1% ^{zc}	-	-	-	-	1 *	-	-	-	-	1 *

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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Table 7
GD02 - On average, how often do you go to the dentist?
BASE: People who go to the dentist

	TOTAL (z)	REGION													ETHNICITY		WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST					
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	NON-WHITE (o)	PATIENTS (LAST 12 MONTHS) (p)	PUBLIC (LESS OFTEN) (q)	ONCE A YEAR OR MORE (r)	LESS OFTEN (s)	DON'T KNOW (t)			
Unweighted Base	1148	96	63	93	111	42	100	178	122	71	103	85	84	771	1033	112	873	275	898	249	1			
Weighted Base	1085	43*	67*	86*	117	42*	100*	166	140	81*	89*	73*	81*	787	962	120*	812	274	833	252	1**			
A. Once every six months	542	22	38	37	38	19	44	110	64	40	54	35	41	356	494	49	529	13	542	-	-			
	50% s	dmoq	51% d	57% d	43%	33%	45%	44%	66% efiklm	zacd	45%	49% d	60% m	zcdf	49% d	51% d	45% d	51% zo	40%	65% zq	5%	65% zs	-	-
B. Once a year	290	12	20	26	36	10	22	28	43	27	22	20	23	229	250	37	218	72	290	-	-			
	27% gs	27% g	30% g	31% g	31% g	25%	22%	17%	31% g	34% g	24%	28% g	28% g	29% zg	26%	31%	27%	26%	35% zs	-	-			
C. Once every two years	100	4	4	10	19	3	14	12	13	5	5	4	9	80	86	14	35	65	-	100	-			
	9% pr	9%	6%	11%	16% zgjkm	6%	14%	7%	9%	6%	5%	6%	11%	10%	9%	11%	4%	24% zp	-	40% zr	-			
D. Less than once every two years	152	5	5	13	23	10	20	16	21	9	9	11	8	121	132	20	28	123	-	152	-			
	14% pr	13%	8%	15%	20% bg	23% bg	20% g	10%	15%	11%	10%	16%	10%	15%	14%	17%	4%	45% zp	-	60% zr	-			
E. Don't know	1	-	-	-	-	-	-	-	-	-	-	1	-	1	-	1	-	-	-	-	1			
	*	-	-	-	-	-	-	-	-	-	-	1% zm	-	*	-	1% n	-	-	-	-	100%			

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i/j/k/l/m - z/n/o - z/p/q - z/r/s/t
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 8
GD02 - On average, how often do you go to the dentist?
BASE: People who go to the dentist

	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN DENTAL REGULATION		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		COMPLAINED/ CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		
	TOTAL (z)	NHS (a)	PRIVATE (b)	MIXTURE (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDEN T (i)	NOT CONFIDEN T (j)	SATISFIE D (k)	DISSATIS FIED (l)	YES (m)	NO (n)	YES (o)	NO (p)	YES (q)	NO (r)
Unweighted Base	1148	676	180	111	15	15	294	671	179	396	47	869	28	59	1088	80	1008	139	1009
Weighted Base	1085	639	167	95*	17**	15**	269	641	170	365	42*	804	28**	60*	1024	82*	942	142	944
A. Once every six months	542 50%anpr	365 57%z	110 66%za	60 63%z	3 17%	5 33%	154 57%zgh	305 48%	79 46%	189 52%	28 66%z	525 65%z	16 58%	40 66%zn	502 49%	47 57%	455 48%	86 61%zr	456 48%
B. Once a year	290 27%mq	207 32%z	42 25%	22 23%	12 71%	7 49%	65 24%	172 27%	54 32%	103 28%	7 17%	279 35%z	12 42%	9 14%	282 28%zm	16 20%	265 28%z	25 18%	265 28%zq
C. Once every two years	100 9%k	67 11%	15 9%	13 14%	2 12%	3 18%	24 9%	61 9%	15 9%	35 10%	2 6%	- -	- -	4 7%	96 9%	4 5%	92 10%	8 6%	92 10%
D. Less than once every two years	152 14%abcfik	-	-	-	-	-	26 10%	103 16%zf	23 13%	38 10%	5 11%	- -	- -	8 14%	144 14%	14 18%	129 14%	22 16%	129 14%
E. Don't know	1 *	-	-	-	-	-	-	1 *	-	-	-	-	-	-	1 *	-	1 *	-	1 *

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 9
GD03 - And how long have you been with your current dentist or dental practice?
BASE: People who go to the dentist

	GENDER		AGE						SOCIAL GRADE				MARITAL STATUS			
	TOTAL (z)	MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Unweighted Base	1148	575	573	166	159	161	164	212	286	313	413	204	218	623	331	193
Weighted Base	1085	528	557	156	180	170	183	162	234	297	324	216	249	603	311	171
A. One year or less	116 11%h	62 12%	54 10%	16 10%	34 19%z fgh	21 12%	16 9%	13 8%	16 7%	23 8%	38 12%	20 9%	35 14%i	66 11%	31 10%	18 11%
B. Over one year, up to two years	108 10%	51 10%	57 10%	19 12%	30 17%z fgh	20 12%	11 6%	10 6%	17 7%	27 9%	29 9%	27 12%	25 10%	66 11%	27 9%	15 9%
C. Over two years, up to five years	219 20%g	108 20%	111 20%	31 20%	46 26%g h	42 25%g	36 20%	24 15%	40 17%	60 20%	60 18%	49 23%	50 20%	132 22%	59 19%	28 16%
D. Over five years, up to 10 years	203 19%g	101 19%	101 18%	26 16%	28 16%	43 26%z d	37 20%	27 16%	43 18%	65 22%	55 17%	43 20%	41 16%	118 20%q	65 21%q	19 11%
E. Over 10 years, up to 15 years	145 13% d	64 12%	81 15%	19 12%	13 7%	18 11%	33 18% d	32 20%z de h	29 12%	40 14%	51 16%	26 12%	27 11%	80 13%	38 12%	27 16%
F. Over 15 years, up to 20 years	78 7% l	39 7%	39 7%	23 15%z de gh	8 4%	6 4%	16 9%	9 6%	16 7%	22 7%	30 9% l	17 8%	10 4%	38 6%	29 9%	11 7%
G. Over 20 years	188 17% de	89 17%	99 18%	19 12%	17 10%	16 9%	28 15%	44 27%z c de	65 28%z c de	56 19%	54 17%	31 15%	47 19%	94 16%	49 16%	45 27%z op
H. Don't know	28 3% o	15 3%	13 2%	3 2%	3 2%	3 2%	6 4%	4 2%	9 4%	3 1%	7 2%	3 1%	15 6%z j k	8 1%	12 4% o	8 4% o

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l - z/o/p/q
 Overlap formulae used.

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Table 10
GD03 - And how long have you been with your current dentist or dental practice?
BASE: People who go to the dentist

	WORKING STATUS		OCCUPATION									CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULL-TIME (c)	PART-TIME (d)	SELF-EMPLOYED (e)	HOUSEWIFE (f)	STILL IN EDUCATION (g)	UNEMPLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	1148	578	570	381	117	80	58	97	38	328	49	300	848	113	66	109	134	848
Weighted Base	1085	620	465	418	121	81*	51*	80*	35*	257	42*	321	764	129*	72*	117*	138	764
A. One year or less	116	75 11%bio	41 9%	55 13%ai	15 12%	5 7%	7 14%	7 8%	4 12%	17 7%	6 14%	42 13%	74 10%	26 20%znoq	6 8%	5 4%	15 11%oo	74 10%
B. Over one year, up to two years	108	66 10%ilq	42 9%	46 11%	11 9%	10 12%	12 24%zcdgi	4 5%	4 12%	17 7%	4 9%	43 14%zl	64 8%	24 19%zpq	12 17%q	14 12%	13 9%	64 8%
C. Over two years, up to five years	219	137 20%bilq	82 18%	92 22%	26 22%	19 23%	10 19%	14 18%	6 16%	42 16%	11 26%	81 25%zl	138 18%	32 25%	21 29%q	25 21%	31 23%	138 18%
D. Over five years, up to 10 years	203	123 19%	79 17%	86 21%	24 20%	13 16%	6 12%	16 20%	10 28%	43 17%	5 11%	66 20%	137 18%	20 16%	11 16%	38 33%zmp	30 21%	137 18%
E. Over 10 years, up to 15 years	145	89 13%mi	56 12%	52 12%	15 13%	22 27%zcdf	5 10%	12 15%	3 7%	35 13%	2 5%	39 12%	107 14%	6 4%	5 7%	17 14%mi	25 18%mi	107 14%mi
F. Over 15 years, up to 20 years	78	39 7%	40 9%	23 6%	10 8%	6 7%	2 5%	14 17%zcfi	4 11%j	20 8%	-	19 6%	59 8%	10 8%	4 5%	3 2%	11 8%oo	59 8%
G. Over 20 years	188	81 17%acek	107 23%za	58 14%	16 13%	7 9%	8 15%	11 14%	5 14%	74 29%zcede	9 22%e	27 8%	161 21%zk	9 7%	9 12%	12 10%	11 8%	161 21%zmop
H. Don't know	28	10 3%a	19 4%za	6 1%	4 3%	-	1 2%	2 2%	-	10 4%	6 14%zdef	6 2%	23 3%	3 2%	4 5%	4 3%	2 1%	23 3%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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Table 11
GD03 - And how long have you been with your current dentist or dental practice?
BASE: People who go to the dentist

	TOTAL (z)	REGION												ETHNICITY		WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST			
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	NON-WHITE (o)	PATIENTS (LAST 12 MONTHS) (p)	PUBLIC (LESS OFTEN) (q)	ONCE A YEAR OR MORE (r)	LESS OFTEN (s)	DON'T KNOW (t)
Unweighted Base	1148	96	63	93	111	42	100	178	122	71	103	85	84	771	1033	112	873	275	898	249	1
Weighted Base	1085	43*	67*	86*	117	42*	100*	166	140	81*	89*	73*	81*	787	962	120*	812	274	833	252	1**
A. One year or less	116 11%br	3 6%	2 3%	9 10%	13 11%	4 10%	16 16%ab	14 8%	12 9%	15 18%ab	11 12%	10 14%b	7 9%	88 11%b	103 11%	13 11%	78 10%	38 14%	71 8%	45 18%zr	-
B. Over one year, up to two years	108 10%sj	2 5%	6 9%	10 12%i	18 15%aim	4 9%	6 6%	15 9%	13 9%	3 3%	17 19%zafj m	7 9%	7 9%	74 9%	98 10%	9 8%	83 10%	25 9%	92 11%zs	16 6%	-
C. Over two years, up to five years	219 20%an	5 13%	22 32%zael m	19 22%	24 21%	5 12%	20 20%	35 21%	29 21%	14 17%	21 24%	15 20%	11 14%	158 20%	182 19%	35 29%zn	171 21%	48 17%	174 21%	44 18%	1 100%
D. Over five years, up to 10 years	203 19%fn	6 14%	8 12%	11 13%	20 17%	4 10%	20 20%	34 21%	37 26%	16 20%	14 16%	13 18%	18 23%	149 19%	170 18%	33 27%zn	154 19%	49 18%	156 19%	47 19%	-
E. Over 10 years, up to 15 years	145 13%	7 17%	11 16%	10 12%	21 18%	7 17%	13 13%	19 12%	12 8%	16 19%	9 10%	10 13%	11 14%	109 14%	132 14%	12 10%	110 14%	35 13%	116 14%	29 12%	-
F. Over 15 years, up to 20 years	78 7%	9 20%zbd fg ijklm	3 4%	9 11%l	6 5%	5 13%jl	4 4%	13 8%	12 9%	7 9%	3 3%	6 8%	2 3%	54 7%	75 8%	4 3%	61 8%	17 6%	62 7%	17 7%	-
G. Over 20 years	188 17%os	11 26%zdij m	11 16%	16 19%	13 11%	12 29%dj m	17 17%	33 20%	22 15%	10 12%	10 11%	12 17%	20 25%dj	134 17%	177 18%zo	11 9%	151 19%	37 14%	160 19%zs	28 11%	-
H. Don't know	28 3%pr	-	5 8%zagkm	2 2%	3 2%	-	3 3%	3 2%	3 2%	1 2%	4 5%	-	4 5%	21 3%	24 3%	4 3%	3 *	25 9%zp	3 *	25 10%zr	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i/j/k/l/m - z/n/o - z/p/q - z/r/s/t
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 12
GD03 - And how long have you been with your current dentist or dental practice?
BASE: People who go to the dentist

	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN DENTAL REGULATION		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		COMPLAINED/ CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		
	TOTAL (z)	NHS (a)	PRIVATE (b)	MIXTURE (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDEN T (i)	NOT CONFIDEN T (j)	SATISFIE D (k)	DISSATIS FIED (l)	YES (m)	NO (n)	YES (o)	NO (p)	YES (q)	NO (r)
Unweighted Base	1148	676	180	111	15	15	294	671	179	396	47	869	28	59	1088	80	1008	139	1009
Weighted Base	1085	639	167	95*	17**	15**	269	641	170	365	42*	804	28**	60*	1024	82*	942	142	944
A. One year or less	116 11%ak	55 9%	20 12%	7 8%	3 18%	2 14%	23 9%	77 12%	15 9%	32 9%	3 6%	70 9%	1 3%	5 8%	111 11%	5 6%	106 11%	9 7%	106 11%
B. Over one year, up to two years	108 10%	75 12%z	13 8%	10 11%	1 3%	1 6%	27 10%	65 10%	16 9%	34 9%	3 6%	88 11%	3 12%	6 9%	102 10%	7 9%	95 10%	13 9%	95 10%
C. Over two years, up to five years	219 20%bpr	138 22%b	18 11%	29 30%zb	4 27%	3 21%	53 20%	128 20%	35 21%	68 19%	16 38%zi	164 20%	10 34%	16 26%	204 20%	23 28%	181 19%	39 27%zr	181 19%
D. Over five years, up to 10 years	203 19%	127 20%	33 19%	11 11%	3 16%	4 29%	54 20%	115 18%	33 19%	74 20%	9 21%	150 19%	5 17%	16 26%	186 18%	12 15%	174 18%	28 20%	175 19%
E. Over 10 years, up to 15 years	145 13%	92 14%	23 14%	12 13%	2 11%	1 4%	39 15%	78 12%	27 16%	55 15%	2 5%	114 14%	2 6%	3 6%	142 14%	15 18%	127 13%	18 13%	127 13%
F. Over 15 years, up to 20 years	78 7%	43 7%	17 10%	6 7%	1 6%	2 11%	16 6%	46 7%	16 10%	26 7%	5 11%	62 8%	- -	2 4%	76 7%	6 7%	70 7%	8 6%	70 7%
G. Over 20 years	188 17%	100 16%	44 26%za	19 20%	2 12%	2 14%	56 21%	109 17%	24 14%	74 20%	4 9%	152 19%z	8 27%	10 17%	178 17%	13 16%	165 17%	23 16%	165 17%
H. Don't know	28 3%abfik	10 1%	- -	- -	1 6%	- -	2 1%	23 4%zf	4 2%	2 1%	1 3%	3 *	- -	3 4%	26 3%	2 2%	24 3%	4 3%	24 3%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 13
GD04 - As you're probably aware, dental care is available both through the NHS and privately. Sometimes, during one visit to the dentist, you may even have a combination of NHS and private treatment.
Thinking about the last time you visited your dentist or dental practice, which of these options best describes the type of care you think you received?
BASE: People who go to the dentist at least once every two years

	GENDER		AGE						SOCIAL GRADE				MARITAL STATUS			
	TOTAL (z)	MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/LIVING AS (o)	SINGLE (p)	WID/DIV/SEP (q)
Unweighted Base	997	492	505	141	132	144	146	185	249	285	379	165	168	553	279	165
Weighted Base	933	445	488	127	147	152	163	141	202	274	296	173	190	533	254	145
A. NHS dental care that I paid for	438	208	229	47	64	73	84	73	96	114	149	100	74	277	97	64
	47% ^c clp	47%	47%	37%	44%	48%	51% ^c	52% ^c	48%	42%	50% ^{il}	58% ^{zil}	39%	52% ^{zp}	38%	44%
B. NHS dental care that was free	201	83	118	48	37	37	20	19	40	30	52	38	81	82	84	36
	22% ^a afgi	19%	24% ^a	38% ^z def	25% ^{fg}	25% ^{fg}	12%	14%	20%	11%	18% ⁱ	22% ⁱ	43% ^z ijk	15%	33% ^{zo}	25% ^o
C. A mixture of NHS dental care and private dental care in the UK	95	48	47	8	16	17	21	16	17	40	33	14	8	63	23	9
	10% ^l	11%	10%	6%	11%	11%	13%	12%	8%	15% ^{zl}	11% ^l	8%	4%	12%	9%	6%
D. Private dental care only in the UK	167	89	79	15	24	20	32	30	47	82	51	15	19	102	35	31
	18% ^{ck} lp	20%	16%	12%	16%	13%	20%	21% ^c	23% ^z ce	30% ^z ijkl	17% ^{kl}	9%	10%	19%	14%	21% ^p
E. I had treatment abroad	17	10	6	7	4	1	1	3	-	3	6	4	4	4	11	2
	2% ^o	2%	1%	6% ^z efh	3% ^h	1%	1%	2% ^h	-	1%	2%	2%	2%	1%	4% ^{zo}	1%
F. I'm not sure what type of care I received	15	7	8	3	1	3	6	-	2	5	5	2	3	6	5	4
	2%	2%	2%	2%	1%	2%	3% ^g	-	1%	2%	2%	1%	2%	1%	2%	3%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/ij/kl - z/o/p/q
 Overlap formulae used.

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Table 14
GD04 - As you're probably aware, dental care is available both through the NHS and privately. Sometimes, during one visit to the dentist, you may even have a combination of NHS and private treatment.
Thinking about the last time you visited your dentist or dental practice, which of these options best describes the type of care you think you received?
BASE: People who go to the dentist at least once every two years

	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES					
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULL-TIME (c)	PART-TIME (d)	SELF-EMPLOYED (e)	HOUSEWIFE (f)	STILL IN EDUCATION (g)	UNEMPLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	997	512	485	335	107	70	49	87	28	287	34	263	734	101	56	96	119	734
Weighted Base	933	544	389	365	108*	71*	42*	70*	26**	222	29*	280	653	114*	60*	102*	121	653
A. NHS dental care that I paid for	438	284 47% ^{bgjm}	153 52% ^{zb}	190 52% ^{zgj}	56 52% ^{gj}	38 54% ^{gj}	18 43% ^j	20 28%	5 19%	106 48% ^{gj}	4 14%	123 44%	315 48%	40 36%	20 34%	47 46%	61 50% ^{mn}	315 48% ^m
B. NHS dental care that was free	201	73 22% ^{acel}	129 33% ^{za}	39 11%	27 25% ^{ce}	7 10%	18 42% ^{zcde}	28 40% ^{zcde}	19 75%	43 19% ^c	21 71% ^{zcde}	85 30% ^{zl}	116 18%	39 35% ^{zq}	20 34% ^{zq}	34 33% ^{zq}	37 31% ^{zq}	116 18%
C. A mixture of NHS dental care and private dental care in the UK	95	66 10% ^b	29 12% ^b	49 13% ^{zg}	11 10%	6 8%	3 8%	3 5%	-	20 9%	3 9%	26 9%	69 11%	12 11%	12 20% ^{zopq}	4 4%	7 6%	69 11%
D. Private dental care only in the UK	167	102 18% ^{dfkp}	65 17%	74 20% ^{df}	10 9%	19 26% ^{dfj}	2 5%	9 13%	1 6%	50 23% ^{zdfj}	2 6%	38 13%	130 20% ^{zk}	17 15%	5 9%	14 14%	14 11%	130 20% ^{zp}
E. I had treatment abroad	17	9 2% ⁱ	8 2%	5 1%	2 2%	1 2%	-	7 10% ^{zcd}	-	1 *	-	3 1%	13 2%	3 3%	-	-	-	13 2%
F. I'm not sure what type of care I received	15	10 2%	5 1%	8 2%	2 2%	-	1 2%	2 3%	-	2 1%	-	5 2%	9 1%	2 1%	2 3%	2 2%	2 1%	9 1%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 15
GD04 - As you're probably aware, dental care is available both through the NHS and privately. Sometimes, during one visit to the dentist, you may even have a combination of NHS and private treatment.
Thinking about the last time you visited your dentist or dental practice, which of these options best describes the type of care you think you received?
BASE: People who go to the dentist at least once every two years

	TOTAL (z)	REGION												ETHNICITY		WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST			
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	NON-WHITE (o)	PATIENTS (LAST 12 MONTHS) (p)	PUBLIC (LESS OFTEN) (q)	ONCE A YEAR OR MORE (r)	LESS OFTEN (s)	DON'T KNOW (t)
Unweighted Base	997	84	58	80	92	33	84	161	105	62	91	71	76	661	899	95	846	151	898	99	-
Weighted Base	933	38*	62*	73*	93*	32*	80*	150	120*	72*	80*	60*	73*	665	830	99*	782	150	833	100*	**
A. NHS dental care that I paid for	438 47%do	15 39%	39 63%zacd jkm	29 40%	28 30%	21 66%zacd jkm	36 45%d	73 49%d	58 49%	42 59%acd	36 44%	25 42%	35 48%d	314 47%d	404 49%zo	33 33%	377 48%	61 40%	397 48%	40 40%	-
B. NHS dental care that was free	201 22%inp	9 25%i	12 20%i	17 23%i	26 27%i	8 26%i	19 24%i	33 22%i	20 16%	2 3%	22 27%i	20 33%zim	14 20%i	138 21%i	160 19%	40 40%zn	157 20%	44 30%zp	175 21%	27 27%	-
C. A mixture of NHS dental care and private dental care in the UK	95 10%im	10 26%zbcfe ijklm	4 7%	8 12%i	14 15%eim	-	5 6%	25 17%zefij m	8 7%	1 2%	5 6%	6 10%	8 11%i	55 8%	85 10%	10 10%	77 10%	17 12%	82 10%	13 13%	-
D. Private dental care only in the UK	167 18%agq	3 8%	6 10%	17 23%ag	20 22%ag	3 8%	14 18%	16 11%	27 23%	22 30%zabe gk	17 21%ag	8 13%	14 19%	131 20%zag	156 19%z	11 11%	152 19%zq	16 10%	152 18%	15 15%	-
E. I had treatment abroad	17 2%np	-	-	-	3 3%	-	2 3%	1 1%	4 4%	4 6%zgj	-	-	1 2%	15 2%	10 1%	5 5%zn	9 1%	7 5%zp	15 2%	2 2%	-
F. I'm not sure what type of care I received	15 2%p	*	1 1%	2 2%	3 3%	-	3 4%	1 1%	2 2%	1 1%	1 1%	1 2%	-	12 2%	14 2%	1 1%	10 1%	5 3%	12 1%	3 3%	-

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i/j/k/l/m - z/n/o - z/p/q - z/r/s/t
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 16
GD04 - As you're probably aware, dental care is available both through the NHS and privately. Sometimes, during one visit to the dentist, you may even have a combination of NHS and private treatment.
Thinking about the last time you visited your dentist or dental practice, which of these options best describes the type of care you think you received?
BASE: People who go to the dentist at least once every two years

	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN DENTAL REGULATION		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		COMPLAINED/ CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		
	TOTAL (z)	NHS (a)	PRIVATE (b)	MIXTURE (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDENT (i)	NOT CONFIDENT (j)	SATISFIED (k)	DISSATISFIED (l)	YES (m)	NO (n)	YES (o)	NO (p)	YES (q)	NO (r)
Unweighted Base	997	676	180	111	15	15	269	567	157	361	41	869	28	51	945	68	877	119	878
Weighted Base	933	639	167	95*	17**	15**	243	537	148	328	37*	804	28**	52*	879	67*	812	119	813
A. NHS dental care that I paid for	438	438	-	-	-	-	121	234	81	168	16	387	10	23	415	44	371	67	371
	47%bcgpr	68%zbc	-	-	-	-	50%	43%	55%zg	51%	43%	48%	36%	43%	47%	65%zp	46%	56%	46%
B. NHS dental care that was free	201	201	-	-	-	-	35	144	23	45	8	165	10	15	187	6	181	20	181
	22%bcfhiko	32%zbc	-	-	-	-	14%	27%zfh	15%	14%	21%	20%	36%	28%	21%	9%	22%o	17%	22%
C. A mixture of NHS dental care and private dental care in the UK	95	-	-	95	-	-	34	47	13	42	4	77	4	4	90	3	88	7	88
	10%ab	-	-	100%zab	-	-	14%zg	9%	9%	13%	11%	10%	15%	9%	10%	4%	11%	6%	11%
D. Private dental care only in the UK	167	-	167	-	-	-	51	88	29	69	9	149	3	8	159	11	148	19	148
	18%ac	-	100%zac	-	-	-	21%	16%	19%	21%	23%	19%	10%	16%	18%	17%	18%	16%	18%
E. I had treatment abroad	17	-	-	-	17	-	1	14	1	1	1	15	-	-	17	1	16	1	16
	2%afi	-	-	-	100%	-	*	3%f	1%	*	2%	2%	-	-	2%	1%	2%	1%	2%
F. I'm not sure what type of care I received	15	-	-	-	-	15	1	11	1	3	-	11	1	2	11	2	9	5	10
	2%anpr	-	-	-	-	100%	1%	2%	1%	1%	-	1%	2%	4%	1%	4%	1%	4%t	1%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 17
GD05 - Now thinking about YOUR OWN EXPERIENCE, how satisfied or otherwise are you with your dental care or treatment?
BASE: People who go to the dentist at least once a year

	GENDER		AGE						SOCIAL GRADE				MARITAL STATUS			
	TOTAL (z)	MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Unweighted Base	898	443	455	126	110	129	134	174	225	263	342	150	143	506	248	144
Weighted Base	833	391	442	113	122*	135	149	132	180	252	264	157	160	485	223	125
A. Very satisfied	560 67%	266 68%	294 66%	82 72%	85 70%	82 60%	94 63%	98 74%zef	119 66%	178 71%	178 67%	102 65%	102 63%	327 67%	144 65%	88 71%
B. Fairly satisfied	244 29%	114 29%	130 29%	30 27%	28 23%	49 36%dg	53 35%g	32 24%	51 29%	66 26%	80 30%	51 32%	48 30%	140 29%	72 32%	31 25%
C. Fairly dissatisfied	14 2%	4 1%	10 2%	-	2 2%	3 2%	1 1%	1 1%	6 3%z	4 2%	4 1%	-	6 3%k	9 2%	1 *	3 3%
D. Very dissatisfied	14	6	8	1	6	1	1	1	4	2	2	4	6	7	6	1
E. Don't know	1 *	1 *	-	-	-	-	1 1%	-	-	1 *	-	-	-	1 *	-	-
Satisfied	804 97%l	380 97%	424 96%	112 99%dh	113 93%	131 97%	146 98%	130 98%d	171 95%	244 97%	257 98%l	153 98%	149 93%	467 96%	217 97%	120 96%
Dissatisfied	28 3%	10 3%	18 4%	1 1%	9 7%zcfg	4 3%	2 1%	2 2%	10 5%c	6 3%	6 2%	4 2%	11 7%zij	17 3%	7 3%	5 4%
NET Satisfied	776 93%chl	370 95%	406 92%	111 98%zdh	105 86%	126 94%	145 97%dh	128 97%dh	161 89%	238 95%l	251 95%l	149 95%l	138 86%	451 93%	210 94%	115 92%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l - z/o/p/q
 Overlap formulae used. * small base

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Table 18
GD05 - Now thinking about YOUR OWN EXPERIENCE, how satisfied or otherwise are you with your dental care or treatment?
BASE: People who go to the dentist at least once a year

	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES					
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULL-TIME (c)	PART-TIME (d)	SELF-EMPLOYED (e)	HOUSEWIFE (f)	STILL IN EDUCATION (g)	UNEMPLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	898	457	441	291	98	68	42	80	25	261	33	239	659	90	49	90	110	659
Weighted Base	833	483	350	317	98*	68*	36*	64*	22**	200	28**	251	581	99*	50*	95*	111*	581
A. Very satisfied	560 67%	328 68%	232 66%	222 70%	62 64%	44 64%	21 58%	47 74%	15 68%	132 66%	17 60%	172 69%	387 67%	65 66%	39 79%	62 65%	77 69%	387 67%
B. Fairly satisfied	244 29%	141 29%	103 29%	83 26%	34 34%	25 36%	15 42% ^c	17 26%	4 18%	57 29%	10 34%	68 27%	176 30%	28 29%	9 17%	31 32% ⁿ	30 27%	176 30%
C. Fairly dissatisfied	14 2%	5 1%	8 2%	3 1%	2 2%	-	-	-	1 5%	7 4% ^z	-	6 2%	8 1%	2 2%	2 4%	-	2 2%	8 1%
D. Very dissatisfied	14 2%	7 1%	7 2%	7 2%	-	-	-	-	2 9%	4 2%	1 5%	5 2%	10 2%	3 3%	-	2 2%	1 *	10 2%
E. Don't know	1 *	1 *	-	1 *	-	-	-	-	-	-	-	1 *	-	-	-	1 1% ^q	1 1% ^q	-
Satisfied	804 97%	469 97%	334 96%	305 96%	96 98%	68 100%	36 100%	64 100% ⁱ	19 86%	189 95%	27 95%	240 95%	564 97%	94 95%	48 96%	92 97%	107 96%	564 97%
Dissatisfied	28 3%	12 3%	15 4%	11 3%	2 2%	-	-	-	3 14%	11 5% ^g	1 5%	10 4%	18 3%	5 5%	2 4%	2 2%	3 3%	18 3%
NET Satisfied	776 93% ^{bi}	457 95%	319 91%	294 93%	94 96%	68 100% ^{zci}	36 100% ⁱ	64 100% ^{zci}	16 72%	178 89%	25 89%	230 91%	546 94%	89 90%	46 92%	90 95%	104 94%	546 94%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 19
GD05 - Now thinking about YOUR OWN EXPERIENCE, how satisfied or otherwise are you with your dental care or treatment?
BASE: People who go to the dentist at least once a year

	TOTAL (z)	REGION												ETHNICITY		WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST			
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	NON-WHITE (o)	PATIENTS (LAST 12 MONTHS) (p)	PUBLIC (LESS OFTEN) (q)	ONCE A YEAR OR MORE (r)	LESS OFTEN (s)	DON'T KNOW (t)
Unweighted Base	898	75	55	71	74	30	72	149	94	58	87	66	67	587	812	83	810	88	898	-	-
Weighted Base	833	34*	58*	63*	74*	29**	67*	138	107*	67*	75*	56*	64*	585	744	85*	748	85*	833	**	**
A. Very satisfied	560	25 67% ^{bmo}	31 75% ^b	41 65%	45 60%	18 62%	48 73% ^b	110 80% ^{zabcd}	71 66%	48 71%	50 66%	34 61%	39 61%	375 64%	512 69% ^{zo}	46 53%	509 68%	51 60%	560 67%	-	-
B. Fairly satisfied	244	9 29% ^{qn}	24 42% ^{zg}	20 32% ^g	28 38% ^g	10 35%	17 25%	24 17%	31 29%	17 26%	24 32% ^g	18 32% ^g	21 34% ^g	187 32% ^{zg}	207 28%	35 41% ^{zn}	211 28%	33 38%	244 29%	-	-
C. Fairly dissatisfied	14	-	-	1	1	-	1	1	3	3	1	2	2	11	10	3	12	2	14	-	-
D. Very dissatisfied	14	-	3	1	1	1	1	3	2	-	1	1	2	11	13	1	14	-	14	-	-
E. Don't know	1	-	-	-	-	-	-	-	-	-	-	1	-	1	1	-	1	-	1	-	-
Satisfied	804	34	55	61	73	29	65	134	102	65	74	52	60	562	719	81	720	83	804	-	-
Dissatisfied	28	-	3	2	2	1	2	4	5	3	2	3	3	22	24	4	26	2	28	-	-
NET Satisfied	776	100% ^{zbgk}	91%	94%	96%	95%	95%	94%	91%	92%	96%	88%	89%	92%	94%	90%	93%	96%	776	0	0
	93%	100% ^{zbgk}	91%	94%	96%	95%	95%	94%	91%	92%	96%	88%	89%	92%	94%	90%	93%	96%	776	0	0

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/i/j/k/l/m - z/n/o - z/p/q - z/r/s/t
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 20
GD05 - Now thinking about YOUR OWN EXPERIENCE, how satisfied or otherwise are you with your dental care or treatment?
BASE: People who go to the dentist at least once a year

	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN DENTAL REGULATION		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		COMPLAINED/ CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		
	TOTAL (z)	NHS (a)	PRIVATE (b)	MIXTURE (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDEN T (i)	NOT CONFIDEN T (j)	SATISFIE D (k)	DISSATIS FIED (l)	YES (m)	NO (n)	YES (o)	NO (p)	YES (q)	NO (r)
Unweighted Base	898	607	167	98	13	13	244	508	142	325	38	869	28	47	850	64	786	111	787
Weighted Base	833	572	152	82*	15**	12**	219	476	133	292	35*	804	28**	48*	783	63*	720	111*	721
A. Very satisfied	560 67% joq	380 66%	111 73%	52 63%	10 67%	7 58%	154 70%	318 67%	86 65%	206 70% j	16 47%	560 70%z	-	26 53%	534 68%zm	35 55%	499 69%zo	60 54%	499 69%zq
B. Fairly satisfied	244 29%	172 30%	38 25%	26 32%	5 33%	3 28%	55 25%	145 30%	43 33%	79 27%	13 38%	244 30%z	-	14 29%	230 29%	22 34%	208 29%	36 32%	208 29%
C. Fairly dissatisfied	14 2% knpr	10 2%	1 *	3 4%	-	-	6 3%	5 1%	2 2%	3 1%	4 12% zi	-	14 48%	5 11% zn	8 1%	2 3%	6 1%	7 7% zr	6 1%
D. Very dissatisfied	14 2% knpr	10 2%	2 1%	1 1%	-	1 5%	4 2%	9 2%	1 1%	4 2%	1 3%	-	14 52%	3 7% zn	11 1%	5 7% zp	6 1%	8 7% zr	6 1%
E. Don't know	1 *	-	-	-	-	1 9%	-	-	-	-	-	-	-	-	-	-	-	-	1 *
Satisfied	804 97% jmoq	552 96%	149 98%	77 95%	15 100%	11 86%	209 95%	462 97%	129 97%	285 97% j	30 85%	804 100%z	-	40 82%	764 98%zm	56 89%	708 98%zo	96 86%	708 98%zq
Dissatisfied	28 3% knpr	20 4%	3 2%	4 5%	-	1 5%	11 5%	14 3%	4 3%	8 3%	5 15% zi	-	28 100%	9 18% zn	19 2%	7 11% zp	13 2%	15 14% zr	13 2%
NET Satisfied	776 93% jmoq	532 93%	147 96% c	73 90%	15 100%	10 81%	198 90%	448 94%	126 95%	277 95% j	24 70%	804 100%z	-28 -100%	31 64%	745 95%zm	50 79%	695 97%zo	80 72%	695 96%zq

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 21
GD06 - Now thinking about healthcare generally (and not just dental care), how confident, if at all, are you that regulation of this works effectively?
BASE: All Respondents

	GENDER		AGE						SOCIAL GRADE				MARITAL STATUS			
	TOTAL (z)	MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Unweighted Base	1232	623	609	177	172	173	178	216	316	325	426	229	252	651	360	220
Weighted Base	1175	578	597	174	194	183	199	167	259	307	333	244	292	631	347	196
A. Very confident	283 24%	137 24%	146 24%	44 25%	42 21%	34 19%	56 28%e	37 22%	70 27%e	70 23%	83 25%	65 27%	66 22%	157 25%	76 22%	50 26%
B. Fairly confident	632 54%h	316 55%	316 53%	104 60%h	99 51%	113 62%zh	103 52%	87 52%	125 49%	172 56%	181 54%	130 53%	149 51%	334 53%	203 58%q	94 48%
C. Not very confident	188 16%	90 16%	98 16%	23 13%	36 18%	29 16%	33 17%	23 14%	45 17%	45 15%	57 17%	35 14%	52 18%	103 16%	51 15%	34 17%
D. Not at all confident	34 3%j	16 3%	18 3%	1 1%	11 6%zcef	2 1%	2 1%	10 6%zcef	8 3%	13 4%j	4 1%	4 2%	13 4%j	15 2%	10 3%	8 4%
E. Don't know	37 3%	18 3%	19 3%	2 1%	7 3%	5 3%	4 2%	10 6%zc	10 4%	7 2%	8 2%	10 4%	12 4%	21 3%	7 2%	9 5%
Confident	915 78%	453 78%	462 77%	149 85%zdgh	140 72%	147 80%	160 80%	124 75%	195 76%	242 79%	264 79%	195 80%	214 74%	491 78%	279 80%	144 74%
Not confident	222 19%	106 18%	116 19%	24 14%	47 24%c	31 17%	36 18%	32 19%	53 21%	58 19%	61 18%	39 16%	65 22%	119 19%	61 18%	42 22%
NET Confident	693 59%dlq	347 60%	346 58%	125 72%zdgh	93 48%	116 63%cd	124 62%cd	92 55%	142 55%	183 60%	203 61%l	156 64%l	150 51%	373 59%	217 63%q	102 52%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l - z/o/p/q
 Overlap formulae used.

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Table 22
GD06 - Now thinking about healthcare generally (and not just dental care), how confident, if at all, are you that regulation of this works effectively?
BASE: All Respondents

	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES					
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULL-TIME (c)	PART-TIME (d)	SELF-EMPLOYED (e)	HOUSEWIFE (f)	STILL IN EDUCATION (g)	UNEMPLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	1232	611	621	400	124	87	64	103	41	359	54	318	914	122	70	115	141	914
Weighted Base	1175	660	515	440	131	89*	57*	88*	40*	282	47*	342	833	141	77*	122	145	833
A. Very confident	283 24%ef	164 25%	119 23%	117 27%efj	35 26%ef	12 14%	7 13%	24 27%ef	8 19%	74 26%efj	6 13%	86 25%	198 24%	28 20%	14 18%	35 28%	43 30%	198 24%
B. Fairly confident	632 54%	358 54%	274 53%	235 54%	75 58%	47 53%	35 62%	54 61%	24 60%	139 49%	21 45%	182 53%	450 54%	79 56%	49 64%o	59 48%	78 54%	450 54%
C. Not very confident	188 16%	100 15%	89 17%	64 15%	17 13%	18 21%	10 18%	10 11%	9 22%	47 17%	13 28%zcdg	56 16%	132 16%	23 17%	10 13%	20 16%	21 15%	132 16%
D. Not at all confident	34 3%	18 3%	16 3%	11 2%	2 2%	5 5%g	2 3%	- -	- -	11 4%	4 8%zcdg	10 3%	24 3%	4 3%	2 3%	5 4%	* *	24 3%
E. Don't know	37 3%	20 3%	17 3%	12 3%	2 2%	7 7%zcdg	2 4%	1 1%	- -	11 4%	3 6%	10 3%	28 3%	6 4%	2 3%	5 4%	2 2%	28 3%
Confident	915 78%ej	522 79%	393 76%	353 80%ej	110 84%ej	60 67%	43 75%	78 88%zej	31 78%	214 76%ej	28 58%	267 78%	648 78%	107 76%	63 82%	94 76%	121 84%	648 78%
Not confident	222 19%	117 18%	105 20%	75 17%	19 14%	23 26%dg	12 21%	10 11%	9 22%	57 20%	17 35%zcdg	65 19%	157 19%	27 19%	12 15%	24 20%	22 15%	157 19%
NET Confident	693 59%bej	405 61%	288 56%	277 63%ej	91 70%zefi	36 41%j	31 54%j	67 76%zcef	23 57%j	156 55%ej	11 23%	202 59%	491 59%	80 57%	51 67%	69 57%	100 69%zoq	491 59%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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Table 23
GD06 - Now thinking about healthcare generally (and not just dental care), how confident, if at all, are you that regulation of this works effectively?
BASE: All Respondents

	TOTAL (z)	REGION												ETHNICITY		WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST			
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	NON-WHITE (o)	PATIENTS (LAST 12 MONTHS) (p)	PUBLIC (LESS OFTEN) (q)	ONCE A YEAR OR MORE (r)	LESS OFTEN (s)	DON'T KNOW (t)
Unweighted Base	1232	100	69	103	125	42	111	185	123	75	110	101	88	837	1103	126	873	359	898	249	1
Weighted Base	1175	45	75*	96*	134	42*	114*	173	141	88*	95*	87*	85*	862	1034	137	812	363	833	252	1**
A. Very confident	283	18	13	23	27	12	21	56	29	25	26	16	18	184	254	30	216	67	219	45	-
	24%mq	39%zabcd fkln	18%	24%	20%	29%	19%	32%zbcdf km	20%	28%	27%	18%	21%	21%	25%	22%	27%zq	19%	26%zs	18%	-
B. Fairly confident	632	21	40	50	76	16	63	93	91	36	45	51	50	472	556	73	435	197	446	143	1
	54%ei	46%	54%	52%	57%ei	38%	55%	54%	64%	41%	47%	59%ei	59%ei	55%ei	54%	53%	54%	54%	54%	57%	100%
C. Not very confident	188	5	13	16	26	11	18	17	18	18	19	17	11	147	158	30	122	67	127	40	-
	16%gn	11%	18%	17%	20%g	26%ag	16%	10%	13%	20%g	20%g	19%g	12%	17%g	15%	22%	15%	18%	15%	16%	-
D. Not at all confident	34	1	3	4	2	2	5	3	2	4	4	1	2	26	33	1	19	16	17	14	-
	3%pr	3%	4%	5%	1%	5%	4%	2%	2%	4%	4%	2%	3%	3%	3%	1%	2%	4%	2%	5%zr	-
E. Don't know	37	*	5	3	3	1	7	3	1	6	2	2	4	32	34	3	21	16	23	9	-
	3%	1%	6%	3%	2%	2%	7%	2%	1%	7%	2%	2%	5%	4%	3%	2%	3%	4%	3%	4%	-
Confident	915	38	53	73	103	28	84	149	119	61	71	67	69	657	809	103	651	264	665	188	1
	78%mq	85%ei	72%	76%	68%	74%	86%zabcd efijm	85%	69%	74%	77%	80%	76%	78%	75%	80%zq	73%	80%z	75%	100%	
Not confident	222	6	17	21	28	13	22	20	21	23	18	13	173	191	31	140	82	145	54	-	
	19%gpr	14%	22%g	22%g	21%g	30%ag	20%	12%	14%	24%g	24%g	21%g	15%	20%g	18%	22%	17%	23%p	17%	22%	-
NET Confident	693	32	37	52	74	16	62	129	99	39	48	49	56	484	619	72	511	182	520	134	1
	59%eimq	71%zabcd efijk	49%	54%	55%	37%	54%	75%zabcd efijk	70%	45%	50%	56%e	66%eij	56%e	60%	53%	63%zq	50%	62%zs	53%	100%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i/j/k/l/m - z/n/o - z/p/q - z/r/s/t
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 24
GD06 - Now thinking about healthcare generally (and not just dental care), how confident, if at all, are you that regulation of this works effectively?
BASE: All Respondents

	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN DENTAL REGULATION		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		COMPLAINED/ CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		
	TOTAL (z)	NHS (a)	PRIVATE (b)	MIXTURE (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDEN T (i)	NOT CONFIDEN T (j)	SATISFIE D (k)	DISSATIS FIED (l)	YES (m)	NO (n)	YES (o)	NO (p)	YES (q)	NO (r)
Unweighted Base	1232	676	180	111	15	15	304	736	188	410	51	869	28	60	1148	82	1066	142	1090
Weighted Base	1175	639	167	95*	17**	15**	277	714	179	377	45*	804	28**	61*	1085	84*	1001	145	1030
A. Very confident	283 24%g	169 26%	42 25%	21 22%	2 14%	4 25%	89 32%zg	150 21%	43 24%	115 30%zj	7 15%	218 27%z	1 4%	11 17%	263 24%	16 19%	247 25%	27 18%	257 25%
B. Fairly confident	632 54%fj	355 55%	87 52%	50 53%	6 34%	9 59%	125 45%	392 55%f	115 64%zfg	217 57%j	15 33%	433 54%	13 47%	27 45%	594 55%z	40 47%	555 55%z	67 46%	565 55%
C. Not very confident	188 16%ahinp r	88 14%	32 19%	15 16%	5 33%	2 12%	48 17%h	124 17%h	14 8%	38 10%	19 43%zi	118 15%	8 29%	17 27%zn	166 15%	19 22%	147 15%	36 24%zr	153 15%
D. Not at all confident	34 3%ak	10 2%	3 2%	5 6%a	- -	1 4%	10 4%	20 3%	3 2%	6 2%	4 9%zi	13 2%	4 15%	- -	34 3%	7 8%zp	27 3%	7 5%	27 3%
E. Don't know	37 3%finpr	18 3%	3 2%	4 4%	3 19%	- -	4 1%	28 4%	5 3%	2 *	- -	21 3%	2 6%	6 10%zn	28 3%	3 3%	26 3%	9 6%r	28 3%
Confident	915 78%jmoq	523 82%z	129 77%	71 75%	8 48%	12 84%	215 78%	541 76%	158 88%zfg	332 88%zj	21 48%	651 81%z	14 50%	38 62%	857 79%zm	55 66%	801 80%zo	94 64%	822 80%zq
Not confident	222 19%ahikp r	98 15%	35 21%	20 22%	5 33%	2 16%	58 21%h	145 20%h	17 9%	44 12%	24 52%zi	132 16%	12 44%	17 27%	200 18%	26 31%zp	174 17%	43 29%zr	180 17%
NET Confident	693 59%gimog	425 67%zbc	94 56%	50 53%	2 15%	10 67%	157 57%	397 56%	141 78%zfg	288 76%zj	-2 -5%	519 65%z	2 7%	21 35%	657 61%zm	30 35%	627 63%zo	51 35%	642 62%zq

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 25
GD07 - Which of the following best describes how aware you were of the General Dental Council before this survey?
BASE: All Respondents

	GENDER		AGE						SOCIAL GRADE				MARITAL STATUS			
	TOTAL (z)	MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Unweighted Base	1232	623	609	177	172	173	178	216	316	325	426	229	252	651	360	220
Weighted Base	1175	578	597	174	194	183	199	167	259	307	333	244	292	631	347	196
A. I had definitely heard of the General Dental Council before	277 24%cdlp	136 24%	140 24%	7 4%	31 16% ^c	38 21% ^c	58 29% ^{cd}	66 40% ^{zcode} fh	77 30% ^{zcode}	116 38% ^{zjkl}	79 24% ^l	47 19% ^l	35 12%	190 30% ^{zpq}	42 12%	44 22% ^p
B. I think I had heard of the General Dental Council before	179 15% ^l	98 17%	82 14%	22 13%	20 10%	32 17%	38 19% ^d	28 17%	40 15%	56 18% ^l	46 14%	49 20% ^{zjl}	29 10%	111 18% ^{zp}	43 12%	26 13%
C. I had not heard of the General Dental Council before	714 61% ^{fghi} o	342 59%	372 62%	145 83% ^{zdef} gh	142 74% ^{zefg} h	113 62% ^g	101 51%	70 42%	142 55% ^g	134 44%	207 62% ⁱ	146 60% ⁱ	228 78% ^{zijk}	328 52%	262 76% ^{zoq}	124 63% ^o
D. Not sure	5 *	2 *	3 *	-	-	-	2 1%	2 1% ^{zh}	-	1 *	1 *	2 1%	-	2 *	-	2 1% ^p

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l - z/o/p/q
 Overlap formulae used.

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Table 26
GD07 - Which of the following best describes how aware you were of the General Dental Council before this survey?
BASE: All Respondents

	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES					
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULL-TIME (c)	PART-TIME (d)	SELF-EMPLOYED (e)	HOUSEWIFE (f)	STILL IN EDUCATION (g)	UNEMPLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	1232	611	621	400	124	87	64	103	41	359	54	318	914	122	70	115	141	914
Weighted Base	1175	660	515	440	131	89*	57*	88*	40*	282	47*	342	833	141	77*	122	145	833
A. I had definitely heard of the General Dental Council before	277 24% ^{fghm}	168 25%	109 21%	107 24% ^{fgh}	37 28% ^{fghj}	23 26% ^{fgh}	5 9%	3 4%	3 7%	91 32% ^{zcfg}	6 13% ^g	68 20%	208 25%	22 15%	17 22%	23 19%	31 22%	208 25% ^m
B. I think I had heard of the General Dental Council before	179 15% ^{kn}	107 16%	73 14%	69 16%	18 14%	20 22% ^h	11 20%	11 12%	3 7%	40 14%	8 17%	39 11%	140 17% ^{zk}	17 12% ⁿ	3 4%	13 11%	18 12%	140 17% ^{zn}
C. I had not heard of the General Dental Council before	714 61% ^{aeil} q	381 58%	333 65% ^{za}	261 59%	75 57%	45 50%	40 70% ^{ei}	74 84% ^{zcde} i	35 87% ^{zcde} i	151 54%	33 70% ^{ei}	233 68% ^{zl}	480 58%	102 73% ^{zq}	57 74% ^{zq}	85 70% ^q	95 65%	480 58%
D. Not sure	5 *	5 1%	-	2 1%	1 1%	1 1%	-	-	-	-	-	1 *	4 *	-	-	1 1%	1 1%	4 *

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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Table 27
GD07 - Which of the following best describes how aware you were of the General Dental Council before this survey?
BASE: All Respondents

	TOTAL (z)	REGION												ETHNICITY		WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST			
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	NON-WHITE (o)	PATIENTS (LAST 12 MONTHS) (p)	PUBLIC (LESS OFTEN) (q)	ONCE A YEAR OR MORE (r)	LESS OFTEN (s)	DON'T KNOW (t)
Unweighted Base	1232	100	69	103	125	42	111	185	123	75	110	101	88	837	1103	126	873	359	898	249	1
Weighted Base	1175	45	75*	96*	134	42*	114*	173	141	88*	95*	87*	85*	862	1034	137	812	363	833	252	1**
A. I had definitely heard of the General Dental Council before	277 24%aoq	5 11%	16 22%	22 23%a	31 23%a	13 30%a	21 19%	58 33%zafijlm	40 28%	18 20%	15 16%	20 23%a	18 21%	199 23%a	258 25%zo	19 14%	217 27%zq	59 16%	219 26%z	50 20%	-
B. I think I had heard of the General Dental Council before	179 15%q	5 11%	14 19%	11 11%	22 17%	6 13%	17 15%	22 13%	21 15%	10 12%	19 20%	12 14%	21 25%zacgim	134 15%	163 16%	16 12%	137 17%zq	43 12%	133 16%	37 15%	-
C. I had not heard of the General Dental Council before	714 61%gnpr	35 78%zbdgklm	43 57%	64 66%	79 59%	24 56%	74 65%	93 54%	80 57%	60 68%g	62 65%	54 62%	46 54%	524 61%	608 59%	103 75%zn	453 56%	261 72%zp	476 57%	164 65%r	1 100%
D. Not sure	5 *	-	1 2%	-	1 1%	-	1 1%	-	-	-	-	1 1%	-	5 1%	5 *	-	5 1%	-	5 1%	-	-

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i/j/k/l/m - z/n/o - z/p/q - z/r/s/t
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 28
GD07 - Which of the following best describes how aware you were of the General Dental Council before this survey?
BASE: All Respondents

	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN DENTAL REGULATION		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		COMPLAINED/ CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		
	TOTAL (z)	NHS (a)	PRIVATE (b)	MIXTURE (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDEN T (i)	NOT CONFIDEN T (j)	SATISFIE D (k)	DISSATIS FIED (l)	YES (m)	NO (n)	YES (o)	NO (p)	YES (q)	NO (r)
Unweighted Base	1232	676	180	111	15	15	304	736	188	410	51	869	28	60	1148	82	1066	142	1090
Weighted Base	1175	639	167	95*	17**	15**	277	714	179	377	45*	804	28**	61*	1085	84*	1001	145	1030
A. I had definitely heard of the General Dental Council before	277 24% ^{qgh}	156 24%	51 31% ^z	34 36% ^{za}	1 6%	1 8%	277 100% ^{zgh}	-	-	231 61% ^z	26 58% ^z	209 26% ^z	11 38%	22 35% ^z	254 23%	22 26%	232 23%	44 30%	233 23%
B. I think I had heard of the General Dental Council before	179 15% ^{fgr}	103 16%	29 17%	13 14%	1 5%	1 9%	-	-	179 100% ^{zfg}	146 39% ^z	19 42% ^z	129 16%	4 13%	9 15%	168 15%	21 25% ^{zp}	146 15%	31 21%	149 14%
C. I had not heard of the General Dental Council before	714 61% ^{bchijkoq}	377 59%	88 52%	47 50%	14 82%	11 75%	-	714 100% ^{zfh}	-	-	462 58%	14 49%	30 49%	659 61%	41 48%	619 62% ^o	71 49%	643 62% ^{zq}	
D. Not sure	5 *	3 *	-	-	1 7%	1 7%	-	-	-	-	-	4 *	-	-	4 *	-	4 *	-	5 *

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 29
GD08 - How confident, if at all, are you that the General Dental Council is regulating dentists and dental care professionals effectively?
BASE: People who have heard of the General Dental Council before

	GENDER		AGE						SOCIAL GRADE				MARITAL STATUS			
	TOTAL (z)	MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Unweighted Base	492	259	233	30	46	62	85	123	146	186	161	88	57	314	95	82
Weighted Base	456	234	222	29**	51*	70*	95*	94	117	172	125	96*	64*	301	85*	70*
A. Very confident	93 20%	48 20%	46 21%	7 22%	9 18%	13 19%	21 22%	22 24%	21 18%	35 20%	26 20%	19 19%	14 22%	62 21%	17 20%	15 22%
B. Fairly confident	284 62%	148 63%	136 61%	22 75%	32 63%	45 64%	65 68%	54 58%	66 57%	105 61%	85 68%	57 59%	36 57%	183 61%	59 70%	41 59%
C. Not very confident	41 9%	21 9%	20 9%	1 3%	4 8%	8 11%	4 4%	8 9%	16 13%zf	16 9%	9 7%	9 9%	7 11%	27 9%	8 9%	6 9%
D. Not at all confident	4 1%	2 1%	2 1%	- -	1 3%	- -	- -	* *	2 2%	2 1%	1 1%	1 1%	- -	3 1%	- -	1 2%
E. Don't know	34 7%jd	15 6%	19 9%	- -	4 8%	4 6%	5 6%	9 9%	12 10%	14 8%	4 3%	10 11%j	6 10%	26 9%p	2 2%	6 9%p
Confident	377 83%h	196 84%	181 82%	28 97%	42 81%	58 83%	86 90%zh	76 81%	87 74%	140 82%	111 89%zk	75 79%	51 80%	245 81%	76 89%	56 80%
Not confident	45 10%f	23 10%	22 10%	1 3%	6 11%	8 11%	4 4%	9 9%	18 16%zf	18 10%	10 8%	10 11%	7 11%	30 10%	8 9%	8 11%
NET Confident	332 73%h	173 74%	160 72%	27 94%	36 70%	50 72%	82 86%zdeg	67 72%h	69 59%	123 71%	101 81%zk	65 68%	44 69%	215 71%	68 80%	49 70%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l - z/o/p/q
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 30
GD08 - How confident, if at all, are you that the General Dental Council is regulating dentists and dental care professionals effectively?
BASE: People who have heard of the General Dental Council before

	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES					
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULL-TIME (c)	PART-TIME (d)	SELF-EMPLOYED (e)	HOUSEWIFE (f)	STILL IN EDUCATION (g)	UNEMPLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	492	257	235	162	53	42	21	16	6	174	18	96	396	31	19	35	46	396
Weighted Base	456	275	182	176	55*	44*	17**	14**	5**	131	14**	108*	349	39**	20**	36**	49*	349
A. Very confident	93 20%	58 21%	36 20%	37 21%	16 30%e	4 10%	3 17%	4 25%	2 45%	26 20%	1 9%	24 23%	69 20%	4 12%	4 18%	8 22%	17 34%zq	69 20%
B. Fairly confident	284 62%	176 64%	108 59%	114 65%	31 57%	31 71%	12 73%	9 65%	2 34%	75 57%	10 70%	67 62%	217 62%	25 66%	12 60%	23 63%	25 51%	217 62%
C. Not very confident	41 9%	18 7%	22 12%za	14 8%	3 5%	2 3%	2 9%	2 11%	-	16 12%	3 21%	9 8%	32 9%	4 11%	1 3%	3 7%	4 9%	32 9%
D. Not at all confident	4 1%	3 1%	2 1%	3 2%	-	-	-	-	-	2 1%	-	1 1%	3 1%	1 4%	-	-	-	3 1%
E. Don't know	34 7%	20 7%	14 8%	8 5%	5 9%	7 16%zc	-	-	1 22%	13 10%	-	7 6%	27 8%	3 7%	4 19%	3 8%	3 6%	27 8%
Confident	377 83%i	234 85%	144 79%	151 86%i	47 86%	35 81%	15 91%	13 89%	4 78%	100 77%	11 79%	91 84%	287 82%	30 78%	16 78%	31 85%	42 85%	287 82%
Not confident	45 10%	21 8%	24 13%z	17 10%	3 5%	2 3%	2 9%	2 11%	-	18 14%	3 21%	10 9%	35 10%	6 15%	1 3%	3 7%	4 9%	35 10%
NET Confident	332 73%bi	212 77%zb	120 66%	134 76%i	45 81%i	34 77%	14 82%	11 79%	4 78%	82 63%	8 59%	81 75%	252 72%	24 63%	15 75%	28 78%	38 77%	252 72%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 31
GD08 - How confident, if at all, are you that the General Dental Council is regulating dentists and dental care professionals effectively?
BASE: People who have heard of the General Dental Council before

	TOTAL (z)	REGION												ETHNICITY		WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST			
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	NON-WHITE (o)	PATIENTS (LAST 12 MONTHS) (p)	PUBLIC (LESS OFTEN) (q)	ONCE A YEAR OR MORE (r)	LESS OFTEN (s)	DON'T KNOW (t)
Unweighted Base	492	22	31	36	50	19	42	86	55	24	43	40	44	341	460	32	389	103	386	87	-
Weighted Base	456	10**	30**	33*	54*	18**	38*	80*	61*	28**	33*	32*	39*	333	422	35**	354	102*	352	88*	**
A. Very confident	93 20% _m	3 32%	7 24%	2 7%	7 12%	4 23%	5 14%	31 39% _{zcd} jklm	13 22%	3 12%	5 15%	6 17%	7 17%	54 16%	84 20%	9 26%	76 22%	17 17%	75 21%	18 20%	-
B. Fairly confident	284 62% _g	6 59%	20 67%	24 74% _g	37 69% _g	11 61%	25 65%	40 50%	39 64%	12 45%	23 69%	19 58%	27 71% _g	215 65% _g	262 62%	21 62%	220 62%	64 63%	218 62%	55 63%	-
C. Not very confident	41 9%	1 9%	2 7%	4 11%	5 10%	2 10%	1 4%	4 5%	7 11%	1 4%	4 12%	8 25% _{zfglm}	2 4%	32 10%	38 9%	3 9%	33 9%	8 8%	32 9%	6 7%	-
D. Not at all confident	4 1%	-	-	-	-	-	1 2%	* 1%	-	3 10%	* 1%	-	-	3 1%	4 1%	-	3 2%	2 2%	3 1%	1 1%	-
E. Don't know	34 7%	-	1 2%	2 8%	5 9%	1 5%	6 16% _{zk}	5 6%	2 3%	8 30%	1 2%	-	3 8%	28 8%	33 8%	1 3%	23 6%	11 11%	25 7%	8 9%	-
Confident	377 83%	9 91%	28 90%	26 81%	44 81%	16 85%	30 78%	71 89%	52 86%	16 56%	28 84%	24 75%	34 88%	269 81%	347 82%	30 88%	296 84%	82 80%	292 83%	73 83%	-
Not confident	45 10%	1 9%	2 7%	4 11%	5 10%	2 10%	2 6%	4 5%	7 11%	4 14%	4 13%	8 25% _{zfglm}	2 4%	36 11%	42 10%	3 9%	35 10%	10 9%	35 10%	7 8%	-
NET Confident	332 73% _k	8 82%	25 83%	23 70%	38 71%	14 74%	28 73% _k	67 84% _{zkm}	46 75%	12 43%	24 71%	16 50%	32 83% _k	234 70% _k	305 72%	27 78%	261 74%	72 70%	258 73%	66 75%	0 0%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i/j/k/l/m - z/n/o - z/p/q - z/r/s/t
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 32
GD08 - How confident, if at all, are you that the General Dental Council is regulating dentists and dental care professionals effectively?
BASE: People who have heard of the General Dental Council before

	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN DENTAL REGULATION		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		COMPLAINED/ CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		
	TOTAL (z)	NHS (a)	PRIVATE (b)	MIXTURE (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDEN T (i)	NOT CONFIDEN T (j)	SATISFIE D (k)	DISSATIS FIED (l)	YES (m)	NO (n)	YES (o)	NO (p)	YES (q)	NO (r)
Unweighted Base	492	279	89	54	2	2	304	-	188	410	51	372	14	31	458	44	414	75	417
Weighted Base	456	259	80*	47*	2**	3**	277	-**	179	377	45*	338	14**	31**	422	43*	379	74*	382
A. Very confident	93	59	14	10	1	1	75	-	18	93	-	72	3	9	84	5	79	14	79
	20%hj	23%	18%	21%	52%	48%	27%zh	-	10%	25%zj	-	21%	19%	29%	20%	12%	21%	19%	21%
B. Fairly confident	284	154	54	32	-	1	156	-	128	284	-	212	5	10	272	23	248	34	250
	62%ljq	59%	68%	67%	-	52%	56%	-	71%zf	75%zj	-	63%	36%	33%	64%z	54%	66%z	45%	66%zq
C. Not very confident	41	22	8	4	1	-	23	-	17	-	41	28	4	6	34	9	25	15	26
	9%inpr	9%	10%	9%	48%	-	8%	-	10%	-	91%zi	8%	27%	20%	8%	20%zp	7%	20%zr	7%
D. Not at all confident	4	1	1	-	-	-	3	-	2	-	4	1	1	1	3	*	2	2	2
	1%kn	1%	1%	-	-	-	1%	-	1%	-	9%zi	*	10%	5%	1%	1%	1%	3%	1%
E. Don't know	34	22	2	1	-	-	20	-	14	-	-	23	1	4	30	6	24	10	24
	7%ipr	9%	3%	3%	-	-	7%	-	8%	-	-	7%	8%	14%	7%	13%	6%	14%r	6%
Confident	377	213	69	42	1	3	231	-	146	377	-	285	8	19	356	28	328	48	330
	83%joq	82%	86%	89%	52%	100%	83%	-	81%	100%zj	-	84%	55%	62%	84%z	66%	87%zo	64%	86%zq
Not confident	45	24	9	4	1	-	26	-	19	-	45	30	5	7	36	9	27	17	28
	10%inpr	9%	11%	9%	48%	-	9%	-	11%	-	100%zi	9%	37%	24%	9%	21%zp	7%	22%zr	7%
NET Confident	332	190	60	38	*	3	205	0	127	377	-45	255	2	12	320	19	300	31	301
	73%joq	73%	75%	80%	4%	100%	74%	0%	71%	100%zj	-100%	76%z	17%	38%	76%z	45%	79%zo	42%	79%zq

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 33
GD09 - Have you ever complained about a dental professional? This includes making a complaint to staff at your dental practice, including to a receptionist.
BASE: People who have been to a dentist at some point

	GENDER		AGE						SOCIAL GRADE				MARITAL STATUS			
	TOTAL (z)	MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Unweighted Base	1209	607	602	173	163	169	176	215	313	324	423	219	243	646	347	215
Weighted Base	1147	559	588	168	184	179	196	165	256	305	330	233	278	625	330	191
A. Yes	61 5% ^{acj}	22 4%	40 7% ^{za}	2 1%	10 5%	9 5%	9 4%	11 7% ^c	21 8% ^{zc}	18 6%	11 3%	11 5%	22 8% ^j	35 6%	14 4%	13 7%
B. No	1085 95% ^h	536 96% ^z	548 93%	166 99% ^{zgh}	174 95%	170 95%	186 95%	154 93%	235 92%	286 94%	320 97% ^{zl}	222 95%	256 92%	589 94%	317 96%	179 93%
C. Don't know	1 *	1 *	-	-	-	-	1 1%	-	-	1 *	-	-	-	1 *	-	-
D. Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l - z/o/p/q
 Overlap formulae used.

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Table 34
GD09 - Have you ever complained about a dental professional? This includes making a complaint to staff at your dental practice, including to a receptionist.
BASE: People who have been to a dentist at some point

	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES					
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULL-TIME (c)	PART-TIME (d)	SELF-EMPLOYED (e)	HOUSEWIFE (f)	STILL IN EDUCATION (g)	UNEMPLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	1209	600	609	393	122	85	61	100	39	356	53	312	897	118	69	114	140	897
Weighted Base	1147	646	501	430	128	87*	54*	84*	38*	279	46*	335	812	136	75*	121*	144	812
A. Yes	61 5%	27 4%	34 7%z	21 5%	3 3%	2 3%	2 3%	1 1%	3 8%	25 9%zcdg	4 8%g	16 5%	45 6%	8 6%	2 3%	3 3%	7 5%	45 6%
B. No	1085 95%bi	618 96%	467 93%	408 95%	125 97%i	85 97%	53 97%	83 99%ij	34 92%	254 91%	43 92%	317 95%	767 94%	128 94%	73 97%	117 96%	136 94%	767 94%
C. Don't know	1 *	1 *	-	1 *	-	-	-	-	-	-	-	1 *	-	-	-	1 1%zq	1 1%q	-
D. Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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Table 35
GD09 - Have you ever complained about a dental professional? This includes making a complaint to staff at your dental practice, including to a receptionist.
BASE: People who have been to a dentist at some point

	TOTAL (z)	REGION												ETHNICITY		WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST			
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	NON-WHITE (o)	PATIENTS (LAST 12 MONTHS) (p)	PUBLIC (LESS OFTEN) (q)	ONCE A YEAR OR MORE (r)	LESS OFTEN (s)	DON'T KNOW (t)
Unweighted Base	1209	99	66	101	115	42	108	185	123	75	110	98	87	815	1089	117	873	336	898	249	1
Weighted Base	1147	45*	71*	95*	122	42*	109*	173	141	88*	95*	84*	84*	835	1017	127	812	335	833	252	1**
A. Yes	61 5% _{ij}	1 2%	4 6%	4 5%	3 2%	- -	5 4%	14 8% _{ij}	11 8%	7 8% _{ij}	1 1%	6 7% _{ij}	6 7% _{ij}	45 5%	53 5%	8 6%	52 6% _{zq}	10 3%	48 6%	12 5%	-
B. No	1085 95% _p	44 98%	67 94%	90 95%	119 98%	42 100%	104 96% _p	159 92%	130 92%	81 92%	94 99% _{zgjkl}	77 92%	78 93%	788 94%	963 95%	119 94%	759 94%	326 97% _{zp}	783 94%	240 95%	1 100%
C. Don't know	1 *	-	-	-	-	-	-	-	-	-	-	1 1% _{zm}	-	1 *	1 *	-	1 *	-	1 *	-	-
D. Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i/j/k/l/m - z/n/o - z/p/q - z/r/s/t
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 36
GD09 - Have you ever complained about a dental professional? This includes making a complaint to staff at your dental practice, including to a receptionist.
BASE: People who have been to a dentist at some point

	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN DENTAL REGULATION		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		COMPLAINED/ CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		
	TOTAL (z)	NHS (a)	PRIVATE (b)	MIXTURE (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDEN T (i)	NOT CONFIDEN T (j)	SATISFIE D (k)	DISSATIS FIED (l)	YES (m)	NO (n)	YES (o)	NO (p)	YES (q)	NO (r)
Unweighted Base	1209	676	180	111	15	15	303	716	186	408	50	869	28	60	1148	82	1066	142	1067
Weighted Base	1147	639	167	95*	17**	15**	276	689	177	375	44*	804	28**	61*	1085	84*	1001	145	1002
A. Yes	61	37	8	4	-	2	22	30	9	19	7	40	9	61	-	-	-	61	-
		5% ^{nopr}	6%	5%	5%	16%	8% ^{zgz}	4%	5%	5%	17% ^{zi}	5%	31%	100% ^{zn}	-	-	-	42% ^{zr}	-
B. No	1085	602	159	90	17	11	254	659	168	356	36	764	19	-	1085	84	1001	84	1001
		95% ^{jm}	94%	95%	95%	100%	92%	96% ^f	95%	95% ^j	83%	95%	69%	-	100% ^{zm}	100% ^z	100% ^z	58%	100% ^{zq}
C. Don't know	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1
	*	-	-	-	-	7%	-	-	-	-	-	-	-	-	-	-	-	-	*
D. Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 37
GD10 - Have you ever considered complaining about a dental professional?
BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional

	GENDER		AGE						SOCIAL GRADE				MARITAL STATUS			
	TOTAL (z)	MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Unweighted Base	1149	586	563	171	155	161	168	202	292	307	407	208	227	614	334	200
Weighted Base	1086	537	548	166	174	170	187	154	235	287	320	222	256	590	317	179
A. Yes	84 8% ^{cj}	41 8%	43 8%	4 2%	17 10% ^c	13 8% ^c	16 8% ^c	15 10% ^c	20 8% ^c	32 11% ^{zj}	18 6%	15 7%	19 7%	42 7%	26 8%	15 8%
B. No	1001 92% ⁱ	495 92%	506 92%	163 98% ^{zdef} gh	157 90%	156 92%	170 91%	140 90%	215 92%	255 89%	302 94% ^{zi}	207 93%	237 93%	546 93%	290 92%	164 92%
C. Don't know	1 *	1 *	-	-	-	-	1 1%	-	-	1 *	-	-	-	1 *	-	-
D. Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l - z/o/p/q
 Overlap formulae used.

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Table 38
GD10 - Have you ever considered complaining about a dental professional?
BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional

	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES					
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULL-TIME (c)	PART-TIME (d)	SELF-EMPLOYED (e)	HOUSEWIFE (f)	STILL IN EDUCATION (g)	UNEMPLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	1149	577	572	375	119	83	58	99	37	330	48	297	852	111	67	110	133	852
Weighted Base	1086	619	467	409	125	85*	53*	83*	34*	254	43*	319	767	128*	73*	118*	137	767
A. Yes	84	58	25	35	15	9	1	1	1	17	5	25	59	5	3	14	11	59
	8%bg	9%azb	5%	9%g	12%fg	10%g	2%	1%	3%	7%g	12%fg	8%	8%	4%	4%	12%	8%	8%
B. No	1001	559	442	373	110	76	52	82	34	237	37	292	708	123	70	103	125	708
	92%a	90%	95%za	91%	88%	90%	98%dj	99%zcde	97%	93%	88%	92%	92%	96%o	96%o	87%	91%	92%
C. Don't know	1	1	-	1	-	-	-	-	-	-	-	1	-	-	-	1	1	-
	*	*	-	*	-	-	-	-	-	-	-	*	-	-	-	1%zq	1%q	-
D. Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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Table 39
GD10 - Have you ever considered complaining about a dental professional?
 BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional

	TOTAL (z)	REGION												ETHNICITY		WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST			
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	NON-WHITE (o)	PATIENTS (LAST 12 MONTHS) (p)	PUBLIC (LESS OFTEN) (q)	ONCE A YEAR OR MORE (r)	LESS OFTEN (s)	DON'T KNOW (t)
Unweighted Base	1149	97	63	96	112	42	102	171	114	70	109	92	81	772	1037	110	822	327	851	237	1
Weighted Base	1086	44*	67*	90*	119	42*	104*	159	130	81*	94*	78*	78*	789	964	119*	760	326	785	240	1**
A. Yes	84 8%	3 6%	4 6%	7 7%	9 7%	3 8%	10 10%	11 7%	9 7%	9 11%	9 9%	5 6%	4 6%	61 8%	78 8%	6 5%	59 8%	25 8%	63 8%	18 8%	-
B. No	1001 92%	41 94%	63 94%	83 93%	110 93%	38 92%	94 90%	148 93%	121 93%	72 89%	86 91%	72 92%	74 94%	727 92%	886 92%	113 95%	700 92%	301 92%	720 92%	221 92%	1 100%
C. Don't know	1 *	-	-	-	-	-	-	-	-	-	-	1 1%zm	-	1 *	1 *	-	1 *	-	1 *	-	-
D. Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i/j/k/l/m - z/n/o - z/p/q - z/r/s/t
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 40
GD10 - Have you ever considered complaining about a dental professional?
 BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional

	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN DENTAL REGULATION		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		COMPLAINED/ CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		
	TOTAL (z)	NHS (a)	PRIVATE (b)	MIXTURE (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDEN T (i)	NOT CONFIDEN T (j)	SATISFIE D (k)	DISSATIS FIED (l)	YES (m)	NO (n)	YES (o)	NO (p)	YES (q)	NO (r)
Unweighted Base	1149	639	172	107	15	13	281	687	177	388	43	829	21	-	1148	82	1066	82	1067
Weighted Base	1086	602	159	90*	17**	13**	254	659	168	356	36*	764	19**	**	1085	84*	1001	84*	1002
A. Yes	84	50	11	3	1	2	22	41	21	28	9	56	7	-	84	84	-	84	-
	8% ^{gpr}	8%	7%	3%	5%	20%	9%	6%	13% ^{zg}	8%	25% ^{zi}	7%	35%	-	8%	100% ^{zp}	-	100% ^{zr}	-
B. No	1001	552	148	88	16	9	232	619	146	328	27	708	13	-	1001	-	1001	-	1001
	92% ^{hjq}	92%	93%	97%	95%	72%	91%	94% ^{zh}	87%	92% ^j	75%	93%	65%	-	92% ^z	-	100% ^{zo}	-	100% ^{zq}
C. Don't know	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1
	*	-	-	-	-	9%	-	-	-	-	-	-	-	-	-	-	-	-	*
D. Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 41
GD11 - Thinking about the most recent time you complained or considered complaining, what type of dental professional did you complain or consider complaining about?
BASE: People who have complained or considered complaining about a dental professional

	GENDER		AGE						SOCIAL GRADE				MARITAL STATUS			
	TOTAL (z)	MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Unweighted Base	142	61	81	5	21	19	21	33	43	47	39	25	31	75	37	30
Weighted Base	145	63*	83*	6**	26**	22**	24**	25**	41*	50*	28*	26**	41**	77*	40*	28**
A. Dentist	120	51	69	3	19	22	22	21	33	46	23	18	33	66	31	23
	82%	82%	83%	48%	73%	97%	90%	81%	82%	93%z	81%	67%	80%	86%	77%	81%
H. Receptionist	12	4	8	1	3	-	1	2	5	1	4	4	4	8	2	3
	8%i	6%	10%	17%	12%	-	3%	8%	13%	1%	15%i	14%	9%	10%	4%	10%
G. Orthodontic Therapist	5	2	3	2	3	-	-	-	-	-	-	3	2	1	3	-
	3%	3%	3%	34%	10%	-	-	-	-	-	-	10%	5%	2%	8%	-
B. Dental Hygienist	3	2	1	-	-	-	-	-	3	-	2	1	-	2	1	-
	2%	3%	2%	-	-	-	-	-	7%z	-	6%	5%	-	3%	2%	-
D. Dental Technician	2	2	-	-	1	-	-	1	-	1	-	1	-	1	1	-
	2%	4%	-	-	4%	-	-	5%	-	2%	-	4%	-	1%	3%	-
F. Clinical Dental Technician	2	-	2	-	-	-	2	*	-	-	-	-	2	-	2	-
	2%	-	3%	-	-	-	7%	2%	-	-	-	-	6%	-	6%	-
C. Dental Therapist	1	-	1	-	-	1	-	-	1	1	1	-	-	-	-	1
	1%	-	2%	-	-	3%	-	-	2%	2%	2%	-	-	-	-	5%
E. Dental Nurse	1	1	-	-	-	-	-	1	-	1	-	-	-	-	-	1
	1%	2%	-	-	-	-	-	4%	-	2%	-	-	-	-	-	3%
I. Don't know/ Can't remember	1	1	-	-	-	-	-	-	1	-	-	1	-	1	-	-
	*	1%	-	-	-	-	-	-	2%	-	-	3%	-	1%	-	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l - z/o/p/q
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 42
GD11 - Thinking about the most recent time you complained or considered complaining, what type of dental professional did you complain or consider complaining about?
BASE: People who have complained or considered complaining about a dental professional

	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES					
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULL-TIME (c)	PART-TIME (d)	SELF-EMPLOYED (e)	HOUSEWIFE (f)	STILL IN EDUCATION (g)	UNEMPLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	142	74	68	47	16	11	4	2	3	48	11	36	106	11	4	16	16	106
Weighted Base	145	85*	60*	56*	18**	11**	3**	2**	4**	42*	9**	41*	104*	13**	5**	17**	18**	104*
A. Dentist	120	70	49	45	15	11	2	2	4	34	8	36	84	10	5	16	17	84
	82%	82%	83%	80%	83%	95%	73%	100%	100%	80%	87%	86%	81%	73%	100%	92%	95%	81%
H. Receptionist	12	4	8	3	1	-	1	-	-	6	1	3	9	1	-	1	1	9
	8%	5%	14%	6%	5%	-	27%	-	-	15%	13%	7%	9%	9%	-	4%	5%	9%
G. Orthodontic Therapist	5	5	-	3	2	-	-	-	-	-	-	1	3	1	-	-	-	3
	3%	5%	-	5%	11%	-	-	-	-	-	-	3%	3%	10%	-	-	-	3%
B. Dental Hygienist	3	-	3	-	-	-	-	-	-	3	-	-	3	-	-	-	-	3
	2%	-	5%	-	-	-	-	-	-	7%z	-	-	3%	-	-	-	-	3%
D. Dental Technician	2	2	-	2	-	-	-	-	-	-	-	1	1	1	-	-	-	1
	2%	3%	-	4%	-	-	-	-	-	-	-	3%	1%	8%	-	-	-	1%
F. Clinical Dental Technician	2	2	-	-	-	-	-	-	-	-	-	-	2	-	-	-	-	2
	2%	3%	-	4%	-	-	-	-	-	-	-	-	2%	-	-	-	-	2%
C. Dental Therapist	1	1	1	-	-	1	-	-	-	1	-	1	1	-	-	1	-	1
	1%	1%	1%	-	-	5%	-	-	-	2%	-	1%	1%	-	-	4%	-	1%
E. Dental Nurse	1	1	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	1
	1%	1%	-	2%	-	-	-	-	-	-	-	-	1%	-	-	-	-	1%
I. Don't know/ Can't remember	1	-	1	-	-	-	-	-	-	1	-	-	1	-	-	-	-	1
	*	-	1%	-	-	-	-	-	-	2%	-	-	1%	-	-	-	-	1%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 43
GD11 - Thinking about the most recent time you complained or considered complaining, what type of dental professional did you complain or consider complaining about?
BASE: People who have complained or considered complaining about a dental professional

	TOTAL (z)	REGION												ETHNICITY		WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST			
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	NON-WHITE (o)	PATIENTS (LAST 12 MONTHS) (p)	PUBLIC (LESS OFTEN) (q)	ONCE A YEAR OR MORE (r)	LESS OFTEN (s)	DON'T KNOW (t)
Unweighted Base	142	8	8	12	11	4	14	25	17	11	11	10	98	128	13	113	29	111	28	-	
Weighted Base	145	4**	8**	11**	12**	3**	15**	25**	20*	16**	9**	10**	107*	130	14**	110*	35**	111*	31**	-**	
A. Dentist	120	3	8	9	9	3	11	23	16	16	6	6	8	87	107	12	93	27	94	22	-
	82%	87%	100%	77%	80%	100%	76%	92%	78%	100%	62%	58%	79%	82%	82%	89%	84%	77%	84%	73%	-
H. Receptionist	12	-	-	3	*	-	*	1	2	-	1	3	1	11	1	9	3	7	5	-	
	8%	-	-	30%	4%	-	3%	2%	11%	-	14%	32%	7%	10%	9%	8%	9%	6%	17%	-	
G. Orthodontic Therapist	5	-	-	-	2	-	1	-	-	-	-	1	5	5	-	1	3	3	2	-	
	3%p	-	-	-	17%	-	8%	-	-	-	-	14%	4%	4%	-	1%	9%	2%	6%	-	
B. Dental Hygienist	3	-	-	-	-	-	-	1	-	2	-	-	1	3	-	2	1	3	-	-	
	2%	-	-	-	-	-	-	6%	-	18%	-	-	1%	2%	-	2%	4%	3%	-	-	
D. Dental Technician	2	-	-	-	-	-	-	-	-	-	1	1	1	2	-	2	-	2	-	-	
	2%	-	-	-	-	-	-	-	-	-	13%	10%	-	2%	-	2%	-	2%	-	-	
F. Clinical Dental Technician	2	*	-	-	-	-	2	-	-	-	-	-	2	2	-	2	*	2	-	-	
	2%	13%	-	-	-	-	12%	-	-	-	-	-	2%	2%	-	2%	1%	2%	-	-	
C. Dental Therapist	1	-	-	-	-	-	1	-	-	-	1	-	1	1	1	1	-	1	1	-	
	1%	-	-	-	-	-	3%	-	-	-	6%	-	1%	1%	4%	1%	-	1%	3%	-	
E. Dental Nurse	1	-	-	-	-	-	-	1	-	-	-	-	1	1	-	1	-	1	-	-	
	1%	-	-	-	-	-	-	5%	-	-	-	-	1%	1%	-	1%	-	1%	-	-	
I. Don't know/ Can't remember	1	-	-	-	-	-	1	-	-	-	-	-	-	1	-	1	-	1	-	-	
	*	-	-	-	-	-	3%	-	-	-	-	-	-	1%	-	1%	-	1%	-	-	

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/i/j/k/l/m - z/n/o - z/p/q - z/r/s/t
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 44

GD11 - Thinking about the most recent time you complained or considered complaining, what type of dental professional did you complain or consider complaining about?

BASE: People who have complained or considered complaining about a dental professional

	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN DENTAL REGULATION		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		COMPLAINED/ CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		
	TOTAL (z)	NHS (a)	PRIVATE (b)	MIXTURE (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDEN T (i)	NOT CONFIDEN T (j)	SATISFIE D (k)	DISSATIS FIED (l)	YES (m)	NO (n)	YES (o)	NO (p)	YES (q)	NO (r)
Unweighted Base	142	88	20	6	1	4	43	67	32	49	17	97	14	60	82	82	-	142	-
Weighted Base	145	87*	19**	7**	1**	5**	44*	71*	31**	48*	17**	96*	15**	61*	84*	84*	-**	145	-**
A. Dentist	120	71	18	6	1	3	41	54	25	41	15	80	14	54	65	65	-	120	-
	82%	81%	93%	83%	100%	62%	94%zgz	76%	80%	87%	90%	83%	93%	89%	78%	78%	-	82%	-
H. Receptionist	12	10	-	-	-	-	2	7	4	4	2	6	1	8	5	5	-	12	-
	8%	11%	-	-	-	-	4%	10%	12%	8%	10%	6%	6%	12%	6%	6%	-	8%	-
G. Orthodontic Therapist	5	1	1	-	-	-	-	5	-	-	-	3	-	-	5	5	-	5	-
	3%	1%	7%	-	-	-	-	7%	-	-	-	3%	-	-	6%	6%	-	3%	-
B. Dental Hygienist	3	3	-	-	-	-	*	1	1	1	-	3	-	-	3	3	-	3	-
	2%	3%	-	-	-	-	1%	2%	4%	2%	-	3%	-	-	4%	4%	-	2%	-
D. Dental Technician	2	1	-	1	-	-	-	1	1	1	-	1	1	-	2	2	-	2	-
	2%	1%	-	17%	-	-	-	2%	4%	3%	-	1%	7%	-	3%	3%	-	2%	-
F. Clinical Dental Technician	2	*	-	-	-	2	*	2	-	*	-	2	-	-	2	2	-	2	-
	2%	1%	-	-	-	38%	1%	3%	-	1%	-	2%	-	-	3%	3%	-	2%	-
C. Dental Therapist	1	1	-	-	-	-	-	1	-	-	-	1	-	1	1	1	-	1	-
	1%	2%	-	-	-	-	-	2%	-	-	-	1%	-	1%	1%	1%	-	1%	-
E. Dental Nurse	1	1	-	-	-	-	-	1	-	-	-	1	-	-	1	1	-	1	-
	1%	1%	-	-	-	-	-	1%	-	-	-	1%	-	-	1%	1%	-	1%	-
I. Don't know/ Can't remember	1	1	-	-	-	-	-	-	1	-	-	1	-	-	1	1	-	1	-
	*	1%	-	-	-	-	-	-	2%	1%	-	1%	-	-	1%	1%	-	*	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 45
GD12 - Thinking about the most recent time you complained or considered complaining, when was this?
BASE: People who have complained or considered complaining about a dental professional

	GENDER		AGE						SOCIAL GRADE				MARITAL STATUS			
	TOTAL (z)	MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/LIVING AS (o)	SINGLE (p)	WID/DIV/SEP (q)
Unweighted Base	142	61	81	5	21	19	21	33	43	47	39	25	31	75	37	30
Weighted Base	145	63*	83*	6**	26**	22**	24**	25**	41*	50*	28*	26**	41**	77*	40*	28**
A. Within the last six months	15 10% ⁱ	6 10%	9 11%	1 17%	9 33%	1 2%	- -	- -	5 12%	* 1%	5 17% ⁱ	4 17%	5 13%	10 12%	3 8%	2 8%
B. Within the last year	20 14%	9 14%	12 14%	2 32%	6 21%	5 20%	1 5%	1 3%	7 16%	6 12%	6 19%	5 20%	4 9%	14 18%	4 10%	3 9%
C. Within the last two years	17 12% ^{ab}	11 18%	6 7%	- -	* 2%	7 31%	5 21%	3 10%	2 5%	10 21% ^z	2 7%	2 8%	2 6%	11 14%	5 13%	1 4%
D. Within the last five years	23 16%	13 20%	11 13%	2 34%	4 16%	6 26%	5 20%	3 13%	4 9%	10 21%	3 11%	4 15%	6 15%	15 19%	7 17%	2 7%
E. More than five years ago	69 48% ^o	24 38%	45 55%	1 16%	8 29%	5 21%	13 55%	19 74%	24 58%	22 45%	13 45%	11 40%	23 57%	28 37%	21 52%	20 71%
F. Don't know/ Can't remember	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l - z/o/p/q
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 46
GD12 - Thinking about the most recent time you complained or considered complaining, when was this?
BASE: People who have complained or considered complaining about a dental professional

	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES					
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULL-TIME (c)	PART-TIME (d)	SELF-EMPLOYED (e)	HOUSEWIFE (f)	STILL IN EDUCATION (g)	UNEMPLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	142	74	68	47	16	11	4	2	3	48	11	36	106	11	4	16	16	106
Weighted Base	145	85*	60*	56*	18**	11**	3**	2**	4**	42*	9**	41*	104*	13**	5**	17**	18**	104*
A. Within the last six months	15 10%	7 8%	9 14%	7 12%	-	-	-	1 53%	2 48%	5 12%	1 6%	6 16%	9 8%	5 42%	1 21%	1 6%	1 8%	9 8%
B. Within the last year	20 14% ^{lq}	13 15%	7 13%	9 16%	3 19%	* 4%	-	1 47%	-	7 16%	-	11 26% ^{zl}	10 9%	3 21%	3 60%	5 27%	4 24%	10 9%
C. Within the last two years	17 12% ^{bilq}	14 17% ^b	3 5%	8 14%	2 11%	4 37%	* 16%	-	-	1 3%	1 10%	10 24% ^{zl}	7 7%	3 21%	1 20%	3 20%	5 30%	7 7%
D. Within the last five years	23 16%	16 19%	7 12%	9 16%	6 35%	1 11%	1 27%	-	-	4 9%	2 26%	6 15%	17 16%	-	-	5 27%	4 20%	17 16%
E. More than five years ago	69 48% ^k	35 41%	34 57%	23 42%	6 36%	5 47%	2 56%	-	2 52%	25 59%	5 58%	8 19%	61 59% ^{zk}	2 16%	-	4 21%	3 18%	61 59% ^z
F. Don't know/ Can't remember	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 47
GD12 - Thinking about the most recent time you complained or considered complaining, when was this?
BASE: People who have complained or considered complaining about a dental professional

	REGION													ETHNICITY		WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST			
	TOTAL (z)	NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	NON-WHITE (o)	PATIENTS (LAST 12 MONTHS) (p)	PUBLIC (LESS OFTEN) (q)	ONCE A YEAR OR MORE (r)	LESS OFTEN (s)	DON'T KNOW (t)
Unweighted Base	142	8	8	12	11	4	14	25	17	11	11	10	98	128	13	113	29	111	28	-	
Weighted Base	145	4**	8**	11**	12**	3**	15**	25**	20*	16**	9**	10**	107*	130	14**	110*	35**	111*	31**	-**	
A. Within the last six months	15	*	1	2	1	1	-	2	-	4	*	3	2	12	13	2	14	1	12	3	-
	10%	13%	7%	19%	4%	22%	-	8%	-	24%	4%	26%	18%	12%	10%	16%	13%	4%	11%	11%	-
B. Within the last year	20	*	1	2	1	1	2	6	5	-	-	1	1	14	19	1	18	2	13	7	-
	14%	13%	9%	19%	8%	20%	16%	25%	23%	-	-	9%	12%	13%	15%	7%	17%	6%	12%	24%	-
C. Within the last two years	17	*	2	3	2	-	1	-	2	3	2	1	1	14	13	4	13	4	16	1	-
	12%	13%	18%	27%	16%	-	7%	-	9%	21%	26%	6%	10%	13%	10%	28%	12%	11%	14%	5%	-
D. Within the last five years	23	1	2	1	2	2	3	4	3	2	1	1	18	23	-	13	10	16	8	-	
	16%p	25%	19%	7%	17%	58%	12%	10%	20%	21%	25%	7%	14%	17%	18%	-	12%	29%	14%	25%	-
E. More than five years ago	69	1	4	3	7	-	10	15	10	6	4	5	49	61	7	52	17	55	11	-	
	48%	37%	47%	27%	55%	-	66%	57%	49%	34%	45%	51%	46%	47%	48%	47%	50%	49%	36%	-	
F. Don't know/ Can't remember	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i/j/k/l/m - z/n/o - z/p/q - z/r/s/t
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 48
GD12 - Thinking about the most recent time you complained or considered complaining, when was this?
BASE: People who have complained or considered complaining about a dental professional

	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN DENTAL REGULATION		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		COMPLAINED/ CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		
	TOTAL (z)	NHS (a)	PRIVATE (b)	MIXTURE (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDEN T (i)	NOT CONFIDEN T (j)	SATISFIE D (k)	DISSATIS FIED (l)	YES (m)	NO (n)	YES (o)	NO (p)	YES (q)	NO (r)
Unweighted Base	142	88	20	6	1	4	43	67	32	49	17	97	14	60	82	82	-	142	-
Weighted Base	145	87*	19**	7**	1**	5**	44*	71*	31**	48*	17**	96*	15**	61*	84*	84*	-**	145	-**
A. Within the last six months	15 10%kno	12 14%	2 13%	-	-	-	3 6%	11 15%	2 7%	2 5%	2 14%	5 6%	7 43%	11 17%zn	5 5%	5 5%	-	15 10%	-
B. Within the last year	20 14%	13 15%	1 8%	-	1 100%	-	5 10%	13 19%	2 8%	3 7%	1 9%	12 13%	1 6%	9 15%	11 13%	11 13%	-	20 14%	-
C. Within the last two years	17 12%	14 16%	1 6%	1 17%	-	1 20%	6 14%	5 7%	6 19%	9 20%	3 16%	15 15%	1 7%	4 6%	13 16%	13 16%	-	17 12%	-
D. Within the last five years	23 16%	12 14%	-	5 64%	-	-	7 16%	9 13%	7 23%	5 11%	5 29%	13 13%	3 18%	11 18%	12 15%	12 15%	-	23 16%	-
E. More than five years ago	69 48%	36 41%	14 74%	1 20%	-	4 80%	23 53%	32 46%	13 44%	27 57%	5 33%	50 53%	4 27%	26 43%	43 51%	43 51%	-	69 48%	-
F. Don't know/ Can't remember	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 49
GD13 - Thinking about the most recent time you complained or considered complaining, who did you complain or consider complaining to?
BASE: People who have complained or considered complaining about a dental professional

	GENDER		AGE						SOCIAL GRADE				MARITAL STATUS			
	TOTAL (z)	MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/LIVING AS (o)	SINGLE (p)	WID/DIV/SEP (q)
Unweighted Base	142	61	81	5	21	19	21	33	43	47	39	25	31	75	37	30
Weighted Base	145	63*	83*	6**	26**	22**	24**	25**	41*	50*	28*	26**	41**	77*	40*	28**
The practice where the treatment was carried out	69	25	44	3	12	8	15	10	21	28	15	8	18	40	21	8
	48%	40%	54%	48%	47%	35%	64%	40%	51%	57%	52%	32%	44%	51%	53%	30%
The NHS	11	8	3	2	1	3	1	1	3	6	2	1	2	5	5	1
	7%b	13%	4%	34%	5%	15%	3%	4%	6%	11%	6%	4%	6%	7%	12%	3%
The General Dental Council	10	7	4	-	1	3	1	3	2	8	2	-	-	10	1	-
	7%	10%	5%	-	5%	14%	3%	14%	4%	17%z	7%	-	-	12%z	2%	-
Trading Standards	5	3	1	-	3	1	-	-	*	-	*	2	2	2	2	*
	3%	6%	1%	-	11%	5%	-	-	1%	-	2%	9%	5%	3%	5%	2%
The Dental Complaints Service	3	3	-	-	1	-	2	-	-	2	-	1	-	1	-	2
	2%	4%	-	-	4%	-	6%	-	-	3%	-	4%	-	1%	-	6%
A Health Ombudsman	2	*	2	-	-	-	1	*	1	*	1	-	1	1	-	2
	2%	1%	2%	-	-	-	5%	2%	1%	1%	2%	-	3%	1%	-	6%
The Care Quality Commission	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	5	2	3	-	-	1	-	3	1	2	2	1	-	3	-	2
	3%	3%	4%	-	-	3%	-	12%	3%	3%	7%	5%	-	4%	-	7%
I wasn't sure who to complain to	45	19	25	1	12	6	5	9	12	8	8	13	15	22	14	9
	31%ci	31%	31%	17%	44%	29%	22%	34%	29%	15%	29%	51%	38%	28%	35%	31%
Don't know	6	2	4	-	-	1	1	1	4	1	1	1	4	1	1	4
	4%	3%	5%	-	-	6%	4%	2%	9%	1%	2%	5%	9%	2%	2%	15%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l - z/o/p/q
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 50
GD13 - Thinking about the most recent time you complained or considered complaining, who did you complain or consider complaining to?
BASE: People who have complained or considered complaining about a dental professional

	WORKING STATUS		OCCUPATION									CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
	TOTAL (z)	WOR-KING (a)	NOT WOR-KING (b)	FULL-TIME (c)	PART-TIME (d)	SELF-EMPLOYE D (e)	HOUSE WIFE (f)	STILL IN EDU-CATION (g)	UNEM-PLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	142	74	68	47	16	11	4	2	3	48	11	36	106	11	4	16	16	106
Weighted Base	145	85*	60*	56*	18**	11**	3**	2**	4**	42*	9**	41*	104*	13**	5**	17**	18**	104*
The practice where the treatment was carried out	69 48%	38 45%	31 52%	29 51%	4 23%	6 49%	2 84%	2 100%	3 71%	22 51%	3 28%	16 38%	53 52%	5 37%	2 47%	6 36%	8 44%	53 52%
The NHS	11 7%	7 8%	4 6%	3 5%	4 22%	-	* 16%	-	-	2 6%	1 11%	4 9%	7 7%	* 3%	-	2 14%	2 13%	7 7%
The General Dental Council	10 7%^b	9 10%	2 3%	6 11%	1 7%	1 10%	-	-	-	2 4%	-	4 11%	6 6%	1 11%	-	-	3 17%	6 6%
Trading Standards	5 3%	2 3%	2 4%	1 2%	1 7%	-	-	-	2 48%	* 1%	-	2 6%	2 2%	1 8%	-	1 7%	-	2 2%
The Dental Complaints Service	3 2%	3 3%	-	3 5%	-	-	-	-	-	-	-	1 3%	2 2%	1 8%	-	-	-	2 2%
A Health Ombudsman	2 2%	-	2 4%	-	-	-	-	-	1 29%	1 2%	-	1 3%	1 1%	-	-	-	1 6%	1 1%
The Care Quality Commission	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	5 3%	2 2%	3 5%	-	-	2 17%	-	-	-	3 8%	-	1 1%	4 4%	-	-	1 4%	-	4 4%
I wasn't sure who to complain to	45 31%	28 33%	16 27%	18 32%	8 42%	3 25%	-	-	-	11 27%	5 52%	15 36%	30 29%	7 51%	3 53%	5 32%	5 28%	30 29%
Don't know	6 4%	1 2%	5 8%	1 2%	-	-	-	-	-	4 10%	1 9%	1 3%	5 5%	-	-	1 7%	-	5 5%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 51
GD13 - Thinking about the most recent time you complained or considered complaining, who did you complain or consider complaining to?
BASE: People who have complained or considered complaining about a dental professional

	TOTAL (z)	REGION													ETHNICITY		WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST		
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	NON-WHITE (o)	PATIENTS (LAST12 MONTHS) (p)	PUBLIC (LESS OFTEN) (q)	ONCE A YEAR OR MORE (r)	LESS OFTEN (s)	DON'T KNOW (t)
Unweighted Base	142	8	8	12	11	4	14	25	17	11	11	10	98	128	13	113	29	111	28	-	
Weighted Base	145	4**	8**	11**	12**	3**	15**	25**	20*	16**	9**	10**	107*	130	14**	110*	35**	111*	31**	**	
The practice where the treatment was carried out	69 48%	1 25%	7 81%	5 46%	4 34%	1 32%	4 28%	12 46%	13 65%	6 37%	4 45%	5 47%	7 73%	53 49%	5 35%	54 49%	15 43%	53 48%	16 51%	-	
The NHS	11 7%	* 13%	1 12%	1 8%	3 25%	- 3%	* 7%	2 7%	1 5%	1 7%	* 4%	1 7%	- 8%	8 8%	- 8%	8 7%	3 8%	7 6%	4 12%	-	
The General Dental Council	10 7%	* 13%	- -	- -	1 10%	- -	- -	4 14%	2 9%	3 16%	- -	1 7%	- -	6 6%	- -	7 7%	3 8%	8 8%	2 6%	-	
Trading Standards	5 3%	- -	- -	- -	- -	- 8%	1 8%	2 9%	- -	- -	- -	1 10%	- -	2 2%	5 4%	- -	5 4%	- -	5 4%	- -	
The Dental Complaints Service	3 2%	- -	- -	- -	- -	- -	- 6%	2 6%	- -	- -	- -	1 10%	- -	3 1%	- 2%	3 2%	- -	3 2%	- -	-	
A Health Ombudsman	2 2% ⁿ	* 13%	- -	- -	1 10%	- -	- -	- -	- -	- -	1 6%	- -	- -	1 1%	1 8%	1 1%	1 3%	2 2%	- -	-	
The Care Quality Commission	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Other	5 3%	- -	- -	- -	- -	1 42%	1 9%	2 7%	- -	- -	- -	1 6%	- -	3 3%	4 10%	1 5%	- -	5 5%	- -	-	
I wasn't sure who to complain to	45 31%	1 37%	1 7%	5 46%	3 21%	1 25%	6 42%	7 28%	4 21%	7 45%	4 38%	3 26%	3 27%	33 30%	7 47%	33 30%	12 33%	32 29%	11 36%	-	

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i/j/k/l/m - z/n/o - z/p/q - z/r/s/t
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 51

GD13 - Thinking about the most recent time you complained or considered complaining, who did you complain or consider complaining to?

BASE: People who have complained or considered complaining about a dental professional

	REGION													ETHNICITY		WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST			
	NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	NON-WHITE (o)	PATIENTS (LAST 12 MONTHS) (p)	PUBLIC (LESS OFTEN) (q)	ONCE A YEAR OR MORE (r)	LESS OFTEN (s)	DON'T KNOW (t)	
Weighted Base	145	4**	8**	11**	12**	3**	15**	25**	20*	16**	9**	10**	10**	107*	130	14**	110*	35**	111*	31**	**
Don't know	6	-	-	-	-	-	1	1	-	2	1	1	-	4	6	-	5	1	5	-	-
	4%	-	-	-	-	-	9%	2%	-	11%	14%	11%	-	4%	5%	-	5%	3%	5%	-	-

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Table 52
GD13 - Thinking about the most recent time you complained or considered complaining, who did you complain or consider complaining to?
BASE: People who have complained or considered complaining about a dental professional

	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN DENTAL REGULATION		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		COMPLAINED/ CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		
	TOTAL (z)	NHS (a)	PRIVATE (b)	MIXTURE (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDEN T (i)	NOT CONFIDEN T (j)	SATISFIE D (k)	DISSATIS FIED (l)	YES (m)	NO (n)	YES (o)	NO (p)	YES (q)	NO (r)
Unweighted Base	142	88	20	6	1	4	43	67	32	49	17	97	14	60	82	82	-	142	-
Weighted Base	145	87*	19**	7**	1**	5**	44*	71*	31**	48*	17**	96*	15**	61*	84*	84*	-**	145	-**
The practice where the treatment was carried out	69 48%no	38 43%	9 45%	7 94%	1 100%	4 80%	23 53%	31 44%	15 49%	26 55%	10 61%	45 47%	8 52%	40 65%zn	29 35%	29 35%	-	69 48%	-
The NHS	11 7%	5 5%	2 11%	* 6%	-	-	4 10%	4 6%	2 7%	5 10%	2 11%	7 8%	-	6 9%	5 6%	5 6%	-	11 7%	-
The General Dental Council	10 7%g	7 8%	2 8%	-	-	-	9 20%zg	1 2%	* 1%	4 9%	5 29%	7 7%	1 9%	5 7%	6 7%	6 7%	-	10 7%	-
Trading Standards	5 3%	5 5%	-	-	-	-	2 4%	3 4%	-	2 3%	-	2 2%	3 20%	4 6%	1 1%	1 1%	-	5 3%	-
The Dental Complaints Service	3 2%	3 3%	-	-	-	-	2 4%	1 2%	-	2 3%	-	2 2%	1 7%	-	3 3%	3 3%	-	3 2%	-
A Health Ombudsman	2 2%	2 2%	* 2%	-	-	-	1 3%	-	1 3%	1 1%	* 3%	1 1%	1 7%	1 2%	1 1%	1 1%	-	2 2%	-
The Care Quality Commission	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	5 3%	5 5%	* 2%	-	-	-	* 1%	1 2%	3 11%	2 4%	* 3%	4 5%	1 5%	3 4%	2 3%	2 3%	-	5 3%	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 52
GD13 - Thinking about the most recent time you complained or considered complaining, who did you complain or consider complaining to?
BASE: People who have complained or considered complaining about a dental professional

	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN DENTAL REGULATION		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		COMPLAINED/ CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		
	TOTAL (z)	NHS (a)	PRIVATE (b)	MIXTURE (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDEN T (i)	NOT CONFIDEN T (j)	SATISFIE D (k)	DISSATIS FIED (l)	YES (m)	NO (n)	YES (o)	NO (p)	YES (q)	NO (r)
Weighted Base	145	87*	19**	7**	1**	5**	44*	71*	31**	48*	17**	96*	15**	61*	84*	84*	-**	145	-**
I wasn't sure who to complain to	45	27	7	-	-	1	8	28	9	8	3	28	4	10	34	34	-	45	-
Don't know	6	4	1	-	-	-	1	4	2	2	-	5	-	2	4	4	-	6	-
	4%	5%	3%	-	-	-	1%	5%	6%	4%	-	5%	-	4%	5%	5%	-	4%	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 53
GD14 - What prevented you from complaining? Please select the top three reasons from the following list
BASE: People who considered making a complaint

	GENDER		AGE						SOCIAL GRADE				MARITAL STATUS			
	TOTAL (z)	MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Unweighted Base	82	40	42	3	13	11	13	20	22	30	23	14	15	43	24	15
Weighted Base	84*	41*	43*	4**	17**	13**	16**	15**	20**	32**	18**	15**	19**	42*	26**	15**
I didn't know where to start	27 33%	14 34%	14 32%	2 52%	6 37%	5 37%	4 25%	4 24%	7 35%	3 10%	5 30%	8 53%	11 56%	11 26%	10 37%	7 44%
I didn't have the time	20 24%	12 28%	9 20%	-	6 33%	5 38%	3 20%	3 24%	3 15%	13 41%	3 16%	3 17%	2 10%	13 32%	6 24%	* 3%
I didn't believe that the matter would be investigated	12 14%	8 21%	3 7%	2 48%	4 23%	1 10%	1 7%	2 13%	1 8%	3 9%	2 11%	2 12%	5 25%	2 5%	8 30%	2 11%
I didn't think that the issue would get a satisfactory response	11 13%	5 11%	7 15%	1 23%	4 22%	1 5%	4 28%	-	2 8%	4 12%	4 25%	-	3 15%	4 8%	7 27%	1 4%
I changed dental practice	11 13%	4 9%	7 16%	-	1 6%	1 5%	4 27%	1 7%	4 21%	7 23%	2 10%	-	2 10%	6 15%	3 12%	2 10%
I didn't want to confront the dental professional as I'll have to continue seeing them in the future	8 10%	2 6%	6 14%	1 25%	1 9%	-	1 9%	2 13%	3 14%	1 5%	1 6%	1 9%	4 24%	4 8%	3 12%	2 11%
I changed dental professional	7 8%	4 11%	3 6%	-	1 8%	1 9%	2 10%	1 4%	2 12%	4 12%	3 14%	1 4%	-	3 8%	1 5%	2 15%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l - z/o/p/q
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Table 53
GD14 - What prevented you from complaining? Please select the top three reasons from the following list
BASE: People who considered making a complaint

	GENDER		AGE						SOCIAL GRADE				MARITAL STATUS			
	TOTAL (z)	MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Weighted Base	84*	41*	43*	4**	17**	13**	16**	15**	20**	32**	18**	15**	19**	42*	26**	15**
The process for complaining is too long-winded	7 8%	2 5%	5 11%	1 25%	3 16%	1 11%	-	1 5%	1 5%	2 8%	1 8%	2 13%	1 5%	3 8%	2 9%	1 8%
Didn't think the issue was serious enough / these things can happen	6 7%	4 11%	2 4%	-	-	3 20%	-	* 3%	3 16%	3 10%	-	1 8%	2 10%	4 10%	-	2 12%
I prefer to talk to someone face-to-face about my concerns rather than to go through a formal complaints process	3 3%	1 3%	1 3%	1 23%	-	-	-	1 4%	1 5%	-	3 14%	-	-	2 4%	1 3%	-
I was worried that it might negatively impact on the dental professional's career	2 3%	2 6%	-	-	-	-	-	2 11%	1 5%	2 5%	-	-	1 4%	1 2%	2 7%	-
Too much hassle / I don't like to complain	2 3%	1 2%	1 3%	-	-	1 6%	-	* 3%	1 5%	1 3%	1 5%	-	* 2%	1 2%	* 2%	1 7%
I was afraid the practice would refuse to treat me in future	1 1%	-	1 3%	-	-	-	1 7%	-	-	-	1 6%	-	-	-	-	1 8%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l - z/o/p/q
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 53
GD14 - What prevented you from complaining? Please select the top three reasons from the following list
BASE: People who considered making a complaint

	GENDER		AGE						SOCIAL GRADE				MARITAL STATUS			
	TOTAL (z)	MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/LIVING AS (o)	SINGLE (p)	WID/DIV/SEP (q)
Weighted Base	84*	41*	43*	4**	17**	13**	16**	15**	20**	32**	18**	15**	19**	42*	26**	15**
The opening hours of the complaints service were not convenient for me	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I thought that the issue was too serious to be dealt with at the practice	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I didn't understand the information that was given to me or that I found out about how to complain	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	6	2	4	-	*	-	2	2	2	2	2	1	1	2	2	1
	7%	6%	9%	-	3%	-	11%	15%	9%	8%	9%	5%	7%	5%	9%	9%
Don't know/Can't remember	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l - z/o/p/q
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 54
GD14 - What prevented you from complaining? Please select the top three reasons from the following list
BASE: People who considered making a complaint

	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES					
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULL-TIME (c)	PART-TIME (d)	SELF-EMPLOYED (e)	HOUSEWIFE (f)	STILL IN EDUCATION (g)	UNEMPLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	82	51	31	29	13	9	1	1	1	22	6	21	61	4	2	12	9	61
Weighted Base	84*	58*	25**	35**	15**	9**	1**	1**	1**	17**	5**	25**	59*	5**	3**	14**	11**	59*
I didn't know where to start	27 33%	17 29%	10 40%	9 25%	6 39%	3 31%	-	-	-	6 36%	4 76%	7 29%	20 34%	3 53%	2 56%	3 20%	3 32%	20 34%
I didn't have the time	20 24%	19 32%z	1 5%	16 44%	1 8%	2 24%	-	-	-	1 7%	-	9 36%	11 19%	3 50%	3 100%	5 34%	3 26%	11 19%
I didn't believe that the matter would be investigated	12 14%	9 16%	2 9%	7 20%	2 14%	-	-	1 100%	1 100%	-	-	4 14%	8 14%	-	-	2 17%	1 11%	8 14%
I didn't think that the issue would get a satisfactory response	11 13%	10 16%	2 6%	6 17%	3 21%	1 7%	-	1 100%	-	1 4%	-	3 11%	8 14%	-	-	2 12%	1 9%	8 14%
I changed dental practice	11 13%	10 17%	1 5%	5 14%	2 15%	3 28%	-	-	-	1 7%	-	4 16%	7 12%	-	-	4 29%	2 19%	7 12%
I didn't want to confront the dental professional as I'll have to continue seeing them in the future	8 10%a	3 5%	6 22%	1 4%	-	1 16%	-	-	1 100%	4 22%	1 16%	1 6%	7 12%	-	-	-	1 14%	7 12%
I changed dental professional	7 8%	6 10%	1 6%	4 11%	1 4%	1 14%	-	-	-	1 8%	-	-	7 12%	-	-	-	-	7 12%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 54
GD14 - What prevented you from complaining? Please select the top three reasons from the following list
BASE: People who considered making a complaint

	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES					
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULL-TIME (c)	PART-TIME (d)	SELF-EMPLOYED (e)	HOUSEWIFE (f)	STILL IN EDUCATION (g)	UNEMPLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Weighted Base	84*	58*	25**	35**	15**	9**	1**	1**	1**	17**	5**	25**	59*	5**	3**	14**	11**	59*
The process for complaining is too long-winded	7 8%	4 7%	3 11%	2 6%	1 10%	1 7%	-	-	1 100%	1 6%	1 16%	3 12%	4 7%	-	-	3 21%	-	4 7%
Didn't think the issue was serious enough / these things can happen	6 7%	3 5%	4 14%	3 8%	-	-	-	-	-	4 20%	-	3 11%	4 6%	1 26%	1 44%	1 9%	-	4 6%
I prefer to talk to someone face-to-face about my concerns rather than to go through a formal complaints process	3 3%	1 1%	2 7%	-	1 4%	-	-	1 100%	-	1 6%	-	-	3 4%	-	-	-	-	3 4%
I was worried that it might negatively impact on the dental professional's career	2 3%	2 3%	1 3%	1 2%	1 6%	-	-	-	-	-	1 16%	-	2 4%	-	-	-	-	2 4%
Too much hassle / I don't like to complain	2 3%	* 1%	2 7%	* 1%	-	-	-	-	-	1 6%	1 16%	1 3%	1 2%	-	-	1 6%	-	1 2%
I was afraid the practice would refuse to treat me in future	1 1%	1 2%	-	1 3%	-	-	-	-	-	-	-	1 5%	-	-	-	-	1 11%	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
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BASE: People who considered making a complaint

	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES					
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULL-TIME (c)	PART-TIME (d)	SELF-EMPLOYED (e)	HOUSEWIFE (f)	STILL IN EDUCATION (g)	UNEMPLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Weighted Base	84*	58*	25**	35**	15**	9**	1**	1**	1**	17**	5**	25**	59*	5**	3**	14**	11**	59*
The opening hours of the complaints service were not convenient for me	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I thought that the issue was too serious to be dealt with at the practice	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I didn't understand the information that was given to me or that I found out about how to complain	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	6	3	3	*	3	-	1	-	-	1	1	-	6	-	-	-	-	6
	7%	6%	11%	1%	20%	-	100%	-	-	4%	24%	-	10%	-	-	-	-	10%
Don't know/Can't remember	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
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Table 55
GD14 - What prevented you from complaining? Please select the top three reasons from the following list
BASE: People who considered making a complaint

	TOTAL (z)	REGION												ETHNICITY		WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST			
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	NON-WHITE (o)	PATIENTS (LAST 12 MONTHS) (p)	PUBLIC (LESS OFTEN) (q)	ONCE A YEAR OR MORE (r)	LESS OFTEN (s)	DON'T KNOW (t)
Unweighted Base	82	6	5	7	8	4	8	11	8	6	10	5	4	55	76	6	62	20	64	16	-
Weighted Base	84*	3**	4**	7**	9**	3**	10**	11**	9*	9**	9**	5**	4**	61*	78*	6**	59*	25**	63*	18**	-**
I didn't know where to start	27 33%pr	1 33%	1 28%	1 8%	3 35%	1 25%	6 56%	7 63%	2 20%	5 56%	1 10%	-	-	19 30%	26 33%	1 24%	14 24%	13 53%	15 24%	10 57%	-
I didn't have the time	20 24%	* 17%	1 17%	1 13%	2 25%	-	2 17%	3 25%	4 44%	3 29%	2 24%	1 22%	1 29%	15 24%	20 26%	-	17 29%	3 12%	19 30%z	1 7%	-
I didn't believe that the matter would be investigated	12 14%	-	1 31%	1 13%	-	1 32%	4 35%	1 10%	-	-	3 40%	-	-	7 11%	12 15%	-	8 13%	4 16%	7 11%	5 24%	-
I didn't think that the issue would get a satisfactory response	11 13%	-	2 36%	2 33%	-	1 32%	4 36%	-	1 14%	-	-	1 26%	-	11 18%	11 14%	1 10%	7 12%	4 16%	9 14%	2 13%	-
I changed dental practice	11 13%	-	1 19%	3 44%	-	-	2 17%	1 11%	1 10%	-	2 22%	1 26%	-	8 13%	10 13%	1 10%	8 13%	3 13%	9 14%	2 12%	-
I didn't want to confront the dental professional as I'll have to continue seeing them in the future	8 10%	-	-	-	2 21%	-	-	1 6%	-	-	2 21%	2 35%	2 56%	6 10%	7 10%	1 16%	8 13%	1 3%	8 12%	1 5%	-

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i/j/k/l/m - z/n/o - z/p/q - z/r/s/t
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BASE: People who considered making a complaint

	TOTAL (z)	REGION													ETHNICITY		WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST		
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	NON-WHITE (o)	PATIENTS (LAST 12 MONTHS) (p)	PUBLIC (LESS OFTEN) (q)	ONCE A YEAR OR MORE (r)	LESS OFTEN (s)	DON'T KNOW (t)
Weighted Base	84*	3**	4**	7**	9**	3**	10**	11**	9*	9**	9**	5**	4**	61*	78*	6**	59*	25**	63*	18**	**
I changed dental professional	7 8%	-	-	3 41%	-	1 22%	-	4 32%	-	-	-	-	-	3 6%	6 8%	1 12%	6 10%	1 5%	6 9%	1 7%	-
The process for complaining is too long-winded	7 8%	* 17%	1 31%	-	-	1 25%	-	1 13%	1 14%	-	1 11%	1 13%	-	4 7%	6 8%	1 10%	6 10%	1 3%	4 6%	3 16%	-
Didn't think the issue was serious enough / these things can happen	6 7%	-	-	-	-	-	-	* 4%	1 13%	3 35%	-	-	1 29%	6 9%	5 6%	1 23%	5 8%	1 5%	5 8%	1 8%	-
I prefer to talk to someone face-to-face about my concerns rather than to go through a formal complaints process	3 3%	-	-	-	-	-	1 8%	-	-	-	* 4%	1 13%	1 15%	2 4%	3 3%	-	3 4%	-	3 4%	-	-
I was worried that it might negatively impact on the dental professional's career	2 3%	-	-	1 13%	1 8%	-	-	-	-	-	1 10%	-	-	2 3%	2 3%	-	1 2%	2 6%	1 1%	2 8%	-
Too much hassle / I don't like to complain	2 3%	* 17%	-	1 15%	-	1 25%	-	-	-	-	-	-	-	2 3%	2 3%	-	1 2%	1 5%	1 2%	1 5%	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i/j/k/l/m - z/n/o - z/p/q - z/r/s/t
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BASE: People who considered making a complaint

	TOTAL (z)	REGION													ETHNICITY		WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST		
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	NON-WHITE (o)	PATIENTS (LAST 12 MONTHS) (p)	PUBLIC (LESS OFTEN) (q)	ONCE A YEAR OR MORE (r)	LESS OFTEN (s)	DON'T KNOW (t)
Weighted Base	84*	3**	4**	7**	9**	3**	10**	11**	9*	9**	9**	5**	4**	61*	78*	6**	59*	25**	63*	18**	**
I was afraid the practice would refuse to treat me in future	1 1%	-	-	-	-	-	-	1 10%	-	-	-	-	-	-	1 1%	-	1 2%	-	1 2%	-	-
The opening hours of the complaints service were not convenient for me	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I thought that the issue was too serious to be dealt with at the practice	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I didn't understand the information that was given to me or that I found out about how to complain	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	6 7%	* 17%	-	-	1 11%	1 20%	1 8%	-	1 11%	-	1 15%	1 17%	-	4 7%	5 7%	1 15%	5 8%	2 6%	4 7%	1 6%	-
Don't know/Can't remember	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i/j/k/l/m - z/n/o - z/p/q - z/r/s/t
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 56
GD14 - What prevented you from complaining? Please select the top three reasons from the following list
BASE: People who considered making a complaint

	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN DENTAL REGULATION		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		COMPLAINED/ CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		
	TOTAL (z)	NHS (a)	PRIVATE (b)	MIXTURE (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDEN T (i)	NOT CONFIDEN T (j)	SATISFIE D (k)	DISSATIS FIED (l)	YES (m)	NO (n)	YES (o)	NO (p)	YES (q)	NO (r)
Unweighted Base	82	51	12	2	1	2	21	38	23	29	10	57	7	-	82	82	-	82	-
Weighted Base	84*	50*	11**	3**	1**	2**	22**	41*	21**	28**	9**	56*	7**	-.**	84*	84*	-.**	84*	-.**
I didn't know where to start	27 33% ^k	13 27%	2 21%	-	-	1 26%	5 24%	16 40%	6 27%	6 21%	1 9%	14 25%	2 24%	-	27 33%	27 33%	-	27 33%	-
I didn't have the time	20 24%	13 26%	4 35%	-	-	2 74%	5 23%	11 28%	4 17%	3 12%	2 24%	17 29%	2 36%	-	20 24%	20 24%	-	20 24%	-
I didn't believe that the matter would be investigated	12 14%	5 10%	-	1 43%	1 100%	-	2 9%	5 11%	5 24%	5 16%	2 20%	7 13%	-	-	12 14%	12 14%	-	12 14%	-
I didn't think that the issue would get a satisfactory response	11 13%	4 9%	1 11%	2 57%	1 100%	2 74%	2 9%	5 11%	5 22%	5 17%	2 20%	7 13%	1 19%	-	11 13%	11 13%	-	11 13%	-
I changed dental practice	11 13% ^a	4 7%	3 29%	-	-	2 74%	4 17%	6 14%	1 7%	4 16%	1 9%	9 16%	-	-	11 13%	11 13%	-	11 13%	-
I didn't want to confront the dental professional as I'll have to continue seeing them in the future	8 10%	6 12%	1 13%	-	-	-	4 18%	2 5%	3 13%	4 14%	3 28%	7 12%	1 15%	-	8 10%	8 10%	-	8 10%	-

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 56
GD14 - What prevented you from complaining? Please select the top three reasons from the following list
BASE: People who considered making a complaint

	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN DENTAL REGULATION		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		COMPLAINED/ CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		
	TOTAL (z)	NHS (a)	PRIVATE (b)	MIXTURE (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDEN T (i)	NOT CONFIDEN T (j)	SATISFIE D (k)	DISSATIS FIED (l)	YES (m)	NO (n)	YES (o)	NO (p)	YES (q)	NO (r)
Weighted Base	84*	50*	11**	3**	1**	2**	22**	41*	21**	28**	9**	56*	7**	-**	84*	84*	-**	84*	-**
I changed dental professional	7 8%g	6 12%	1 8%	-	-	-	2 7%	1 1%	5 23%	6 23%	-	5 9%	1 11%	-	7 8%	7 8%	-	7 8%	-
The process for complaining is too long-winded	7 8%	3 5%	1 11%	-	-	-	2 9%	3 9%	1 6%	2 8%	* 5%	3 5%	1 19%	-	7 8%	7 8%	-	7 8%	-
Didn't think the issue was serious enough / these things can happen	6 7%	6 12%	* 4%	-	-	-	2 8%	4 11%	-	1 5%	* 5%	5 8%	-	-	6 7%	6 7%	-	6 7%	-
I prefer to talk to someone face-to-face about my concerns rather than to go through a formal complaints process	3 3%	2 3%	-	-	1 100%	-	2 8%	-	1 4%	2 6%	1 10%	3 5%	-	-	3 3%	3 3%	-	3 3%	-
I was worried that it might negatively impact on the dental professional's career	2 3%	1 2%	-	-	-	-	-	-	2 12%	1 3%	2 19%	1 2%	-	-	2 3%	2 3%	-	2 3%	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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	TOTAL (z)	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN DENTAL REGULATION		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		COMPLAINED/ CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL	
		NHS (a)	PRIVATE (b)	MIXTURE (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDEN T (i)	NOT CONFIDEN T (j)	SATISFIE D (k)	DISSATIS FIED (l)	YES (m)	NO (n)	YES (o)	NO (p)	YES (q)	NO (r)
Weighted Base	84*	50*	11**	3**	1**	2**	22**	41*	21**	28**	9**	56*	7**	-**	84*	84*	-**	84*	-**
Too much hassle / I don't like to complain	2 3%	1 3%	-	-	-	-	*	2	-	*	-	*	1	-	2	2	-	2	-
I was afraid the practice would refuse to treat me in future	1 1%	1 2%	-	-	-	-	1	-	-	1	-	1	-	-	1	1	-	1	-
The opening hours of the complaints service were not convenient for me	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I thought that the issue was too serious to be dealt with at the practice	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I didn't understand the information that was given to me or that I found out about how to complain	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
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	TOTAL (z)	NHS (a)	PRIVATE (b)	MIXTURE (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDEN T (i)	NOT CONFIDEN T (j)	SATISFIE D (k)	DISSATIS FIED (l)	YES (m)	NO (n)	YES (o)	NO (p)	YES (q)	NO (r)
Weighted Base	84*	50*	11**	3**	1**	2**	22**	41*	21**	28**	9**	56*	7**	-**	84*	84*	-**	84*	-**
Other	6	3	2	-	-	-	2	3	2	3	1	4	-	-	6	6	-	6	-
	7%	5%	18%	-	-	-	7%	7%	9%	9%	9%	7%	-	-	7%	7%	-	7%	-
Don't know/Can't remember	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
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Table 57
GD15 - If you did want to make a complaint, which of the following would be the most useful way for you to find out how or where to complain to?
BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional

	GENDER		AGE						SOCIAL GRADE				MARITAL STATUS			
	TOTAL (z)	MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/LIVING AS (o)	SINGLE (p)	WID/DIV/SEP (q)
Unweighted Base	1149	586	563	171	155	161	168	202	292	307	407	208	227	614	334	200
Weighted Base	1086	537	548	166	174	170	187	154	235	287	320	222	256	590	317	179
Online (NET)	643	330	313	109	113	109	127	94	90	200	208	119	116	351	216	76
	59% hlq	61%	57%	66% h	65% h	64% h	68% zh	61% h	39%	70% zkl	65% zkl	54%	45%	60% q	68% zoq	43%
Browsing the internet (e.g. using Google or another search engine)	388	194	193	67	65	71	77	64	43	120	131	66	70	214	134	39
	36% hlq	36%	35%	41% h	37% h	42% h	41% h	42% h	19%	42% zkl	41% zkl	30%	27%	36% q	42% zq	22%
My dental practice's website	209	117	92	45	52	30	30	20	32	63	62	44	40	103	81	25
	19% bghq	22%	17%	27% zfhg	30% zefgh	18%	16%	13%	14%	22%	19%	20%	16%	18%	26% zoq	14%
The General Dental Council website	132	65	67	9	15	29	37	23	19	51	38	25	18	76	31	24
	12% chl	12%	12%	6%	9%	17% cdh	20% zcdh	15% ch	8%	18% zjl	12%	11%	7%	13%	10%	14%
Via social media e.g. Facebook or Twitter	26	15	11	3	5	8	5	2	3	5	7	9	5	17	5	4
	2%	3%	2%	2%	3%	5% zh	3%	2%	1%	2%	2%	4%	2%	3%	2%	2%
At my dental practice (NET)	426	200	226	66	65	70	70	61	94	124	104	94	105	249	111	65
	39% j	37%	41%	40% 	37% 	41% 	38% 	40% 	40% 	43% j	32% 	42% j	41% j	42% zp	35% 	37%
The receptionist	317	156	160	55	51	46	53	39	73	79	75	70	92	185	82	48
	29% j	29%	29%	33% 	29% 	27% 	28% 	25% 	31% 	28% 	23% 	32% j	36% zj	31% 	26% 	27%
Leaflets	67	27	39	4	11	14	12	12	13	24	14	14	14	38	17	11
	6% c	5%	7%	3% 	6% 	8% c	6% 	8% c	6% 	8% j	4% 	6% 	5% 	7% 	5% 	6%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/kl - z/o/p/q
 Overlap formulae used.

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	GENDER		AGE						SOCIAL GRADE				MARITAL STATUS			
	TOTAL (z)	MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/LIVING AS (o)	SINGLE (p)	WID/DIV/SEP (q)
Weighted Base	1086	537	548	166	174	170	187	154	235	287	320	222	256	590	317	179
Posters	44	19	24	1	14	14	4	6	4	17	12	7	7	31	6	6
	4%chp	4%	4%	1%	8%zcfh	8%zcfh	2%	4%c	2%	6%	4%	3%	3%	5%zp	2%	3%
Electronic information screens	43	22	21	6	9	2	7	8	10	15	13	7	8	26	12	4
	4%	4%	4%	4%	5%	1%	4%	5%	4%	5%	4%	3%	3%	4%	4%	2%
At my GP practice (NET)	346	169	177	57	51	65	52	48	73	89	88	72	97	188	99	59
	32%j	31%	32%	34%	30%	38%	28%	31%	31%	31%	28%	32%	38%zj	32%	31%	33%
The receptionist	238	119	119	40	35	41	40	28	54	60	61	47	70	132	68	38
	22%	22%	22%	24%	20%	24%	22%	18%	23%	21%	19%	21%	27%zj	22%	21%	21%
Leaflets	77	37	40	8	16	15	16	7	15	20	13	22	21	42	22	13
	7%j	7%	7%	5%	9%	9%	8%	5%	6%	7%	4%	10%j	8%	7%	7%	7%
Posters	40	17	23	1	10	17	3	3	6	9	11	8	12	27	4	9
	4%cp	3%	4%	1%	6%c	10%zcfgh	2%	2%	3%	3%	3%	4%	5%	5%p	1%	5%p
Electronic information screens	40	18	22	8	8	3	5	13	3	13	11	11	4	22	12	5
	4%h	3%	4%	5%h	4%	2%	2%	8%zefh	1%	5%	3%	5%	2%	4%	4%	3%
Other (NET)	141	61	80	11	24	27	19	25	35	38	33	41	29	79	31	31
	13%cp	11%	15%	7%	14%	16%c	10%	16%c	15%c	13%	10%	18%zj	11%	13%	10%	17%p
Citizens advice/ a Citizens Advice Bureau	97	41	56	7	17	22	15	22	15	22	22	32	21	59	19	18
	9%cp	8%	10%	4%	10%	13%ch	8%	14%zch	6%	8%	7%	14%zij	8%	10%	6%	10%
Dentist	12	7	5	-	-	2	1	1	8	3	2	5	2	6	2	4
	1%	1%	1%	-	-	1%	1%	1%	3%zcd	1%	1%	2%	1%	1%	*	2%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l - z/o/p/q
 Overlap formulae used.

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BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional

	GENDER		AGE						SOCIAL GRADE				MARITAL STATUS			
	TOTAL (z)	MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/LIVING AS (o)	SINGLE (p)	WID/DIV/SEP (q)
Weighted Base	1086	537	548	166	174	170	187	154	235	287	320	222	256	590	317	179
Would ask friends / family	7 1%	2 *	5 1%	1 1%	-	1 1%	2 1%	-	2 1%	1 *	4 1%	1 1%	1 *	-	5 2%zo	2 1%o
Practice/ Practice manager	5 7%	2 *	3 1%	-	2 1%	1 *	* *	1 1%	1 1%	1 *	-	2 1%	3 1%	2 *	2 1%	1 1%
GP / GP Practice manager	5 *	2 *	3 *	1 1%	-	-	-	-	4 2%z	3 1%	2 1%	-	-	2 *	1 *	2 1%
Information from the NHS / use NHS direct	3 *	-	3 1%	-	2 1%	1 1%	-	-	-	2 1%	1 *	-	-	3 *	-	-
Local authority	2 *	1 *	1 *	-	-	-	-	-	2 1%z	-	1 *	-	1 *	-	2 1%	-
Solicitor	1 *	-	1 *	-	-	-	-	-	1 1%	1 *	1 *	-	-	-	-	1 1%o
Other	12 1%	7 1%	6 1%	2 1%	3 2%	-	1 1%	1 1%	6 2%ze	7 2%z	2 1%	1 1%	2 1%	8 1%	2 *	3 2%
None of these	74 7%ci	40 8%	34 6%	5 3%	20 11%zcef	7 4%	8 4%	9 6%	26 11%zcef	11 4%	18 6%	18 8%	26 10%zi	41 7%	15 5%	18 10%p
Don't know	17 2%	11 2%	7 1%	1 1%	1 1%	3 2%	5 3%	2 1%	4 2%	3 1%	2 1%	2 1%	9 4%zi	8 1%	3 1%	5 3%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l - z/o/p/q
 Overlap formulae used.

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Table 58
GD15 - If you did want to make a complaint, which of the following would be the most useful way for you to find out how or where to complain to?
BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional

	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES					
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULL-TIME (c)	PART-TIME (d)	SELF-EMPLOYED (e)	HOUSEWIFE (f)	STILL IN EDUCATION (g)	UNEMPLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	1149	577	572	375	119	83	58	99	37	330	48	297	852	111	67	110	133	852
Weighted Base	1086	619	467	409	125	85*	53*	83*	34*	254	43*	319	767	128*	73*	118*	137	767
Online (NET)	643	409	234	273	76	61	27	64	21	105	17	192	451	70	42	69	87	451
		59% ^{bij}	66% ^{zb}	67% ^{zfi}	61% ^{ij}	71% ^{zfi}	50%	77% ^{zdfi}	61% ⁱ	41%	41%	60%	59%	54%	57%	59%	63%	59%
Browsing the internet (e.g. using Google or another search engine)	388	251	136	169	44	38	17	40	15	53	12	117	270	38	27	42	51	270
		36% ^{bi}	41% ^{zb}	41% ^{zi}	35% ⁱ	45% ⁱ	32%	48% ^{zji}	42% ⁱ	21%	29%	37%	35%	30%	36%	35%	37%	35%
My dental practice's website	209	133	76	88	24	20	7	27	5	33	4	60	149	27	16	25	24	149
		19% ^{bi}	21% ^b	22% ^{ij}	20%	24% ^{ij}	14%	33% ^{zcdf}	14%	13%	8%	19%	19%	21%	21%	22%	17%	19%
The General Dental Council website	132	85	47	58	17	11	7	4	5	26	5	42	90	18	7	13	19	90
		12% ^{bg}	14%	14% ^g	13%	13%	14%	5%	13%	10%	11%	13%	12%	14%	10%	11%	14%	12%
Via social media e.g. Facebook or Twitter	26	20	6	15	2	2	1	2	1	3	-	11	15	2	6	4	6	15
		2% ^b	3%	4% ⁱ	2%	3%	2%	2%	2%	1%	-	4%	2%	2%	8% ^{zmq}	4%	5%	2%
At my dental practice (NET)	426	234	192	154	54	27	26	28	15	105	17	143	283	55	37	58	59	283
		39% ^{iq}	38%	38%	43%	32%	50% ^e	34%	44%	41%	39%	45% ^{zl}	37%	43%	50% ^q	49% ^{zq}	43%	37%
The receptionist	317	169	147	110	38	22	20	21	13	80	14	108	209	41	33	44	40	209
		29% ^{iq}	27%	27%	30%	26%	38%	25%	38%	31%	32%	34% ^l	27%	32%	44% ^{zpq}	38% ^q	30%	27%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional

	TOTAL (z)	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
		WOR- KING (a)	NOT WOR- KING (b)	FULL- TIME (c)	PART- TIME (d)	SELF- EMPLOYE D (e)	HOUSE WIFE (f)	STILL IN EDU- CATION (g)	UNEM- PLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Weighted Base	1086	619	467	409	125	85*	53*	83*	34*	254	43*	319	767	128*	73*	118*	137	767
Leaflets	67 6%	35 6%	31 7%	26 6%	8 6%	2 2%	6 12%e	5 6%	*	17 7%	3 6%	24 8%	43 6%	12 9%	9 12%oq	5 4%	7 5%	43 6%
Posters	44 4%blq	31 5%	13 3%	19 5%	8 6%	4 4%	3 7%	1 2%	-	6 2%	1 3%	23 7%zl	21 3%	12 9%zq	4 6%	9 8%q	9 7%q	21 3%
Electronic information screens	43 4%	25 4%	18 4%	15 4%	9 7%	1 1%	3 5%	2 2%	2 7%	10 4%	1 2%	14 4%	29 4%	10 7%	3 5%	3 2%	5 4%	29 4%
At my GP practice (NET)	346 32%	195 32%	151 32%	134 33%	40 32%	21 25%	18 34%	26 32%	9 26%	80 32%	17 41%	108 34%	238 31%	41 32%	23 32%	43 36%	46 34%	238 31%
The receptionist	238 22%	134 22%	104 22%	87 21%	32 25%	15 18%	10 19%	17 20%	7 23%	57 23%	13 30%	73 23%	165 22%	25 20%	17 23%	26 22%	33 24%	165 22%
Leaflets	77 7%	47 8%	29 6%	36 9%	6 4%	6 7%	5 9%	6 8%	*	16 6%	1 3%	27 8%	50 6%	13 10%p	12 17%zpq	12 10%p	5 3%	50 6%
Posters	40 4%lq	26 4%	14 3%	17 4%	6 5%	3 3%	5 10%zgi	1 1%	-	7 3%	1 2%	23 7%zl	17 2%	12 9%zq	5 7%q	10 9%zq	9 7%q	17 2%
Electronic information screens	40 4%	23 4%	17 4%	15 4%	4 3%	4 4%	3 6%	3 3%	2 7%	6 2%	2 6%	11 3%	29 4%	7 5%	2 2%	3 3%	5 4%	29 4%
Other (NET)	141 13%g	81 13%	59 13%	54 13%g	18 14%g	10 11%g	6 11%g	2 2%	4 13%g	40 16%g	7 18%g	40 13%	101 13%	15 11%	8 11%	14 12%	21 16%	101 13%
Citizens advice/ a Citizens Advice Bureau	97 9%g	62 10%g	35 8%	39 10%g	13 11%g	9 11%g	5 9%g	1 1%	3 9%g	19 7%g	7 18%zgi	29 9%	68 9%	11 8%	8 11%	10 9%	14 10%	68 9%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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Table 58
GD15 - If you did want to make a complaint, which of the following would be the most useful way for you to find out how or where to complain to?
BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional

	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES					
	TOTAL (z)	WOR-KING (a)	NOT WOR-KING (b)	FULL-TIME (c)	PART-TIME (d)	SELF-EMPLOYED (e)	HOUSE WIFE (f)	STILL IN EDUCATION (g)	UNEMPLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Weighted Base	1086	619	467	409	125	85*	53*	83*	34*	254	43*	319	767	128*	73*	118*	137	767
Dentist	12 1%	4 1%	8 2%	3 1%	-	1 1%	-	-	-	8 3%zc	-	2 1%	10 1%	-	-	-	2 2%	10 1%
Would ask friends / family	7 1%	4 1%	3 1%	1 *	3 2%zc	-	-	-	-	2 1%	1 2%	2 1%	4 1%	-	-	-	2 2%	4 1%
Practice/ Practice manager	5 1%	3 *	3 1%	3 1%	-	-	1 1%	-	1 3%zi	1 *	-	2 1%	3 *	-	-	2 1%	1 1%	3 *
GP / GP Practice manager	5 *	-	5 1%za	-	-	-	-	1 1%c	-	4 1%zc	-	-	5 1%	-	-	-	-	5 1%
Information from the NHS / use NHS direct	3 *	2 *	1 *	2 1%	-	-	1 2%i	-	-	-	-	2 1%	1 *	2 1%q	-	-	-	1 *
Local authority	2 *	-	2 *	-	-	-	-	-	-	2 1%z	-	-	2 *	-	-	-	-	2 *
Solicitor	1 *	-	1 *	-	-	-	-	-	-	1 1%	-	-	1 *	-	-	-	1 -	1 *
Other	12 1%	7 1%	5 1%	6 1%	2 1%	-	-	-	-	5 2%	-	2 1%	10 1%	2 1%	-	2 2%	2 1%	10 1%
None of these	74 7%a	33 5%	41 9%za	24 6%	3 3%	5 6%	2 4%	4 5%	3 10%	26 10%zcd	6 13%d	21 7%	53 7%	15 12%o	4 6%	3 3%	9 7%	53 7%
Don't know	17 2%	9 2%	8 2%	4 1%	5 4%zc	-	1 3%	1 2%	-	4 1%	1 3%	5 1%	13 2%	3 3%	4 5%	3 2%	1 1%	13 2%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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Table 59
GD15 - If you did want to make a complaint, which of the following would be the most useful way for you to find out how or where to complain to?
BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional

	TOTAL (z)	REGION												ETHNICITY		WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST			
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	NON-WHITE (o)	PATIENTS (LAST 12 MONTHS) (p)	PUBLIC (LESS OFTEN) (q)	ONCE A YEAR OR MORE (r)	LESS OFTEN (s)	DON'T KNOW (t)
Unweighted Base	1149	97	63	96	112	42	102	171	114	70	109	92	81	772	1037	110	822	327	851	237	1
Weighted Base	1086	44*	67*	90*	119	42*	104*	159	130	81*	94*	78*	78*	789	964	119*	760	326	785	240	1**
Online (NET)	643	24	34	56	67	31	57	86	93	45	59	41	51	474	574	67	463	180	485	134	-
	59%	56%	51%	62%	56%	74%zabf	54%	54%	71%	55%	62%	53%	65%	60%	60%	57%	61%	55%	62%z	56%	-
Browsing the internet (e.g. using Google or another search engine)	388	14	16	34	31	20	37	52	55	25	40	25	39	281	345	41	282	105	291	83	-
	36%^d	32%	24%	38%	27%	48%^{bd}	35%	33%	42%	30%	43%^{bd}	32%	49%^{zabd}	36%^d	36%	35%	37%	32%	37%	35%	-
My dental practice's website	209	8	14	19	29	12	22	22	32	14	14	11	14	166	183	26	149	60	159	43	-
	19%	18%	21%	21%	24%^g	28%^g	21%	14%	25%	18%	15%	14%	17%	21%^{zg}	19%	22%	20%	18%	20%	18%	-
The General Dental Council website	132	5	6	13	17	7	6	20	17	8	15	11	6	92	123	8	95	37	94	31	-
	12%^f	11%	9%	15%^f	15%^f	16%	6%	12%	13%	10%	15%^f	14%	8%	12%	13%^z	7%	12%	11%	12%	13%	-
Via social media e.g. Facebook or Twitter	26	1	1	3	2	-	3	3	2	2	7	2	-	15	22	4	15	11	20	6	-
	2%	2%	2%	3%	2%	-	3%	2%	1%	2%	8%^{zdgim}	3%	-	2%	2%	3%	2%	3%	3%	2%	-
At my dental practice (NET)	426	23	32	45	32	20	32	77	37	26	39	36	28	287	379	48	302	124	311	93	-
	39%^{dm}	53%^{zdfi}	48%^{df}	50%^{zdfi}	27%	48%^d	31%	48%^{zdfi}	28%	32%	42%^d	46%^{dfm}	35%	36%^d	39%	40%	40%	38%	40%	39%	-
The receptionist	317	16	20	32	19	14	23	69	22	19	34	26	23	197	281	36	219	97	222	74	-
	29%^{dm}	36%^{dfm}	30%^d	36%^{dfm}	16%	33%^d	22%	44%^{zdfi}	17%	23%	36%^{dfm}	33%^d	29%^d	25%^d	29%	30%	29%	30%	28%	31%	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i/j/k/l/m - z/n/o - z/p/q - z/r/s/t
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 59
GD15 - If you did want to make a complaint, which of the following would be the most useful way for you to find out how or where to complain to?
BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional

	TOTAL (z)	REGION													ETHNICITY		WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST		
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	NON-WHITE (o)	PATIENTS (LAST12 MONTHS) (p)	PUBLIC (LESS OFTEN) (q)	ONCE A YEAR OR MORE (r)	LESS OFTEN (s)	DON'T KNOW (t)
Weighted Base	1086	44*	67*	90*	119	42*	104*	159	130	81*	94*	78*	78*	789	964	119*	760	326	785	240	1**
Leaflets	67 6%g	6 14%zdeg ilm	9 13%zdgl m	10 11%dgl	4 3%	1 2%	11 11%dgl	4 3%	4 3%	4 5%	7 8%	5 6%	2 2%	49 6%	61 6%	6 5%	47 6%	20 6%	49 6%	15 6%	-
Posters	44 4%	5 10%zcglm	3 5%	1 1%	5 4%	5 11%zcgm	5 5%	2 2%	3 2%	5 7%	4 5%	3 4%	2 3%	32 4%	36 4%	8 7%	31 4%	13 4%	30 4%	13 6%	-
Electronic information screens	43 4%	1 3%	2 3%	5 6%	7 6%	1 3%	4 4%	4 3%	8 6%	1 1%	1 1%	5 7%j	2 3%	36 5%	37 4%	5 5%	29 4%	14 4%	32 4%	10 4%	-
At my GP practice (NET)	346	18 41%zfij lm	35 52%zdfi jlm	36 39%i	34 29%	18 43%i	28 27%	62 39%zim	22 17%	17 21%	26 28%	30 38%i	21 27%	240 30%	309 32%	37 31%	245 32%	101 31%	259 33%	70 29%	-
The receptionist	238 22% ^m	11 25%	19 28% ^d	23 26%	18 15%	14 32% ^{dm}	17 17%	49 31% ^{zdfm}	14 11%	14 18%	22 23%	20 26%	17 22%	156 20%	221 23% ^z	17 14%	168 22%	70 21%	179 23%	45 19%	-
Leaflets	77 7%	6 13%zcdgi lm	13 20%zcdgi jlm	9 10%i	5 4%	3 7%	10 10%i	10 6%	4 3%	1 2%	6 6%	7 8%	3 4%	55 7%	64 7%	12 10%	53 7%	24 7%	53 7%	21 9%	-
Posters	40 4%	5 12%zcdgi jklm	3 4%	1 1%	4 3%	6 15%zcdgi jklm	6 6%	2 2%	5 3%	3 3%	3 3%	1 1%	1 1%	29 4%	35 4%	5 4%	26 3%	14 4%	28 4%	11 5%	-
Electronic information screens	40 4%	1 2%	3 4%	6 6% ^j	8 7% ^j	1 2%	3 3%	6 4%	2 2%	2 2%	1 1%	5 6% ^j	2 2%	32 4%	34 4%	5 5%	25 3%	15 5%	30 4%	8 4%	-

Proportions/Means; Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i/j/k/l/m - z/n/o - z/p/q - z/r/s/t
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BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional

	TOTAL (z)	REGION													ETHNICITY		WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST		
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	NON-WHITE (o)	PATIENTS (LAST 12 MONTHS) (p)	PUBLIC (LESS OFTEN) (q)	ONCE A YEAR OR MORE (r)	LESS OFTEN (s)	DON'T KNOW (t)
Weighted Base	1086	44*	67*	90*	119	42*	104*	159	130	81*	94*	78*	78*	789	964	119*	760	326	785	240	1**
Other (NET)	141	5	6	13	13	9	11	27	13	12	13	11	8	96	126	14	91	50	95	31	-
	13%	10%	9%	14%	11%	22%	11%	17%	10%	15%	14%	14%	11%	12%	13%	12%	12%	15%	12%	13%	-
Citizens advice/ a Citizens Advice Bureau	97	3	3	10	12	8	5	23	6	7	8	8	4	63	84	13	62	35	65	24	-
	9%	6%	4%	11%	10%	18%zbf1m	5%	14%zbf1m	5%	8%	9%	10%	5%	8%	9%	11%	8%	11%	8%	10%	-
Dentist	12	-	-	-	*	1	3	1	2	2	1	-	2	10	12	-	6	6	8	1	-
	1%	-	-	-	*	2%	3%	1%	2%	2%	1%	-	2%	1%	1%	-	1%	2%	1%	*	-
Would ask friends / family	7	-	-	1	-	-	1	-	2	-	1	-	1	6	7	-	5	2	5	1	-
	1%	-	-	2%	-	-	1%	-	2%	-	1%	-	2%	1%	1%	-	1%	1%	1%	*	-
Practice/ Practice manager	5	*	-	-	-	1	-	-	-	2	-	2	-	5	4	1	4	1	3	2	-
	1%	1%	-	-	-	2%	-	-	-	2%	-	3%zgm	-	1%	*	1%	1%	*	*	1%	-
GP / GP Practice manager	5	-	-	-	-	1	1	2	-	-	1	-	-	2	5	-	4	1	5	-	-
	*	-	-	-	-	2%	1%	1%am	-	-	1%	-	-	*	*	-	1%	*	1%	-	-
Information from the NHS / use NHS direct	3	-	1	-	-	-	-	-	-	1	-	-	1	3	3	-	2	1	2	1	-
	*	-	2%	-	-	-	-	-	-	1%	-	-	1%	*	*	-	*	*	*	*	-
Local authority	2	-	-	-	-	-	1	-	-	-	1	-	-	1	2	-	1	1	1	-	-
	*	-	-	-	-	-	1%	-	-	-	1%	-	-	*	*	-	*	*	*	-	-
Solicitor	1	-	-	1	-	-	1	-	-	-	-	-	-	1	1	-	-	1	-	1	-
	*	-	-	1%	-	-	1%	-	-	-	-	-	-	*	*	-	*	*	*	*	-

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i/j/k/l/m - z/n/o - z/p/q - z/r/s/t
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Table 59
GD15 - If you did want to make a complaint, which of the following would be the most useful way for you to find out how or where to complain to?
BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional

	TOTAL (z)	REGION												ETHNICITY		WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST			
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	NON-WHITE (o)	PATIENTS (LAST 12 MONTHS) (p)	PUBLIC (LESS OFTEN) (q)	ONCE A YEAR OR MORE (r)	LESS OFTEN (s)	DON'T KNOW (t)
Weighted Base	1086	44*	67*	90*	119	42*	104*	159	130	81*	94*	78*	78*	789	964	119*	760	326	785	240	1**
Other	12 1%	1 3%f	2 3%	1 1%	1 1%	- -	- -	2 1%	2 2%	- -	2 2%	* 1%	1 1%	7 1%	12 1%	- -	9 1%	3 1%	9 1%	2 1%	- -
None of these	74 7%r	4 9%bck	1 1%	2 3%	11 9%k	2 4%	17 16%zbcgj km	6 4%	12 9%	7 9%	3 3%	2 2%	7 9%	61 8%k	63 7%	10 8%	46 6%	28 9%	44 6%	21 9%	- -
Don't know	17 2%n	* 1%	2 4%	- -	1 1%	- -	3 3%	1 1%	- -	1 2%	2 2%	6 8%zacdg lm	- -	14 2%	12 1%	5 4%zn	14 2%	4 1%	13 2%	3 1%	1 100%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i/j/k/l/m - z/n/o - z/p/q - z/r/s/t
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Table 60
GD15 - If you did want to make a complaint, which of the following would be the most useful way for you to find out how or where to complain to?
BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional

	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN DENTAL REGULATION		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		COMPLAINED/ CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		
	TOTAL (z)	NHS (a)	PRIVATE (b)	MIXTURE (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDEN T (i)	NOT CONFIDEN T (j)	SATISFIE D (k)	DISSATIS FIED (l)	YES (m)	NO (n)	YES (o)	NO (p)	YES (q)	NO (r)
Unweighted Base	1149	639	172	107	15	13	281	687	177	388	43	829	21	-	1148	82	1066	82	1067
Weighted Base	1086	602	159	90*	17**	13**	254	659	168	356	36*	764	19**	-**	1085	84*	1001	84*	1002
Online (NET)	643	356	107	67	11	8	167	363	111	241	21	477	8	-	643	59	584	59	584
	59%gpr	59%	67%z	74%za	64%	61%	66%zg	55%	66%zg	68%z	57%	62%z	42%	-	59%	71%zp	58%	71%zr	58%
Browsing the internet (e.g. using Google or another search engine)	388	205	68	42	6	4	90	231	65	136	11	287	4	-	388	39	349	39	349
	36%tr	34%	43%	47%za	38%	30%	35%	35%	39%	38%	30%	38%z	21%	-	36%	46%	35%	46%	35%
My dental practice's website	209	121	36	21	6	3	47	128	35	69	6	157	2	-	209	14	195	14	195
	19%	20%	22%	23%	36%	21%	18%	19%	21%	19%	15%	21%	10%	-	19%	17%	19%	17%	19%
The General Dental Council website	132	71	23	15	1	1	56	45	31	74	9	92	2	-	132	11	121	11	121
	12%gj	12%	15%	17%	6%	10%	22%zg	7%	19%zg	21%z	24%z	12%	11%	-	12%	13%	12%	13%	12%
Via social media e.g. Facebook or Twitter	26	17	6	2	-	-	8	13	5	11	-	20	-	-	26	3	23	3	23
	2%	3%	4%	2%	-	-	3%	2%	3%	3%	-	3%	-	-	2%	4%	2%	4%	2%
At my dental practice (NET)	426	245	59	40	1	4	110	252	63	144	16	306	5	-	426	30	397	30	397
	39%	41%	37%	45%	6%	29%	43%	38%	38%	41%	44%	40%	26%	-	39%	35%	40%	35%	40%
The receptionist	317	180	40	30	-	1	79	198	39	100	8	219	3	-	317	13	304	13	304
	29%oq	30%	25%	33%	-	8%	31%	30%	23%	28%	22%	29%	15%	-	29%	15%	30%zo	15%	30%zq

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
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GD15 - If you did want to make a complaint, which of the following would be the most useful way for you to find out how or where to complain to?
 BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional

	TOTAL (z)	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN DENTAL REGULATION		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		COMPLAINED/ CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL	
		NHS (a)	PRIVATE (b)	MIXTURE (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDEN T (i)	NOT CONFIDEN T (j)	SATISFIE D (k)	DISSATIS FIED (l)	YES (m)	NO (n)	YES (o)	NO (p)	YES (q)	NO (r)
Weighted Base	1086	602	159	90*	17**	13**	254	659	168	356	36*	764	19**	-**	1085	84*	1001	84*	1002
Leaflets	67 6%	38 6%	10 6%	8 9%	-	3 21%	15 6%	39 6%	11 7%	21 6%	4 12%	48 6%	1 5%	-	67 6%	9 11%	57 6%	9 11%	57 6%
Posters	44 4%	23 4%	7 4%	8 9%za	-	-	14 6%	20 3%	9 5%	19 5%	2 5%	30 4%	-	-	44 4%	5 7%	38 4%	5 7%	38 4%
Electronic information screens	43 4%	23 4%	6 4%	8 9%za	1 6%	-	12 5%	23 3%	9 5%	16 4%	4 12%zi	31 4%	1 6%	-	43 4%	6 7%	37 4%	6 7%	37 4%
At my GP practice (NET)	346	207	39	32	7	6	77	212	53	111	9	250	8	-	345	28	317	28	318
	32%b	34%b	25%	36%	41%	48%	30%	32%	31%	31%	24%	33%	40%	-	32%	33%	32%	33%	32%
The receptionist	238 22%b	141 24%b	25 16%	25 27%b	4 23%	3 27%	53 21%	156 24%	28 17%	72 20%	5 13%	172 23%	6 29%	-	237 22%	13 16%	223 22%	13 16%	225 22%
Leaflets	77 7%	47 8%	7 5%	8 9%	-	3 21%	18 7%	45 7%	14 8%	26 7%	2 6%	52 7%	1 5%	-	77 7%	10 12%	67 7%	10 12%	67 7%
Posters	40 4%	21 4%	8 5%	3 3%	-	1 6%	11 4%	23 3%	7 4%	14 4%	1 2%	28 4%	-	-	40 4%	3 3%	37 4%	3 3%	37 4%
Electronic information screens	40 4%g	20 3%	5 3%	6 7%	3 18%	-	11 4%	17 3%	10 6%	14 4%	3 7%	29 4%	1 6%	-	40 4%	6 7%	33 3%	6 7%	33 3%
Other (NET)	141	69	16	12	3	1	29	94	18	39	6	94	1	-	141	14	127	14	127
	13%	12%	10%	14%	20%	6%	11%	14%	11%	11%	16%	12%	5%	-	13%	16%	13%	16%	13%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 60
GD15 - If you did want to make a complaint, which of the following would be the most useful way for you to find out how or where to complain to?
BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional

	TOTAL (z)	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN DENTAL REGULATION		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		COMPLAINED/ CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL	
		NHS (a)	PRIVATE (b)	MIXTURE (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDEN T (i)	NOT CONFIDEN T (j)	SATISFIE D (k)	DISSATIS FIED (l)	YES (m)	NO (n)	YES (o)	NO (p)	YES (q)	NO (r)
Weighted Base	1086	602	159	90*	17**	13**	254	659	168	356	36*	764	19**	-**	1085	84*	1001	84*	1002
Citizens advice/ a Citizens Advice Bureau	97 9%	46 8%	11 7%	10 11%	3 20%	-	19 8%	64 10%	13 8%	28 8%	3 9%	65 8%	-	-	97 9%	11 13%	86 9%	11 13%	86 9%
Dentist	12 1%	5 1%	4 2%	-	-	-	2 1%	10 1%	1 *	2 1%	-	7 1%	1 5%	-	12 1%	2 3%	10 1%	2 3%	10 1%
Would ask friends / family	7 1%	5 1%	1 *	-	-	-	1 1%	5 1%	1 *	1 *	-	5 1%	-	-	7 1%	1 1%	6 1%	1 1%	6 1%
Practice/ Practice manager	5 1%	2 *	-	-	-	1 6%	1 *	3 1%	1 1%	1 *	1 3%zi	3 *	-	-	5 1%	-	5 1%	-	5 1%
GP / GP Practice manager	5 *	4 1%	-	1 1%	-	-	3 1%zg	1 *	-	2 1%	1 3%z	5 1%	-	-	5 *	-	5 *	-	5 *
Information from the NHS / use NHS direct	3 *	2 *	-	-	-	-	-	1 *	2 1%	2 1%	-	2 *	-	-	3 *	-	3 *	-	3 *
Local authority	2 *pr	1 *	-	-	-	-	-	1 *	1 *	-	-	1 *	-	-	2 *	1 1%	1 *	1 1%	1 *
Solicitor	1 *	-	-	-	-	-	1 *	1 *	-	1 *	-	-	-	-	1 *	-	1 *	-	1 *
Other	12 1%	7 1%	1 1%	1 2%	-	-	2 1%	11 2%	-	2 1%	-	9 1%	-	-	12 1%	-	12 1%	-	12 1%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 60
GD15 - If you did want to make a complaint, which of the following would be the most useful way for you to find out how or where to complain to?
 BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional

	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN DENTAL REGULATION		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		COMPLAINED/ CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		
	TOTAL (z)	NHS (a)	PRIVATE (b)	MIXTURE (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDEN T (i)	NOT CONFIDEN T (j)	SATISFIE D (k)	DISSATIS FIED (l)	YES (m)	NO (n)	YES (o)	NO (p)	YES (q)	NO (r)
Weighted Base	1086	602	159	90*	17**	13**	254	659	168	356	36*	764	19**	-**	1085	84*	1001	84*	1002
None of these	74	30	8	7	4	2	12	55	8	18	2	41	3	-	74	3	71	3	71
	7%ak	5%	5%	7%	21%	16%	5%	8%z	5%	5%	4%	5%	15%	-	7%	3%	7%	3%	7%
Don't know	17	11	2	-	-	*	2	14	1	1	1	12	1	-	17	-	17	-	17
	2%i	2%	1%	-	-	4%	1%	2%	1%	*	2%	2%	5%	-	2%	-	2%	-	2%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 61
GD16 - What, if anything, would concern you about making a complaint?
BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional

	GENDER		AGE						SOCIAL GRADE				MARITAL STATUS			
	TOTAL (z)	MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/LIVING AS (o)	SINGLE (p)	WID/DIV/SEP (q)
Unweighted Base	1149	586	563	171	155	161	168	202	292	307	407	208	227	614	334	200
Weighted Base	1086	537	548	166	174	170	187	154	235	287	320	222	256	590	317	179
I would be worried in case I would have to continue seeing the dental professional in the future	147 14%	68 13%	79 14%	20 12%	21 12%	22 13%	28 15%	29 19%zh	27 11%	46 16%	35 11%	31 14%	35 14%	80 14%	47 15%	20 11%
I would be afraid the practice would refuse to treat me in future	123 11%ak	46 9%	77 14%za	14 9%	20 12%	18 10%	31 16%zch	18 12%	22 9%	31 11%	46 14%zk	15 7%	30 12%	72 12%	32 10%	19 11%
I would be worried that the issue would not get a satisfactory response	97 9%b	57 11%	39 7%	20 12%f	16 9%	21 12%f	10 5%	13 9%	17 7%	37 13%zl	28 9%	16 7%	15 6%	46 8%	36 11%	15 8%
I wouldn't know where to start	93 9%ai	35 6%	58 11%za	17 10%	19 11%	14 8%	15 8%	11 7%	17 7%	13 5%	28 9%i	24 11%i	26 10%i	42 7%	32 10%	19 11%
Taking too long to resolve / length of the process	12 1%b	9 2%	3 1%	2 1%	6 3%zfh	3 2%h	- -	1 1%	- -	2 1%	6 2%	2 1%	2 1%	8 1%	4 1%	- -
Wouldn't want to get someone in trouble / concerned that they will be treated harshly	11 1%o	4 1%	8 1%	3 2%	2 1%	1 1%	- -	1 *	4 2%	3 1%	5 2%	1 *	2 1%	3 *	5 1%	4 2%o

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l - z/o/p/q
 Overlap formulae used.

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BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional

	GENDER		AGE						SOCIAL GRADE				MARITAL STATUS			
	TOTAL (z)	MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Weighted Base	1086	537	548	166	174	170	187	154	235	287	320	222	256	590	317	179
Not being taken seriously	7 1%	2 *	6 1%	2 1%	2 1%	-	2 1%	* *	1 *	2 1%	1 *	2 1%	2 1%	3 1%	3 1%	1 1%
Potential repercussions / treatment receive afterwards	6 7%	3 *	4 1%	1 1%	1 1%	-	2 1%	2 1%	-	2 1%	3 1%	-	1 1%	2 *	4 1%	1 1%
I wouldn't complain / make a fuss / I don't like to complain	6 1%	3 1%	3 1%	-	4 2%z	-	-	-	2 1%	1 *	2 1%	2 1%	2 1%	5 1%	-	1 *
The amount of work / administration involved	6 1%	4 1%	2 *	-	1 1%	2 1%	-	1 1%	1 1%	4 1%	1 *	-	1 *	5 1%	-	1 1%
Maintaining anonymity	5 *	2 *	2 *	1 1%	2 1%	1 *	1 1%	-	-	2 1%	2 1%	-	* *	3 *	2 1%	-
Concerns about confrontation / relationship impacts	4 *	2 *	3 1%	2 1%	1 *	* *	-	1 1%	-	1 *	3 1%z	-	-	1 *	3 1%	1 *
Financial implications / cost / prices	4 *	3 1%	1 *	-	-	1 1%	1 1%	* *	1 *	2 1%	2 1%	-	-	3 *	1 *	-
Might not complain to right people/ don't know procedure	4 *	1 *	2 *	1 1%	-	1 1%	* *	1 1%	-	-	2 *	1 1%	1 *	1 *	2 1%	* *

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l - z/o/p/q
 Overlap formulae used.

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Table 61
GD16 - What, if anything, would concern you about making a complaint?
BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional

	GENDER		AGE						SOCIAL GRADE				MARITAL STATUS			
	TOTAL (z)	MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Weighted Base	1086	537	548	166	174	170	187	154	235	287	320	222	256	590	317	179
Issues finding alternative practice	3*	2*	1*	* *	- -	1 1%	- -	* *	1 1%	- -	3 1%z	- -	- -	* *	2 1%	1 1%
Feeling embarrassed	1*	1*	* *	1 1%	- -	- -	- -	* *	- -	- -	1 *	- -	- -	* *	1 *	- -
Complaint might not be valid	1*	- -	1 *	- -	- -	- -	- -	- -	1 *	- -	1 *	- -	- -	- -	1 *	- -
Other	14 1%	6 1%	8 1%	1 1%	1 1%	3 2%	2 1%	3 2%	4 2%	5 2%	2 1%	3 1%	4 2%	8 1%	3 1%	4 2%
I would not have any concerns	608 56%bp	320 60%zb	288 52%	84 51%	84 48%	92 54%	115 61%d	83 54%	150 64%zcdg	160 56%	172 54%	126 57%	150 58%	333 56%	158 50%	116 65%zop
Don't know	14 1%j	7 1%	7 1%	1 1%	2 1%	2 1%	3 1%	2 1%	5 2%	3 1%	1 *	6 3%j	4 2%	8 1%	3 1%	3 2%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l - z/o/p/q
 Overlap formulae used.

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Table 62
GD16 - What, if anything, would concern you about making a complaint?
BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional

	WORKING STATUS		OCCUPATION									CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULL-TIME (c)	PART-TIME (d)	SELF-EMPLOYED (e)	HOUSEWIFE (f)	STILL IN EDUCATION (g)	UNEMPLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	1149	577	572	375	119	83	58	99	37	330	48	297	852	111	67	110	133	852
Weighted Base	1086	619	467	409	125	85*	53*	83*	34*	254	43*	319	767	128*	73*	118*	137	767
I would be worried in case I would have to continue seeing the dental professional in the future	147 14%e	86 14%	61 13%	60 15%e	21 17%e	5 6%	3 6%	13 15%	8 23%ef	31 12%	7 16%	35 11%	112 15%	10 8%	6 8%	14 12%	15 11%	112 15%
I would be afraid the practice would refuse to treat me in future	123 11%	77 12%	46 10%	53 13%	17 13%	7 8%	7 13%	9 11%	1 2%	23 9%	6 15%	43 14%	80 10%	20 15%	10 13%	17 15%	19 14%	80 10%
I would be worried that the issue would not get a satisfactory response	97 9%n	61 10%	35 8%	41 10%	8 7%	12 14%i	2 4%	11 13%i	3 9%	16 6%	3 7%	34 11%	63 8%	12 9%	1 2%	17 14%n	15 11%n	63 8%
I wouldn't know where to start	93 9%	54 9%	39 8%	35 9%	14 12%	5 5%	3 6%	6 7%	3 9%	17 7%	9 21%zcefg i	28 9%	64 8%	10 8%	7 10%	11 9%	12 9%	64 8%
Taking too long to resolve / length of the process	12 1%b	10 2%b	2 *	5 1%	5 4%zci	* 1%	1 2%i	1 1%	- -	- -	- -	4 1%	8 1%	1 1%	- -	1 1%	3 2%	8 1%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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Table 62
GD16 - What, if anything, would concern you about making a complaint?
BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional

	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES					
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULL-TIME (c)	PART-TIME (d)	SELF-EMPLOYED (e)	HOUSEWIFE (f)	STILL IN EDUCATION (g)	UNEMPLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Weighted Base	1086	619	467	409	125	85*	53*	83*	34*	254	43*	319	767	128*	73*	118*	137	767
Wouldn't want to get someone in trouble / concerned that they will be treated harshly	11 1%	5 1%	6 1%	1 *	2 2%	2 2%	-	2 3% ^c	-	4 1%	-	2 1%	9 1%	2 1%	* 1%	-	-	9 1%
Not being taken seriously	7 1%	3 *	4 1%	2 1%	1 1%	-	-	2 3% ^z	* 1%	1 *	* 1%	2 1%	5 1%	1 *	* 1%	1 1%	1 1%	5 1%
Potential repercussions / treatment receive afterwards	6 1% ^b	6 1%	1 *	6 1% ^z	-	-	1 1%	-	-	-	-	1 *	5 1%	-	-	-	1 1%	5 1%
I wouldn't complain / make a fuss / I don't like to complain	6 1% ^g	3 *	4 1%	3 1%	-	-	-	-	-	2 1%	2 4% ^{zcd}	4 1% ^l	2 *	2 1%	3 4% ^{zpq}	1 1%	-	2 *
The amount of work / administration involved	6 1%	4 1%	2 *	3 1%	1 1%	-	1 2%	-	-	1 *	-	3 1%	2 *	3 3% ^{zq}	2 3% ^{zq}	-	-	2 *
Maintaining anonymity	5 *	4 1%	1 *	3 1%	* *	-	-	1 1%	-	-	-	1 *	3 *	* *	-	1 1%	1 1%	3 *
Concerns about confrontation / relationship impacts	4 *	2 *	3 1%	2 *	-	-	-	2 2% ^{zi}	-	1 *	-	* *	4 1%	-	-	* *	-	4 1%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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Table 62
GD16 - What, if anything, would concern you about making a complaint?
BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional

	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES					
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULL-TIME (c)	PART-TIME (d)	SELF-EMPLOYED (e)	HOUSEWIFE (f)	STILL IN EDUCATION (g)	UNEMPLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Weighted Base	1086	619	467	409	125	85*	53*	83*	34*	254	43*	319	767	128*	73*	118*	137	767
Financial implications / cost / prices	4*	2*	2*	2*	-	-	-	-	1	1	-	1*	3*	-	-	-	1	3*
Might not complain to right people/ don't know procedure	4*	3*	1*	*	2%zc	-	-	-	-	1*	-	3	1*	2	1	-	-	1*
Issues finding alternative practice	3*	1*	2	1*	-	-	* 1%	* 1%	-	1	-	-	3*	-	-	-	-	3*
Feeling embarrassed	1*	* 1%	1*	-	-	* 1%	-	1	-	-	-	* 1%	1*	-	-	-	* 1%	1*
Complaint might not be valid	1*	-	1*	-	-	-	-	-	-	1*	-	-	1*	-	-	-	-	1*
Other	14	8	6	5	4	-	-	1	-	5	-	4	10	2	-	2	2	10
	1%	1%	1%	1%	3%	-	-	1%	-	2%	-	1%	1%	2%	-	2%	1%	1%
I would not have any concerns	608	337	270	223	58	56	35	36	18	161	21	173	434	68	48	58	77	434
	56%dg	55%	58%	54%	47%	66%dg	66%dg	43%	52%	63%zcdg	49%	54%	57%	53%	65%o	49%	56%	57%
Don't know	14	8	7	7	-	1	-	1	1	5	-	6	8	2	3	4	2	8
	1%	1%	1%	2%	-	1%	-	1%	2%	2%	-	2%	1%	2%	4%	3%	1%	1%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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Table 63
GD16 - What, if anything, would concern you about making a complaint?
BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional

	TOTAL (z)	REGION												ETHNICITY		WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST			
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	NON-WHITE (o)	PATIENTS (LAST 12 MONTHS) (p)	PUBLIC (LESS OFTEN) (q)	ONCE A YEAR OR MORE (r)	LESS OFTEN (s)	DON'T KNOW (t)
Unweighted Base	1149	97	63	96	112	42	102	171	114	70	109	92	81	772	1037	110	822	327	851	237	1
Weighted Base	1086	44*	67*	90*	119	42*	104*	159	130	81*	94*	78*	78*	789	964	119*	760	326	785	240	1**
I would be worried in case I would have to continue seeing the dental professional in the future	147 14% ^{fim}	5 10%	3 5%	18 20% ^{bfikm}	16 13%	9 22% ^{bfikm}	6 6%	30 19% ^{bfikm}	25 19%	3 4%	18 19% ^{bfik}	6 8%	9 12%	95 12% ^{fi}	131 14%	16 13%	111 15%	36 11%	110 14%	35 15%	-
I would be afraid the practice would refuse to treat me in future	123 11%	4 9%	9 14%	14 16%	10 9%	3 8%	19 18% ^{zkm}	18 11%	17 13%	6 7%	10 10%	5 6%	8 10%	91 12%	104 11%	19 16%	89 12%	34 10%	94 12%	25 10%	-
I would be worried that the issue would not get a satisfactory response	97 9% ^{an}	* 1%	3 4%	11 12% ^{afi}	21 18% ^{zabfgijkm}	6 15% ^{afi}	4 4%	12 8% ^a	16 12%	2 3%	6 7%	5 7%	8 11% ^a	78 10% ^{afji}	80 8%	16 13%	74 10%	22 7%	74 9%	21 9%	-
I wouldn't know where to start	93 9% ^{bj}	2 4%	1 1%	6 7%	13 11% ^{bj}	6 14% ^{bj}	11 11% ^{bj}	11 7%	17 13%	11 13% ^{bj}	3 3%	6 7%	7 8%	77 10% ^{zbi}	79 8%	13 11%	65 9%	28 9%	61 8%	25 10%	-
Taking too long to resolve / length of the process	12 1%	-	2 3%	-	1 1%	-	2 2%	4 2%	-	2 3%	-	-	1 1%	9 1%	11 1%	1 1%	6 1%	6 2%	10 1%	2 1%	-

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i/j/k/l/m - z/n/o - z/p/q - z/r/s/t
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 63
GD16 - What, if anything, would concern you about making a complaint?
BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional

	TOTAL (z)	REGION													ETHNICITY		WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST		
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	NON-WHITE (o)	PATIENTS (LAST 12 MONTHS) (p)	PUBLIC (LESS OFTEN) (q)	ONCE A YEAR OR MORE (r)	LESS OFTEN (s)	DON'T KNOW (t)
Weighted Base	1086	44*	67*	90*	119	42*	104*	159	130	81*	94*	78*	78*	789	964	119*	760	326	785	240	1**
Wouldn't want to get someone in trouble / concerned that they will be treated harshly	11 1%	1 2%	-	1 2%	-	1 2%	3 2%	2 1%	1 1%	1 1%	1 1%	-	1 1%	8 1%	11 1%	-	7 1%	4 1%	9 1%	2 1%	-
Not being taken seriously	7 1%	1 3%	-	1 1%	-	2 4%	1 1%	-	-	1 1%	1 1%	1 2%	-	6 1%	7 1%	-	3 *	4 1%	3 *	4 2%	-
Potential repercussions / treatment receive afterwards	6 1%	-	-	1 1%	-	-	1 1%	-	-	1 1%	1 1%	1 1%	1 1%	5 1%	5 1%	1 1%	5 1%	1 *	5 1%	1 1%	-
I wouldn't complain / make a fuss / I don't like to complain	6 1%	-	-	-	-	1 2%	-	3 2%	-	-	-	-	3 3%	3 *	4 *	2 2%	5 1%	1 *	6 1%	-	-
The amount of work / administration involved	6 1%	-	1 2%	1 2%	-	-	-	1 1%	1 1%	-	-	1 1%	-	5 1%	5 *	1 1%	6 1%	-	4 1%	1 1%	-
Maintaining anonymity	5 *	1 2%	-	-	-	-	-	1 *	1 1%	-	-	1 1%	1 1%	3 *	4 *	1 1%	4 *	1 *	5 1%	-	-
Concerns about confrontation / relationship impacts	4 *	-	-	-	-	1 1%	-	-	2 2%	-	1 1%	1 1%	-	3 *	4 *	-	2 *	2 1%	3 *	1 1%	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i/j/k/l/m - z/n/o - z/p/q - z/r/s/t
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 63
GD16 - What, if anything, would concern you about making a complaint?
BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional

	TOTAL (z)	REGION												ETHNICITY		WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST			
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	NON-WHITE (o)	PATIENTS (LAST 12 MONTHS) (p)	PUBLIC (LESS OFTEN) (q)	ONCE A YEAR OR MORE (r)	LESS OFTEN (s)	DON'T KNOW (t)
Weighted Base	1086	44*	67*	90*	119	42*	104*	159	130	81*	94*	78*	78*	789	964	119*	760	326	785	240	1**
Financial implications / cost / prices	4*	-	1	-	-	-	-	*	2	-	-	-	-	3	4	-	2	2	3	1	-
Might not complain to right people/ don't know procedure	4*	*	-	-	1	-	-	1	-	1	-	-	-	2	4	-	2	2	2	1	-
Issues finding alternative practice	3*r	*	-	-	-	*	-	*	-	2	-	-	-	2	3	-	1	2	*	2	-
Feeling embarrassed	1*	1	-	-	-	-	-	*	-	-	-	-	-	-	1	-	1	*	1	-	-
Complaint might not be valid	1*	-	-	-	-	-	-	-	-	-	-	-	1	1	-	1	-	1	-	-	-
Other	14	1	2	-	1	-	2	3	-	-	1	-	3	9	12	2	8	6	8	3	-
	1%	3% ^c	3%	-	1%	-	2%	2%	-	-	1%	-	3%	1%	1%	2%	1%	2%	1%	1%	-
I would not have any concerns	608	26	45	47	65	19	59	82	71	53	54	50	38	446	553	54	418	190	431	132	-
	56% ^o	59%	67% ^{el}	53%	54%	45%	57%	51%	54%	65% ^e	58%	64% ^e	49%	57%	57% ^{zo}	45%	55%	58%	55%	55%	-
Don't know	14	*	1	1	-	1	1	4	-	-	3	4	-	8	11	3	12	3	11	2	1
	1%	1%	1%	1%	-	2%	1%	2%	-	-	3%	5% ^{zdlm}	-	1%	1%	3%	2%	1%	1%	1%	100%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i/j/k/l/m - z/n/o - z/p/q - z/r/s/t
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Table 64
GD16 - What, if anything, would concern you about making a complaint?
BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional

	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN DENTAL REGULATION		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		COMPLAINED/ CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		
	TOTAL (z)	NHS (a)	PRIVATE (b)	MIXTURE (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDEN T (i)	NOT CONFIDEN T (j)	SATISFIE D (k)	DISSATIS FIED (l)	YES (m)	NO (n)	YES (o)	NO (p)	YES (q)	NO (r)
Unweighted Base	1149	639	172	107	15	13	281	687	177	388	43	829	21	-	1148	82	1066	82	1067
Weighted Base	1086	602	159	90*	17**	13**	254	659	168	356	36*	764	19**	**	1085	84*	1001	84*	1002
I would be worried in case I would have to continue seeing the dental professional in the future	147 14%	88 15%	25 16%	10 11%	2 11%	4 32%	33 13%	80 12%	34 20%zfg	54 15%	8 23%	108 14%	3 14%	-	147 14%	16 19%	132 13%	16 19%	132 13%
I would be afraid the practice would refuse to treat me in future	123 11%	71 12%	13 8%	18 20%zab	-	4 30%	24 9%	78 12%	22 13%	39 11%	4 10%	93 12%	2 8%	-	123 11%	14 17%	109 11%	14 17%	109 11%
I would be worried that the issue would not get a satisfactory response	97 9%gpr	49 8%	19 12%	9 10%	4 24%	1 12%	27 11%	49 7%	20 12%	37 11%	6 17%	71 9%	4 19%	-	97 9%	15 17%zp	82 8%	15 17%zr	82 8%
I wouldn't know where to start	93 9%lpr	52 9%	9 6%	7 8%	-	3 25%	15 6%	70 11%zfh	8 5%	17 5%	3 8%	59 8%	3 14%	-	93 9%	15 18%zp	78 8%	15 18%zr	78 8%
Taking too long to resolve / length of the process	12 1%	7 1%	2 1%	* 1%	2 15%	-	3 1%	7 1%	2 1%	4 1%	-	10 1%	-	-	12 1%	1 1%	11 1%	1 1%	11 1%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
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BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional

	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN DENTAL REGULATION		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		COMPLAINED/ CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		
	TOTAL (z)	NHS (a)	PRIVATE (b)	MIXTURE (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDEN T (i)	NOT CONFIDEN T (j)	SATISFIE D (k)	DISSATIS FIED (l)	YES (m)	NO (n)	YES (o)	NO (p)	YES (q)	NO (r)
Weighted Base	1086	602	159	90*	17**	13**	254	659	168	356	36*	764	19**	-**	1085	84*	1001	84*	1002
Wouldn't want to get someone in trouble / concerned that they will be treated harshly	11 1%	8 1%	2 1%	- -	- -	- -	1 *	8 1%	2 1%	3 1%	- -	8 1%	1 3%	- -	11 1%	2 2%	9 1%	2 2%	9 1%
Not being taken seriously	7 1%ak	1 *	1 *	- -	1 5%	- -	2 1%	4 1%	1 1%	2 1%	1 2%	3 *	- -	- -	7 1%	2 2%	6 1%	2 2%	6 1%
Potential repercussions / treatment receive afterwards	6 1%	5 1%	- -	1 1%	- -	- -	1 *	3 1%	2 1%	3 1%	- -	5 1%	- -	- -	6 1%	1 2%	5 1%	1 2%	5 1%
I wouldn't complain / make a fuss / I don't like to complain	6 1%g	3 *	2 1%	2 2%	- -	- -	3 1%	1 *	2 1%g	4 1%	1 3%z	5 1%	1 4%	- -	6 1%	1 1%	5 1%	1 1%	5 1%
The amount of work / administration involved	6 1%	3 1%	1 1%	1 2%	- -	- -	1 *	3 1%	1 1%	2 1%	- -	3 *	1 5%	- -	6 1%	- -	6 1%	- -	6 1%
Maintaining anonymity	5 *	2 *	1 1%	- -	1 6%	- -	1 *	3 *	1 *	2 1%	- -	5 1%	- -	- -	5 *	- -	5 *	- -	5 *

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 64
GD16 - What, if anything, would concern you about making a complaint?
BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional

	TOTAL (z)	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN DENTAL REGULATION		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		COMPLAINED/ CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL	
		NHS (a)	PRIVATE (b)	MIXTURE (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDEN T (i)	NOT CONFIDEN T (j)	SATISFIE D (k)	DISSATIS FIED (l)	YES (m)	NO (n)	YES (o)	NO (p)	YES (q)	NO (r)
Weighted Base	1086	602	159	90*	17**	13**	254	659	168	356	36*	764	19**	-**	1085	84*	1001	84*	1002
Concerns about confrontation / relationship impacts	4*	2*	1%	-	-	-	1%	3*	-	1*	-	3*	-	-	4*	-	4*	-	4*
Financial implications / cost / prices	4*	1*	*	1%	-	-	-	4%	-	-	-	3*	-	-	4*	*	3*	*	3*
Might not complain to right people/ don't know procedure	4*	2*	-	-	-	2%	2*	2*	-	1*	1% ^z	2*	-	-	4*	-	4*	-	4*
Issues finding alternative practice	3*	2*	-	-	-	-	-	3%	-	-	-	*	-	-	3*	-	3*	-	3*
Feeling embarrassed	1*	1*	-	1%	-	-	-	1*	-	-	-	1*	-	-	1*	-	1*	-	1*
Complaint might not be valid	1*	-	1*	-	-	-	-	1*	-	-	-	1*	-	-	1*	-	1*	-	1*
Other	14 ^a	4%	3%	2%	-	-	4%	7%	3%	3%	2% ⁱ	8%	-	-	14%	2%	12%	2%	12%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
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 BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional

	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN DENTAL REGULATION		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		COMPLAINED/ CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		
	TOTAL (z)	NHS (a)	PRIVATE (b)	MIXTURE (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDEN T (i)	NOT CONFIDEN T (j)	SATISFIE D (k)	DISSATIS FIED (l)	YES (m)	NO (n)	YES (o)	NO (p)	YES (q)	NO (r)
Weighted Base	1086	602	159	90*	17**	13**	254	659	168	356	36*	764	19**	-**	1085	84*	1001	84*	1002
I would not have any concerns	608	331	91	41	6	7	149	375	80	197	16	422	8	-	608	36	572	36	572
	56%choq	55%	57%	45%	39%	54%	58%h	57%h	48%	55%	44%	55%	44%	-	56%	43%	57%zo	43%	57%zq
Don't know	14	8	2	-	-	1	4	9	1	3	1	9	1	-	13	-	13	-	14
	1%nl	1%	1%	-	-	9%	2%	1%	1%	1%	2%	1%	3%	-	1%	-	1%	-	1%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
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Table 65
GD17 - In some cases, patients cannot find the right organisation to investigate their complaint. If this happened to you, which of the following, if any, would you want to happen?
BASE: All Respondents

	GENDER		AGE						SOCIAL GRADE				MARITAL STATUS			
	TOTAL (z)	MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/LIVING/AS (o)	SINGLE (p)	WID/DIV/SEP (q)
Unweighted Base	1232	623	609	177	172	173	178	216	316	325	426	229	252	651	360	220
Weighted Base	1175	578	597	174	194	183	199	167	259	307	333	244	292	631	347	196
The organisation I complained to should pass the complaint to the appropriate organisation to investigate it and let me know that they have done so	721 61%cd	358 62%	364 61%	104 60%	101 52%	120 66%cd	134 67%dh	115 69%zdh	148 57%	218 71%zjkl	206 62%	136 56%	161 55%	402 64%	208 60%	112 57%
The organisation I complained to should pass the complaint back to me so that I can decide what I want to do next	334 28%gi	155 27%	179 30%	61 35%eg	72 37%zefg	44 24%	49 25%	35 21%	74 29%	71 23%	98 30%	75 31%	90 31%	164 26%	113 32%o	57 29%
The organisation should advise me what to do / advise me who to send the complaint to	7 1%	5 1%	2 *	- -	1 *	3 2%	1 1%	1 1%	1 *	3 1%	3 1%	1 *	- -	4 1%	3 1%	- -
Something else	29 2%p	15 3%	14 2%	1 1%	3 1%	7 4%f	1 *	4 2%	14 5%zcdf	6 2%	6 2%	8 3%	9 3%	18 3%p	1 *	8 4%p

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/kl - z/o/p/q
 Overlap formulae used.

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Table 65
GD17 - In some cases, patients cannot find the right organisation to investigate their complaint. If this happened to you, which of the following, if any, would you want to happen?
BASE: All Respondents

	GENDER		AGE						SOCIAL GRADE				MARITAL STATUS			
	TOTAL (z)	MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/LIVING AS (o)	SINGLE (p)	WID/DIV/SEP (q)
Weighted Base	1175	578	597	174	194	183	199	167	259	307	333	244	292	631	347	196
Don't know	65	32	33	9	13	8	11	8	17	6	11	19	30	33	18	14
	6%ij	6%	5%	5%	7%	4%	5%	5%	6%	2%	3%	8%ij	10%zij	5%	5%	7%
None of these	19	13	6	-	4	1	4	4	6	3	8	5	3	9	5	4
	2%	2%	1%	-	2%	1%	2%	2%	2%	1%	2%	2%	1%	1%	1%	2%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/ij/kl - z/o/p/q
 Overlap formulae used.

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Table 66
GD17 - In some cases, patients cannot find the right organisation to investigate their complaint. If this happened to you, which of the following, if any, would you want to happen?
BASE: All Respondents

	WORKING STATUS		OCCUPATION									CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULL-TIME (c)	PART-TIME (d)	SELF-EMPLOYED (e)	HOUSE WIFE (f)	STILL IN EDUCATION (g)	UNEMPLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	1232	611	621	400	124	87	64	103	41	359	54	318	914	122	70	115	141	914
Weighted Base	1175	660	515	440	131	89*	57*	88*	40*	282	47*	342	833	141	77*	122	145	833
The organisation I complained to should pass the complaint to the appropriate organisation to investigate it and let me know that they have done so	721 61%ko	418 63%	303 59%	275 62%	81 62%	63 70%g	33 59%	48 54%	26 65%	167 59%	28 60%	186 54%	535 64%zk	78 56%	41 53%	62 51%	78 54%	535 64%zop
The organisation I complained to should pass the complaint back to me so that I can decide what I want to do next	334 28%lg	188 29%	146 28%	128 29%	40 31%	20 23%	16 27%	31 35%	11 28%	76 27%	12 25%	115 34%zl	219 26%	44 31%	24 32%	42 34%	50 34%	219 26%
The organisation should advise me what to do / advise me who to send the complaint to	7 1%	3 1%	3 1%	3 1%	1 1%	- -	- -	- -	1 3%z	1 1%	1 1%	1 *	6 1%	1 1%	- -	- -	1 *	6 1%
Something else	29 2%	11 2%	17 3%	11 2%	- -	1 1%	1 2%	1 1%	- -	15 5%zcd	1 2%	10 3%	19 2%	3 2%	2 3%	3 3%	5 3%	19 2%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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Table 66
GD17 - In some cases, patients cannot find the right organisation to investigate their complaint. If this happened to you, which of the following, if any, would you want to happen?
BASE: All Respondents

	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES					
	WORKING (a)	NOT WORKING (b)	FULL-TIME (c)	PART-TIME (d)	SELF-EMPLOYED (e)	HOUSEWIFE (f)	STILL IN EDUCATION (g)	UNEMPLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)	
Weighted Base	1175	660	515	440	131	89*	57*	88*	40*	282	47*	342	833	141	77*	122	145	833
Don't know	65	27	38	17	6	4	7	8	1	17	5	26	39	15	8	13	10	39
	6%alq	4%	7%za	4%	4%	5%	12%zc	9%	3%	6%	10%c	8%	5%	10%zq	11%q	11%zq	7%	5%
None of these	19	12	7	7	3	1	*	1	-	5	1	4	15	-	2	2	2	15
	2%	2%	1%	2%	3%	1%	1%	1%	-	2%	1%	1%	2%	-	2%	1%	2%	2%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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Table 67
GD17 - In some cases, patients cannot find the right organisation to investigate their complaint. If this happened to you, which of the following, if any, would you want to happen?
BASE: All Respondents

	TOTAL (z)	REGION												ETHNICITY		WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST			
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	NON-WHITE (o)	PATIENTS (LAST 12 MONTHS) (p)	PUBLIC (LESS OFTEN) (q)	ONCE A YEAR OR MORE (r)	LESS OFTEN (s)	DON'T KNOW (t)
Unweighted Base	1232	100	69	103	125	42	111	185	123	75	110	101	88	837	1103	126	873	359	898	249	1
Weighted Base	1175	45	75*	96*	134	42*	114*	173	141	88*	95*	87*	85*	862	1034	137	812	363	833	252	1**
The organisation I complained to should pass the complaint to the appropriate organisation to investigate it and let me know that they have done so	721 61% _j	27 59%	48 65%	70 73% _z adj km	73 55%	32 75% _{dj}	68 60%	109 63% _j	94 66%	54 61%	47 49%	49 57%	52 60%	539 63% _j	646 62% _z	73 53%	515 63% _{zq}	207 57%	526 63%	154 61%	- -
The organisation I complained to should pass the complaint back to me so that I can decide what I want to do next	334 28% _{cm}	14 31% _c	20 26%	18 18%	38 28%	9 22%	25 22%	54 31% _c	36 26%	27 31%	40 42% _z bcd efm	27 31% _c	26 31%	226 26%	294 28%	40 29%	234 29%	101 28%	244 29%	65 26%	1 100%
The organisation should advise me what to do / advise me who to send the complaint to	7 1%	- -	- -	1 2%	1 *	- -	- -	- -	3 2%	1 1%	1 1%	- -	- -	6 1%	6 1%	1 *	4 *	3 1%	4 *	3 1%	- -
Something else	29 2%	1 2%	3 4%	1 1%	2 2%	1 2%	4 3%	7 4%	2 1%	1 1%	1 2%	2 2%	4 5%	19 2%	25 2%	3 2%	17 2%	11 3%	17 2%	7 3%	- -

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i/j/k/l/m - z/n/o - z/p/q - z/r/s/t
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 67
GD17 - In some cases, patients cannot find the right organisation to investigate their complaint. If this happened to you, which of the following, if any, would you want to happen?
BASE: All Respondents

	TOTAL (z)	REGION												ETHNICITY		WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST					
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	NON-WHITE (o)	PATIENTS (LAST 12 MONTHS) (p)	PUBLIC (LESS OFTEN) (q)	ONCE A YEAR OR MORE (r)	LESS OFTEN (s)	DON'T KNOW (t)		
Weighted Base	1175	45	75*	96*	134	42*	114*	173	141	88*	95*	87*	85*	862	1034	137	812	363	833	252	1**		
Don't know	65	4	2	4	18	1	13	2	4	5	4	8	2	56	46	18	32	33	33	18	-		
	6%	gnpr	8%gl	3%	4%	13%zbc	eg	1%	12%zcgjl	1%	3%	5%	4%	9%g	2%	7%zg	4%	13%zn	4%	9%zp	4%	7%	-
None of these	19	-	2	3	3	-	3	1	2	-	3	1	2	15	16	2	11	8	10	5	-		
	2%	-	3%	3%	2%	-	3%	1%	1%	-	3%	1%	2%	2%	2%	2%	1%	2%	1%	2%	-		

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i/j/k/l/m - z/n/o - z/p/q - z/r/s/t
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 68
GD17 - In some cases, patients cannot find the right organisation to investigate their complaint. If this happened to you, which of the following, if any, would you want to happen?
BASE: All Respondents

	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN DENTAL REGULATION		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		COMPLAINED/ CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		
	TOTAL (z)	NHS (a)	PRIVATE (b)	MIXTURE (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDENT (i)	NOT CONFIDENT (j)	SATISFIED (k)	DISSATISFIED (l)	YES (m)	NO (n)	YES (o)	NO (p)	YES (q)	NO (r)
Unweighted Base	1232	676	180	111	15	15	304	736	188	410	51	869	28	60	1148	82	1066	142	1090
Weighted Base	1175	639	167	95*	17**	15**	277	714	179	377	45*	804	28**	61*	1085	84*	1001	145	1030
The organisation I complained to should pass the complaint to the appropriate organisation to investigate it and let me know that they have done so	721 61%g	405 63%	115 69%z	55 58%	6 38%	10 66%	200 72%zg	397 56%	123 68%zg	266 70%z	31 70%	507 63%	19 69%	38 61%	676 62%z	61 73%z	615 61%	99 68%	623 60%
The organisation I complained to should pass the complaint back to me so that I can decide what I want to do next	334 28%ij	194 30%	39 23%	32 33%	6 34%	3 22%	62 22%	227 32%zf	45 25%	91 24%	11 25%	238 30%	6 22%	15 24%	313 29%	19 23%	294 29%	34 23%	300 29%
The organisation should advise me what to do / advise me who to send the complaint to	7 1%	2 *	1 *	2 2%	- -	- -	2 1%	4 1%	- -	1 *	- -	3 *	1 2%	1 1%	6 1%	- -	6 1%	1 *	6 1%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 68
GD17 - In some cases, patients cannot find the right organisation to investigate their complaint. If this happened to you, which of the following, if any, would you want to happen?
BASE: All Respondents

	TOTAL (z)	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN DENTAL REGULATION		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		COMPLAINED/ CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL	
		NHS (a)	PRIVATE (b)	MIXTURE (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDEN T (i)	NOT CONFIDEN T (j)	SATISFIE D (k)	DISSATIS FIED (l)	YES (m)	NO (n)	YES (o)	NO (p)	YES (q)	NO (r)
Weighted Base	1175	639	167	95*	17**	15**	277	714	179	377	45*	804	28**	61*	1085	84*	1001	145	1030
Something else	29 2% _n	12 2%	5 3%	-	-	-	6 2%	15 2%	8 4%	11 3%	1 3%	16 2%	1 3%	4 7% _n	23 2%	1 1%	22 2%	5 4%	23 2%
Don't know	65 6% _a f <h>k i k n p</h>	19 3%	5 3%	5 5%	4 21%	2 12%	3 1%	58 8% _z f <h< i=""> h</h<>	3 2%	6 1%	-	31 4%	1 2%	4 6%	50 5%	1 1%	49 5%	4 3%	61 6%
None of these	19 2%	7 1%	2 1%	1 1%	1 7%	-	3 1%	13 2%	1 1%	3 1%	1 2%	9 1%	* 2%	1 1%	16 1%	2 2%	14 1%	2 2%	16 2%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
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Table 69
GD18 - Which of the following, if any, would be most important to you when receiving treatment from a dental professional? You may choose up to three...
BASE: All Respondents

	GENDER		AGE						SOCIAL GRADE				MARITAL STATUS			
	TOTAL (z)	MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Unweighted Base	1232	623	609	177	172	173	178	216	316	325	426	229	252	651	360	220
Weighted Base	1175	578	597	174	194	183	199	167	259	307	333	244	292	631	347	196
The cleanliness and hygiene of the dental practice	813 69%k	402 70%	411 69%	120 69%	139 72%	133 73%	135 68%	117 70%	169 65%	225 73%k	239 72%k	153 63%	196 67%	443 70%	242 70%	127 65%
The quality of care provided by the dental professional	755 64%hklp	384 66%	370 62%	100 57%	123 64%	119 65%	143 72%zch	118 71%zch	151 59%	230 75%zjkl	224 67%kl	139 57%	162 56%	428 68%zp	204 59%	123 63%
The dental professional's level of experience	502 43%	233 40%	269 45%	76 44%	71 37%	73 40%	92 46%	69 41%	121 47%	143 47%	144 43%	101 41%	114 39%	274 43%	143 41%	83 43%
The dental professional's behaviour during appointments	393 33%	188 32%	205 34%	59 34%	62 32%	73 40%h	61 31%	58 35%	78 30%	117 38%zk	115 35%	71 29%	89 30%	217 34%	120 34%	56 29%
The dental professional's communication skills	297 25%i	149 26%	148 25%	52 30%	46 24%	46 25%	46 23%	43 26%	64 25%	61 20%	81 24%	67 28%	87 30%i	153 24%	97 28%	47 24%
The dental practice's approach to patient confidentiality	156 13%	75 13%	81 14%	31 18%	26 13%	28 16%	22 11%	21 12%	28 11%	38 12%	40 12%	35 14%	44 15%	80 13%	52 15%	24 12%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/kl - z/o/p/q
 Overlap formulae used.

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Table 69
GD18 - Which of the following, if any, would be most important to you when receiving treatment from a dental professional? You may choose up to three...
BASE: All Respondents

	GENDER		AGE						SOCIAL GRADE				MARITAL STATUS			
	TOTAL (z)	MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Weighted Base	1175	578	597	174	194	183	199	167	259	307	333	244	292	631	347	196
The dental professional's behaviour in their personal time	79 7%gjo	43 7%	36 6%	8 5%	15 8%g	8 4%	19 10%g	4 2%	24 9%g	16 5%	15 4%	22 9%j	26 9%j	33 5%	28 8%	17 9%
Don't know	10 1%	6 1%	4 1%	-	-	-	4 2%	2 1%	4 2%	1 *	-	2 1%	7 2%zj	3 *	3 1%	5 2%zo
None of these	13 1%	7 1%	6 1%	1 1%	-	2 1%	1 1%	3 2%	5 2%	5 2%	2 1%	4 2%	2 1%	5 1%	3 1%	5 3%zo

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l - z/o/p/q
 Overlap formulae used.

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Table 70
GD18 - Which of the following, if any, would be most important to you when receiving treatment from a dental professional? You may choose up to three...
BASE: All Respondents

	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES					
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULL-TIME (c)	PART-TIME (d)	SELF-EMPLOYED (e)	HOUSEWIFE (f)	STILL IN EDUCATION (g)	UNEMPLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	1232	611	621	400	124	87	64	103	41	359	54	318	914	122	70	115	141	914
Weighted Base	1175	660	515	440	131	89*	57*	88*	40*	282	47*	342	833	141	77*	122	145	833
The cleanliness and hygiene of the dental practice	813 69%	469 71%	344 67%	311 71%	93 71%	65 73%	38 66%	61 69%	28 69%	187 66%	30 63%	240 70%	573 69%	99 70%	59 77%	86 70%	101 69%	573 69%
The quality of care provided by the dental professional	755 64% ^b	448 68% ^{zb}	306 60%	299 68% ^h	84 64%	65 73% ^{ghi}	36 63%	51 58%	20 51%	173 61%	27 57%	225 66%	529 64%	98 70%	46 60%	83 68%	96 66%	529 64%
The dental professional's level of experience	502 43% ^j	280 42%	222 43%	189 43% ^j	57 43% ^j	34 38%	25 44% ^j	36 41%	17 43%	132 47% ^j	11 24%	138 40%	364 44%	48 34%	28 36%	44 36%	66 45%	364 44%
The dental professional's behaviour during appointments	393 33%	225 34%	167 32%	145 33%	48 36%	33 37%	22 39%	33 37%	11 28%	86 30%	15 32%	125 36%	268 32%	49 35%	35 45% ^q	44 36%	50 34%	268 32%
The dental professional's communication skills	297 25%	171 26%	126 25%	107 24%	39 30%	24 27%	12 20%	21 24%	15 36%	70 25%	9 19%	80 23%	217 26%	28 20%	15 20%	25 21%	36 25%	217 26%
The dental practice's approach to patient confidentiality	156 13%	84 13%	72 14%	58 13%	12 9%	14 15%	13 22% ^{zdhi}	21 24% ^{zcdhi}	2 6%	29 10%	7 15%	41 12%	115 14%	20 14%	12 16%	20 16%	13 9%	115 14%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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Table 70
GD18 - Which of the following, if any, would be most important to you when receiving treatment from a dental professional? You may choose up to three...
BASE: All Respondents

	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES					
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULL-TIME (c)	PART-TIME (d)	SELF-EMPLOYED (e)	HOUSEWIFE (f)	STILL IN EDUCATION (g)	UNEMPLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Weighted Base	1175	660	515	440	131	89*	57*	88*	40*	282	47*	342	833	141	77*	122	145	833
The dental professional's behaviour in their personal time	79	37	42	26	6	5	4	5	4	24	5	25	54	8	4	9	11	54
	7%	6%	8%	6%	4%	6%	7%	6%	9%	8%	11%	7%	6%	6%	5%	7%	7%	6%
Don't know	10	4	7	2	2	-	-	-	2	4	1	2	8	-	1	2	1	8
	1%	1%	1%	1%	1%	-	-	-	4% ^c	2%	2%	1%	1%	-	2%	2%	1%	1%
None of these	13	3	10	3	-	-	1	1	1	5	2	2	11	-	-	1	2	11
	1%^a	*	2% ^{za}	1%	-	-	1%	1%	2%	2%	4% ^{zcde}	1%	1%	-	-	1%	1%	1%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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Table 71
GD18 - Which of the following, if any, would be most important to you when receiving treatment from a dental professional? You may choose up to three...
BASE: All Respondents

	TOTAL (z)	REGION												ETHNICITY		WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST			
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	NON-WHITE (o)	PATIENTS (LAST 12 MONTHS) (p)	PUBLIC (LESS OFTEN) (q)	ONCE A YEAR OR MORE (r)	LESS OFTEN (s)	DON'T KNOW (t)
Unweighted Base	1232	100	69	103	125	42	111	185	123	75	110	101	88	837	1103	126	873	359	898	249	1
Weighted Base	1175	45	75*	96*	134	42*	114*	173	141	88*	95*	87*	85*	862	1034	137	812	363	833	252	1**
The cleanliness and hygiene of the dental practice	813 69%dmq	34 75%d	52 70%	63 66%	80 59%	32 77%	78 69%	140 81%zcdf ijkm	103 73%	53 61%	63 67%	55 63%	60 70%	576 67%	724 70%	87 63%	581 72%zq	232 64%	599 72%z	168 67%	-
The quality of care provided by the dental professional	755 64%dkoq	29 65%	45 61%	66 69%dk	73 54%	28 66%	69 61%	110 63%	97 69%	62 71%dk	66 69%dk	46 53%	64 75%zdkm	550 64%dk	681 66%zo	72 52%	549 68%zq	205 56%	562 67%z	152 60%	-
The dental professional's level of experience	502 43%j	20 45%	32 43%	43 44%	60 45%	16 38%	52 45%	95 55%zijk lm	51 36%	32 36%	31 33%	35 41%	34 40%	355 41%	446 43%	53 39%	349 43%	153 42%	369 44%	95 38%	1 100%
The dental professional's behaviour during appointments	393 33%l	13 28%	23 31%	29 30%	36 27%	19 44%dl	42 37%l	70 40%zadl	60 42%	30 34%	27 28%	27 31%	19 23%	284 33%l	356 34%z	36 26%	271 33%	122 34%	274 33%	96 38%	-
The dental professional's communication skills	297 25%g	14 30%g	16 22%	36 37%zbdg klm	27 20%	14 34%g	36 32%g	30 17%	39 28%	20 23%	26 28%g	19 22%	18 21%	227 26%g	259 25%	38 28%	201 25%	96 27%	205 25%	76 30%	-
The dental practice's approach to patient confidentiality	156 13%	8 18%gl	16 21%gl	11 11%	20 15%	5 11%	14 12%	16 9%	20 14%	11 12%	14 15%	16 18%gl	6 7%	118 14%	131 13%	25 18%	111 14%	45 12%	107 13%	40 16%	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i/j/k/l/m - z/n/o - z/p/q - z/r/s/t
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 71
GD18 - Which of the following, if any, would be most important to you when receiving treatment from a dental professional? You may choose up to three...
BASE: All Respondents

	TOTAL (z)	REGION												ETHNICITY		WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST			
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	NON-WHITE (o)	PATIENTS (LAST 12 MONTHS) (p)	PUBLIC (LESS OFTEN) (q)	ONCE A YEAR OR MORE (r)	LESS OFTEN (s)	DON'T KNOW (t)
Weighted Base	1175	45	75*	96*	134	42*	114*	173	141	88*	95*	87*	85*	862	1034	137	812	363	833	252	1**
The dental professional's behaviour in their personal time	79 7%	3 7%	3 3%	3 3%	14 10% ^c	3 7%	6 5%	9 5%	11 8%	4 5%	9 9%	5 6%	10 12% ^c	58 7%	66 6%	13 9%	50 6%	29 8%	53 6%	14 6%	-
Don't know	10 1% ^{npr}	-	3 4% ^{zg}	1 1%	3 2%	-	-	-	-	1 1%	-	3 3% ^{zg}	-	10 1%	7 1%	3 2%	2 *	8 2% ^{zp}	2 *	4 2% ^r	-
None of these	13 1% ^{pr}	-	2 2%	-	2 2%	-	3 3%	-	4 3%	-	2 2%	1 1%	-	11 1%	11 1%	2 1%	3 *	10 3% ^{zp}	3 *	2 1%	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i/j/k/l/m - z/n/o - z/p/q - z/r/s/t
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 72
GD18 - Which of the following, if any, would be most important to you when receiving treatment from a dental professional? You may choose up to three...
BASE: All Respondents

	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN DENTAL REGULATION		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		COMPLAINED/ CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		
	TOTAL (z)	NHS (a)	PRIVATE (b)	MIXTURE (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDEN T (i)	NOT CONFIDEN T (j)	SATISFIE D (k)	DISSATIS FIED (l)	YES (m)	NO (n)	YES (o)	NO (p)	YES (q)	NO (r)
Unweighted Base	1232	676	180	111	15	15	304	736	188	410	51	869	28	60	1148	82	1066	142	1090
Weighted Base	1175	639	167	95*	17**	15**	277	714	179	377	45*	804	28**	61*	1085	84*	1001	145	1030
The cleanliness and hygiene of the dental practice	813 69%g	466 73%z	116 69%	71 75%	10 62%	9 62%	209 76%zg	472 66%	130 72%	279 74%z	31 69%	581 72%z	18 64%	42 68%	764 70%z	56 66%	708 71%z	98 67%	715 69%
The quality of care provided by the dental professional	755 64%gr	421 66%	123 73%z	61 65%	13 76%	9 62%	197 71%zg	427 60%	129 72%zg	276 73%zj	23 50%	546 68%z	16 56%	37 61%	707 65%z	67 80%zp	639 64%	105 72%	650 63%
The dental professional's level of experience	502 43%	261 41%	81 48%	48 50%	7 43%	7 45%	117 42%	298 42%	83 46%	161 43%	26 57%	351 44%	18 65%	32 52%	458 42%	27 33%	430 43%	59 41%	443 43%
The dental professional's behaviour during appointments	393 33%r	213 33%	61 37%	30 32%	3 20%	5 30%	104 37%	224 31%	65 36%	134 36%	17 38%	270 34%	4 14%	21 34%	363 33%	39 46%zp	325 32%	59 41%	333 32%
The dental professional's communication skills	297 25%	163 26%	46 27%	23 24%	3 20%	3 23%	78 28%	176 25%	41 23%	104 28%	9 19%	198 25%	7 25%	16 26%	279 26%	25 30%	254 25%	41 28%	256 25%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 72
GD18 - Which of the following, if any, would be most important to you when receiving treatment from a dental professional? You may choose up to three...
BASE: All Respondents

	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN DENTAL REGULATION		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		COMPLAINED/ CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		
	TOTAL (z)	NHS (a)	PRIVATE (b)	MIXTURE (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDEN T (i)	NOT CONFIDEN T (j)	SATISFIE D (k)	DISSATIS FIED (l)	YES (m)	NO (n)	YES (o)	NO (p)	YES (q)	NO (r)
Weighted Base	1175	639	167	95*	17**	15**	277	714	179	377	45*	804	28**	61*	1085	84*	1001	145	1030
The dental practice's approach to patient confidentiality	156 13%	89 14%	20 12%	9 9%	4 22%	-	29 11%	108 15%z	19 11%	43 11%	6 12%	107 13%	-	7 11%	148 14%	10 12%	137 14%	17 12%	139 13%
The dental professional's behaviour in their personal time	79 7%bn	44 7%	5 3%	8 8%	3 20%	1 9%	23 8%	45 6%	11 6%	30 8%	4 9%	51 6%	3 10%	4 6%	68 6%	3 4%	65 6%	7 5%	72 7%
Don't know	10 1%akn	1 *	-	-	-	1 7%	-	9 1%	-	-	-	1 *	-	-	7 1%	-	7 1%	-	10 1%
None of these	13 1%akn	2 *	-	1 1%	-	-	1 1%	12 2%	-	1 *	-	3 *	-	-	10 1%	-	10 1%	-	13 1%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 73
GD19 - Which, if any, of these do you think it is important for you to be told before treatment starts? You may choose up to three.
BASE: All Respondents

	GENDER		AGE						SOCIAL GRADE				MARITAL STATUS			
	TOTAL (z)	MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Unweighted Base	1232	623	609	177	172	173	178	216	316	325	426	229	252	651	360	220
Weighted Base	1175	578	597	174	194	183	199	167	259	307	333	244	292	631	347	196
The cost of the treatment	867 74% ^h lq	423 73%	445 74%	123 71%	148 77% ^h	137 75%	155 78% ^h	130 78% ^h	174 67%	243 79% ^{zkl}	266 80% ^{zkl}	168 69%	190 65%	490 78% ^{zpq}	244 70%	132 67%
A description of the planned treatment	797 68% ^{hkl}	387 67%	410 69%	111 63%	125 65%	139 76% ^{zcdh}	144 72% ^h	126 76% ^{zcdh}	153 59%	252 82% ^{zjkl}	234 70% ^{kl}	148 61%	163 56%	447 71% ^{zq}	226 65%	123 63%
How long the treatment will take	641 55% ^{hq}	316 55%	325 54%	96 55% ^h	117 60% ^h	113 62% ^h	113 57% ^h	87 53%	115 44%	195 64% ^{zjkl}	170 51%	129 53%	146 50%	351 56%	195 56%	94 48%
The dental professional's level of experience	262 22% ^{fg}	117 20%	145 24%	37 21%	43 22%	38 21%	30 15%	36 22%	78 30% ^{zcef} g	60 20%	80 24%	45 18%	77 26% ^k	136 22%	78 22%	48 25%
The standards of care dental professionals are expected to meet	215 18% ^e	106 18%	109 18%	48 28% ^{zdef}	25 13%	22 12%	33 16%	35 21% ^{de}	51 20% ^e	45 15%	59 18%	49 20%	62 21%	106 17%	70 20%	39 20%
The complaints procedure	45 4% ^{ij}	22 4%	23 4%	6 3%	11 6%	6 3%	5 2%	5 3%	13 5%	5 2%	10 3%	13 6% ⁱ	17 6% ⁱ	25 4%	9 3%	11 6%
How to give positive and negative feedback about dental professionals	45 4%	22 4%	23 4%	8 5%	3 1%	6 3%	9 4%	7 4%	12 5%	8 3%	11 3%	8 3%	17 6%	20 3%	11 3%	13 7% ^{zo}

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/ij/kl - z/o/p/q
 Overlap formulae used.

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Table 73
GD19 - Which, if any, of these do you think it is important for you to be told before treatment starts? You may choose up to three.
BASE: All Respondents

	GENDER		AGE						SOCIAL GRADE				MARITAL STATUS			
	TOTAL (z)	MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Weighted Base	1175	578	597	174	194	183	199	167	259	307	333	244	292	631	347	196
Don't know	13	9	4	-	-	1	2	4	6	1	1	1	10	4	6	4
	1%	2%	1%	-	-	*	1%	2%cd	2%zd	*	*	1%	3%zijk	1%	2%	2%
None of these	9	6	3	-	-	1	2	-	5	2	1	5	-	4	1	4
	1%	1%	*	-	-	1%	1%	-	2%z	1%	*	2%zjl	-	1%	*	2%zp

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l - z/o/p/q
 Overlap formulae used.

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Table 74
GD19 - Which, if any, of these do you think it is important for you to be told before treatment starts? You may choose up to three.
BASE: All Respondents

	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES					
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULL-TIME (c)	PART-TIME (d)	SELF-EMPLOYED (e)	HOUSEWIFE (f)	STILL IN EDUCATION (g)	UNEMPLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	1232	611	621	400	124	87	64	103	41	359	54	318	914	122	70	115	141	914
Weighted Base	1175	660	515	440	131	89*	57*	88*	40*	282	47*	342	833	141	77*	122	145	833
The cost of the treatment	867 74%bhij	522 79%zb	346 67%	344 78%zghi j	101 77%hj	76 85%zghi j	37 65%	70 79%hj	19 46%	193 68%h	28 58%	251 73%	616 74%	95 68%	56 73%	86 70%	109 75%	616 74%
A description of the planned treatment	797 68%bj	485 73%zb	312 61%	325 74%zgj	89 68%	71 80%zgj	41 71%	53 59%	25 62%	169 60%	25 52%	237 69%	560 67%	91 65%	45 59%	84 68%	106 73% n	560 67%
How long the treatment will take	641 55%bi	383 58%zb	257 50%	258 59%i	78 60%i	48 53%	33 58%	48 54%	24 59%	127 45%	26 56%	201 59%	440 53%	81 57%	47 61%	76 62%	84 58%	440 53%
The dental professional's level of experience	262 22%ack	127 19%	136 26%za	80 18%	29 22%	18 20%	12 20%	20 23%	10 25%	86 31%zcj	8 16%	60 17%	203 24%zk	27 19%	14 18%	27 22%	24 16%	203 24%z
The standards of care dental professionals are expected to meet	215 18%ac	103 16%	112 22%za	60 14%	30 23% c	13 14%	15 26% c	21 24% c	9 24%	57 20% c	9 20%	58 17%	157 19%	22 15%	16 20%	20 17%	30 21%	157 19%
The complaints procedure	45 4%a	18 3%	27 5%za	12 3%	1 1%	4 5%	7 12%zcdi	5 6% d	1 3%	13 5%	1 3%	15 4%	31 4%	7 5%	4 5%	5 4%	5 3%	31 4%
How to give positive and negative feedback about dental professionals	45 4%	19 3%	25 5%	13 3%	4 3%	3 3%	2 4%	4 4%	4 9%	14 5%	2 4%	9 3%	36 4%	5 3%	3 4%	4 3%	5 3%	36 4%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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Table 74
GD19 - Which, if any, of these do you think it is important for you to be told before treatment starts? You may choose up to three.
BASE: All Respondents

TOTAL (z)	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
	WOR- KING (a)	NOT WOR- KING (b)	FULL- TIME (c)	PART- TIME (d)	SELF- EMPLOYE D (e)	HOUSE WIFE (f)	STILL IN EDU- CATION (g)	UNEM- PLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Weighted Base 1175	660	515	440	131	89*	57*	88*	40*	282	47*	342	833	141	77*	122	145	833
Don't know	13	10	3	-	-	1	-	2	6	2	3	10	-	-	3	2	10
	1% ^a	*	1%	-	-	1%	-	4% ^d	2%	5% ^{zcd}	1%	1%	-	-	3%	1%	1%
None of these	9	6	3	-	-	-	-	-	5	1	1	8	-	1	1	-	8
	1%	*	1%	-	-	-	-	-	2% ^z	2%	*	1%	-	2%	1%	-	1%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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Table 75
GD19 - Which, if any, of these do you think it is important for you to be told before treatment starts? You may choose up to three.
BASE: All Respondents

	TOTAL (z)	REGION												ETHNICITY		WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST			
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	NON-WHITE (o)	PATIENTS (LAST 12 MONTHS) (p)	PUBLIC (LESS OFTEN) (q)	ONCE A YEAR OR MORE (r)	LESS OFTEN (s)	DON'T KNOW (t)
Unweighted Base	1232	100	69	103	125	42	111	185	123	75	110	101	88	837	1103	126	873	359	898	249	1
Weighted Base	1175	45	75*	96*	134	42*	114*	173	141	88*	95*	87*	85*	862	1034	137	812	363	833	252	1**
The cost of the treatment	867 74%dk	33 73%k	54 72%	72 75%k	88 65%	25 60%	81 71%k	143 83%zade fkm	122 86%	66 75%k	69 73%k	50 57%	64 75%k	622 72%k	774 75%z	91 66%	600 74%	267 74%	613 74%	195 78%	1 100%
A description of the planned treatment	797 68%adoqs	24 54%	50 67%	73 76%adl	75 56%	34 80%adl	77 67%	129 75%zadl	104 74%	60 68%	65 68%a	56 65%	50 59%	579 67%ad	717 69%zo	78 57%	590 73%zq	207 57%	607 73%zs	150 60%	- -
How long the treatment will take	641 55%dim	24 54%di	45 60%di	62 65%zdi m	53 40%	29 70%dikm	59 52%	107 62%zdi m	80 57%	36 40%	59 62%dik	40 46%	47 55%di	451 52%di	571 55%	66 48%	441 54%	200 55%	459 55%	144 57%	- -
The dental professional's level of experience	262 22%sl	13 29%	12 16%	17 17%	29 21%	6 14%	31 27%	46 27%	22 16%	20 22%	23 24%	20 23%	24 28%	181 21%	238 23%	24 17%	186 23%	76 21%	193 23%sl	42 17%	- -
The standards of care dental professionals are expected to meet	215 18%	13 29%zgil m	14 18%	17 18%	30 23%	13 31%zgm	24 21%	27 16%	15 10%	14 16%	17 18%	17 19%	14 17%	157 18%	186 18%	27 20%	147 18%	68 19%	147 18%	54 22%	- -
The complaints procedure	45 4%np	3 6%cg	1 1%	-	15 11%zboef gilm	-	4 3%	2 1%	9 7%	4 5%c	2 2%	4 5%c	1 1%	38 4%c	31 3%	15 11%zn	23 3%	23 6%zp	21 3%	21 8%zr	- -

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i/j/k/l/m - z/n/o - z/p/q - z/r/s/t
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 75
GD19 - Which, if any, of these do you think it is important for you to be told before treatment starts? You may choose up to three.
BASE: All Respondents

	TOTAL (z)	REGION												ETHNICITY		WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST			
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	NON- WHITE (o)	PATIENTS (LAST 12 MONTHS) (p)	PUBLIC (LESS OFTEN) (q)	ONCE A YEAR OR MORE (r)	LESS OFTEN (s)	DON'T KNOW (t)
Weighted Base	1175	45	75*	96*	134	42*	114*	173	141	88*	95*	87*	85*	862	1034	137	812	363	833	252	1**
How to give positive and negative feedback about dental professionals	45 4%nr	2 4%	2 2%	4 4%	11 8%zjm	3 8%	4 4%	5 3%	2 1%	5 6%	1 1%	3 4%	2 2%	37 4%	35 3%	10 8%zn	27 3%	18 5%	25 3%	15 6%r	-
Don't know	13 1%nr	-	2 3%g	1 1%	3 2%	-	2 2%	-	-	1 1%	1 1%	2 2%	2 2%	13 1%	9 1%	5 3%zn	4 1%	9 2%zp	4 1%	3 1%	-
None of these	9 1%pr	-	1 1%	-	1 1%	-	2 1%	-	2 2%	-	2 2%	1 1%	-	7 1%	8 1%	1 1%	3 *	6 2%p	3 *	-	-

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Table 76
GD19 - Which, if any, of these do you think it is important for you to be told before treatment starts? You may choose up to three.
BASE: All Respondents

	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN DENTAL REGULATION		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		COMPLAINED/ CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		
	TOTAL (z)	NHS (a)	PRIVATE (b)	MIXTURE (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDEN T (i)	NOT CONFIDEN T (j)	SATISFIE D (k)	DISSATIS FIED (l)	YES (m)	NO (n)	YES (o)	NO (p)	YES (q)	NO (r)
Unweighted Base	1232	676	180	111	15	15	304	736	188	410	51	869	28	60	1148	82	1066	142	1090
Weighted Base	1175	639	167	95*	17**	15**	277	714	179	377	45*	804	28**	61*	1085	84*	1001	145	1030
The cost of the treatment	867 74%qr	458 72%	130 78%	79 84%za	16 93%	12 80%	225 81%zg	496 69%	144 80%zg	309 82%z	32 72%	595 74%	18 64%	46 74%	804 74%	72 86%zp	732 73%	118 81%	750 73%
A description of the planned treatment	797 68%gj	452 71%z	124 74%	77 81%za	8 51%	11 71%	217 78%zg	447 63%	129 72%g	288 76%z	31 70%	588 73%z	19 69%	41 67%	747 69%z	64 76%	684 68%	105 72%	691 67%
How long the treatment will take	641 55%	355 55%	96 57%	53 56%	7 42%	9 58%	159 57%	375 53%	105 58%	226 60%z	24 54%	443 55%	16 58%	31 51%	603 56%z	48 57%	555 55%	79 55%	561 55%
The dental professional's level of experience	262 22%inpr	133 21%	48 29%za	22 23%	2 15%	3 22%	54 19%	172 24%	37 21%	70 19%	10 23%	183 23%	11 38%	21 34%zn	230 21%	23 27%	207 21%	44 30%zr	219 21%
The standards of care dental professionals are expected to meet	215 18%	112 18%	26 16%	17 18%	6 35%	1 5%	51 18%	138 19%	26 14%	60 16%	7 15%	144 18%	3 10%	8 13%	205 19%	12 15%	193 19%z	20 14%	195 19%
The complaints procedure	45 4%k	24 4%	2 1%	3 3%	1 9%	- -	10 4%	26 4%	9 5%	12 3%	6 14%zi	21 3%	- -	3 5%	41 4%	4 5%	37 4%	7 5%	38 4%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 76
GD19 - Which, if any, of these do you think it is important for you to be told before treatment starts? You may choose up to three.
BASE: All Respondents

	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN DENTAL REGULATION		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		COMPLAINED/ CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		
	TOTAL (z)	NHS (a)	PRIVATE (b)	MIXTURE (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDEN T (i)	NOT CONFIDEN T (j)	SATISFIE D (k)	DISSATIS FIED (l)	YES (m)	NO (n)	YES (o)	NO (p)	YES (q)	NO (r)
Weighted Base	1175	639	167	95*	17**	15**	277	714	179	377	45*	804	28**	61*	1085	84*	1001	145	1030
How to give positive and negative feedback about dental professionals	45 4% ^{fik}	22 4%	5 3%	3 3%	-	1 4%	3 1%	34 5% ^f	8 4% ^f	6 2%	1 2%	24 3%	1 4%	4 6%	39 4%	1 1%	38 4%	5 3%	40 4%
Don't know	13 1% ^{aiknp}	3 *	-	-	-	1 7%	-	12 2% ^f	-	-	-	-	3 *	2 3%	8 1%	-	8 1%	2 1%	12 1%
None of these	9 1% ^{ak}	2 *	-	1 1%	-	-	1 1%	7 1%	-	1 *	-	3 *	-	-	7 1%	-	7 1%	-	9 1%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 77
GD20_1 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dentist?
This action would be on top of any action other organisations, such as the police, may have taken.
A dentist posts racist comments on their personal Facebook page
BASE: All Respondents

	GENDER		AGE						SOCIAL GRADE				MARITAL STATUS			
	TOTAL (z)	MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/LIVING/AS (o)	SINGLE (p)	WID/DIV/SEP (q)
Unweighted Base	1232	623	609	177	172	173	178	216	316	325	426	229	252	651	360	220
Weighted Base	1175	578	597	174	194	183	199	167	259	307	333	244	292	631	347	196
Suspension	324 28%h	145 25%	178 30%	55 32%h	51 26%	49 27%	68 34%h	42 25%	59 23%	91 30%	98 29%	66 27%	69 24%	178 28%	98 28%	47 24%
Reprimand	304 26%cd	162 28%	142 24%	31 18%	39 20%	47 26%	53 26%	54 32%zcd	82 32%zcd	80 26%	84 25%	65 27%	76 26%	163 26%	92 26%	49 25%
Strike off register	222 19%	104 18%	118 20%	46 27%zefh	41 21%	30 16%	29 15%	32 19%	44 17%	55 18%	61 18%	48 20%	58 20%	109 17%	72 21%	41 21%
No action	150 13%	78 13%	72 12%	20 11%	25 13%	25 14%	24 12%	19 11%	37 14%	32 10%	37 11%	36 15%	44 15%	80 13%	40 12%	29 15%
Conditions	145 12%kl	71 12%	74 12%	22 13%	32 17%g	28 15%	22 11%	15 9%	27 10%	48 16%k	50 15%k	19 8%	28 10%	85 14%	39 11%	20 10%
Don't know	30 3%ij	18 3%	12 2%	1 *	6 3%	4 2%	4 2%	5 3%	10 4%c	1 *	3 1%	10 4%ij	16 5%zij	15 2%	7 2%	9 4%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/ij/kl - z/o/p/q
 Overlap formulae used.

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Table 78
GD20_1 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dentist?
This action would be on top of any action other organisations, such as the police, may have taken.
A dentist posts racist comments on their personal Facebook page
BASE: All Respondents

	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES					
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULL-TIME (c)	PART-TIME (d)	SELF-EMPLOYED (e)	HOUSE WIFE (f)	STILL IN EDUCATION (g)	UNEMPLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	1232	611	621	400	124	87	64	103	41	359	54	318	914	122	70	115	141	914
Weighted Base	1175	660	515	440	131	89*	57*	88*	40*	282	47*	342	833	141	77*	122	145	833
Suspension	324 28% ^{ij}	193 29%	130 25%	126 29% ^j	38 29% ^j	29 32% ^j	22 39% ^{zhij}	31 35% ^{hij}	7 17%	63 22%	7 14%	96 28%	228 27%	37 27%	19 25%	27 22%	46 32% ^o	228 27%
Reprimand	304 26% ^{ckp}	158 24%	146 28%	92 21%	31 23%	35 39% ^{zcdg}	14 24%	19 22%	10 24%	91 32% ^{zc}	13 27%	72 21%	232 28% ^{zk}	27 19%	17 22%	30 25%	27 19%	232 28% ^{zp}
Strike off register	222 19% ^e	121 18%	100 20%	85 19% ^e	27 21%	9 10%	9 16%	17 19%	12 30% ^e	48 17%	15 32% ^{zcei}	71 21%	151 18%	31 22%	18 24%	22 18%	30 21%	151 18%
No action	150 13%	84 13%	65 13%	62 14%	15 12%	7 8%	6 10%	7 8%	5 13%	42 15%	5 11%	45 13%	105 13%	16 12%	5 6%	17 14%	22 15%	105 13%
Conditions	145 12%	89 14%	56 11%	65 15%	17 13%	8 8%	5 9%	13 15%	5 12%	28 10%	4 9%	48 14%	97 12%	19 14%	14 18%	22 18%	17 12%	97 12%
Don't know	30 3%	13 2%	17 3%	10 2%	2 2%	1 1%	1 2%	1 1%	2 4%	10 4%	3 7% ^g	11 3%	19 2%	9 7% ^{zpq}	4 6%	5 4%	2 1%	19 2%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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Table 79
GD20_1 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dentist?
This action would be on top of any action other organisations, such as the police, may have taken.
A dentist posts racist comments on their personal Facebook page
BASE: All Respondents

	TOTAL (z)	REGION												ETHNICITY		WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST			
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	NON-WHITE (o)	PATIENTS (LAST 12 MONTHS) (p)	PUBLIC (LESS OFTEN) (q)	ONCE A YEAR OR MORE (r)	LESS OFTEN (s)	DON'T KNOW (t)
Unweighted Base	1232	100	69	103	125	42	111	185	123	75	110	101	88	837	1103	126	873	359	898	249	1
Weighted Base	1175	45	75*	96*	134	42*	114*	173	141	88*	95*	87*	85*	862	1034	137	812	363	833	252	1**
Suspension	324 28% _j	13 28% _j	27 36% _{ei} jk	26 28%	45 34% _{jk}	7 17%	33 29% _j	44 26%	55 39%	17 20%	16 16%	17 19%	24 28%	251 29% _{jk}	285 28%	35 25%	227 28%	96 27%	237 28%	63 25%	-
Reprimand	304 26% _o mq	12 26%	17 23%	22 23%	22 17%	16 37% _d	37 32% _d	47 27% _d	30 22%	24 27%	37 39% _z bd lm	23 26%	17 20%	208 24% _d	281 27% _{zo}	23 17%	231 28% _{zq}	73 20%	221 27%	64 26%	1 100%
Strike off register	222 19% _n pr	11 25% _f	14 19%	18 19%	30 22%	8 20%	15 13%	30 17%	19 13%	23 26%	16 17%	19 22%	18 21%	165 19%	184 18%	38 28% _{zn}	138 17%	84 23% _{zp}	145 17%	58 23%	-
No action	150 13%	6 14%	7 9%	16 17% _f	18 13%	6 13%	7 7%	27 16% _f	16 11%	10 11%	9 9%	14 16% _f	13 15%	107 12%	133 13%	16 12%	97 12%	52 14%	106 13%	32 13%	-
Conditions	145 12%	3 7%	8 11%	9 9%	13 9%	5 12%	17 15%	22 13%	21 15%	8 9%	16 17% _a	10 12%	13 15%	104 12%	125 12%	20 15%	102 13%	43 12%	108 13%	29 12%	-
Don't know	30 3% _{pr}	-	1 2%	4 4%	6 5%	-	5 4%	2 1%	-	6 7% _{zagl}	2 2%	4 4%	-	26 3%	26 3%	4 3%	15 2%	15 4% _p	16 2%	5 2%	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i/j/k/l/m - z/n/o - z/p/q - z/r/s/t
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 80
GD20_1 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dentist?
This action would be on top of any action other organisations, such as the police, may have taken.
A dentist posts racist comments on their personal Facebook page
BASE: All Respondents

	TOTAL (z)	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN DENTAL REGULATION		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		COMPLAINED/ CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL	
		NHS (a)	PRIVATE (b)	MIXTURE (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDEN T (i)	NOT CONFIDEN T (j)	SATISFIE D (k)	DISSATIS FIED (l)	YES (m)	NO (n)	YES (o)	NO (p)	YES (q)	NO (r)
Unweighted Base	1232	676	180	111	15	15	304	736	188	410	51	869	28	60	1148	82	1066	142	1090
Weighted Base	1175	639	167	95*	17**	15**	277	714	179	377	45*	804	28**	61*	1085	84*	1001	145	1030
Suspension	324 28%g	188 29%	36 22%	27 29%	4 25%	6 39%	85 31%	178 25%	58 32%	119 32%z	11 24%	233 29%	4 16%	18 29%	299 28%	21 25%	278 28%	39 27%	285 28%
Reprimand	304 26%r	157 25%	67 40%zac	20 21%	5 32%	1 9%	65 24%	188 26%	51 28%	98 26%	13 30%	212 26%	10 34%	16 26%	282 26%	33 39%zp	250 25%	49 33%zr	255 25%
Strike off register	222 19%k	123 19%	24 14%	19 20%	- -	1 7%	52 19%	142 20%	27 15%	67 18%	7 15%	139 17%	5 16%	10 16%	206 19%	18 21%	188 19%	28 19%	194 19%
No action	150 13%o	84 13%	18 11%	12 12%	- -	3 17%	33 12%	97 14%	20 11%	43 11%	6 12%	103 13%	3 10%	10 16%	137 13%	3 4%	134 13%o	13 9%	137 13%
Conditions	145 12%	77 12%	21 12%	16 17%	4 24%	4 28%	39 14%	84 12%	22 12%	47 13%	7 17%	102 13%	6 21%	8 14%	135 12%	8 10%	127 13%	17 11%	128 12%
Don't know	30 3%afik	10 2%	2 1%	1 1%	3 19%	- -	2 1%	25 3%zf	2 1%	3 1%	1 2%	15 2%	1 3%	- -	26 2%	* 1%	25 3%	* *	30 3%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 81
GD20_2 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dentist?
This action would be on top of any action other organisations, such as the police, may have taken.
A dentist accidentally prescribes the wrong medication to a patient, and there are serious side effects leading to the patient being admitted to hospital
BASE: All Respondents

	GENDER		AGE						SOCIAL GRADE				MARITAL STATUS			
	TOTAL (z)	MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/LIVING/AS (o)	SINGLE (p)	WID/DIV/SEP (q)
Unweighted Base	1232	623	609	177	172	173	178	216	316	325	426	229	252	651	360	220
Weighted Base	1175	578	597	174	194	183	199	167	259	307	333	244	292	631	347	196
Suspension	490 42%h	239 41%	251 42%	76 44%	72 37%	84 46%h	93 47%h	71 43%	93 36%	139 45%l	142 43%	108 44%	102 35%	278 44%	141 41%	71 36%
Conditions	267 23%k	146 25%	121 20%	36 21%	39 20%	41 23%	45 23%	41 24%	65 25%	95 31%zjkl	79 24%k	39 16%	54 19%	150 24%	72 21%	46 23%
Strike off register	252 21%aio	102 18%	149 25%za	41 24%	48 25%	38 21%	39 20%	30 18%	56 22%	51 17%	75 22%	55 22%	71 24%i	118 19%	87 25%o	47 24%
Reprimand	98 8%bi	58 10%b	40 7%	11 6%	21 11%	14 8%	14 7%	15 9%	23 9%	17 6%	28 9%	21 9%	32 11%i	56 9%	26 7%	17 9%
No action	38 3%ij	17 3%	21 4%	8 5%	6 3%	3 2%	6 3%	2 1%	12 5%	4 1%	6 2%	14 6%zij	15 5%ij	18 3%	11 3%	9 4%
Don't know	29 2%ij	15 3%	13 2%	2 1%	6 3%	1 1%	2 1%	7 4%cef	10 4%e	1 *	2 1%	7 3%ij	19 6%zij	12 2%	10 3%	7 4%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/ij/kl - z/o/p/q
 Overlap formulae used.

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Table 82
GD20_2 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dentist?
This action would be on top of any action other organisations, such as the police, may have taken.
A dentist accidentally prescribes the wrong medication to a patient, and there are serious side effects leading to the patient being admitted to hospital
BASE: All Respondents

	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES					
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULL-TIME (c)	PART-TIME (d)	SELF-EMPLOYED (e)	HOUSE WIFE (f)	STILL IN EDUCATION (g)	UNEMPLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	1232	611	621	400	124	87	64	103	41	359	54	318	914	122	70	115	141	914
Weighted Base	1175	660	515	440	131	89*	57*	88*	40*	282	47*	342	833	141	77*	122	145	833
Suspension	490	294	197	191	59	43	23	38	20	98	17	156	334	61	35	59	70	334
		42% ^{bi}	38%	43% ^{ai}	45%	49% ^{ai}	41%	43%	50%	35%	36%	46%	40%	43%	45%	48%	48%	40%
Conditions	267	151	116	102	25	24	11	19	7	72	8	65	202	26	21	24	24	202
	23%	23%	23%	23%	19%	26%	19%	21%	17%	26%	17%	19%	24% ^z	18%	27%	20%	17%	24% ^z
Strike off register	252	137	115	92	32	12	13	24	8	60	10	84	168	34	14	23	38	168
	21%	21%	22%	21%	25%	14%	22%	27% ^{ae}	21%	21%	22%	24%	20%	24%	18%	19%	26%	20%
Reprimand	98	47	51	35	7	6	7	3	3	30	8	21	77	9	4	7	11	77
	8%	7%	10%	8%	5%	6%	12%	4%	8%	11% ^g	17% ^{zcdg}	6%	9%	6%	6%	6%	8%	9%
No action	38	21	18	13	6	2	2	4	-	12	1	9	30	4	1	5	1	30
	3%	3%	3%	3%	4%	2%	3%	4%	-	4%	2%	3%	4%	3%	2%	4%	1%	4%
Don't know	29	11	18	7	1	2	2	2	2	10	3	8	21	7	2	5	1	21
	2%	2%	4% ^{za}	2%	1%	2%	3%	2%	4%	4%	7% ^{cd}	2%	3%	5% ^p	3%	4% ^p	*	3%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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Table 83
GD20_2 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dentist?
This action would be on top of any action other organisations, such as the police, may have taken.
A dentist accidentally prescribes the wrong medication to a patient, and there are serious side effects leading to the patient being admitted to hospital
BASE: All Respondents

	TOTAL (z)	REGION													ETHNICITY		WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST		
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	NON-WHITE (o)	PATIENTS (LAST 12 MONTHS) (p)	PUBLIC (LESS OFTEN) (q)	ONCE A YEAR OR MORE (r)	LESS OFTEN (s)	DON'T KNOW (t)
Unweighted Base	1232	100	69	103	125	42	111	185	123	75	110	101	88	837	1103	126	873	359	898	249	1
Weighted Base	1175	45	75*	96*	134	42*	114*	173	141	88*	95*	87*	85*	862	1034	137	812	363	833	252	1**
Suspension	490 42% ^d	17 37%	39 52% ^{cd}	33 34%	43 32%	22 51% ^d	46 40%	70 40%	75 53%	31 35%	50 53% ^{zacd} ikm	31 36%	35 41%	354 41% ^d	439 42%	51 37%	343 42%	147 40%	356 43%	97 38%	-
Conditions	267 23%	7 15%	15 20%	25 26%	30 22%	10 23%	27 24%	53 31% ^{zakl} m	21 15%	27 31% ^{al}	25 27%	15 17%	14 16%	182 21%	242 23%	24 17%	194 24%	73 20%	199 24%	55 22%	-
Strike off register	252 21% ^{gn}	17 37% ^{zbd} fgijm	13 18%	24 25% ^g	33 25% ^g	6 14%	24 21%	25 15%	32 23%	13 15%	16 16%	25 29% ^{gjj}	24 28% ^g	194 23% ^g	211 20%	38 28%	170 21%	82 23%	171 21%	65 26%	-
Reprimand	98 8% ^j	4 9% ^j	3 5%	9 9%	9 7%	5 11%	11 10%	19 11% ^j	8 6%	10 12% ^j	3 3%	9 10% ^j	9 11% ^j	73 8%	89 9%	9 7%	71 9%	27 7%	71 9%	23 9%	-
No action	38 3% ^{pr}	1 2%	2 2%	3 3%	12 9% ^{zfgjm}	-	2 2%	5 3%	4 3%	3 4%	* *	3 4%	2 2%	32 4%	31 3%	8 6%	17 2%	21 6% ^{zp}	20 2%	8 3%	-
Don't know	29 2% ^{nr}	-	3 4%	3 3%	7 6% ^{zag}	-	4 3%	1 1%	1 1%	3 4%	1 1%	4 4%	2 2%	27 3%	21 2%	8 5% ^{zn}	16 2%	13 4%	15 2%	4 2%	1 100%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i/j/k/l/m - z/n/o - z/p/q - z/r/s/t
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 84
GD20_2 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dentist?
This action would be on top of any action other organisations, such as the police, may have taken.
A dentist accidentally prescribes the wrong medication to a patient, and there are serious side effects leading to the patient being admitted to hospital
BASE: All Respondents

	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN DENTAL REGULATION		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		COMPLAINED/ CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		
	TOTAL (z)	NHS (a)	PRIVATE (b)	MIXTURE (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDEN T (i)	NOT CONFIDEN T (j)	SATISFIE D (k)	DISSATIS FIED (l)	YES (m)	NO (n)	YES (o)	NO (p)	YES (q)	NO (r)
Unweighted Base	1232	676	180	111	15	15	304	736	188	410	51	869	28	60	1148	82	1066	142	1090
Weighted Base	1175	639	167	95*	17**	15**	277	714	179	377	45*	804	28**	61*	1085	84*	1001	145	1030
Suspension	490 42%gm	262 41%	75 45%	47 49%	3 19%	7 45%	128 46%g	277 39%	83 46%	179 47%z	18 40%	347 43%	9 32%	17 28%	466 43%zm	46 55%zp	420 42%	63 44%	427 41%
Conditions	267 23%	150 24%	47 28%	20 21%	4 26%	1 5%	71 26%	158 22%	38 21%	90 24%	9 21%	195 24%	5 16%	14 23%	250 23%	15 18%	235 23%	29 20%	238 23%
Strike off register	252 21%ij	147 23%	28 17%	17 17%	4 21%	5 33%	47 17%	167 23%l	37 20%	63 17%	13 30%l	162 20%	8 30%	17 27%	227 21%	17 20%	210 21%	34 23%	218 21%
Reprimand	98 8%	57 9%	12 7%	8 9%	2 15%	1 7%	23 8%	62 9%	13 7%	30 8%	3 6%	68 8%	4 13%	5 8%	91 8%	6 7%	86 9%	11 7%	88 9%
No action	38 3%akn	14 2%	3 2%	3 3%	- -	1 9%	5 2%	27 4%	6 3%	11 3%	- -	18 2%	1 5%	5 8%n	29 3%	- -	29 3%	5 3%	33 3%
Don't know	29 2%aikn	10 2%	1 1%	1 1%	3 19%	- -	3 1%	22 3%	3 2%	5 1%	1 2%	14 2%	1 4%	3 5%	21 2%	- -	21 2%	3 2%	26 2%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 85
GD20_3 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dentist?
This action would be on top of any action other organisations, such as the police, may have taken.
A dentist is charged for drunk and disorderly behaviour on a night out
BASE: All Respondents

	GENDER		AGE						SOCIAL GRADE				MARITAL STATUS			
	TOTAL (z)	MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Unweighted Base	1232	623	609	177	172	173	178	216	316	325	426	229	252	651	360	220
Weighted Base	1175	578	597	174	194	183	199	167	259	307	333	244	292	631	347	196
No action	491 42%o	248 43%	243 41%	67 38%	77 40%	66 36%	88 44%	76 46%	115 45%	120 39%	128 38%	108 44%	135 46%	241 38%	157 45%o	92 47%o
Reprimand	309 26%kl	157 27%	152 25%	47 27%	47 24%	56 31%	45 23%	45 27%	68 26%	97 32%zkl	99 30%kl	50 21%	63 22%	177 28%	82 24%	49 25%
Suspension	158 13%cd	70 12%	88 15%	30 17%h	26 13%	27 15%	27 14%	21 13%	27 10%	42 14%	49 15%	34 14%	32 11%	86 14%	54 16%q	18 9%
Conditions	121 10%gh	55 10%	66 11%	21 12%	22 12%	23 13%g	27 13%gh	10 6%	18 7%	41 13%	34 10%	22 9%	24 8%	78 12%zq	30 9%	13 7%
Strike off register	71 6%ci	34 6%	36 6%	8 5%	17 9%	7 4%	9 4%	8 5%	22 8%	5 1%	22 6%i	23 9%zi	22 7%i	35 6%	19 5%	17 9%
Don't know	25 2%ij	13 2%	12 2%	1 *	4 2%	3 2%	3 2%	6 3%c	8 3%	1 *	2 *	7 3%ij	16 5%zij	15 2%	5 1%	6 3%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/ij/kl - z/o/p/q
 Overlap formulae used.

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Table 86
GD20_3 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dentist?
This action would be on top of any action other organisations, such as the police, may have taken.
A dentist is charged for drunk and disorderly behaviour on a night out
BASE: All Respondents

	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES					
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULL-TIME (c)	PART-TIME (d)	SELF-EMPLOYED (e)	HOUSE WIFE (f)	STILL IN EDUCATION (g)	UNEMPLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	1232	611	621	400	124	87	64	103	41	359	54	318	914	122	70	115	141	914
Weighted Base	1175	660	515	440	131	89*	57*	88*	40*	282	47*	342	833	141	77*	122	145	833
No action	491	274	216	175	60	39	17	35	19	125	21	122	368	40	27	45	51	368
		42% ^{fk}	42%	40%	46% ^{fl}	44%	29%	39%	48%	44% ^{fl}	44%	36%	44% ^{zk}	29%	35%	36%	35%	44% ^{zmp}
Reprimand	309	175	134	120	25	29	13	25	11	77	8	90	219	35	15	36	41	219
	26%	27%	26%	27%	19%	33% ^d	23%	28%	29%	27%	17%	26%	26%	25%	20%	29%	28%	26%
Suspension	158	96	62	70	21	6	12	16	4	28	2	46	112	20	8	15	22	112
		13% ^{ej}	15%	16% ^{ej}	16% ^{ej}	6%	20% ^{ej}	19% ^{ej}	10%	10%	3%	14%	13%	14%	11%	12%	15%	13%
Conditions	121	73	49	46	12	15	10	8	3	20	8	50	71	27	17	15	20	71
		10% ^{ilq}	11%	10%	9%	16% ⁱ	17% ⁱ	9%	7%	17% ⁱ	15% ^{zl}	15% ^{zl}	9%	20% ^{zq}	22% ^{zq}	13%	14%	9%
Strike off register	71	34	37	24	10	-	4	5	1	23	4	24	47	10	6	6	10	47
		6% ^e	5%	5% ^e	8% ^e	-	7% ^e	5% ^e	3%	8% ^e	9% ^e	7%	6%	7%	8%	5%	7%	6%
Don't know	25	8	18	4	2	1	2	1	2	9	5	11	15	9	3	6	1	15
		2% ^{ac}	1%	1%	2%	1%	3%	1%	4%	3% ^c	10% ^{zdeg}	3%	2%	6% ^{zpq}	5%	5% ^{pq}	*	2%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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Table 87
GD20_3 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dentist?
This action would be on top of any action other organisations, such as the police, may have taken.
A dentist is charged for drunk and disorderly behaviour on a night out
BASE: All Respondents

	TOTAL (z)	REGION													ETHNICITY		WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST		
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	NON-WHITE (o)	PATIENTS (LAST 12 MONTHS) (p)	PUBLIC (LESS OFTEN) (q)	ONCE A YEAR OR MORE (r)	LESS OFTEN (s)	DON'T KNOW (t)
Unweighted Base	1232	100	69	103	125	42	111	185	123	75	110	101	88	837	1103	126	873	359	898	249	1
Weighted Base	1175	45	75*	96*	134	42*	114*	173	141	88*	95*	87*	85*	862	1034	137	812	363	833	252	1**
No action	491 42%mo	20 44%	27 36%	43 44%	48 36%	21 49%	47 42%	86 50%zdlm	39 28%	39 45%	52 54%zbdm	41 48%l	28 32%	333 39%	452 44%zo	39 28%	336 41%	155 43%	343 41%	107 42%	-
Reprimand	309 26%koq	14 31%k	19 26%k	21 22%k	27 20%	14 33%k	28 25%k	50 29%k	50 35%	29 33%k	25 26%k	9 11%	23 27%k	221 26%k	282 27%zo	23 17%	228 28%zq	80 22%	233 28%z	61 24%	-
Suspension	158 13%jn	4 9%	12 17%	10 11%	27 20%zaegi	2 6%	15 13%	16 9%	29 20%	7 8%	7 7%	17 19%gj	11 13%	132 15%zgj	129 12%	30 21%zn	115 14%	43 12%	112 13%	35 14%	1 100%
Conditions	121 10%fn	4 9%	7 10%	14 15%	12 9%	2 6%	15 13%	13 7%	15 11%	7 8%	8 8%	13 15%	11 13%	97 11%	96 9%	26 19%zn	78 10%	43 12%	86 10%	27 11%	-
Strike off register	71 6%p	3 7%	6 8%	5 5%	13 10%	3 7%	4 3%	7 4%	7 5%	2 3%	4 5%	5 6%	12 13%zfgij	57 7%	57 6%	13 10%	41 5%	30 8%	45 5%	19 8%	-
Don't know	25 2%fn	-	3 4%	3 3%	6 5%	-	4 4%	2 1%	1 1%	3 4%	1 1%	2 2%	1 1%	23 3%	19 2%	6 5%	13 2%	12 3%	15 2%	4 2%	-

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i/j/k/l/m - z/n/o - z/p/q - z/r/s/t
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 88
GD20_3 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dentist?
This action would be on top of any action other organisations, such as the police, may have taken.
A dentist is charged for drunk and disorderly behaviour on a night out
 BASE: All Respondents

	TOTAL (z)	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN DENTAL REGULATION		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		COMPLAINED/ CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL	
		NHS (a)	PRIVATE (b)	MIXTURE (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDEN T (i)	NOT CONFIDEN T (j)	SATISFIE D (k)	DISSATIS FIED (l)	YES (m)	NO (n)	YES (o)	NO (p)	YES (q)	NO (r)
Unweighted Base	1232	676	180	111	15	15	304	736	188	410	51	869	28	60	1148	82	1066	142	1090
Weighted Base	1175	639	167	95*	17**	15**	277	714	179	377	45*	804	28**	61*	1085	84*	1001	145	1030
No action	491 42% ^{ai}	276 43%	65 39%	36 38%	7 39%	4 28%	112 40%	312 44%	65 36%	138 37%	22 50%	333 41%	10 36%	30 49%	449 41%	36 43%	413 41%	66 46%	424 41%
Reprimand	309 26% ^{gj}	174 27%	54 33%	23 24%	5 32%	4 24%	75 27%	171 24%	63 35% ^{zg}	116 31% ^z	10 22%	223 28%	10 36%	14 23%	292 27%	27 32%	265 26%	41 28%	268 26%
Suspension	158 13% ^{ooq}	86 13%	25 15%	13 13%	- -	2 16%	42 15%	93 13%	22 12%	53 14%	8 18%	109 14%	2 7%	5 8%	149 14%	4 5%	145 14% ^{zo}	8 6%	150 15% ^{zq}
Conditions	121 10%	59 9%	16 9%	13 14%	2 9%	5 32%	32 11%	69 10%	21 12%	48 13%	2 5%	85 11%	1 4%	8 12%	112 10%	9 11%	103 10%	17 12%	104 10%
Strike off register	71 6% ^k	35 5%	6 4%	9 10%	- -	- -	15 5%	49 7%	7 4%	19 5%	1 2%	41 5%	4 14%	3 5%	62 6%	7 9%	55 5%	10 7%	60 6%
Don't know	25 2% ^{li}	10 2%	* -	1 1%	3 19%	- -	2 1%	20 3% ^l	2 1%	3 1%	1 2%	14 2%	1 3%	1 2%	21 2%	* 1%	21 2%	2 1%	23 2%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 89
GD20_4 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dentist?
This action would be on top of any action other organisations, such as the police, may have taken.
A dentist removes the wrong tooth
BASE: All Respondents

	GENDER		AGE						SOCIAL GRADE				MARITAL STATUS			
	TOTAL (z)	MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Unweighted Base	1232	623	609	177	172	173	178	216	316	325	426	229	252	651	360	220
Weighted Base	1175	578	597	174	194	183	199	167	259	307	333	244	292	631	347	196
Suspension	428 36%	200 35%	228 38%	71 41%	69 35%	68 37%	75 38%	62 37%	84 32%	115 37%	123 37%	91 37%	100 34%	227 36%	137 40%	64 33%
Conditions	365 31%kl	180 31%	185 31%	49 28%	64 33%	56 31%	64 32%	54 33%	76 29%	126 41%zkl	118 35%zkl	53 22%	68 23%	207 33%	97 28%	60 30%
Reprimand	168 14%b	98 17%zb	69 12%	18 10%	19 10%	28 15%	27 13%	25 15%	50 20%zcd	36 12%	44 13%	39 16%	49 17%	89 14%	43 12%	35 18%
Strike off register	151 13%i	70 12%	80 13%	29 17%	28 14%	26 14%	23 11%	16 10%	29 11%	25 8%	41 12%	39 16%i	47 16%i	74 12%	53 15%	23 12%
No action	37 3%ij	16 3%	21 3%	5 3%	6 3%	3 2%	8 4%	5 3%	9 4%	3 1%	5 2%	15 6%zij	13 5%ij	19 3%	10 3%	8 4%
Don't know	27 2%ij	14 2%	13 2%	1 *	7 4% ^c	1 1%	2 1%	5 3%	11 4%zcef	2 1%	3 1%	8 3%ij	15 5%zij	14 2%	6 2%	7 3%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/ij/kl - z/o/p/q
 Overlap formulae used.

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Table 90
GD20_4 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dentist?
This action would be on top of any action other organisations, such as the police, may have taken.
A dentist removes the wrong tooth
BASE: All Respondents

	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES					
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULL-TIME (c)	PART-TIME (d)	SELF-EMPLOYED (e)	HOUSEWIFE (f)	STILL IN EDUCATION (g)	UNEMPLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	1232	611	621	400	124	87	64	103	41	359	54	318	914	122	70	115	141	914
Weighted Base	1175	660	515	440	131	89*	57*	88*	40*	282	47*	342	833	141	77*	122	145	833
Suspension	428 36%	250 38%	179 35%	162 37%	51 39%	36 41%j	24 42%	33 37%	17 41%	94 33%	11 24%	124 36%	304 37%	53 38%	23 30%	43 35%	58 40%	304 37%
Conditions	365 31%	209 32%	155 30%	138 31%	37 28%	34 38%	16 29%	34 39%	9 22%	84 30%	12 26%	108 32%	256 31%	44 32%	28 37%	37 31%	43 29%	256 31%
Reprimand	168 14% ^m	84 13%	83 16%	61 14%	13 10%	10 11%	9 15%	8 9%	5 11%	52 18%zdg	10 22%g	41 12%	127 15%	11 8%	12 15%	17 14%	15 11%	127 15% ^m
Strike off register	151 13%	87 13%	64 13%	58 13%	21 16%	8 9%	5 9%	11 13%	9 22%	31 11%	9 18%	53 15%	98 12%	22 15%	10 13%	16 13%	26 18%	98 12%
No action	37 3%	22 3%	15 3%	14 3%	7 6%e	- -	* 1%	2 2%	- -	11 4%	2 4%	7 2%	29 4%	3 2%	1 2%	3 3%	3 2%	29 4%
Don't know	27 2% ^a	8 1%	19 4% ^{za}	6 1%	1 1%	1 1%	3 5%	1 1%	2 4%	11 4% ^c	3 7% ^{zcdg}	9 3%	18 2%	8 6% ^{zpq}	2 3%	6 5% ^p	1 *	18 2%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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Table 91
GD20_4 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dentist?
This action would be on top of any action other organisations, such as the police, may have taken.
A dentist removes the wrong tooth
BASE: All Respondents

	TOTAL (z)	REGION													ETHNICITY		WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST		
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	NON-WHITE (o)	PATIENTS (LAST 12 MONTHS) (p)	PUBLIC (LESS OFTEN) (q)	ONCE A YEAR OR MORE (r)	LESS OFTEN (s)	DON'T KNOW (t)
Unweighted Base	1232	100	69	103	125	42	111	185	123	75	110	101	88	837	1103	126	873	359	898	249	1
Weighted Base	1175	45	75*	96*	134	42*	114*	173	141	88*	95*	87*	85*	862	1034	137	812	363	833	252	1**
Suspension	428 36%g	15 33%	30 40%g	40 41%g	48 36%	11 27%	41 36%	44 25%	64 45%	29 33%	39 41%g	33 38%g	35 41%g	330 38%g	376 36%	51 37%	299 37%	129 36%	306 37%	92 37%	1 100%
Conditions	365 31%mq	12 27%	22 30%	30 31%	31 23%	18 42%dl	38 34%	67 38%zdlm	36 26%	25 29%	37 39%dl	28 32%	20 23%	249 29%	323 31%	40 29%	270 33%zq	94 26%	275 33%z	74 30%	-
Reprimand	168 14%dm	10 23%zdkm	10 13%	13 13%	10 8%	6 15%	16 14%	44 25%zcdf ijklm	15 10%	11 13%	10 10%	8 10%	14 17%	104 12%	157 15%zo	11 8%	119 15%	49 13%	123 15%	29 11%	-
Strike off register	151 13%gnpr	6 14%	8 10%	7 8%	28 21%zcgjm	6 14%	14 12%	13 8%	21 15%	13 15%	8 8%	12 14%	15 17%g	124 14%zcg	124 12%	27 20%zn	90 11%	61 17%zp	91 11%	45 18%zr	-
No action	37 3%	1 3%	2 2%	4 4%	10 8%zfgjm	1 1%	1 1%	4 2%	4 3%	4 5%	1 1%	3 3%	2 3%	30 4%	32 3%	4 3%	22 3%	15 4%	25 3%	6 2%	-
Don't know	27 2%pr	-	3 4%	3 3%	6 5%g	-	3 2%	1 1%	2 1%	5 6%gl	1 1%	3 3%	-	25 3%	22 2%	5 3%	12 1%	15 4%zp	13 2%	6 2%	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i/j/k/l/m - z/n/o - z/p/q - z/r/s/t
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 92

**GD20_4 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dentist?
This action would be on top of any action other organisations, such as the police, may have taken.
A dentist removes the wrong tooth
BASE: All Respondents**

	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN DENTAL REGULATION		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		COMPLAINED/ CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		
	TOTAL (z)	NHS (a)	PRIVATE (b)	MIXTURE (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDENT (i)	NOT CONFIDENT (j)	SATISFIED (k)	DISSATISFIED (l)	YES (m)	NO (n)	YES (o)	NO (p)	YES (q)	NO (r)
Unweighted Base	1232	676	180	111	15	15	304	736	188	410	51	869	28	60	1148	82	1066	142	1090
Weighted Base	1175	639	167	95*	17**	15**	277	714	179	377	45*	804	28**	61*	1085	84*	1001	145	1030
Suspension	428 36%	234 37%	59 36%	39 41%	9 57%	9 59%	100 36%	249 35%	77 43%	145 38%	19 41%	289 36%	15 55%	19 30%	399 37%	39 47%	360 36%	58 40%	370 36%
Conditions	365 31%	205 32%	65 39%z	28 30%	3 21%	1 9%	101 37%zg	206 29%	56 31%	131 35%	14 31%	270 34%z	5 16%	20 33%	343 32%	29 34%	314 31%	49 34%	315 31%
Reprimand	168 14%	92 14%	21 12%	15 16%	1 3%	2 12%	44 16%	98 14%	26 14%	58 15%	5 11%	118 15%	5 19%	8 13%	154 14%	6 7%	149 15%	14 10%	154 15%
Strike off register	151 13%lik	82 13%	16 10%	11 11%	-	2 10%	23 8%	112 16%zfh	16 9%	30 8%	6 12%	89 11%	3 9%	8 13%	137 13%	10 12%	128 13%	18 12%	133 13%
No action	37 3%h	18 3%	5 3%	1 1%	-	1 9%	6 2%	27 4%	4 2%	8 2%	1 2%	25 3%	-	5 8%n	29 3%	-	29 3%	5 3%	32 3%
Don't know	27 2%akn	8 1%	1 1%	1 1%	3 19%	-	4 1%	21 3%	2 1%	4 1%	1 2%	13 2%	-	1 2%	21 2%	-	21 2%	1 1%	26 2%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 93
GD20_5 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dentist?
This action would be on top of any action other organisations, such as the police, may have taken.
A dentist gives a patient a rude response to a complaint the patient has made about them
BASE: All Respondents

	GENDER		AGE						SOCIAL GRADE				MARITAL STATUS			
	TOTAL (z)	MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/LIVING AS (o)	SINGLE (p)	WID/DIV/SEP (q)
Unweighted Base	1232	623	609	177	172	173	178	216	316	325	426	229	252	651	360	220
Weighted Base	1175	578	597	174	194	183	199	167	259	307	333	244	292	631	347	196
Reprimand	609 52%	310 54%	299 50%	81 46%	91 47%	99 54%	107 54%	88 53%	144 56%	177 58%zk	169 51%	112 46%	151 52%	335 53%	171 49%	103 53%
Conditions	249 21% ^h lq	114 20%	135 23%	45 26% ^h	48 25% ^h	47 26% ^h	39 20%	32 19%	39 15%	72 23% ^l	83 25% ^z l	53 22% ^l	42 14%	145 23% ^q	73 21%	31 16%
Suspension	161 14%	76 13%	85 14%	21 12%	26 13%	19 11%	33 17%	30 18%	32 12%	39 13%	45 14%	35 14%	41 14%	76 12%	53 15%	31 16%
No action	81 7% ^q i	46 8%	35 6%	14 8%	13 7%	9 5%	15 7%	5 3%	25 10% ^z g	13 4%	23 7%	24 10% ⁱ	22 8%	40 6%	25 7%	16 8%
Strike off register	46 4% ⁱ	19 3%	27 5%	13 7% ^z f	8 4%	7 4%	4 2%	5 3%	10 4%	5 2%	10 3%	12 5%	19 6% ^z ij	22 3%	17 5%	7 4%
Don't know	28 2% ^{ij}	13 2%	16 3%	1 *	7 4% ^c	1 1%	2 1%	8 5% ^z cef	10 4% ^c	1 *	3 1%	8 3% ⁱ	17 6% ^z ij	13 2%	8 2%	7 4%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/ij/kl - z/o/p/q
 Overlap formulae used.

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Table 94
GD20_5 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dentist?
This action would be on top of any action other organisations, such as the police, may have taken.
A dentist gives a patient a rude response to a complaint the patient has made about them
BASE: All Respondents

	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES					
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULL-TIME (c)	PART-TIME (d)	SELF-EMPLOYED (e)	HOUSE WIFE (f)	STILL IN EDUCATION (g)	UNEMPLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	1232	611	621	400	124	87	64	103	41	359	54	318	914	122	70	115	141	914
Weighted Base	1175	660	515	440	131	89*	57*	88*	40*	282	47*	342	833	141	77*	122	145	833
Reprimand	609	349	260	227	68	54	23	41	21	153	22	163	446	70	46	62	63	446
	52%	53%	50%	52%	52%	60%f	40%	46%	52%	54%f	47%	48%	54%	50%	60%p	50%	44%	54%p
Conditions	249	149	100	103	29	17	17	21	7	45	11	95	154	31	15	31	46	154
	21%ilq	23%	20%	23%i	22%	19%	29%i	24%	16%	16%	24%	28%zl	19%	22%	20%	25%	31%zq	19%
Suspension	161	84	77	59	16	9	11	17	7	38	5	42	119	15	5	14	25	119
	14%	13%	15%	14%	12%	10%	19%	19%	17%	13%	11%	12%	14%	10%	7%	12%	17%	14%
No action	81	44	38	27	10	7	3	6	*	26	3	13	68	7	2	5	3	68
	7%kp	7%	7%	6%	8%	8%	4%	7%	1%	9%	6%	4%	8%zk	5%	3%	4%	2%	8%zp
Strike off register	46	24	22	17	5	1	2	3	4	11	2	18	28	8	4	5	7	28
	4%	4%	4%	4%	4%	1%	3%	4%	9%e	4%	5%	5%	3%	5%	5%	4%	5%	3%
Don't know	28	11	18	6	3	2	3	1	2	10	3	11	18	10	4	6	1	18
	2%	2%	3%z	1%	2%	2%	5%	1%	4%	3%	7%zcq	3%	2%	7%zpq	5%p	5%p	*	2%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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Table 95
GD20_5 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dentist?
This action would be on top of any action other organisations, such as the police, may have taken.
A dentist gives a patient a rude response to a complaint the patient has made about them
BASE: All Respondents

	TOTAL (z)	REGION												ETHNICITY		WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST			
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	NON-WHITE (o)	PATIENTS (LAST 12 MONTHS) (p)	PUBLIC (LESS OFTEN) (q)	ONCE A YEAR OR MORE (r)	LESS OFTEN (s)	DON'T KNOW (t)
Unweighted Base	1232	100	69	103	125	42	111	185	123	75	110	101	88	837	1103	126	873	359	898	249	1
Weighted Base	1175	45	75*	96*	134	42*	114*	173	141	88*	95*	87*	85*	862	1034	137	812	363	833	252	1**
Reprimand	609 52% ^{dmoq}	24 53% ^d	30 41%	55 57% ^{bd}	48 35%	25 60% ^d	62 54% ^d	101 58% ^{bdkm}	71 51%	57 64% ^{zbdk}	58 61% ^{bdkm}	39 44%	40 47%	427 49% ^d	554 54% ^{zo}	53 39%	451 56% ^{zq}	158 44%	452 54% ^z	124 49%	-
Conditions	249 21% ^{gn}	7 15%	17 23%	17 18%	29 22%	6 14%	26 23%	38 22%	35 25%	12 13%	21 22%	26 30% ^{zaim}	16 19%	184 21%	210 20%	38 28%	170 21%	79 22%	174 21%	60 24%	-
Suspension	161 14% ^{ei}	6 13% ⁱ	14 19% ⁱ	15 16% ⁱ	28 21% ^{zflk}	6 15% ⁱ	11 10% ⁱ	23 13% ⁱ	26 18%	2 2%	13 13% ⁱ	7 8%	9 11% ⁱ	120 14% ⁱ	141 14%	19 14%	104 13%	57 16%	111 13%	38 15%	-
No action	81 7% ^j	6 13% ^{zcgj}	3 5%	4 4%	14 11% ^j	3 7%	7 6%	9 5%	6 4%	9 11% ^j	1 1%	9 10% ^j	9 11% ^j	65 8% ^j	73 7%	8 6%	49 6%	32 9%	55 7%	16 6%	-
Strike off register	46 4% ^{gnpr}	3 6% ^{gj}	7 9% ^{zcgj}	2 2%	8 6% ^g	2 4%	4 3%	1 *	2 2%	4 5% ^g	1 1%	5 6% ^g	8 10% ^{zcgjm}	41 5% ^{zg}	34 3%	12 9% ^{zn}	24 3%	22 6% ^{zp}	26 3%	9 4%	1 100%
Don't know	28 2% ^{pr}	-	3 4%	3 3%	7 5% ^{zag}	1 2%	4 4%	2 1%	1 *	5 5%	1 1%	1 1%	2 2%	25 3%	22 2%	7 5%	13 2%	15 4% ^{zp}	5 2%	5 2%	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i/j/k/l/m - z/n/o - z/p/q - z/r/s/t
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 96
GD20_5 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dentist?
This action would be on top of any action other organisations, such as the police, may have taken.
A dentist gives a patient a rude response to a complaint the patient has made about them
 BASE: All Respondents

	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN DENTAL REGULATION		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		COMPLAINED/ CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		
	TOTAL (z)	NHS (a)	PRIVATE (b)	MIXTURE (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDENT (i)	NOT CONFIDENT (j)	SATISFIED (k)	DISSATISFIED (l)	YES (m)	NO (n)	YES (o)	NO (p)	YES (q)	NO (r)
Unweighted Base	1232	676	180	111	15	15	304	736	188	410	51	869	28	60	1148	82	1066	142	1090
Weighted Base	1175	639	167	95*	17**	15**	277	714	179	377	45*	804	28**	61*	1085	84*	1001	145	1030
Reprimand	609 52% _m	348 54%	88 53%	54 57%	4 26%	7 47%	147 53%	359 50%	102 57%	199 53%	25 57%	438 54% _z	15 52%	23 38%	582 54% _{zm}	51 61%	530 53%	74 51%	534 52%
Conditions	249 21%	133 21%	45 27%	19 20%	3 20%	3 18%	66 24%	144 20%	39 22%	95 25% _z	9 20%	168 21%	5 19%	13 21%	233 21%	18 22%	214 21%	32 22%	218 21%
Suspension	161 14%	93 15%	19 11%	10 11%	2 11%	3 18%	45 16%	94 13%	20 11%	56 15%	6 13%	105 13%	4 15%	9 14%	145 13%	12 15%	132 13%	21 14%	140 14%
No action	81 7% _{an}	33 5%	12 7%	8 8%	2 15%	3 17%	12 4%	55 8%	13 7%	21 6%	1 2%	52 6%	3 11%	10 16% _{zn}	66 6%	1 1%	65 6%	11 8%	70 7%
Strike off register	46 4% _{in}	23 4%	3 2%	4 4%	1 9%	-	5 2%	38 5% _{zf}	3 2%	6 2%	2 5%	26 3%	1 2%	3 5%	39 4%	-	39 4%	3 2%	42 4%
Don't know	28 2% _{afiknp}	10 2%	1 1%	1 1%	3 19%	-	2 1%	23 3% _{zf}	2 1%	2 4% _l	2 4% _l	15 2%	-	3 5%	21 2%	*	20 2%	4 3%	25 2%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z1/f/g/h - z2/i/j - z3/k/l - z4/m/n - z5/o/p - z6/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 97
GD21_1 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dental nurse?
This action would be on top of any action other organisations, such as the police, may have taken.
A dental nurse posts racist comments on their personal Facebook page
BASE: All Respondents

	GENDER		AGE						SOCIAL GRADE				MARITAL STATUS			
	TOTAL (z)	MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Unweighted Base	1232	623	609	177	172	173	178	216	316	325	426	229	252	651	360	220
Weighted Base	1175	578	597	174	194	183	199	167	259	307	333	244	292	631	347	196
Reprimand	333 28%	177 31%	156 26%	42 24%	47 24%	44 24%	53 27%	54 32%	95 37% zcd e f	91 30%	92 28%	63 26%	87 30%	174 28%	102 29%	58 29%
Suspension	283 24%	130 23%	153 26%	44 26%	44 23%	50 27%	56 28%	36 22%	52 20%	71 23%	84 25%	65 26%	63 21%	156 25%	87 25%	39 20%
Strike off register	203 17% h	90 16%	113 19%	41 24% z eh	44 23% eh	25 14%	32 16%	27 16%	34 13%	49 16%	62 19%	43 18%	49 17%	100 16%	66 19%	37 19%
No action	178 15%	95 17%	83 14%	21 12%	24 12%	34 19%	31 15%	26 16%	42 16%	41 13%	44 13%	43 18%	49 17%	100 16%	42 12%	36 18% p
Conditions	146 12%	68 12%	77 13%	24 14%	28 15%	26 14%	24 12%	17 10%	26 10%	50 16% zkl	48 14% k	21 9%	27 9%	85 13%	41 12%	19 10%
Don't know	32 3% ij	17 3%	15 3%	2 1%	7 4%	4 2%	4 2%	7 4%	9 4%	3 1%	2 1%	9 4% j	17 6% z ij	16 3%	9 3%	7 3%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/ij/kl - z/o/p/q
 Overlap formulae used.

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Table 98
GD21_1 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dental nurse?
This action would be on top of any action other organisations, such as the police, may have taken.
A dental nurse posts racist comments on their personal Facebook page
BASE: All Respondents

	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES					
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULL-TIME (c)	PART-TIME (d)	SELF-EMPLOYED (e)	HOUSE WIFE (f)	STILL IN EDUCATION (g)	UNEMPLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	1232	611	621	400	124	87	64	103	41	359	54	318	914	122	70	115	141	914
Weighted Base	1175	660	515	440	131	89*	57*	88*	40*	282	47*	342	833	141	77*	122	145	833
Reprimand	333	169	164	103	35	31	16	27	11	99	11	76	257	25	17	31	32	257
		28%ackm	26%	23%	27%	35%ca	29%	31%	27%	35%zc	23%	22%	31%zk	18%	22%	25%	22%	31%zmp
Suspension	283	170	113	113	35	22	16	24	9	56	8	89	194	36	19	27	41	194
		24%ai	26%	26%	26%	25%	28%	27%	23%	20%	18%	26%	23%	26%	24%	22%	28%	23%
Strike off register	203	116	87	83	25	8	9	17	11	38	12	68	135	26	19	23	29	135
		17%il	18%	19%e	19%	9%	16%	19%	27%ei	13%	26%ei	20%	16%	19%	25%	19%	20%	16%
No action	178	99	79	65	18	17	7	6	5	51	11	54	124	19	7	20	25	124
		15%g	15%	15%	13%	19%g	12%	7%	11%	18%g	22%g	16%	15%	14%	9%	17%	17%	15%
Conditions	146	92	54	67	17	8	8	12	3	29	2	44	101	25	11	16	15	101
		12%	14%	15%j	13%	8%	13%	14%	8%	10%	4%	13%	12%	18%	14%	13%	10%	12%
Don't know	32	14	17	9	2	3	1	2	2	10	3	11	21	9	4	5	3	21
		3%	3%	2%	2%	4%	2%	2%	4%	3%	7%c	3%	2%	7%zq	6%	4%	2%	2%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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Table 99

GD21_1 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dental nurse?
This action would be on top of any action other organisations, such as the police, may have taken.
A dental nurse posts racist comments on their personal Facebook page
BASE: All Respondents

	TOTAL (z)	REGION												ETHNICITY		WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST			
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	NON-WHITE (o)	PATIENTS (LAST 12 MONTHS) (p)	PUBLIC (LESS OFTEN) (q)	ONCE A YEAR OR MORE (r)	LESS OFTEN (s)	DON'T KNOW (t)
Unweighted Base	1232	100	69	103	125	42	111	185	123	75	110	101	88	837	1103	126	873	359	898	249	1
Weighted Base	1175	45	75*	96*	134	42*	114*	173	141	88*	95*	87*	85*	862	1034	137	812	363	833	252	1**
Reprimand	333	10	17	25	22	13	41	52	38	30	48	23	13	223	309	24	251	83	243	70	1
		28%dlmo	23%	26%	16%	32%dl	36%dlm	30%dl	27%	34%dl	50%zabc	27%	16%	26%dl	30%zo	17%	31%zq	23%	29%	28%	100%
Suspension	283	10	27	26	44	11	24	35	41	13	17	17	19	220	250	30	198	85	199	65	-
	24%	23%	36%zfgi	27%	33%zgj	27%	21%	20%	29%	14%	18%	19%	22%	26%i	24%	22%	24%	23%	24%	26%	-
Strike off register	203	12	14	16	28	4	17	27	16	20	13	18	19	151	169	34	128	75	133	51	-
	17%np	27%zefg	19%	17%	21%	10%	15%	16%	11%	22%	13%	20%	22%	18%	16%	25%zn	16%	21%	16%	20%	-
No action	178	9	8	17	21	7	12	33	21	11	10	13	16	126	160	18	121	57	128	35	-
	15%	20%	11%	18%	15%	16%	10%	19%	15%	13%	11%	15%	19%	15%	15%	13%	15%	16%	15%	14%	-
Conditions	146	3	6	9	13	5	17	24	25	10	7	10	17	112	122	23	97	49	110	26	-
	12%	7%	8%	9%	10%	13%	15%	14%	18%	12%	7%	12%	20%zadj	13%	12%	17%	12%	14%	13%	11%	-
Don't know	32	-	3	3	6	1	3	2	1	5	1	5	1	30	24	8	17	15	18	4	-
	3%n	-	4%	3%	5%	2%	3%	1%	1%	5%	1%	6%zagj	1%	3%z	2%	6%zn	2%	4%	2%	2%	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i/j/k/l/m - z/n/o - z/p/q - z/r/s/t
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 100

GD21_1 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dental nurse?
This action would be on top of any action other organisations, such as the police, may have taken.
A dental nurse posts racist comments on their personal Facebook page
BASE: All Respondents

	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN DENTAL REGULATION		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		COMPLAINED/ CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		
	TOTAL (z)	NHS (a)	PRIVATE (b)	MIXTURE (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDENT (i)	NOT CONFIDENT (j)	SATISFIED (k)	DISSATISFIED (l)	YES (m)	NO (n)	YES (o)	NO (p)	YES (q)	NO (r)
Unweighted Base	1232	676	180	111	15	15	304	736	188	410	51	869	28	60	1148	82	1066	142	1090
Weighted Base	1175	639	167	95*	17**	15**	277	714	179	377	45*	804	28**	61*	1085	84*	1001	145	1030
Reprimand	333 28%	186 29%	62 37%zc	22 23%	4 26%	3 20%	69 25%	213 30%	51 28%	102 27%	12 28%	233 29%	10 36%	13 22%	315 29%	33 40%zp	282 28%	47 32%	287 28%
Suspension	283 24%b	166 26%b	29 17%	25 27%	2 11%	4 27%	71 25%	157 22%	52 29%	103 27%	12 26%	197 25%	2 8%	15 24%	260 24%	16 19%	245 24%	31 21%	252 25%
Strike off register	203 17%	109 17%	22 13%	19 21%	- -	1 7%	51 19%	127 18%	24 13%	62 16%	7 15%	128 16%	5 16%	9 15%	189 17%	19 23%	169 17%	28 19%	175 17%
No action	178 15%	92 14%	32 19%	12 13%	- -	3 22%	43 16%	108 15%	27 15%	58 15%	7 15%	125 16%	4 13%	14 23%	160 15%	6 8%	154 15%	20 14%	158 15%
Conditions	146 12%	73 11%	22 13%	15 16%	7 45%	4 24%	38 14%	84 12%	24 13%	49 13%	6 14%	104 13%	7 23%	8 12%	135 12%	9 11%	126 13%	16 11%	129 13%
Don't know	32 3%bin	14 2%	* *	1 1%	3 19%	- -	5 2%	24 3%	2 1%	3 1%	1 2%	17 2%	1 3%	2 4%	25 2%	* 1%	25 2%	3 2%	29 3%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 101

GD21_2 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dental nurse? This action would be on top of any action other organisations, such as the police, may have taken.

A dental nurse accidentally gives the wrong medication to a patient, and there are serious side effects leading to the patient being admitted to hospital

BASE: All Respondents

	GENDER		AGE						SOCIAL GRADE				MARITAL STATUS			
	TOTAL (z)	MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/LIVING/AS (o)	SINGLE (p)	WID/DIV/SEP (q)
Unweighted Base	1232	623	609	177	172	173	178	216	316	325	426	229	252	651	360	220
Weighted Base	1175	578	597	174	194	183	199	167	259	307	333	244	292	631	347	196
Suspension	448 38%h	209 36%	239 40%	76 44%h	66 34%	81 44%h	81 41%h	64 39%	79 30%	121 39%	137 41%l	97 40%	93 32%	251 40%	132 38%	64 33%
Conditions	321 27%k	171 30%	150 25%	41 24%	52 27%	43 23%	57 29%	55 33%e	73 28%	114 37%zjkl	86 26%	53 22%	68 23%	177 28%	85 24%	59 30%
Strike off register	216 18%aio	82 14%	134 22%za	38 22%	37 19%	30 16%	34 17%	25 15%	52 20%	40 13%	57 17%	56 23%i	63 22%i	102 16%	73 21%	41 21%
Reprimand	117 10%bck	76 13%zb	42 7%	8 5%	22 11%c	19 11%	16 8%	14 9%	38 15%zcf	26 8%	39 12%k	14 6%	39 13%k	66 10%	33 10%	18 9%
No action	49 4%i	27 5%	22 4%	9 5%	11 6%	8 5%	9 5%	3 2%	9 3%	7 2%	9 3%	18 7%zij	15 5%	25 4%	16 5%	8 4%
Don't know	24 2%i	14 2%	10 2%	2 1%	6 3%	1 1%	2 1%	5 3%	8 3%	1 *	3 1%	7 3%i	13 5%zij	10 2%	8 2%	6 3%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/ij/kl - z/o/p/q
 Overlap formulae used.

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Table 102

GD21_2 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dental nurse? This action would be on top of any action other organisations, such as the police, may have taken.

A dental nurse accidentally gives the wrong medication to a patient, and there are serious side effects leading to the patient being admitted to hospital

BASE: All Respondents

	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES					
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULL-TIME (c)	PART-TIME (d)	SELF-EMPLOYED (e)	HOUSE WIFE (f)	STILL IN EDUCATION (g)	UNEMPLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	1232	611	621	400	124	87	64	103	41	359	54	318	914	122	70	115	141	914
Weighted Base	1175	660	515	440	131	89*	57*	88*	40*	282	47*	342	833	141	77*	122	145	833
Suspension	448	271	176	180	54	37	17	42	19	84	15	140	308	59	25	50	59	308
	38%bi	41%zb	34%	41%i	42%i	41%i	29%	47%fi	48%i	30%	31%	41%	37%	42%	32%	41%	41%	37%
Conditions	321	182	139	118	32	32	12	20	10	85	12	80	241	27	22	26	35	241
	27%	28%	27%	27%	25%	36%	21%	22%	24%	30%	25%	23%	29%z	19%	29%	22%	24%	29%zm
Strike off register	216	108	108	74	30	5	17	18	7	55	11	73	143	31	18	22	34	143
	18%e	16%	21%z	17%e	23%e	5%	30%zce	20%e	18%e	19%e	24%e	21%	17%	22%	23%	18%	23%	17%
Reprimand	117	55	62	41	4	9	8	5	3	41	5	31	87	11	8	14	14	87
	10%d	8%	12%za	9%d	3%	10%	14%d	6%	7%	15%zcdg	11%	9%	10%	8%	11%	11%	10%	10%
No action	49	35	14	22	9	4	2	2	-	9	1	12	37	4	1	6	3	37
	4%b	5%b	3%	5%	7%	5%	3%	2%	-	3%	2%	3%	4%	3%	2%	5%	2%	4%
Don't know	24	9	15	6	1	2	1	2	2	8	3	8	16	7	2	5	1	16
	2%	1%	3%z	1%	1%	2%	2%	2%	4%	3%	7%zcd	2%	2%	5%zp	3%	4%p	*	2%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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Table 103

GD21_2 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dental nurse? This action would be on top of any action other organisations, such as the police, may have taken.

A dental nurse accidentally gives the wrong medication to a patient, and there are serious side effects leading to the patient being admitted to hospital

BASE: All Respondents

	TOTAL (z)	REGION													ETHNICITY		WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST		
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	NON-WHITE (o)	PATIENTS (LAST 12 MONTHS) (p)	PUBLIC (LESS OFTEN) (q)	ONCE A YEAR OR MORE (r)	LESS OFTEN (s)	DON'T KNOW (t)
Unweighted Base	1232	100	69	103	125	42	111	185	123	75	110	101	88	837	1103	126	873	359	898	249	1
Weighted Base	1175	45	75*	96*	134	42*	114*	173	141	88*	95*	87*	85*	862	1034	137	812	363	833	252	1**
Suspension	448 38%	15 34%	39 52%zacd fim	33 35%	42 32%	24 57%zacd fgikm	38 33%	65 37%	62 44%	30 34%	36 38%	31 36%	32 38%	331 38%	402 39%	45 33%	320 39%	128 35%	327 39%	90 36%	-
Conditions	321 27%am	8 17%	18 24%	27 28%	29 22%	9 20%	32 29%	60 35%zadm	28 20%	28 32%a	36 38%zadm	23 27%	22 25%	217 25%	289 28%	31 23%	223 27%	98 27%	237 28%	63 25%	-
Strike off register	216 18%gr	11 25%bgj	9 11%	22 22%g	28 21%g	5 11%	24 21%g	21 12%	33 23%	12 14%	13 14%	15 17%	24 28%zbej ij	171 20%g	185 18%	30 22%	142 18%	74 20%	139 17%	61 24%zr	-
Reprimand	117 10%	9 19%zcdgj lm	6 9%	8 9%	12 9%	5 12%	12 10%	17 10%	15 11%	11 12%	8 8%	8 10%	6 7%	84 10%	98 9%	20 14%	87 11%	30 8%	88 11%	25 10%	-
No action	49 4%p	2 5%j	2 2%	4 4%	15 11%zbej lm	-	4 4%	8 5%	3 2%	4 4%	* *	5 6%j	1 2%	38 4%	42 4%	7 5%	28 3%	21 6%	30 4%	9 4%	-
Don't know	24 2%pr	-	1 2%	2 2%	7 5%zlm	-	3 2%	2 1%	1 *	3 4%	1 1%	4 4%	-	20 2%	19 2%	5 4%	12 1%	13 3%p	11 1%	4 2%	1 100%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i/j/k/l/m - z/n/o - z/p/q - z/r/s/t
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 104

GD21_2 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dental nurse? This action would be on top of any action other organisations, such as the police, may have taken.

A dental nurse accidentally gives the wrong medication to a patient, and there are serious side effects leading to the patient being admitted to hospital

BASE: All Respondents

	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN DENTAL REGULATION		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		COMPLAINED/ CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		
	TOTAL (z)	NHS (a)	PRIVATE (b)	MIXTURE (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDEN T (i)	NOT CONFIDEN T (j)	SATISFIE D (k)	DISSATIS FIED (l)	YES (m)	NO (n)	YES (o)	NO (p)	YES (q)	NO (r)
Unweighted Base	1232	676	180	111	15	15	304	736	188	410	51	869	28	60	1148	82	1066	142	1090
Weighted Base	1175	639	167	95*	17**	15**	277	714	179	377	45*	804	28**	61*	1085	84*	1001	145	1030
Suspension	448 38% ^m	255 40%	59 35%	41 43%	5 28%	4 25%	113 41%	256 36%	76 42%	161 43% ^z	18 40%	315 39%	12 43%	14 23%	429 40% ^{zm}	41 49%	388 39%	55 38%	393 38%
Conditions	321 27% ^h	170 27%	58 35% ^z	26 27%	7 45%	5 32%	90 32% ^{zh}	194 27%	37 20%	102 27%	9 21%	229 28%	7 25%	18 29%	299 28%	23 27%	277 28%	40 28%	281 27%
Strike off register	216 18% ^{kn}	122 19%	24 14%	14 15%	1 9%	4 26%	42 15%	138 19%	37 20%	64 17%	9 21%	134 17%	5 18%	16 26%	192 18%	13 16%	178 18%	30 20%	187 18%
Reprimand	117 10%	63 10%	20 12%	12 12%	-	1 4%	24 9%	74 10%	19 11%	33 9%	6 14%	85 11%	3 11%	9 14%	107 10%	6 7%	102 10%	14 10%	103 10%
No action	49 4% ⁿ	24 4%	6 3%	2 2%	-	2 12%	7 2%	33 5%	9 5%	15 4%	1 2%	30 4%	1 2%	5 8%	38 4%	-	38 4%	5 3%	44 4%
Don't know	24 2% ^{afikn}	7 1%	1 *	1 1%	3 19%	-	2 1%	19 3%	3 1%	2 1%	1 2%	11 1%	-	-	19 2%	1 2%	18 2%	1 1%	23 2%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 105

GD21_3 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dental nurse? This action would be on top of any action other organisations, such as the police, may have taken.
A dental nurse is charged for drunk and disorderly behaviour on a night out
BASE: All Respondents

	GENDER		AGE						SOCIAL GRADE				MARITAL STATUS			
	TOTAL (z)	MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/LIVING AS (o)	SINGLE (p)	WID/DIV/SEP (q)
Unweighted Base	1232	623	609	177	172	173	178	216	316	325	426	229	252	651	360	220
Weighted Base	1175	578	597	174	194	183	199	167	259	307	333	244	292	631	347	196
No action	551 47%	274 47%	278 47%	72 41%	83 43%	76 41%	102 51%	88 53%ce	131 51%	138 45%	145 44%	123 51%	145 50%	285 45%	162 47%	104 53%
Reprimand	308 26%k	155 27%	153 26%	45 26%	45 23%	53 29%	49 25%	43 26%	72 28%	93 30%k	97 29%k	48 20%	70 24%	168 27%	89 26%	51 26%
Suspension	135 12%hq	58 10%	78 13%	24 14%h	27 14%h	26 14%h	24 12%	16 10%	18 7%	36 12%	41 12%	32 13%	27 9%	74 12%	47 14%q	14 7%
Conditions	93 8%a	47 8%	46 8%	21 12%zgh	15 8%	21 12%h	12 6%	10 6%	14 5%	31 10%	32 10%	14 6%	16 6%	64 10%zpq	21 6%	8 4%
Strike off register	64 5%ei	32 6%	33 5%	11 6%	18 9%zeg	4 2%	11 5%	5 3%	16 6%	8 3%	16 5%	20 8%i	20 7%i	29 5%	21 6%	14 7%
Don't know	22 2%ij	13 2%	9 2%	1 *	6 3%	2 1%	2 1%	5 3%	6 2%	1 *	2 *	7 3%ij	13 5%zij	11 2%	6 2%	5 3%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/ij/kl - z/o/p/q
 Overlap formulae used.

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Table 106

GD21_3 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dental nurse?
This action would be on top of any action other organisations, such as the police, may have taken.
A dental nurse is charged for drunk and disorderly behaviour on a night out
BASE: All Respondents

	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES					
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULL-TIME (c)	PART-TIME (d)	SELF-EMPLOYED (e)	HOUSE WIFE (f)	STILL IN EDUCATION (g)	UNEMPLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	1232	611	621	400	124	87	64	103	41	359	54	318	914	122	70	115	141	914
Weighted Base	1175	660	515	440	131	89*	57*	88*	40*	282	47*	342	833	141	77*	122	145	833
No action	551	307	245	199	61	46	22	34	24	143	21	137	414	46	26	49	58	414
	47%kmn	46%	48%	45%	47%	52%	39%	38%	60%g	51%g	46%	40%	50%zk	33%	34%	40%	40%	50%zmp
Reprimand	308	164	144	113	23	28	14	29	8	82	11	90	218	36	14	38	43	218
	26%d	25%	28%	26%	17%	32%d	25%	32%d	20%	29%d	24%	26%	26%	25%	18%	31%n	30%	26%
Suspension	135	83	53	59	19	5	12	12	4	22	3	46	90	22	8	9	24	90
	12%i	13%	10%	13%i	14%i	6%	20%zej	13%	10%	8%	6%	13%	11%	16%o	10%	7%	17%o	11%
Conditions	93	60	33	38	14	9	6	8	2	12	5	37	56	20	16	14	11	56
	8%ilq	9%	6%	9%i	11%i	10%	10%	9%	6%	4%	10%	11%zl	7%	14%zq	21%zpq	12%	8%	7%
Strike off register	64	37	27	26	11	-	2	6	-	16	4	23	41	9	9	8	8	41
	5%e	6%	5%	6%e	9%e	-	3%	7%e	-	6%e	8%e	7%	5%	7%	12%zq	7%	5%	5%
Don't know	22	9	13	6	2	1	1	1	2	6	3	9	14	8	3	5	1	14
	2%	1%	3%	1%	2%	1%	2%	1%	4%	2%	7%zcq	3%	2%	6%zpq	5%	4%p	*	2%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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Table 107

GD21_3 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dental nurse?
This action would be on top of any action other organisations, such as the police, may have taken.
A dental nurse is charged for drunk and disorderly behaviour on a night out
BASE: All Respondents

	TOTAL (z)	REGION													ETHNICITY		WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST		
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	NON-WHITE (o)	PATIENTS (LAST 12 MONTHS) (p)	PUBLIC (LESS OFTEN) (q)	ONCE A YEAR OR MORE (r)	LESS OFTEN (s)	DON'T KNOW (t)
Unweighted Base	1232	100	69	103	125	42	111	185	123	75	110	101	88	837	1103	126	873	359	898	249	1
Weighted Base	1175	45	75*	96*	134	42*	114*	173	141	88*	95*	87*	85*	862	1034	137	812	363	833	252	1**
No action	551 47%mo	23 50%	28 37%	46 48%	57 42%	26 63%z bdf l m	48 43%	99 57%z bdf l m	50 35%	42 48%	56 59%z bdf l m	42 49%	35 41%	374 43%	502 49%zo	48 35%	390 48%	161 44%	394 47%	119 47%	-
Reprimand	308 26%dk	13 28%dk	24 32%dk	29 30%dk	23 17%	9 22%	37 32%dk	42 24%k	47 33%	27 31%dk	26 28%k	11 13%	20 23%	227 26%dk	277 27%	29 21%	227 28%z	81 22%	236 28%zs	52 21%	-
Suspension	135 12%gn	4 9%	13 17%gj	9 10%	27 20%zacf gijm	4 10%	10 9%	9 5%	22 16%	7 8%	6 6%	14 16%gj	10 12%	116 13%zgj	112 11%	23 17%	91 11%	44 12%	93 11%	31 12%	-
Conditions	93 8%h	4 8%	4 6%	6 7%	9 7%	1 3%	11 9%	14 8%	14 10%	6 6%	4 4%	9 11%	10 12%	72 8%	73 7%	21 15%zn	57 7%	36 10%	64 8%	26 10%	-
Strike off register	64 5%pr	2 5%	5 6%	4 4%	12 9%	1 2%	5 5%	7 4%	7 5%	2 3%	2 3%	7 8%	10 12%zcgij m	53 6%	53 5%	12 9%	36 4%	28 8%p	36 4%	21 8%r	1 100%
Don't know	22 2%pr	-	1 2%	2 2%	6 5%z	-	3 2%	2 1%	1 *	3 4%	1 1%	4 4%	-	20 2%	17 2%	5 3%	10 1%	12 3%p	11 1%	4 2%	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i/j/k/l/m - z/n/o - z/p/q - z/r/s/t
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 108

GD21_3 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dental nurse?
This action would be on top of any action other organisations, such as the police, may have taken.
A dental nurse is charged for drunk and disorderly behaviour on a night out
BASE: All Respondents

	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN DENTAL REGULATION		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		COMPLAINED/ CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		
	TOTAL (z)	NHS (a)	PRIVATE (b)	MIXTURE (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDENT (i)	NOT CONFIDENT (j)	SATISFIED (k)	DISSATISFIED (l)	YES (m)	NO (n)	YES (o)	NO (p)	YES (q)	NO (r)
Unweighted Base	1232	676	180	111	15	15	304	736	188	410	51	869	28	60	1148	82	1066	142	1090
Weighted Base	1175	639	167	95*	17**	15**	277	714	179	377	45*	804	28**	61*	1085	84*	1001	145	1030
No action	551 47%	316 49%	75 45%	40 42%	7 39%	3 22%	133 48%	339 48%	77 43%	165 44%	23 51%	381 47%	12 44%	34 55%	508 47%	40 48%	467 47%	74 51%	477 46%
Reprimand	308 26%	169 26%	57 34%z	23 24%	5 30%	8 51%	79 28%	172 24%	57 32%g	115 30%z	14 31%	226 28%z	10 35%	15 25%	289 27%	26 31%	263 26%	41 28%	267 26%
Suspension	135 12%	69 11%	19 11%	12 13%	- 13%	1 9%	35 13%	76 11%	23 13%	52 14%	6 13%	92 11%	1 3%	6 9%	125 12%	5 6%	120 12%	11 8%	124 12%
Conditions	93 8%	50 8%	12 7%	10 11%	2 12%	2 11%	16 6%	65 9%	13 7%	26 7%	1 2%	63 8%	1 3%	5 7%	89 8%	6 7%	83 8%	10 7%	83 8%
Strike off register	64 5%k	28 4%	4 2%	9 9%b	- -	1 7%	13 5%	44 6%	7 4%	18 5%	- -	32 4%	3 12%	2 4%	56 5%	6 7%	50 5%	8 6%	56 5%
Don't know	22 2%afikn	7 1%	* -	1 1%	3 19%	- -	1 *	18 3%l	2 1%	2 1%	1 2%	10 1%	1 3%	- -	18 2%	* 1%	17 2%	* -	22 2%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 109

GD21_4 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dental nurse? This action would be on top of any action other organisations, such as the police, may have taken.
A dental nurse reads notes out wrong and, as a result, a dentist removes the wrong tooth
BASE: All Respondents

	GENDER		AGE						SOCIAL GRADE				MARITAL STATUS			
	TOTAL (z)	MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/LIVING AS (o)	SINGLE (p)	WID/DIV/SEP (q)
Unweighted Base	1232	623	609	177	172	173	178	216	316	325	426	229	252	651	360	220
Weighted Base	1175	578	597	174	194	183	199	167	259	307	333	244	292	631	347	196
Conditions	408	204	204	68	68	73	70	62	67	138	124	74	71	223	126	58
	35%h	35%	34%	39%h	35%h	40%h	35%h	37%h	26%	45%zjkl	37%l	31%	24%	35%	36%	29%
Suspension	347	160	187	64	51	50	66	49	67	94	105	64	84	182	113	52
	30%	28%	31%	37%zdh	26%	28%	33%	29%	26%	31%	32%	26%	29%	29%	32%	27%
Reprimand	225	130	96	16	29	34	33	34	79	48	64	48	66	127	46	53
	19%bcp	22%zb	16%	9%	15%	19%c	16%	20%c	31%zcede	16%	19%	20%	23%	20%p	13%	27%zp
Strike off register	111	47	64	15	30	16	16	9	24	18	25	29	38	55	41	15
	9%gi	8%	11%	9%	16%zfg	9%	8%	6%	9%	6%	8%	12%i	13%zji	9%	12%	8%
No action	55	24	31	10	8	7	12	6	11	7	12	19	18	29	16	11
	5%gi	4%	5%	6%	4%	4%	6%	4%	4%	2%	3%	8%zjij	6%i	5%	5%	6%
Don't know	29	13	16	1	7	1	2	7	11	2	3	9	15	15	6	8
	2%ij	2%	3%	*	4%c	1%	1%	4%ce	4%zcef	1%	1%	4%ij	5%zji	2%	2%	4%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l - z/o/p/q
 Overlap formulae used.

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Table 110
GD21_4 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dental nurse?
This action would be on top of any action other organisations, such as the police, may have taken.
A dental nurse reads notes out wrong and, as a result, a dentist removes the wrong tooth
BASE: All Respondents

	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES					
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULL-TIME (c)	PART-TIME (d)	SELF-EMPLOYED (e)	HOUSEWIFE (f)	STILL IN EDUCATION (g)	UNEMPLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	1232	611	621	400	124	87	64	103	41	359	54	318	914	122	70	115	141	914
Weighted Base	1175	660	515	440	131	89*	57*	88*	40*	282	47*	342	833	141	77*	122	145	833
Conditions	408 35% ^{bi}	252 38% ^{zb}	156 30%	178 41% ^{zi}	40 31%	33 37%	19 33%	35 40% ^{ai}	11 27%	78 28%	13 27%	122 36%	285 34%	47 33%	25 32%	42 34%	55 38%	285 34%
Suspension	347 30%	193 29%	154 30%	125 28%	42 32%	26 29%	17 30%	34 38% ^{ai}	14 35%	76 27%	13 27%	103 30%	244 29%	35 25%	22 28%	42 34%	47 32%	244 29%
Reprimand	225 19% ^{ack}	108 16%	118 23% ^{za}	67 15%	19 14%	22 25% ^{cg}	11 19%	11 12%	6 15%	80 28% ^{zcdg}	9 20%	49 14%	176 21% ^{zk}	22 16%	15 19%	15 12%	20 14%	176 21% ^{zop}
Strike off register	111 9% ^{lq}	66 10%	45 9%	43 10%	19 14% ^e	4 5%	3 5%	6 6%	8 19% ^{zefgi}	23 8%	6 12%	43 13% ^{zl}	68 8%	21 15% ^{zq}	11 14%	12 10%	18 12%	68 8%
No action	55 5%	33 5%	22 4%	21 5%	10 7%	2 3%	4 8%	2 3%	- -	13 4%	3 6%	16 5%	39 5%	7 5%	2 3%	6 5%	5 3%	39 5%
Don't know	29 2% ^{ea}	8 1%	21 4% ^{za}	6 1%	1 1%	1 1%	3 5%	1 1%	2 4%	12 4% ^{zc}	4 8% ^{zcdg}	9 3%	20 2%	8 6% ^{zpq}	2 3%	6 5% ^p	1 *	20 2%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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Table 111
GD21_4 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dental nurse?
This action would be on top of any action other organisations, such as the police, may have taken.
A dental nurse reads notes out wrong and, as a result, a dentist removes the wrong tooth
BASE: All Respondents

	TOTAL (z)	REGION													ETHNICITY		WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST		
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	NON-WHITE (o)	PATIENTS (LAST 12 MONTHS) (p)	PUBLIC (LESS OFTEN) (q)	ONCE A YEAR OR MORE (r)	LESS OFTEN (s)	DON'T KNOW (t)
Unweighted Base	1232	100	69	103	125	42	111	185	123	75	110	101	88	837	1103	126	873	359	898	249	1
Weighted Base	1175	45	75*	96*	134	42*	114*	173	141	88*	95*	87*	85*	862	1034	137	812	363	833	252	1**
Conditions	408 35% ^{ad}	10 23%	25 33%	29 30%	33 24%	12 30%	42 37% ^a	77 44% ^{zacd} km	55 39%	34 39% ^{ad}	34 35%	27 31%	30 35%	287 33% ^{ad}	366 35%	40 29%	289 36%	119 33%	303 36%	86 34%	-
Suspension	347 30% ^g	14 30% ^g	26 35% ^g	34 35% ^g	47 35% ^g	13 30%	31 28%	30 18%	49 34%	22 25%	31 32% ^g	22 25%	29 34% ^g	272 32% ^{zg}	301 29%	46 33%	252 31%	95 26%	253 30%	66 26%	1 100%
Reprimand	225 19% ^{dm}	14 31% ^{zbd} ilm	11 15%	23 24% ^d	15 11%	15 35% ^{zbd} ilm	21 18%	44 26% ^{zdm}	17 12%	13 15%	21 22% ^d	18 21%	13 15%	146 17%	205 20%	20 15%	157 19%	68 19%	161 19%	51 20%	-
Strike off register	111 9% ^{cr}	7 15% ^{zceg}	6 8%	3 3%	15 11% ^c	2 4%	12 11%	11 7%	14 10%	9 10%	7 8%	13 15% ^{cg}	11 13% ^c	85 10% ^c	92 9%	19 14%	68 8%	43 12%	66 8%	32 13% ^r	-
No action	55 5%	* 1%	2 2%	6 6%	18 13% ^{zabef} gilm	1 1%	4 3%	7 4%	6 4%	5 5%	2 2%	4 5%	2 3%	46 5%	47 5%	7 5%	33 4%	22 6%	35 4%	10 4%	-
Don't know	29 2% ^{pr}	-	5 6% ^l	2 2%	7 5% ^l	-	4 4%	3 2%	1 *	5 5%	1 1%	3 3%	-	25 3%	23 2%	5 4%	13 2%	16 4% ^{zd}	14 2%	6 2%	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i/j/k/l/m - z/n/o - z/p/q - z/r/s/t
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 112

GD21_4 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dental nurse?
This action would be on top of any action other organisations, such as the police, may have taken.
A dental nurse reads notes out wrong and, as a result, a dentist removes the wrong tooth
BASE: All Respondents

	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN DENTAL REGULATION		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		COMPLAINED/ CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		
	TOTAL (z)	NHS (a)	PRIVATE (b)	MIXTURE (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDENT (i)	NOT CONFIDENT (j)	SATISFIED (k)	DISSATISFIED (l)	YES (m)	NO (n)	YES (o)	NO (p)	YES (q)	NO (r)
Unweighted Base	1232	676	180	111	15	15	304	736	188	410	51	869	28	60	1148	82	1066	142	1090
Weighted Base	1175	639	167	95*	17**	15**	277	714	179	377	45*	804	28**	61*	1085	84*	1001	145	1030
Conditions	408 35%g	224 35%	65 39%	37 39%	6 34%	7 47%	116 42%zg	225 31%	65 36%	154 41%zj	10 22%	295 37%z	8 28%	22 36%	382 35%	32 38%	350 35%	54 37%	353 34%
Suspension	347 30%	199 31%	48 29%	28 29%	6 35%	4 26%	73 26%	215 30%	57 32%	103 27%	17 39%	241 30%	11 41%	16 25%	323 30%	29 34%	295 29%	44 31%	302 29%
Reprimand	225 19%	119 19%	37 22%	21 22%	2 12%	1 9%	56 20%	132 18%	37 21%	81 21%	8 18%	158 20%	4 13%	8 13%	215 20%	11 13%	204 20%z	19 13%	207 20%z
Strike off register	111 9%hiknp	58 9%	10 6%	7 7%	-	1 5%	23 8%	79 11%zh	9 5%	25 7%	5 10%	62 8%	4 15%	8 14%	96 9%	11 13%	86 9%	19 13%	92 9%
No action	55 5%lin	30 5%	7 4%	1 2%	-	2 12%	5 2%	41 6%l	9 5%	11 3%	3 6%	34 4%	1 3%	5 8%	46 4%	1 2%	45 5%	6 4%	49 5%
Don't know	29 2%aikn	10 2%	1 *	1 1%	3 19%	-	4 1%	22 3%	2 1%	4 1%	2 5%l	14 2%	-	2 3%	22 2%	*	22 2%	2 2%	26 3%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 113

GD21_5 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dental nurse?
This action would be on top of any action other organisations, such as the police, may have taken.
A dental nurse gives a patient a rude response to a complaint the patient has made about them
BASE: All Respondents

	GENDER		AGE						SOCIAL GRADE				MARITAL STATUS			
	TOTAL (z)	MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Unweighted Base	1232	623	609	177	172	173	178	216	316	325	426	229	252	651	360	220
Weighted Base	1175	578	597	174	194	183	199	167	259	307	333	244	292	631	347	196
Reprimand	657 56%k	332 58%	325 54%	86 50%	97 50%	109 60%	108 54%	98 59%	158 61%zcd	197 64%zjk	180 54%	117 48%	164 56%	369 58%	180 52%	108 55%
Conditions	224 19%hl	114 20%	110 18%	45 26%zfh	45 23%h	42 23%h	32 16%	29 17%	32 12%	64 21%l	79 24%zl	44 18%	37 13%	112 18%	76 22%	36 18%
Suspension	143 12%	59 10%	84 14%	19 11%	20 11%	18 10%	32 16%	24 14%	29 11%	29 10%	42 13%	37 15%	34 12%	76 12%	47 14%	19 10%
No action	93 8%i	49 8%	44 7%	18 10%	14 7%	10 6%	21 10%	9 5%	21 8%	15 5%	26 8%	26 11%i	26 9%	47 7%	32 9%	15 8%
Strike off register	31 3%ajj	9 1%	23 4%za	6 3%	8 4%g	2 1%	4 2%	1 1%	10 4%g	*	3 1%	12 5%zij	16 5%zij	15 2%	5 2%	11 6%zop
Don't know	26 2%ij	14 2%	11 2%	1 *	7 4%c	2 1%	2 1%	5 3%	8 3%	1 *	2 1%	8 3%ij	14 5%zij	13 2%	6 2%	7 3%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/ij/kl - z/o/p/q
 Overlap formulae used.

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Table 114
GD21_5 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dental nurse?
This action would be on top of any action other organisations, such as the police, may have taken.
A dental nurse gives a patient a rude response to a complaint the patient has made about them
BASE: All Respondents

	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES					
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULL-TIME (c)	PART-TIME (d)	SELF-EMPLOYED (e)	HOUSE WIFE (f)	STILL IN EDUCATION (g)	UNEMPLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	1232	611	621	400	124	87	64	103	41	359	54	318	914	122	70	115	141	914
Weighted Base	1175	660	515	440	131	89*	57*	88*	40*	282	47*	342	833	141	77*	122	145	833
Reprimand	657	371	286	243	69	59	28	46	18	171	23	178	480	79	43	66	67	480
	56%p	56%	56%	55%	53%	66%h	49%	52%	45%	61%z	49%	52%	58%	56%	56%	54%	46%	58%p
Conditions	224	132	92	97	24	11	14	23	10	36	9	79	145	26	14	33	36	145
	19%ilq	20%	18%	22%ei	18%	12%	25%i	26%ei	24%	13%	19%	23%l	17%	18%	19%	27%zq	25%q	17%
Suspension	143	81	62	53	16	12	7	12	7	33	3	46	97	12	7	9	31	97
	12%	12%	12%	12%	12%	13%	12%	13%	18%	12%	6%	13%	12%	9%	10%	8%	21%zmq	12%
No action	93	54	39	34	14	7	3	7	1	23	5	18	75	9	4	5	7	75
	8%	8%	8%	8%	10%	7%	6%	8%	2%	8%	10%	5%	9%z	7%	5%	4%	5%	9%z
Strike off register	31	12	19	6	5	-	2	-	3	10	5	11	20	5	5	4	3	20
	3%	2%	4%za	1%	4%	-	4%	-	7%ceg	4%	10%zceg	3%	2%	4%	6%	4%	2%	2%
Don't know	26	9	16	6	2	1	3	1	2	8	3	10	16	9	3	6	1	16
	2%	1%	3%za	1%	2%	1%	5%	1%	4%	3%	7%zcg	3%	2%	7%zpq	5%	5%p	*	2%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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Table 115

GD21_5 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dental nurse?
This action would be on top of any action other organisations, such as the police, may have taken.
A dental nurse gives a patient a rude response to a complaint the patient has made about them
BASE: All Respondents

	TOTAL (z)	REGION													ETHNICITY		WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST		
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	NON-WHITE (o)	PATIENTS (LAST 12 MONTHS) (p)	PUBLIC (LESS OFTEN) (q)	ONCE A YEAR OR MORE (r)	LESS OFTEN (s)	DON'T KNOW (t)
Unweighted Base	1232	100	69	103	125	42	111	185	123	75	110	101	88	837	1103	126	873	359	898	249	1
Weighted Base	1175	45	75*	96*	134	42*	114*	173	141	88*	95*	87*	85*	862	1034	137	812	363	833	252	1**
Reprimand	657 56%dlmo qs	22 48%	40 53%d	60 63%adl	48 36%	25 60%d	60 53%d	108 63%adkl m	91 64%	62 70%zadf klm	62 66%zadk lm	42 48%	36 43%	465 54%dl	595 58%zo	62 45%	486 60%zq	171 47%	501 60%zs	125 50%	1 100%
Conditions	224 19%gn	10 22%gi	13 17%	17 17%	28 21%	6 14%	25 22%gi	31 18%	22 16%	9 10%	18 18%	28 32%zbce gijm	18 22%	166 19%ij	188 18%	34 25%	150 18%	75 21%	151 18%	54 21%	-
Suspension	143 12%ikn	7 16%ijk	15 20%cijk	8 8%	26 19%zcij km	9 21%cijk	12 11%	21 12%	21 15%	3 4%	7 7%	4 5%	10 11%	108 13%ik	118 11%	25 18%n	95 12%	48 13%	97 12%	37 15%	-
No action	93 8%pr	5 12%cg	3 4%	4 4%	22 16%zbcgj km	2 5%	10 9%	9 5%	4 3%	7 8%	7 7%	6 6%	14 16%zbcgk m	72 8%	81 8%	11 8%	53 6%	41 11%zp	57 7%	24 9%	-
Strike off register	31 3%r	1 2%	3 4%	4 5%g	4 3%	- -	3 3%	1 1%	1 1%	2 3%	1 1%	4 5%g	7 8%zgj	28 3%	30 3%	2 1%	17 2%	14 4%	15 2%	7 3%	-
Don't know	26 2%pr	-	1 2%	3 3%	6 5%	-	3 2%	2 1%	1 1%	5 5%	1 1%	3 4%	-	23 3%	21 2%	4 3%	11 1%	14 4%zd	12 1%	5 2%	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i/j/k/l/m - z/n/o - z/p/q - z/r/s/t
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 116

GD21_5 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dental nurse?
This action would be on top of any action other organisations, such as the police, may have taken.
A dental nurse gives a patient a rude response to a complaint the patient has made about them
BASE: All Respondents

	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN DENTAL REGULATION		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		COMPLAINED/ CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		
	TOTAL (z)	NHS (a)	PRIVATE (b)	MIXTURE (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDENT (i)	NOT CONFIDENT (j)	SATISFIED (k)	DISSATISFIED (l)	YES (m)	NO (n)	YES (o)	NO (p)	YES (q)	NO (r)
Unweighted Base	1232	676	180	111	15	15	304	736	188	410	51	869	28	60	1148	82	1066	142	1090
Weighted Base	1175	639	167	95*	17**	15**	277	714	179	377	45*	804	28**	61*	1085	84*	1001	145	1030
Reprimand	657 56%g	390 61%zc	101 60%	47 50%	9 53%	6 42%	167 60%	381 53%	108 60%	228 60%z	24 52%	481 60%z	20 72%	31 50%	620 57%z	53 64%	567 57%	84 58%	573 56%
Conditions	224 19%a	108 17%	36 22%	22 23%	3 16%	2 15%	51 18%	144 20%	30 17%	67 18%	8 18%	149 19%	2 8%	13 22%	208 19%	17 20%	192 19%	30 21%	195 19%
Suspension	143 12%	81 13%	15 9%	12 13%	1 9%	4 26%	41 15%	82 12%	18 10%	51 14%	6 14%	94 12%	2 7%	7 11%	130 12%	9 11%	120 12%	16 11%	127 12%
No action	93 8%afkn	37 6%	13 7%	11 12%a	1 3%	3 17%	12 4%	61 8%f	21 12%f	26 7%	4 9%	54 7%	3 10%	9 14%	80 7%	2 2%	78 8%	10 7%	83 8%
Strike off register	31 3%ikn	16 3%	1 1%	2 2%	- -	- -	5 2%	26 4%zh	1 1%	3 1%	2 5%i	15 2%	- -	2 4%	26 2%	2 3%	23 2%	4 3%	27 3%
Don't know	26 2%aik	6 1%	2 1%	1 1%	3 19%	- -	2 1%	21 3%	2 1%	3 1%	1 2%	11 1%	1 3%	- -	21 2%	* 1%	21 2%	* *	25 2%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 117
GD20/GD21 - Summary
BASE: All Respondents

	A dentist posts racist comments on their personal Facebook page	A dentist accidentally prescribes the wrong medication to a patient, and there are serious side effects leading to the patient being admitted to hospital	A dentist is charged for drunk and disorderly behaviour on a night out	A dentist removes the wrong tooth	A dentist gives a patient a rude response to a complaint the patient has made about them	A dental nurse posts racist comments on their personal Facebook page	A dental nurse accidentally gives the wrong medication to a patient, and there are serious side effects leading to the patient being admitted to hospital	A dental nurse is charged for drunk and disorderly behaviour on a night out	A dental nurse reads notes out wrong and, as a result, a dentist removes the wrong tooth	A dental nurse gives a patient a rude response to a complaint the patient has made about them
Unweighted Base	1232	1232	1232	1232	1232	1232	1232	1232	1232	1232
Weighted Base	1175	1175	1175	1175	1175	1175	1175	1175	1175	1175
No action	150 13%	38 3%	491 42%	37 3%	81 7%	178 15%	49 4%	551 47%	55 5%	93 8%
Reprimand	304 26%	98 8%	309 26%	168 14%	609 52%	333 28%	117 10%	308 26%	225 19%	657 56%
Conditions	145 12%	267 23%	121 10%	365 31%	249 21%	146 12%	321 27%	93 8%	408 35%	224 19%
Suspension	324 28%	490 42%	158 13%	428 36%	161 14%	283 24%	448 38%	135 12%	347 30%	143 12%
Strike off register	222 19%	252 21%	71 6%	151 13%	46 4%	203 17%	216 18%	64 5%	111 9%	31 3%
Don't know	30 3%	29 2%	25 2%	27 2%	28 2%	32 3%	24 2%	22 2%	29 2%	26 2%

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Table 118

GD22 - Both Ipsos MORI and the General Dental Council may wish to carry out some follow up research about this subject within the next 12 months. Would you be willing for us, Ipsos MORI, and the General Dental Council to securely keep hold of your contact details for this period so that either organisation can invite you to take part in the research? Would you be interested in taking part?

BASE: All Respondents

	GENDER		AGE						SOCIAL GRADE				MARITAL STATUS			
	TOTAL (z)	MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Unweighted Base	1232	623	609	177	172	173	178	216	316	325	426	229	252	651	360	220
Weighted Base	1175	578	597	174	194	183	199	167	259	307	333	244	292	631	347	196
Yes	484 41%	232 40%	251 42%	74 43%	77 40%	77 42%	85 43%	74 45%	96 37%	140 46% ^{jk}	126 38%	87 35%	131 45%	260 41%	131 38%	91 46%
No	691 59%	346 60%	345 58%	100 57%	116 60%	106 58%	114 57%	92 55%	162 63%	166 54%	207 62% ⁱ	157 65% ⁱ	161 55%	371 59%	216 62%	105 54%

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Table 119
GD22 - Both Ipsos MORI and the General Dental Council may wish to carry out some follow up research about this subject within the next 12 months. Would you be willing for us, Ipsos MORI, and the General Dental Council to securely keep hold of your contact details for this period so that either organisation can invite you to take part in the research? Would you be interested in taking part?
BASE: All Respondents

	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES				
	WORKING (a)	NOT WORKING (b)	FULL-TIME (c)	PART-TIME (d)	SELF-EMPLOYED (e)	HOUSEWIFE (f)	STILL IN EDUCATION (g)	UNEMPLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	611	621	400	124	87	64	103	41	359	54	318	914	122	70	115	141	914
Weighted Base	660	515	440	131	89*	57*	88*	40*	282	47*	342	833	141	77*	122	145	833
Yes	484 41% _{lq}	208 42% _q	173 39%	67 51% _{zci}	35 40%	35 61% _{zceg}	33 37%	18 45%	104 37%	18 38%	161 47% _{zl}	322 39%	69 49% _q	42 55% _{zq}	52 42%	70 48% _q	322 39%
No	691 59% _{dfkn}	307 58% _q	266 61% _{df}	64 49%	54 60% _f	22 39%	55 63% _f	22 55%	178 63% _{df}	29 62% _f	181 53%	510 61% _{zk}	72 51%	35 45%	71 58%	75 52%	510 61% _{zmp}

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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Table 120
GD22 - Both Ipsos MORI and the General Dental Council may wish to carry out some follow up research about this subject within the next 12 months. Would you be willing for us, Ipsos MORI, and the General Dental Council to securely keep hold of your contact details for this period so that either organisation can invite you to take part in the research? Would you be interested in taking part?
BASE: All Respondents

	TOTAL (z)	REGION												ETHNICITY		WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST			
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	NON-WHITE (o)	PATIENTS (LAST 12 MONTHS) (p)	PUBLIC (LESS OFTEN) (q)	ONCE A YEAR OR MORE (r)	LESS OFTEN (s)	DON'T KNOW (t)
Unweighted Base	1232	100	69	103	125	42	111	185	123	75	110	101	88	837	1103	126	873	359	898	249	1
Weighted Base	1175	45	75*	96*	134	42*	114*	173	141	88*	95*	87*	85*	862	1034	137	812	363	833	252	1**
Yes	484 41%	25 56% zcd ijklm	33 44%	39 41%	50 37%	23 55% fjlm	38 34%	85 49% zjfm	61 43%	35 39%	31 32%	34 39%	30 35%	343 40%	432 42%	49 36%	331 41%	152 42%	337 40%	115 46%	-
No	691 59% ag	20 44%	42 56%	57 59% a	84 63% a	19 45%	75 66% aeg	88 51%	80 57%	53 61% a	65 68% aeg	53 61% a	55 65% ae	519 60% aeg	602 58%	88 64%	480 59%	211 58%	496 60%	137 54%	1 100%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i/j/k/l/m - z/n/o - z/p/q - z/r/s/t
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 121
GD22 - Both Ipsos MORI and the General Dental Council may wish to carry out some follow up research about this subject within the next 12 months. Would you be willing for us, Ipsos MORI, and the General Dental Council to securely keep hold of your contact details for this period so that either organisation can invite you to take part in the research? Would you be interested in taking part?
 BASE: All Respondents

	TYPE OF DENTAL TREATMENT RECEIVE					AWARENESS OF GENERAL DENTAL COUNCIL			CONFIDENCE IN DENTAL REGULATION		SATISFACTION WITH DENTAL CARE OR TREATMENT		COMPLAINED ABOUT A DENTAL PROFESSIONAL		CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		COMPLAINED/ CONSIDERED COMPLAINING ABOUT A DENTAL PROFESSIONAL		
	TOTAL (z)	NHS (a)	PRIVATE (b)	MIXTURE (c)	ABROAD (d)	UNSURE (e)	AWARE (f)	UNAWARE (g)	UNSURE (h)	CONFIDENT (i)	NOT CONFIDENT (j)	SATISFIED (k)	DISSATISFIED (l)	YES (m)	NO (n)	YES (o)	NO (p)	YES (q)	NO (r)
Unweighted Base	1232	676	180	111	15	15	304	736	188	410	51	869	28	60	1148	82	1066	142	1090
Weighted Base	1175	639	167	95*	17**	15**	277	714	179	377	45*	804	28**	61*	1085	84*	1001	145	1030
Yes	484	265	63	47	8	3	153	266	63	170	27	325	12	37	441	38	403	75	409
	41%qr	41%	38%	49%	48%	21%	55%zgh	37%	35%	45%	60%z	40%	42%	60%zn	41%	45%	40%	51%zr	40%
No	691	374	104	48	9	12	124	448	117	207	18	479	16	25	644	46	598	71	621
	59%fjm	59%	62%	51%	52%	79%	45%	63%zf	65%f	55%	40%	60%	58%	40%	59%m	55%	60%	49%	60%zq

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e - z/f/g/h - z/i/j - z/k/l - z/m/n - z/o/p - z/q/r
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 122
DEMOGRAPHICS
 BASE: All Respondents

	GENDER		AGE						SOCIAL GRADE				MARITAL STATUS			
	MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)	
Unweighted Base	1232	623	609	177	172	173	178	216	316	325	426	229	252	651	360	220
Weighted Base	1175	578	597	174	194	183	199	167	259	307	333	244	292	631	347	196
GENDER																
MALE	578 49% _{bq}	578 100% _{zb}	-	92 53%	98 51%	90 49%	99 50%	81 48%	118 46%	160 52%	154 46%	129 53%	136 47%	326 52% _q	194 56% _{zq}	58 29%
FEMALE	597 51% _{ap}	-	597 100% _{za}	82 47%	95 49%	93 51%	100 50%	86 52%	140 54%	147 48%	179 54%	115 47%	156 53%	305 48%	153 44%	138 71% _{zop}
AGE																
15-24	174 15% _{defg} hioq	92 16%	82 14%	174 100% _{zdefg} h	-	-	-	-	-	17 5%	57 17% _i	39 16% _i	62 21% _{zj}	20 3% _q	154 44% _{zoq}	1 *
25-34	194 16% _{cefg} hiq	98 17%	95 16%	-	194 100% _{zcefg} h	-	-	-	-	39 13%	61 18% _i	50 21% _i	43 15%	127 20% _{zq}	63 18% _q	3 2%
35-44	183 16% _{cdfg} hpq	90 16%	93 16%	-	-	183 100% _{zcdfg} h	-	-	-	61 20% _{zl}	48 14%	37 15%	37 13%	133 21% _{zppq}	38 11%	12 6%
45-54	199 17% _{cddeg} hp	99 17%	100 17%	-	-	-	199 100% _{zcddeg} h	-	-	66 21% _{zl}	55 17%	41 17%	37 13%	124 20% _{zp}	46 13%	29 15%
55-64	167 14% _{cdef} hp	81 14%	86 14%	-	-	-	-	167 100% _{zcdef} h	-	57 18% _{zl}	51 15%	30 12%	30 10%	103 16% _{zp}	25 7%	39 20% _{zop}

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l - z/o/p/q
 Overlap formulae used.

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Table 122
DEMOGRAPHICS
 BASE: All Respondents

	GENDER		AGE						SOCIAL GRADE				MARITAL STATUS			
	TOTAL (z)	MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/LIVING AS (o)	SINGLE (p)	WID/DIV/SEP (q)
Weighted Base	1175	578	597	174	194	183	199	167	259	307	333	244	292	631	347	196
65+	259	118	140	-	-	-	-	-	259	67	60	47	84	124	22	113
		22% ^{cdef}	24%	-	-	-	-	-	100% ^{zode}	22%	18%	19%	29% ^{zjk}	20% ^p	6%	58% ^{zop}
		g op						fg								
SOCIAL GRADE																
A	42	24	18	3	1	5	11	7	15	42	-	-	-	26	7	9
	4% ^{djkl}	4%	3%	2%	*	3%	6% ^d	4% ^d	6% ^{zd}	14% ^{zjkl}	-	-	-	4%	2%	5%
B	264	136	129	13	38	56	54	49	52	264	-	-	-	183	55	26
	23% ^{cjkl}	23%	22%	8%	20% ^c	31% ^{zcdh}	27% ^c	30% ^{zcdh}	20% ^c	86% ^{zjkl}	-	-	-	29% ^{zpq}	16%	13%
	pq															
C1	333	154	179	57	61	48	55	51	60	-	333	-	-	175	105	53
	28% ^{hkl}	27%	30%	33% ^h	32%	26%	28%	30%	23%	-	100% ^{zkl}	-	-	28%	30%	27%
C2	244	129	115	39	50	37	41	30	47	-	-	244	-	154	55	36
	21% ^{ijlp}	22%	19%	22%	26%	20%	21%	18%	18%	-	-	100% ^{zjl}	-	24% ^{zp}	16%	18%
D	181	89	92	34	30	25	27	16	50	-	-	-	181	73	68	40
	15% ^{gijk}	15%	15%	19% ^g	15%	13%	14%	10%	19% ^{zg}	-	-	-	62% ^{zijk}	12%	20% ^{zo}	20% ^{zo}
	o															
E	111	47	64	28	13	12	10	13	35	-	-	-	111	21	58	32
	9% ^{fjko}	8%	11%	16% ^{zdefg}	7%	7%	5%	8%	13% ^{zdef}	-	-	-	38% ^{zijk}	3%	17% ^{zo}	16% ^{zo}
MARITAL STATUS																
MARRIED/ LIVING AS	631	326	305	20	127	133	124	103	124	209	175	154	94	631	-	-
	54% ^{chlp}	56%	51%	11%	65% ^{zch}	73% ^{zcfg}	62% ^{zch}	62% ^{zch}	48% ^c	68% ^{zjl}	52% ^l	63% ^{zjl}	32%	100% ^{zpq}	-	-
	q					h										

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/ij/kl - z/o/p/q
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	GENDER		AGE						SOCIAL GRADE				MARITAL STATUS			
	TOTAL (z)	MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/LIVING AS (o)	SINGLE (p)	WID/DIV/SEP (q)
Weighted Base	1175	578	597	174	194	183	199	167	259	307	333	244	292	631	347	196
SINGLE	347	194	153	154	63	38	46	25	22	62	105	55	125	-	347	-
		30%begh	34%zb	26%	88%zdef	32%egh	21%h	23%h	15%h	20%	32%ik	22%	43%zijk	-	100%zoq	-
WIDOWED/ DIVORCED/ SEPARATED	196	58	138	1	3	12	29	39	113	35	53	36	72	-	-	196
		17%acde	10%	23%za	*	2%	6%cd	15%cde	23%zcde	12%	16%	15%	25%zijk	-	-	100%zop
		iop						f	tg							
WORKING STATUS																
WORKING	660	359	301	67	159	147	162	105	20	208	202	159	92	421	181	57
		56%bchl	62%zb	50%	39%h	82%zcgh	80%zcgh	81%zcgh	63%zch	8%	68%zl	61%zl	65%zl	32%	67%zpq	52%q
		q														29%
NOT WORKING	515	219	296	107	34	36	37	61	239	99	131	85	200	210	166	139
		44%adef	38%	50%za	61%zdef	18%	20%	19%	37%def	32%	39%	35%	68%zijk	33%	48%o	71%zop
		g							fg							
OCCUPATION																
FULL-TIME	440	261	178	44	124	95	113	58	6	144	130	98	67	277	121	40
		37%bchl	45%zb	30%	25%h	64%zcog	52%zcgh	57%zcgh	35%h	47%zjl	39%l	40%l	23%	44%zpq	35%q	21%
		q														
PART-TIME	131	38	93	20	25	32	27	20	7	32	39	36	25	84	40	6
		11%ahq	7%	16%za	11%h	13%h	17%zh	14%h	12%h	10%	12%	15%l	8%	13%zq	11%q	3%
SELF-EMPLOYED	89	60	29	3	10	20	22	27	6	32	33	25	-	59	20	11
		8%bchl	10%zb	5%	2%	5%	11%ch	11%ch	16%zcdh	10%zl	10%zl	10%l	-	9%z	6%	5%
NOT WORKING - HOUSEWIFE	57	4	53	5	14	18	16	3	*	11	13	13	20	43	8	6
		5%aghp	1%	9%za	3%h	7%gh	10%zcgh	8%gh	2%h	4%	4%	5%	7%	7%zp	2%	3%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/ij/kl - z/o/p/q
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	GENDER		AGE						SOCIAL GRADE				MARITAL STATUS			
	TOTAL (z)	MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/LIVING AS (o)	SINGLE (p)	WID/DIV/SEP (q)
Weighted Base	1175	578	597	174	194	183	199	167	259	307	333	244	292	631	347	196
STILL IN EDUCATION	88	47	41	80	6	1	1	-	-	10	43	8	28	4	84	1
	8%defgh	8%	7%	46%zdefg	3%gh	1%	1%	-	-	3%	13%zik	3%	10%ik	1%	24%zoq	*
	ikoq			h												
UNEMPLOYED	40	20	20	19	8	4	4	4	-	3	7	3	28	8	30	2
	3%hijko	4%	3%	11%zdefg	4%h	2%h	2%h	3%h	-	1%	2%	1%	10%zijk	1%	9%zoq	1%
				h												
RETIRED	282	120	162	-	-	-	1	43	239	74	62	54	91	140	24	118
	24%acde	21%	27%za	-	-	-	*	26%cdef	92%zcode	24%	19%	22%	31%zjk	22%p	7%	60%zop
	fjp							fg								
OTHER	47	27	20	2	7	12	15	11	-	1	6	8	32	16	20	11
	4%chijo	5%	3%	1%	4%h	7%ch	7%zch	7%zch	-	*	2%	3%i	11%zijk	2%	6%o	6%o
CHILDREN IN HOUSEHOLD																
YES	342	143	199	49	96	129	57	8	3	86	89	86	81	249	68	25
	29%aghp	25%	33%za	28%gh	50%zcfg	71%zcdf	28%gh	5%h	1%	28%	27%	35%zj	28%	39%zpq	20%q	13%
	q			h		gh										
NO	833	435	398	125	97	54	142	158	256	220	244	158	211	382	279	171
	71%bdek	75%zb	67%	72%de	50%e	29%	72%de	95%zcode	99%zcode	72%	73%k	65%	72%	61%	80%zo	87%zop
	o						f	fg								
CHILDREN'S AGES																
AGED 0-3	141	63	78	20	68	41	11	*	1	28	37	35	41	119	18	3
	12%fghp	11%	13%	11%gh	35%zcef	22%zcfg	5%gh	*	*	9%	11%	15%	14%	19%zpq	5%q	1%
	q			gh												
AGED 4-5	77	32	45	10	26	33	4	3	1	18	14	22	23	64	12	1
	7%fghjp	6%	7%	6%gh	14%zcfg	18%zcfg	2%	2%	*	6%	4%	9%j	8%	10%zpq	4%q	1%
	q			h												

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	GENDER		AGE						SOCIAL GRADE				MARITAL STATUS			
	TOTAL (z)	MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/LIVING AS (o)	SINGLE (p)	WID/DIV/SEP (q)
Weighted Base	1175	578	597	174	194	183	199	167	259	307	333	244	292	631	347	196
AGED 6-9	122 10%cg hpq	53 9%	69 12%	9 5%h	38 20%zcf g	55 30%zcd fg	17 9%gh	2 1%	1 *	34 11%	32 10%	26 11%	31 11%	90 14%zpq	19 6%	12 6%
AGED 10-15	145 12% dghq	60 10%	85 14%	26 15% dgh	14 7% gh	64 35% zcd fgh	36 18% z dgh	4 2%	1 1%	41 13%	41 12%	33 13%	30 10%	92 15% zq	39 11%	14 7%
NONE < 16	833 71% bdek o	435 75% zb	398 67%	125 72% de	97 50% e	54 29%	142 72% de	158 95% z cde f	256 99% z cde fg	220 72%	244 73% k	158 65%	211 72%	382 61%	279 80% zo	171 87% zop
REGION																
NORTHERN IRELAND	45 4% o	25 4%	20 3%	13 7% zeh	8 4%	5 2%	6 3%	7 4%	6 2%	7 2%	20 6% zi	7 3%	12 4%	16 2%	22 6% zo	8 4%
EAST MIDLANDS	75 6% p	37 6%	38 6%	6 4%	6 3%	10 6%	23 11% zcd	9 6%	19 8%	22 7%	18 5%	19 8%	16 5%	48 8% p	12 3%	15 8% p
EAST OF ENGLAND	96 8%	47 8%	49 8%	14 8%	14 7%	20 11% f	10 5%	16 9%	22 9%	30 10%	22 7%	22 9%	21 7%	58 9%	23 7%	16 8%
LONDON	134 11% h	67 12%	68 11%	24 14% h	27 14% h	29 16% h	21 10%	19 11% h	14 5%	31 10%	38 11%	37 15%	29 10%	65 10%	51 15% z	18 9%
NORTH EAST	42 4% i	20 4%	22 4%	4 2%	6 3%	6 3%	5 2%	13 8% zcfh	9 3%	4 1%	15 4% i	12 5% i	12 4%	22 4%	9 3%	11 6%
NORTH WEST	114 10% io	56 10%	58 10%	23 13%	21 11%	15 8%	16 8%	13 8%	26 10%	14 5%	34 10% i	19 8%	46 16% zijk	50 8%	46 13% zo	17 9%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l - z/o/p/q
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	GENDER		AGE						SOCIAL GRADE				MARITAL STATUS			
	TOTAL (z)	MALE (a)	FEMALE (b)	15-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	MAR/ LIVING AS (o)	SINGLE (p)	WID/ DIV/ SEP (q)
Weighted Base	1175	578	597	174	194	183	199	167	259	307	333	244	292	631	347	196
SCOTLAND	173 15% ^c	83 14%	90 15%	16 9%	29 15%	28 16%	36 18% ^c	25 15%	37 14%	48 16%	52 16%	34 14%	38 13%	96 15%	47 14%	30 15%
SOUTH EAST	141 12% ^{kl}	69 12%	72 12%	23 13%	15 8%	24 13%	21 10%	15 9%	43 17% ^{zdg}	48 16% ^{zkl}	50 15% ^{zl}	23 9%	20 7%	82 13%	36 10%	24 12%
SOUTH WEST	88 7%	43 7%	45 8%	10 6%	18 9%	9 5%	13 7%	14 9%	23 9%	29 9%	20 6%	13 5%	26 9%	52 8%	19 5%	17 8%
WALES	95 8%	47 8%	48 8%	8 4%	17 9%	14 8%	13 7%	15 9%	27 10% ^c	28 9%	24 7%	17 7%	26 9%	53 8%	25 7%	17 9%
WEST MIDLANDS	87 7% ^{jo}	43 7%	44 7%	16 9%	16 8%	12 7%	15 8%	10 6%	18 7%	24 8%	14 4%	15 6%	33 11% ^{zj}	37 6%	33 9%	17 9%
YORKS & HUMBER	85 7% ^{lq}	42 7%	43 7%	15 9%	16 8%	9 5%	20 10%	11 7%	14 6%	21 7%	26 8%	26 11% ^{zl}	12 4%	53 8% ^q	25 7%	7 3%
ENGLAND	862 73%	422 73%	439 74%	137 79%	140 72%	136 74%	143 72%	119 71%	188 73%	223 73%	237 71%	186 76%	216 74%	466 74%	253 73%	141 72%
ETHNICITY																
WHITE	1034 88% ^{cp}	503 87%	531 89%	129 74%	162 84% ^c	161 88% ^c	180 90% ^c	156 94% ^{zcd}	246 95% ^{zede}	276 90% ^l	292 88%	221 90%	246 84%	569 90% ^{zp}	285 82%	181 92% ^{zp}
NON-WHITE	137 12% ^{gho}	73 13%	64 11%	45 26% ^{zdef}	30 16% ^{gh}	21 11% ^h	18 9%	10 6%	13 5%	28 9%	41 12%	22 9%	46 16% ^{zik}	60 10%	61 18% ^{zoq}	15 8%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h - z/i/j/k/l - z/o/p/q
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	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES					
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULL-TIME (c)	PART-TIME (d)	SELF-EMPLOYED (e)	HOUSEWIFE (f)	STILL IN EDUCATION (g)	UNEMPLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Unweighted Base	1232	611	621	400	124	87	64	103	41	359	54	318	914	122	70	115	141	914
Weighted Base	1175	660	515	440	131	89*	57*	88*	40*	282	47*	342	833	141	77*	122	145	833
GENDER																		
MALE	578 49% k	359 54% zb	219 42%	261 59% zdfi	38 29% f	60 67% zdfi	4 7%	47 53% df	20 51% df	120 43% df	27 58% dfi	143 42%	435 52% zk	63 45%	32 42%	53 44%	60 41%	435 52% zp
FEMALE	597 51% q	301 46%	296 58% za	178 41%	93 71% zceg hij	29 33%	53 93% zcode ghij	41 47%	20 49%	162 57% zcej	20 42%	199 58% zl	398 48%	78 55%	45 58%	69 56%	85 59% q	398 48%
AGE																		
15-24	174 15% acei jo	67 10%	107 21% za	44 10% i	20 15% ej	3 4% i	5 10% i	80 91% zcede fhij	19 48% zcedf ij	-	2 4% i	49 14%	125 15%	20 14%	10 13%	9 8%	26 18% o	125 15% o
25-34	194 16% bgil pq	159 24% zb	34 7%	124 28% zegi	25 19% gi	10 11% i	14 24% gi	6 6% i	8 20% gi	-	7 15% i	96 28% zl	97 12%	68 48% znop q	26 34% zpq	38 31% zpq	14 10%	97 12%
35-44	183 16% bgil q	147 22% zb	36 7%	95 22% zgi	32 24% zgi	20 23% gi	18 32% zghi	1 2% i	4 11% gi	-	12 26% zgi	129 38% zl	54 6%	41 29% zq	33 44% zmq	55 45% zmq	64 44% zmq	54 6%
45-54	199 17% bgim n	162 25% zb	37 7%	113 26% zghi	27 21% gi	22 25% zgi	16 28% zghi	1 7%	4 10% gi	1 *	15 31% zghi	57 17%	142 17%	11 8%	4 5%	17 14% n	36 25% zmn q	142 17% mn
55-64	167 14% bgkm nop	105 16%	61 12%	58 13% g	20 16% g	27 30% zcdg hi	3 6% g	-	4 11% g	43 15% g	11 24% zcfg	8 2%	158 19% zk	* *	3 3%	2 2%	4 3%	158 19% zmnop

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
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	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULL-TIME (c)	PART-TIME (d)	SELF-EMPLOYED (e)	HOUSEWIFE (f)	STILL IN EDUCATION (g)	UNEMPLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Weighted Base	1175	660	515	440	131	89*	57*	88*	40*	282	47*	342	833	141	77*	122	145	833
65+	259	20	239	6	7	6	*	-	-	239	-	3	256	1	1	1	1	256
		22%acdef ghjkmnop	46%za	1%	6%cg	7%cg	1%	-	-	85%zcdef ghj	-	1%	31%zk	1%	1%	*	1%	31%zmnop
SOCIAL GRADE																		
A	42	24	18	14	-	10	2	3	-	13	1	14	28	2	-	5	9	28
	4%d	4%	3%	3%	-	12%zcdgh ij	3%	3%	-	5%d	2%	4%	3%	1%	-	4%	6%n	3%
B	264	183	81	130	32	21	10	7	3	61	1	72	192	26	18	29	32	192
	23%bghj	28%zb	16%	30%zdfgh ij	24%ghj	24%ghj	17%j	8%	7%	22%ghj	1%	21%	23%	18%	23%	24%	22%	23%
C1	333	202	131	130	39	33	13	43	7	62	6	89	244	37	14	32	41	244
	28%bij	31%	25%	30%ij	29%j	37%hij	23%	49%zcdf hij	16%	22%	13%	26%	29%	26%	19%	26%	28%	29%
C2	244	159	85	98	36	25	13	8	3	54	8	86	158	35	22	26	33	158
	21%bghl q	24%zb	17%	22%gh	27%gh	28%gh	22%gh	9%	6%	19%g	17%	25%zl	19%	25%	28%	21%	22%	19%
D	181	87	94	64	23	-	12	14	7	54	6	53	128	27	19	18	18	128
	15%ae	13%	18%za	14%e	18%e	-	21%e	16%e	18%e	19%ze	12%e	16%	15%	19%	25%zp	15%	12%	15%
E	111	5	106	4	1	-	8	14	21	37	26	28	83	14	4	13	13	83
	9%acde	1%	21%za	1%	1%	-	15%cde	15%cde	51%zcode fgl	13%zcode	55%zcode gi	8%	10%	10%	5%	10%	9%	10%
MARITAL STATUS																		
MARRIED/ LIVING AS	631	421	210	277	84	59	43	4	8	140	16	249	382	119	64	90	92	382
	54%bghj lq	64%zb	41%	63%zghi j	65%zghi j	66%zghi j	75%zghij	5%	19%g	50%ghj	33%g	73%zl	46%	85%zopq	83%zpq	74%zpq	64%zq	46%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/j - z/k/l - z/m/n/o/p/q
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	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES					
	WORKING (a)	NOT WORKING (b)	FULL-TIME (c)	PART-TIME (d)	SELF-EMPLOYED (e)	HOUSE WIFE (f)	STILL IN EDUCATION (g)	UNEMPLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)	
Weighted Base	1175	660	515	440	131	89*	57*	88*	40*	282	47*	342	833	141	77*	122	145	833
SINGLE	347	181	166	121	40	20	8	84	30	24	20	68	279	18	12	19	39	279
		30%fikm no	27% 32%z	28%fi	30%fi	22%i	14%	95%zcd fhij	75%zcd ij	9%	43%zcd i	20%	34%zk	13%	16%	16%	27%mo	34%zmno
WIDOWED/ DIVORCED/ SEPARATED	196	57	139	40	6	11	6	1	2	118	11	25	171	3	1	12	14	171
		17%acd gk mnop	9% 27%za	9%g	5%	12%g	11%g	1%	6%	42%zcd fghj	24%cdgh	7%	21%zk	2%	1%	10%mn	10%mn	21%zmnop
WORKING STATUS																		
WORKING	660	660	-	440	131	89	-	-	-	-	-	251	409	105	62	85	101	409
		56%bfg hijlq	100%zb	100%zfg hij	100%zfg hij	100%zfg j	-	-	-	-	-	73%zl	49%	75%zq	80%zq	70%zq	69%zq	49%
NOT WORKING	515	-	515	-	-	-	57	88	40	282	47	92	423	35	15	37	45	423
		44%acd e mnop	- 100%za	-	-	-	100%zcd e	100%zcd e	100%zcd e	100%zcd e	100%zcd	27%	51%zk	25%	20%	30%	31%	51%zmnop
OCCUPATION																		
FULL-TIME	440	440	-	440	-	-	-	-	-	-	-	165	275	77	33	51	61	275
		37%bdef ghijlq	67%zb	100%zdefg hij	-	-	-	-	-	-	-	48%zl	33%	55%zopq	43%	41%	42%q	33%
PART-TIME	131	131	-	-	131	-	-	-	-	-	-	63	68	23	24	22	28	68
		11%bcef ghijlq	20%zb	-	100%zcefg hij	-	-	-	-	-	-	18%zl	8%	16%q	31%zmoq	18%zq	19%zq	8%
SELF-EMPLOYED	89	89	-	-	-	89	-	-	-	-	-	23	67	6	5	12	12	67
		8%bcd f gij	14%zb	-	-	100%zcd f hij	-	-	-	-	-	7%	8%	4%	7%	10%	8%	8%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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Table 123
DEMOGRAPHICS
BASE: All Respondents

	TOTAL (z)	WORKING STATUS		OCCUPATION							CHILDREN IN HOUSEHOLD		CHILDREN'S AGES					
		WOR- KING (a)	NOT WOR- KING (b)	FULL- TIME (c)	PART- TIME (d)	SELF- EMPLOYE D (e)	HOUSE WIFE (f)	STILL IN EDU- CATION (g)	UNEM- PLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Weighted Base	1175	660	515	440	131	89*	57*	88*	40*	282	47*	342	833	141	77*	122	145	833
NOT WORKING - HOUSEWIFE	57 5%acdeg ilq	-	57 11%za	-	-	-	57 100%zcd hij	-	-	-	-	39 12%zl	18 2%	20 14%zq	8 11%zq	15 13%zq	15 10%zq	18 2%
STILL IN EDUCATION	88 8%acdef ijm	-	88 17%za	-	-	-	-	88 100%zcd hij	-	-	-	20 6%	68 8%	2 1%	2 2%	9 7% m	15 11% mn	68 8% m
UNEMPLOYED	40 3%aci	-	40 8%za	-	-	-	-	-	40 100%zcd gij	-	-	12 4%	28 3%	5 3%	2 2%	3 2%	8 6%	28 3%
RETIRED	282 24%acdef ghjkmnop	-	282 55%za	-	-	-	-	-	-	282 100%zcd ghj	-	3 1%	279 33%zk	1 1%	1 1%	1 1%	1 1%	279 33% zmnop
OTHER	47 4%acdi	-	47 9%za	-	-	-	-	-	-	-	47 100%zcd ghi	16 5%	31 4%	8 6%	2 3%	9 7%	4 3%	31 4%
CHILDREN IN HOUSEHOLD																		
YES	342 29%bilq	251 38%zb	92 18%	165 38%z egi	63 48%z egi	23 25% i	39 69%z cde ghij	20 23% i	12 31% i	3 1%	16 34% i	342 100%zl	-	141 100%zq	77 100%zq	122 100%zq	145 100%zq	-
NO	833 71%acdf kmnop	409 62%	423 82%za	275 62% f	68 52% f	67 75% cdf	18 31%	68 77% cdf	28 69% f	279 99%z cde fghj	31 66% f	-	833 100%zk	-	-	-	-	833 100% zmnop

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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 BASE: All Respondents

TOTAL (z)	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES					
	WOR-KING (a)	NOT WOR-KING (b)	FULL-TIME (c)	PART-TIME (d)	SELF-EMPLOYE D (e)	HOUSE WIFE (f)	STILL IN EDU-CATION (g)	UNEM-PLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)	
1175	660	515	440	131	89*	57*	88*	40*	282	47*	342	833	141	77*	122	145	833	
CHILDREN'S AGES																		
AGED 0-3	141 12% q	105 16% zb	35 7%	77 17% zegi	23 18% egi	6 6% i	20 35% zcd eg hi	2 2%	5 12% gi	1 *	8 18% egi	141 41% zl	-	141 100% znp	40 52% zopq	31 26% zpq	14 10% q	-
AGED 4-5	77 7% bilq	62 9% zb	15 3%	33 7% i	24 18% zcegh ij	5 6% i	8 15% zgi	2 2%	2 4% i	1 *	2 5% i	77 22% zl	-	40 28% zpq	77 100% zmop	26 21% zpq	11 7% q	-
AGED 6-9	122 10% bilq	85 13% zb	37 7%	51 12% i	22 17% zi	12 14% i	15 27% zceg hi	9 10% i	3 6% i	1 *	9 19% zi	122 36% zl	-	31 22% zq	26 34% zmq	122 100% zmp	42 29% zq	-
AGED 10-15	145 12% bilq	101 15% zb	45 9%	61 14% i	28 21% zi	12 13% i	15 27% zcei j	15 17% i	8 21% i	1 *	4 9% i	145 42% zl	-	14 10% q	11 14% q	42 34% zmn q	145 100% zmnoq	-
NONE < 16	833 71% acdf kmnop	409 62% za	423 82%	275 62% f	68 52% f	67 75% cdf	18 31% f	68 77% cdf	28 69% f	279 99% zcede fghj	31 66% f	-	833 100% zk	-	-	-	-	833 100% zmnop
REGION																		
NORTHERN IRELAND	45 4%	24 4%	21 4%	20 5%	3 2%	1 2%	1 2%	9 11% zcd ei	2 6%	7 3%	1 2%	14 4%	32 4%	6 4%	4 5%	4 3%	5 3%	32 4%
EAST MIDLANDS	75 6%	44 7%	30 6%	26 6%	8 6%	10 11% gh	4 8%	3 3%	-	21 7%	3 5%	18 5%	57 7%	9 6%	3 5%	8 7%	4 3%	57 7%
EAST OF ENGLAND	96 8%	60 9%	36 7%	42 10%	14 10%	4 5%	6 11%	3 3%	2 4%	24 8%	2 5%	33 10%	64 8%	17 12%	9 12%	13 11%	13 9%	64 8%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
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DEMOGRAPHICS
BASE: All Respondents

	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES					
	TOTAL (z)	WORKING (a)	NOT WORKING (b)	FULL-TIME (c)	PART-TIME (d)	SELF-EMPLOYED (e)	HOUSE WIFE (f)	STILL IN EDUCATION (g)	UNEMPLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)
Weighted Base	1175	660	515	440	131	89*	57*	88*	40*	282	47*	342	833	141	77*	122	145	833
LONDON	134	85	50	52	17	15	14	10	7	14	4	53	82	21	12	19	25	82
	11%ilq	13%	10%	12%i	13%i	17%i	25%zcgj	12%i	18%i	5%	9%	15%zl	10%	15%	16%	16%	17%zq	10%
NORTH EAST	42	22	20	13	4	6	*	-	3	11	5	8	34	4	-	4	4	34
	4%	3%	4%	3%	3%	6%g	1%	-	7%g	4%	11%zcdfg	2%	4%	3%	-	3%	3%	4%
NORTH WEST	114	53	61	32	14	6	2	19	5	28	7	27	86	12	10	10	7	86
	10%p	8%	12%za	7%	11%	7%	4%	21%zcede	12%	10%	15%	8%	10%	9%	13%	8%	5%	10%
SCOTLAND	173	100	73	68	24	8	10	9	7	44	3	44	129	15	11	9	22	129
	15%o	15%	14%	15%	18%	9%	17%	11%	17%	16%	7%	13%	15%	11%	14%	8%	15%o	15%o
SOUTH EAST	141	70	71	53	6	10	4	19	5	43	1	43	98	13	6	15	21	98
	12%dj	11%	14%	12%dj	5%	11%j	7%	22%zcdf	12%j	15%zdfj	1%	13%	12%	9%	8%	12%	14%	12%
SOUTH WEST	88	52	36	32	10	9	2	1	3	26	4	25	63	17	-	8	7	63
	7%gn	8%	7%	7%	8%	10%g	4%	2%	8%	9%g	8%	7%	8%	12%np	-	7%n	5%	8%n
WALES	95	52	43	35	11	6	2	1	5	26	8	26	69	7	7	10	12	69
	8%g	8%	8%	8%g	8%g	7%	4%	2%	11%g	9%g	18%zcfg	8%	8%	5%	9%	8%	8%	8%
WEST MIDLANDS	87	46	41	28	10	8	7	9	2	20	2	29	58	9	6	11	17	58
	7%	7%	8%	6%	8%	9%	12%	11%	6%	7%	5%	8%	7%	6%	8%	9%	12%z	7%
YORKS & HUMBER	85	53	32	39	10	5	4	4	-	17	7	24	62	12	8	10	8	62
	7%	8%	6%	9%	8%	5%	7%	4%	-	6%	15%zghi	7%	7%	8%	10%	8%	6%	7%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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TOTAL (z)	WORKING STATUS		OCCUPATION								CHILDREN IN HOUSEHOLD		CHILDREN'S AGES					
	WOR- KING (a)	NOT WOR- KING (b)	FULL- TIME (c)	PART- TIME (d)	SELF- EMPLOYE D (e)	HOUSE WIFE (f)	STILL IN EDU- CATION (g)	UNEM- PLOYED (h)	RETIRED (i)	OTHER (j)	YES (k)	NO (l)	AGED 0-3 (m)	AGED 4-5 (n)	AGED 6-9 (o)	AGED 10-15 (p)	NONE < 16 (q)	
Weighted Base 1175	660	515	440	131	89*	57*	88*	40*	282	47*	342	833	141	77*	122	145	833	
ENGLAND	862	484	378	317	93	74	44	68	27	204	35	259	603	113	56	99	106	603
	73%	73%	72%	71%	82%	77%	77%	66%	72%	74%	76%	72%	80%	72%	81%	73%	72%	
ETHNICITY																		
WHITE	1034	589	445	389	118	82	48	56	32	269	41	274	760	110	61	95	115	760
	88%gkmo	89%	86%	89%g	90%g	91%g	84%g	63%	79%	95%zcfg	86%g	80%	91%zk	78%	80%	78%	79%	91%zmnop
NON-WHITE	137	68	70	48	11	8	9	33	9	13	7	65	72	29	15	27	29	72
	12%ilq	10%	14%	11%i	9%	9%	16%i	37%zcde	21%cdi	5%	14%i	19%zl	9%	20%zq	20%zq	22%zq	20%zq	9%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i/j - z/k/l - z/m/n/o/p/q
 Overlap formulae used. * small base

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Table 124
DEMOGRAPHICS
 BASE: All Respondents

	TOTAL (z)	REGION												ETHNICITY		WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST			
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	NON-WHITE (o)	PATIENTS (LAST12 MONTHS) (p)	PUBLIC (LESS OFTEN) (q)	ONCE A YEAR OR MORE (r)	LESS OFTEN (s)	DON'T KNOW (t)
Unweighted Base	1232	100	69	103	125	42	111	185	123	75	110	101	88	837	1103	126	873	359	898	249	1
Weighted Base	1175	45	75*	96*	134	42*	114*	173	141	88*	95*	87*	85*	862	1034	137	812	363	833	252	1**
GENDER																					
MALE	578 49% _{pr}	25 56%	37 49%	47 49%	67 50%	20 49%	56 49%	83 48%	69 49%	43 49%	47 49%	43 49%	42 49%	422 49%	503 49%	73 53%	377 46%	201 55% _{zp}	391 47%	137 54%	1 100%
FEMALE	597 51% _q	20 44%	38 51%	49 51%	68 50%	22 51%	58 52%	90 52%	72 51%	45 51%	48 51%	44 51%	43 51%	439 51%	531 51%	64 47%	435 54% _{zq}	162 45%	442 53% _z	115 46%	-
AGE																					
15-24	174 15% _{gnp}	13 29% _{zbc} ijn	6 8%	14 15%	24 18% _{gj}	4 9%	23 21% _{bgj}	16 9%	23 17%	10 12%	8 8%	16 19% _{gj}	15 18%	137 16% _{gj}	129 13%	45 33% _{zn}	100 12%	74 20% _{zp}	113 14%	42 17%	1 100%
25-34	194 16% _{npr}	8 17%	6 9%	14 15%	27 20% _b	6 15%	21 18%	29 17%	15 11%	18 20%	17 18%	16 18%	16 18%	140 16%	162 16%	30 22%	122 15%	72 20%	122 15%	57 23% _{zr}	-
35-44	183 16%	5 10%	10 14%	20 21% _a	29 22% _{al}	6 14%	15 13%	28 16%	24 17%	9 11%	14 15%	12 14%	9 11%	136 16%	161 16%	21 15%	124 15%	59 16%	135 16%	35 14%	-
45-54	199 17%	6 14%	23 31% _{zacd} efijm	10 10%	21 15%	5 12%	16 14%	36 21% _c	21 15%	13 15%	13 14%	15 18%	20 23% _c	143 17%	180 17%	18 13%	148 18%	51 14%	149 18%	33 13%	-
55-64	167 14% _{oq}	7 16%	9 12%	16 16%	19 14%	13 30% _z bdf gklm	13 11%	25 15%	15 11%	14 16%	15 16%	10 11%	11 13%	119 14%	156 15% _{zo}	10 7%	132 16% _{zq}	34 9%	132 16% _z	30 12%	-
65+	259 22% _{ado}	6 14%	19 26% _d	22 23% _d	14 10%	9 21%	26 22% _d	37 22% _d	43 30%	23 26% _d	27 28% _{ad}	18 21% _d	14 17%	188 22% _d	246 24% _{zo}	13 9%	186 23%	73 20%	180 22%	54 21%	-

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i/j/k/l/m - z/n/o - z/p/q - z/r/s/t
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 124
DEMOGRAPHICS
 BASE: All Respondents

	REGION													ETHNICITY		WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST			
	TOTAL (z)	NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	NON-WHITE (o)	PATIENTS (LAST12 MONTHS) (p)	PUBLIC (LESS OFTEN) (q)	ONCE A YEAR OR MORE (r)	LESS OFTEN (s)	DON'T KNOW (t)
Weighted Base	1175	45	75*	96*	134	42*	114*	173	141	88*	95*	87*	85*	862	1034	137	812	363	833	252	1**
SOCIAL GRADE																					
A	42 4%g	1 2%	7 9%zgl	3 3%	5 3%	- -	3 2%	2 1%	12 9%	3 3%	2 2%	5 6%gl	- -	38 4%g	40 4%	2 2%	27 3%	15 4%	34 4%	5 2%	- -
B	264 23%aefqs	6 13%	15 20%	27 28%aef	26 19%	4 9%	12 10%	47 27%aef	36 25%	26 29%aef	26 28%aef	19 22%f	21 25%ef	185 22%ef	237 23%	26 19%	220 27%zq	44 12%	218 26%zs	40 16%	- -
C1	333 28%kq	20 44%zbcdfgijklm	18 24%	22 23%	38 28%	15 36%k	34 30%k	52 30%k	50 35%	20 23%	24 25%	14 17%	26 30%k	237 28%k	292 28%	41 30%	252 31%zq	81 22%	264 32%zs	60 24%	- -
C2	244 21%pr	7 15%	19 25%	22 23%	37 28%ai	12 28%	19 17%	34 20%	23 16%	13 14%	17 18%	15 18%	26 31%zafijklm	186 22%	221 21%	22 16%	151 19%	93 26%zp	157 19%	59 23%	- -
D	181 15%lpr	9 20%l	13 17%	16 17%	20 15%	4 10%	25 22%l	27 16%	18 13%	9 10%	15 15%	19 22%l	6 8%	130 15%l	154 15%	27 20%	101 12%	80 22%zp	100 12%	55 22%zr	- -
E	111 9%pr	3 6%	3 4%	5 5%	9 7%	7 17%bcdg	22 19%zabcdgilm	11 7%	2 2%	17 20%zabc	11 12%	14 16%zabcdgilm	6 7%	85 10%	92 9%	19 14%	60 7%	50 14%zp	60 7%	32 13%r	1 100%
MARITAL STATUS																					
MARRIED/ LIVING AS	631 54%afkqs	16 35%	48 64%adfk	58 60%afk	65 48%	22 53%	50 44%	96 56%ak	82 58%	52 60%ak	53 56%a	37 42%	53 62%afk	466 54%afk	569 55%zo	60 44%	468 58%zq	163 45%	485 58%zs	118 47%	- -

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i/j/k/l/m - z/n/o - z/p/q - z/r/s/t
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	TOTAL (z)	REGION												ETHNICITY		WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST			
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	NON-WHITE (o)	PATIENTS (LAST 12 MONTHS) (p)	PUBLIC (LESS OFTEN) (q)	ONCE A YEAR OR MORE (r)	LESS OFTEN (s)	DON'T KNOW (t)
Weighted Base	1175	45	75*	96*	134	42*	114*	173	141	88*	95*	87*	85*	862	1034	137	812	363	833	252	1**
SINGLE	347	22 30%bnpr	12 48%zbce	23 24%	51 38%zbcim	9 21%	46 41%zbce	47 27%	36 25%	19 22%	25 26%	33 38%bci	25 30%	253 29%b	285 28%	61 45%zn	213 26%	134 37%zp	223 27%	87 35%r	1 100%
WIDOWED/ DIVORCED/ SEPARATED	196	8 17%lr	15 20%l	16 17%	18 13%	11 26%l	17 15%	30 17%	24 17%	17 19%	17 18%	17 20%l	7 8%	141 16%l	181 17%z	15 11%	131 16%	65 18%	125 15%	46 18%	-
WORKING STATUS																					
WORKING	660	24 56%f	44 59%	60 62%f	85 63%f	22 52%	53 46%	100 58%	70 49%	52 59%	52 55%	46 53%	53 63%f	484 56%f	589 57%	68 49%	460 57%	200 55%	483 58%	137 55%	-
NOT WORKING	515	21 44%	30 41%	36 38%	50 37%	20 48%	61 54%zcdl	73 42%	71 51%	36 41%	43 45%	41 47%	32 37%	378 44%	445 43%	70 51%	352 43%	163 45%	350 42%	114 45%	1 100%
OCCUPATION																					
FULL-TIME	440	20 37%	26 35%	42 44%f	52 39%	13 30%	32 28%	68 39%	53 38%	32 36%	35 37%	28 32%	39 45%f	317 37%	389 38%	48 35%	311 38%	128 35%	317 38%	101 40%	-
PART-TIME	131	3 11%	8 11%	14 14%	17 13%	4 8%	14 12%	24 14%	6 5%	10 12%	11 11%	10 11%	10 12%	93 11%	118 11%	11 8%	89 11%	42 12%	98 12%	23 9%	-
SELF-EMPLOYED	89	1 8%	10 13%ag	4 4%	15 11%ag	6 14%ag	6 6%	8 5%	10 7%	9 11%	6 7%	8 9%	5 5%	74 9%	82 8%	8 6%	60 7%	30 8%	68 8%	13 5%	-
NOT WORKING - HOUSEWIFE	57	1 5%	4 6%	6 6%	14 10%zfm	* 1%	2 2%	10 6%	4 3%	2 2%	2 2%	7 8%	4 5%	44 5%	48 5%	9 7%	38 5%	19 5%	36 4%	15 6%	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i/j/k/l/m - z/n/o - z/p/q - z/r/s/t
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 124
DEMOGRAPHICS
 BASE: All Respondents

	TOTAL (z)	REGION													ETHNICITY		WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST		
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	NON-WHITE (o)	PATIENTS (LAST12 MONTHS) (p)	PUBLIC (LESS OFTEN) (q)	ONCE A YEAR OR MORE (r)	LESS OFTEN (s)	DON'T KNOW (t)
Weighted Base	1175	45	75*	96*	134	42*	114*	173	141	88*	95*	87*	85*	862	1034	137	812	363	833	252	1**
STILL IN EDUCATION	88	9	3	3	10	-	19	9	19	1	1	9	4	68	56	33	60	29	64	15	1
	8% _{cn}	21% _{zbcde}	4%	3%	8% _j	-	17% _{zbcde}	5%	14%	2%	1%	11% _{ceij}	4%	8% _{cij}	5%	24% _{zn}	7%	8%	8%	6%	100%
UNEMPLOYED	40	2	-	2	7	3	5	7	5	3	5	2	-	27	32	9	23	17	22	13	-
	3% _r	5% _{bl}	-	2%	5% _l	7% _{bl}	4%	4%	3%	3%	5% _l	3%	-	3%	3%	6%	3%	5%	3%	5%	-
RETIRED	282	7	21	24	14	11	28	44	43	26	26	20	17	204	269	13	205	77	200	57	-
	24% _{ado}	16%	28% _d	25% _d	10%	27% _d	24% _d	26% _d	31%	30% _d	28% _d	23% _d	20% _d	24% _d	26% _{zo}	9%	25%	21%	24%	23%	-
OTHER	47	1	3	2	4	5	7	3	1	4	8	2	7	35	41	7	27	20	28	14	-
	4%	2%	3%	2%	3%	13% _{zacdg}	6%	2%	*	4%	9% _{zgm}	3%	8% _g	4%	4%	5%	3%	6%	3%	6%	-
CHILDREN IN HOUSEHOLD																					
YES	342	14	18	33	53	8	27	44	43	25	26	29	24	259	274	65	240	102	251	70	-
	29% _{an}	30%	24%	34%	39% _{zbe}	20%	24%	25%	31%	28%	27%	33%	28%	30%	26%	47% _{zn}	30%	28%	30%	28%	-
NO	833	32	57	64	82	34	86	129	98	63	69	58	62	603	760	72	572	261	581	182	1
	71% _{do}	70%	76% _d	66%	61%	80% _d	76% _d	75% _d	69%	72%	73%	67%	72%	70% _d	74% _{zo}	53%	70%	72%	70%	72%	100%
CHILDREN'S AGES																					
AGED 0-3	141	6	9	17	21	4	12	15	13	17	7	9	12	113	110	29	99	41	99	30	-
	12% _{an}	13%	12%	17% _{gj}	16%	9%	11%	9%	9%	19% _{gj}	7%	10%	14%	13%	11%	21% _{zn}	12%	11%	12%	12%	-
AGED 4-5	77	4	3	9	12	-	10	11	6	-	7	6	8	56	61	15	51	26	50	22	-
	7% _{in}	8% _{ei}	5%	10% _{ei}	9% _i	-	9% _i	6% _i	5%	-	7% _i	7% _i	9% _i	6% _i	6%	11% _{zn}	6%	7%	6%	9%	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i/j/k/l/m - z/n/o - z/p/q - z/r/s/t
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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PUBLIC
GENERAL DENTAL COUNCIL PATIENTS AND PUBLIC ANNUAL SURVEY 2017

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Table 124
DEMOGRAPHICS
BASE: All Respondents

	TOTAL (z)	REGION													ETHNICITY		WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST		
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	NON-WHITE (o)	PATIENTS (LAST 12 MONTHS) (p)	PUBLIC (LESS OFTEN) (q)	ONCE A YEAR OR MORE (r)	LESS OFTEN (s)	DON'T KNOW (t)
Weighted Base	1175	45	75*	96*	134	42*	114*	173	141	88*	95*	87*	85*	862	1034	137	812	363	833	252	1**
AGED 6-9	122	4	8	13	19	4	10	9	15	8	10	11	10	99	95	27	89	34	95	22	-
	10%gn	9%	11%	13%g	14%g	10%	9%	5%	11%	9%	11%	13%g	11%	12%g	9%	20%zn	11%	9%	11%	9%	-
AGED 10-15	145	5	4	13	25	4	7	22	21	7	12	17	8	106	115	29	100	45	111	27	-
	12%n	10%	5%	13%	19%zbfm	9%	6%	13%	15%	8%	13%	20%zbfim	10%	12%	11%	21%zn	12%	12%	13%	11%	-
NONE < 16	833	32	57	64	82	34	86	129	98	63	69	58	62	603	760	72	572	261	581	182	1
	71%do	70%	76%do	66%	61%	80%do	76%do	75%do	69%	72%	73%	67%	72%	70%do	74%zo	53%	70%	72%	70%	72%	100%
REGION																					
NORTHERN IRELAND	45	45	-	-	-	-	-	-	-	-	-	-	-	-	42	3	31	14	34	9	-
	4%odgm	100%zbcde fgijklm	-	-	-	-	-	-	-	-	-	-	-	-	4%	2%	4%	4%	4%	4%	-
EAST MIDLANDS	75	-	75	-	-	-	-	-	-	-	-	-	-	75	70	4	53	22	58	9	-
	6%acdfg ijkl	-	100%zacde fgijklm	-	-	-	-	-	-	-	-	-	-	9%zacd gijkl	7%	3%	6%	6%	7%	4%	-
EAST OF ENGLAND	96	-	-	96	-	-	-	-	-	-	-	-	-	96	93	3	61	35	63	23	-
	8%abdfg ijkl	-	-	100%zabde fgijklm	-	-	-	-	-	-	-	-	-	11%zabde fgijkl	9%zo	2%	8%	10%	8%	9%	-
LONDON	134	-	-	-	134	-	-	-	-	-	-	-	-	134	85	48	78	56	74	42	-
	11%abcef gijklnpr	-	-	-	100%zabce fgijklm	-	-	-	-	-	-	-	-	16%zabce fgijkl	8%	35%zn	10%	16%zpn	9%	17%zr	-
NORTH EAST	42	-	-	-	-	42	-	-	-	-	-	-	-	42	40	2	30	12	29	12	-
	4%odg	-	-	-	-	100%zabcd fgijklm	-	-	-	-	-	-	-	5%zacd gijkl	4%	2%	4%	3%	4%	5%	-

Proportions/Means; Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i/j/k/l/m - z/n/o - z/p/q - z/r/s/t
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DEMOGRAPHICS
 BASE: All Respondents

	TOTAL (z)	REGION												ETHNICITY		WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST			
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	NON-WHITE (o)	PATIENTS (LAST 12 MONTHS) (p)	PUBLIC (LESS OFTEN) (q)	ONCE A YEAR OR MORE (r)	LESS OFTEN (s)	DON'T KNOW (t)
Weighted Base	1175	45	75*	96*	134	42*	114*	173	141	88*	95*	87*	85*	862	1034	137	812	363	833	252	1**
NORTH WEST	114 10%abcde gijklpr	-	-	-	-	-	114 100%zabcd egijklm	-	-	-	-	-	-	114 13%zabc degijkl	106 10%	8 6%	68 8%	45 13%p	67 8%	34 13%zr	-
SCOTLAND	173 15%abcde fijklmoq	-	-	-	-	-	-	173 100%zabcd efijklm	-	-	-	-	-	-	170 16%zo	2 2%	133 16%zq	40 11%	138 17%z	28 11%	-
SOUTH EAST	141 12%abcde fgijkl	-	-	-	-	-	-	-	141 100%	-	-	-	-	141 16%zabc defgijkl	124 12%	17 12%	101 12%	40 11%	107 13%	33 13%	-
SOUTH WEST	88 7%abcdf gijkl	-	-	-	-	-	-	-	-	88 100%zabcd efgijklm	-	-	-	88 10%zabcd efgijkl	79 8%	9 6%	65 8%	23 6%	67 8%	14 6%	-
WALES	95 8%abcdf giklm	-	-	-	-	-	-	-	-	-	95 100%zabcd efgijklm	-	-	-	88 9%	6 4%	74 9%	21 6%	75 9%	14 5%	-
WEST MIDLANDS	87 7%abcdf gijln	-	-	-	-	-	-	-	-	-	-	87 100%zabcd efgijlm	87 10%zabcd efgijl	65 6%	22 16%zn	56 7%	31 9%	56 7%	16 6%	1 100%	
YORKS & HUMBER	85 7%abcdf gijk	-	-	-	-	-	-	-	-	-	-	-	85 100%zabc defgijkm	85 10%zabcd efgijk	71 7%	13 9%	62 8%	23 6%	64 8%	17 7%	-

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i/j/k/l/m - z/n/o - z/p/q - z/r/s/t
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DEMOGRAPHICS
 BASE: All Respondents

	TOTAL (z)	REGION												ETHNICITY		WHEN LAST WENT TO DENTIST		FREQUENCY GO TO THE DENTIST				
		NORTHERN IRELAND (a)	EAST MIDLANDS (b)	EAST OF ENGLAND (c)	LONDON (d)	NORTH EAST (e)	NORTH WEST (f)	SCOTLAND (g)	SOUTH EAST (h)	SOUTH WEST (i)	WALES (j)	WEST MIDLANDS (k)	YORKS & HUMBER (l)	ENGLAND (m)	WHITE (n)	NON-WHITE (o)	PATIENTS (LAST 12 MONTHS) (p)	PUBLIC (LESS OFTEN) (q)	ONCE A YEAR OR MORE (r)	LESS OFTEN (s)	DON'T KNOW (t)	
Weighted Base	1175	45	75*	96*	134	42*	114*	173	141	88*	95*	87*	85*	862	1034	137	812	363	833	252	1**	
ENGLAND	862	-	75	96	134	42	114	-	141	88	-	87	85	862	733	126	574	288	585	200	1	
		73% r	ag j	100% j	zag j	100% j	zag j	100% j	zag j	100% j	zag j	100% j	zag j	100% j	71% r	92% zn	71% j	79% zp	70% r	80% zr	100% t	
ETHNICITY																						
WHITE	1034	42	70	93	85	40	106	170	124	79	88	65	71	733	1034	-	724	310	744	218	-	
		88% dkmo	94% dklm	97% zdklm	63% m	95% dk	93% dkm	99% zadfi	88% ijklm	90% dk	93% dkm	74% j	83% d	85% dk	100% zo	-	89% j	85% j	89% z	87% j	-	
NON-WHITE	137	3	4	3	48	2	8	2	17	9	6	22	13	126	-	137	84	53	85	34	1	
		12% cgnpr	6% g	6% j	3% fgjilm	36% zabce	5% j	7% g	1% j	12% j	10% g	6% g	26% zabc	15% cg	15% zabcf	-	100% zn	10% j	15% j	10% j	13% j	100% t

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h/i/j/k/l/m - z/n/o - z/p/q - z/r/s/t
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	Page	Table	Title	Base Description	Base
●	1	1	GD01 - When was the last time you went to the dentist?	BASE: All Respondents	1232
●	2	2	GD01 - When was the last time you went to the dentist?	BASE: All Respondents	1232
●	3	3	GD01 - When was the last time you went to the dentist?	BASE: All Respondents	1232
●	4	4	GD01 - When was the last time you went to the dentist?	BASE: All Respondents	1232
●	5	5	GD02 - On average, how often do you go to the dentist?	BASE: People who go to the dentist	1148
●	6	6	GD02 - On average, how often do you go to the dentist?	BASE: People who go to the dentist	1148
●	7	7	GD02 - On average, how often do you go to the dentist?	BASE: People who go to the dentist	1148
●	8	8	GD02 - On average, how often do you go to the dentist?	BASE: People who go to the dentist	1148
●	9	9	GD03 - And how long have you been with your current dentist or dental practice?	BASE: People who go to the dentist	1148
●	10	10	GD03 - And how long have you been with your current dentist or dental practice?	BASE: People who go to the dentist	1148
●	11	11	GD03 - And how long have you been with your current dentist or dental practice?	BASE: People who go to the dentist	1148
●	12	12	GD03 - And how long have you been with your current dentist or dental practice?	BASE: People who go to the dentist	1148
●	13	13	GD04 - As you're probably aware, dental care is available both through the NHS and privately. Sometimes, during one visit to the dentist, you may even have a combination of NHS and private treatment. Thinking about the last time you visited your dentist or dental practice, which of these options best describes the type of care you think you received?	BASE: People who go to the dentist at least once every two years	997
●	14	14	GD04 - As you're probably aware, dental care is available both through the NHS and privately. Sometimes, during one visit to the dentist, you may even have a combination of NHS and private treatment. Thinking about the last time you visited your dentist or dental practice, which of these options best describes the type of care you think you received?	BASE: People who go to the dentist at least once every two years	997
●	15	15	GD04 - As you're probably aware, dental care is available both through the NHS and privately. Sometimes, during one visit to the dentist, you may even have a combination of NHS and private treatment. Thinking about the last time you visited your dentist or dental practice, which of these options best describes the type of care you think you received?	BASE: People who go to the dentist at least once every two years	997

	Page	Table	Title	Base Description	Base
●	16	16	GD04 - As you're probably aware, dental care is available both through the NHS and privately. Sometimes, during one visit to the dentist, you may even have a combination of NHS and private treatment. Thinking about the last time you visited your dentist or dental practice, which of these options best describes the type of care you think you received?	BASE: People who go to the dentist at least once every two years	997
●	17	17	GD05 - Now thinking about YOUR OWN EXPERIENCE, how satisfied or otherwise are you with your dental care or treatment?	BASE: People who go to the dentist at least once a year	898
●	18	18	GD05 - Now thinking about YOUR OWN EXPERIENCE, how satisfied or otherwise are you with your dental care or treatment?	BASE: People who go to the dentist at least once a year	898
●	19	19	GD05 - Now thinking about YOUR OWN EXPERIENCE, how satisfied or otherwise are you with your dental care or treatment?	BASE: People who go to the dentist at least once a year	898
●	20	20	GD05 - Now thinking about YOUR OWN EXPERIENCE, how satisfied or otherwise are you with your dental care or treatment?	BASE: People who go to the dentist at least once a year	898
●	21	21	GD06 - Now thinking about healthcare generally (and not just dental care), how confident, if at all, are you that regulation of this works effectively?	BASE: All Respondents	1232
●	22	22	GD06 - Now thinking about healthcare generally (and not just dental care), how confident, if at all, are you that regulation of this works effectively?	BASE: All Respondents	1232
●	23	23	GD06 - Now thinking about healthcare generally (and not just dental care), how confident, if at all, are you that regulation of this works effectively?	BASE: All Respondents	1232
●	24	24	GD06 - Now thinking about healthcare generally (and not just dental care), how confident, if at all, are you that regulation of this works effectively?	BASE: All Respondents	1232
●	25	25	GD07 - Which of the following best describes how aware you were of the General Dental Council before this survey?	BASE: All Respondents	1232
●	26	26	GD07 - Which of the following best describes how aware you were of the General Dental Council before this survey?	BASE: All Respondents	1232
●	27	27	GD07 - Which of the following best describes how aware you were of the General Dental Council before this survey?	BASE: All Respondents	1232
●	28	28	GD07 - Which of the following best describes how aware you were of the General Dental Council before this survey?	BASE: All Respondents	1232
●	29	29	GD08 - How confident, if at all, are you that the General Dental Council is regulating dentists and dental care professionals effectively?	BASE: People who have heard of the General Dental Council before	492

	Page	Table	Title	Base Description	Base
●	30	30	GD08 - How confident, if at all, are you that the General Dental Council is regulating dentists and dental care professionals effectively?	BASE: People who have heard of the General Dental Council before	492
●	31	31	GD08 - How confident, if at all, are you that the General Dental Council is regulating dentists and dental care professionals effectively?	BASE: People who have heard of the General Dental Council before	492
●	32	32	GD08 - How confident, if at all, are you that the General Dental Council is regulating dentists and dental care professionals effectively?	BASE: People who have heard of the General Dental Council before	492
●	33	33	GD09 - Have you ever complained about a dental professional? This includes making a complaint to staff at your dental practice, including to a receptionist.	BASE: People who have been to a dentist at some point	1209
●	34	34	GD09 - Have you ever complained about a dental professional? This includes making a complaint to staff at your dental practice, including to a receptionist.	BASE: People who have been to a dentist at some point	1209
●	35	35	GD09 - Have you ever complained about a dental professional? This includes making a complaint to staff at your dental practice, including to a receptionist.	BASE: People who have been to a dentist at some point	1209
●	36	36	GD09 - Have you ever complained about a dental professional? This includes making a complaint to staff at your dental practice, including to a receptionist.	BASE: People who have been to a dentist at some point	1209
●	37	37	GD10 - Have you ever considered complaining about a dental professional?	BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional	1149
●	38	38	GD10 - Have you ever considered complaining about a dental professional?	BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional	1149
●	39	39	GD10 - Have you ever considered complaining about a dental professional?	BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional	1149
●	40	40	GD10 - Have you ever considered complaining about a dental professional?	BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional	1149
●	41	41	GD11 - Thinking about the most recent time you complained or considered complaining, what type of dental professional did you complain or consider complaining about?	BASE: People who have complained or considered complaining about a dental professional	142
●	42	42	GD11 - Thinking about the most recent time you complained or considered complaining, what type of dental professional did you complain or consider complaining about?	BASE: People who have complained or considered complaining about a dental professional	142
●	43	43	GD11 - Thinking about the most recent time you complained or considered complaining, what type of dental professional did you complain or consider complaining about?	BASE: People who have complained or considered complaining about a dental professional	142
●	44	44	GD11 - Thinking about the most recent time you complained or considered complaining, what type of dental professional did you complain or consider complaining about?	BASE: People who have complained or considered complaining about a dental professional	142

	Page	Table	Title	Base Description	Base
●	45	45	GD12 - Thinking about the most recent time you complained or considered complaining, when was this?	BASE: People who have complained or considered complaining about a dental professional	142
●	46	46	GD12 - Thinking about the most recent time you complained or considered complaining, when was this?	BASE: People who have complained or considered complaining about a dental professional	142
●	47	47	GD12 - Thinking about the most recent time you complained or considered complaining, when was this?	BASE: People who have complained or considered complaining about a dental professional	142
●	48	48	GD12 - Thinking about the most recent time you complained or considered complaining, when was this?	BASE: People who have complained or considered complaining about a dental professional	142
●	49	49	GD13 - Thinking about the most recent time you complained or considered complaining, who did you complain or consider complaining to?	BASE: People who have complained or considered complaining about a dental professional	142
●	50	50	GD13 - Thinking about the most recent time you complained or considered complaining, who did you complain or consider complaining to?	BASE: People who have complained or considered complaining about a dental professional	142
●	51	51	GD13 - Thinking about the most recent time you complained or considered complaining, who did you complain or consider complaining to?	BASE: People who have complained or considered complaining about a dental professional	142
	52	51	GD13 - Thinking about the most recent time you complained or considered complaining, who did you complain or consider complaining to?	BASE: People who have complained or considered complaining about a dental professional	145
●	53	52	GD13 - Thinking about the most recent time you complained or considered complaining, who did you complain or consider complaining to?	BASE: People who have complained or considered complaining about a dental professional	142
●	54	52	GD13 - Thinking about the most recent time you complained or considered complaining, who did you complain or consider complaining to?	BASE: People who have complained or considered complaining about a dental professional	145
●	55	53	GD14 - What prevented you from complaining? Please select the top three reasons from the following list	BASE: People who considered making a complaint	82
	56	53	GD14 - What prevented you from complaining? Please select the top three reasons from the following list	BASE: People who considered making a complaint	84
	57	53	GD14 - What prevented you from complaining? Please select the top three reasons from the following list	BASE: People who considered making a complaint	84
●	58	54	GD14 - What prevented you from complaining? Please select the top three reasons from the following list	BASE: People who considered making a complaint	82
	59	54	GD14 - What prevented you from complaining? Please select the top three reasons from the following list	BASE: People who considered making a complaint	84

	Page	Table	Title	Base Description	Base
	60	54	GD14 - What prevented you from complaining? Please select the top three reasons from the following list	BASE: People who considered making a complaint	84
●	61	55	GD14 - What prevented you from complaining? Please select the top three reasons from the following list	BASE: People who considered making a complaint	82
	62	55	GD14 - What prevented you from complaining? Please select the top three reasons from the following list	BASE: People who considered making a complaint	84
	63	55	GD14 - What prevented you from complaining? Please select the top three reasons from the following list	BASE: People who considered making a complaint	84
●	64	56	GD14 - What prevented you from complaining? Please select the top three reasons from the following list	BASE: People who considered making a complaint	82
●	65	56	GD14 - What prevented you from complaining? Please select the top three reasons from the following list	BASE: People who considered making a complaint	84
	66	56	GD14 - What prevented you from complaining? Please select the top three reasons from the following list	BASE: People who considered making a complaint	84
	67	56	GD14 - What prevented you from complaining? Please select the top three reasons from the following list	BASE: People who considered making a complaint	84
●	68	57	GD15 - If you did want to make a complaint, which of the following would be the most useful way for you to find out how or where to complain to? / Online (NET) / At my dental practice (NET)	BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional	1149
●	69	57	GD15 - If you did want to make a complaint, which of the following would be the most useful way for you to find out how or where to complain to? / At my GP practice (NET) / Other (NET)	BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional	1086
●	70	57	GD15 - If you did want to make a complaint, which of the following would be the most useful way for you to find out how or where to complain to?	BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional	1086
●	71	58	GD15 - If you did want to make a complaint, which of the following would be the most useful way for you to find out how or where to complain to? / Online (NET) / At my dental practice (NET)	BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional	1149

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●	72	58	GD15 - If you did want to make a complaint, which of the following would be the most useful way for you to find out how or where to complain to? / At my GP practice (NET) / Other (NET)	BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional	1086
●	73	58	GD15 - If you did want to make a complaint, which of the following would be the most useful way for you to find out how or where to complain to?	BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional	1086
●	74	59	GD15 - If you did want to make a complaint, which of the following would be the most useful way for you to find out how or where to complain to? / Online (NET) / At my dental practice (NET)	BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional	1149
●	75	59	GD15 - If you did want to make a complaint, which of the following would be the most useful way for you to find out how or where to complain to? / At my GP practice (NET)	BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional	1086
●	76	59	GD15 - If you did want to make a complaint, which of the following would be the most useful way for you to find out how or where to complain to? / Other (NET)	BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional	1086
●	77	59	GD15 - If you did want to make a complaint, which of the following would be the most useful way for you to find out how or where to complain to?	BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional	1086
●	78	60	GD15 - If you did want to make a complaint, which of the following would be the most useful way for you to find out how or where to complain to? / Online (NET) / At my dental practice (NET)	BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional	1149
●	79	60	GD15 - If you did want to make a complaint, which of the following would be the most useful way for you to find out how or where to complain to? / At my GP practice (NET) / Other (NET)	BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional	1086
●	80	60	GD15 - If you did want to make a complaint, which of the following would be the most useful way for you to find out how or where to complain to?	BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional	1086
●	81	60	GD15 - If you did want to make a complaint, which of the following would be the most useful way for you to find out how or where to complain to?	BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional	1086
●	82	61	GD16 - What, if anything, would concern you about making a complaint?	BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional	1149
●	83	61	GD16 - What, if anything, would concern you about making a complaint?	BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional	1086

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●	84	61	GD16 - What, if anything, would concern you about making a complaint?	BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional	1086
●	85	62	GD16 - What, if anything, would concern you about making a complaint?	BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional	1149
●	86	62	GD16 - What, if anything, would concern you about making a complaint?	BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional	1086
●	87	62	GD16 - What, if anything, would concern you about making a complaint?	BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional	1086
●	88	63	GD16 - What, if anything, would concern you about making a complaint?	BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional	1149
●	89	63	GD16 - What, if anything, would concern you about making a complaint?	BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional	1086
●	90	63	GD16 - What, if anything, would concern you about making a complaint?	BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional	1086
●	91	64	GD16 - What, if anything, would concern you about making a complaint?	BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional	1149
●	92	64	GD16 - What, if anything, would concern you about making a complaint?	BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional	1086
●	93	64	GD16 - What, if anything, would concern you about making a complaint?	BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional	1086
●	94	64	GD16 - What, if anything, would concern you about making a complaint?	BASE: People who have not, don't know or prefer not to say if they have complained about a dental professional	1086
●	95	65	GD17 - In some cases, patients cannot find the right organisation to investigate their complaint. If this happened to you, which of the following, if any, would you want to happen?	BASE: All Respondents	1232
●	96	65	GD17 - In some cases, patients cannot find the right organisation to investigate their complaint. If this happened to you, which of the following, if any, would you want to happen?	BASE: All Respondents	1175
●	97	66	GD17 - In some cases, patients cannot find the right organisation to investigate their complaint. If this happened to you, which of the following, if any, would you want to happen?	BASE: All Respondents	1232

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●	98	66	GD17 - In some cases, patients cannot find the right organisation to investigate their complaint. If this happened to you, which of the following, if any, would you want to happen?	BASE: All Respondents	1175
●	99	67	GD17 - In some cases, patients cannot find the right organisation to investigate their complaint. If this happened to you, which of the following, if any, would you want to happen?	BASE: All Respondents	1232
●	100	67	GD17 - In some cases, patients cannot find the right organisation to investigate their complaint. If this happened to you, which of the following, if any, would you want to happen?	BASE: All Respondents	1175
●	101	68	GD17 - In some cases, patients cannot find the right organisation to investigate their complaint. If this happened to you, which of the following, if any, would you want to happen?	BASE: All Respondents	1232
●	102	68	GD17 - In some cases, patients cannot find the right organisation to investigate their complaint. If this happened to you, which of the following, if any, would you want to happen?	BASE: All Respondents	1175
●	103	69	GD18 - Which of the following, if any, would be most important to you when receiving treatment from a dental professional? You may choose up to three...	BASE: All Respondents	1232
●	104	69	GD18 - Which of the following, if any, would be most important to you when receiving treatment from a dental professional? You may choose up to three...	BASE: All Respondents	1175
●	105	70	GD18 - Which of the following, if any, would be most important to you when receiving treatment from a dental professional? You may choose up to three...	BASE: All Respondents	1232
●	106	70	GD18 - Which of the following, if any, would be most important to you when receiving treatment from a dental professional? You may choose up to three...	BASE: All Respondents	1175
●	107	71	GD18 - Which of the following, if any, would be most important to you when receiving treatment from a dental professional? You may choose up to three...	BASE: All Respondents	1232
●	108	71	GD18 - Which of the following, if any, would be most important to you when receiving treatment from a dental professional? You may choose up to three...	BASE: All Respondents	1175
●	109	72	GD18 - Which of the following, if any, would be most important to you when receiving treatment from a dental professional? You may choose up to three...	BASE: All Respondents	1232
●	110	72	GD18 - Which of the following, if any, would be most important to you when receiving treatment from a dental professional? You may choose up to three...	BASE: All Respondents	1175

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●	111	73	GD19 - Which, if any, of these do you think it is important for you to be told before treatment starts? You may choose up to three.	BASE: All Respondents	1232
●	112	73	GD19 - Which, if any, of these do you think it is important for you to be told before treatment starts? You may choose up to three.	BASE: All Respondents	1175
●	113	74	GD19 - Which, if any, of these do you think it is important for you to be told before treatment starts? You may choose up to three.	BASE: All Respondents	1232
●	114	74	GD19 - Which, if any, of these do you think it is important for you to be told before treatment starts? You may choose up to three.	BASE: All Respondents	1175
●	115	75	GD19 - Which, if any, of these do you think it is important for you to be told before treatment starts? You may choose up to three.	BASE: All Respondents	1232
●	116	75	GD19 - Which, if any, of these do you think it is important for you to be told before treatment starts? You may choose up to three.	BASE: All Respondents	1175
●	117	76	GD19 - Which, if any, of these do you think it is important for you to be told before treatment starts? You may choose up to three.	BASE: All Respondents	1232
●	118	76	GD19 - Which, if any, of these do you think it is important for you to be told before treatment starts? You may choose up to three.	BASE: All Respondents	1175
●	119	77	GD20_1 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dentist? This action would be on top of any action other organisations, such as the police, may have taken. A dentist posts racist comments on their personal Facebook page	BASE: All Respondents	1232
●	120	78	GD20_1 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dentist? This action would be on top of any action other organisations, such as the police, may have taken. A dentist posts racist comments on their personal Facebook page	BASE: All Respondents	1232
●	121	79	GD20_1 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dentist? This action would be on top of any action other organisations, such as the police, may have taken. A dentist posts racist comments on their personal Facebook page	BASE: All Respondents	1232

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●	122	80	GD20_1 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dentist? This action would be on top of any action other organisations, such as the police, may have taken. A dentist posts racist comments on their personal Facebook page	BASE: All Respondents	1232
●	123	81	GD20_2 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dentist? This action would be on top of any action other organisations, such as the police, may have taken. A dentist accidentally prescribes the wrong medication to a patient, and there are serious side effects leading to the patient being admitted to hospital	BASE: All Respondents	1232
●	124	82	GD20_2 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dentist? This action would be on top of any action other organisations, such as the police, may have taken. A dentist accidentally prescribes the wrong medication to a patient, and there are serious side effects leading to the patient being admitted to hospital	BASE: All Respondents	1232
●	125	83	GD20_2 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dentist? This action would be on top of any action other organisations, such as the police, may have taken. A dentist accidentally prescribes the wrong medication to a patient, and there are serious side effects leading to the patient being admitted to hospital	BASE: All Respondents	1232
●	126	84	GD20_2 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dentist? This action would be on top of any action other organisations, such as the police, may have taken. A dentist accidentally prescribes the wrong medication to a patient, and there are serious side effects leading to the patient being admitted to hospital	BASE: All Respondents	1232
●	127	85	GD20_3 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dentist? This action would be on top of any action other organisations, such as the police, may have taken. A dentist is charged for drunk and disorderly behaviour on a night out	BASE: All Respondents	1232
●	128	86	GD20_3 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dentist? This action would be on top of any action other organisations, such as the police, may have taken. A dentist is charged for drunk and disorderly behaviour on a night out	BASE: All Respondents	1232

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●	129	87	GD20_3 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dentist? This action would be on top of any action other organisations, such as the police, may have taken. A dentist is charged for drunk and disorderly behaviour on a night out	BASE: All Respondents	1232
●	130	88	GD20_3 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dentist? This action would be on top of any action other organisations, such as the police, may have taken. A dentist is charged for drunk and disorderly behaviour on a night out	BASE: All Respondents	1232
●	131	89	GD20_4 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dentist? This action would be on top of any action other organisations, such as the police, may have taken. A dentist removes the wrong tooth	BASE: All Respondents	1232
●	132	90	GD20_4 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dentist? This action would be on top of any action other organisations, such as the police, may have taken. A dentist removes the wrong tooth	BASE: All Respondents	1232
●	133	91	GD20_4 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dentist? This action would be on top of any action other organisations, such as the police, may have taken. A dentist removes the wrong tooth	BASE: All Respondents	1232
●	134	92	GD20_4 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dentist? This action would be on top of any action other organisations, such as the police, may have taken. A dentist removes the wrong tooth	BASE: All Respondents	1232
●	135	93	GD20_5 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dentist? This action would be on top of any action other organisations, such as the police, may have taken. A dentist gives a patient a rude response to a complaint the patient has made about them	BASE: All Respondents	1232

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●	136	94	GD20_5 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dentist? This action would be on top of any action other organisations, such as the police, may have taken. A dentist gives a patient a rude response to a complaint the patient has made about them	BASE: All Respondents	1232
●	137	95	GD20_5 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dentist? This action would be on top of any action other organisations, such as the police, may have taken. A dentist gives a patient a rude response to a complaint the patient has made about them	BASE: All Respondents	1232
●	138	96	GD20_5 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dentist? This action would be on top of any action other organisations, such as the police, may have taken. A dentist gives a patient a rude response to a complaint the patient has made about them	BASE: All Respondents	1232
●	139	97	GD21_1 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dental nurse? This action would be on top of any action other organisations, such as the police, may have taken. A dental nurse posts racist comments on their personal Facebook page	BASE: All Respondents	1232
●	140	98	GD21_1 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dental nurse? This action would be on top of any action other organisations, such as the police, may have taken. A dental nurse posts racist comments on their personal Facebook page	BASE: All Respondents	1232
●	141	99	GD21_1 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dental nurse? This action would be on top of any action other organisations, such as the police, may have taken. A dental nurse posts racist comments on their personal Facebook page	BASE: All Respondents	1232
●	142	100	GD21_1 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dental nurse? This action would be on top of any action other organisations, such as the police, may have taken. A dental nurse posts racist comments on their personal Facebook page	BASE: All Respondents	1232

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●	143	101	GD21_2 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dental nurse? This action would be on top of any action other organisations, such as the police, may have taken. A dental nurse accidentally gives the wrong medication to a patient, and there are serious side effects leading to the patient being admitted to hospital	BASE: All Respondents	1232
●	144	102	GD21_2 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dental nurse? This action would be on top of any action other organisations, such as the police, may have taken. A dental nurse accidentally gives the wrong medication to a patient, and there are serious side effects leading to the patient being admitted to hospital	BASE: All Respondents	1232
●	145	103	GD21_2 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dental nurse? This action would be on top of any action other organisations, such as the police, may have taken. A dental nurse accidentally gives the wrong medication to a patient, and there are serious side effects leading to the patient being admitted to hospital	BASE: All Respondents	1232
●	146	104	GD21_2 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dental nurse? This action would be on top of any action other organisations, such as the police, may have taken. A dental nurse accidentally gives the wrong medication to a patient, and there are serious side effects leading to the patient being admitted to hospital	BASE: All Respondents	1232
●	147	105	GD21_3 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dental nurse? This action would be on top of any action other organisations, such as the police, may have taken. A dental nurse is charged for drunk and disorderly behaviour on a night out	BASE: All Respondents	1232
●	148	106	GD21_3 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dental nurse? This action would be on top of any action other organisations, such as the police, may have taken. A dental nurse is charged for drunk and disorderly behaviour on a night out	BASE: All Respondents	1232
●	149	107	GD21_3 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dental nurse? This action would be on top of any action other organisations, such as the police, may have taken. A dental nurse is charged for drunk and disorderly behaviour on a night out	BASE: All Respondents	1232

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●	150	108	GD21_3 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dental nurse? This action would be on top of any action other organisations, such as the police, may have taken. A dental nurse is charged for drunk and disorderly behaviour on a night out	BASE: All Respondents	1232
●	151	109	GD21_4 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dental nurse? This action would be on top of any action other organisations, such as the police, may have taken. A dental nurse reads notes out wrong and, as a result, a dentist removes the wrong tooth	BASE: All Respondents	1232
●	152	110	GD21_4 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dental nurse? This action would be on top of any action other organisations, such as the police, may have taken. A dental nurse reads notes out wrong and, as a result, a dentist removes the wrong tooth	BASE: All Respondents	1232
●	153	111	GD21_4 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dental nurse? This action would be on top of any action other organisations, such as the police, may have taken. A dental nurse reads notes out wrong and, as a result, a dentist removes the wrong tooth	BASE: All Respondents	1232
●	154	112	GD21_4 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dental nurse? This action would be on top of any action other organisations, such as the police, may have taken. A dental nurse reads notes out wrong and, as a result, a dentist removes the wrong tooth	BASE: All Respondents	1232
●	155	113	GD21_5 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dental nurse? This action would be on top of any action other organisations, such as the police, may have taken. A dental nurse gives a patient a rude response to a complaint the patient has made about them	BASE: All Respondents	1232
●	156	114	GD21_5 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dental nurse? This action would be on top of any action other organisations, such as the police, may have taken. A dental nurse gives a patient a rude response to a complaint the patient has made about them	BASE: All Respondents	1232

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●	158	116	GD21_5 - For each of these situations, please tell me what you think would be the most appropriate action, if any, for the dental regulator to take against the dental nurse? This action would be on top of any action other organisations, such as the police, may have taken. A dental nurse gives a patient a rude response to a complaint the patient has made about them	BASE: All Respondents	1232
	159	117	GD20/GD21 - Summary	BASE: All Respondents	1232
●	160	118	GD22 - Both Ipsos MORI and the General Dental Council may wish to carry out some follow up research about this subject within the next 12 months. Would you be willing for us, Ipsos MORI, and the General Dental Council to securely keep hold of your contact details for this period so that either organisation can invite you to take part in the research? Would you be interested in taking part?	BASE: All Respondents	1232
●	161	119	GD22 - Both Ipsos MORI and the General Dental Council may wish to carry out some follow up research about this subject within the next 12 months. Would you be willing for us, Ipsos MORI, and the General Dental Council to securely keep hold of your contact details for this period so that either organisation can invite you to take part in the research? Would you be interested in taking part?	BASE: All Respondents	1232
●	162	120	GD22 - Both Ipsos MORI and the General Dental Council may wish to carry out some follow up research about this subject within the next 12 months. Would you be willing for us, Ipsos MORI, and the General Dental Council to securely keep hold of your contact details for this period so that either organisation can invite you to take part in the research? Would you be interested in taking part?	BASE: All Respondents	1232
●	163	121	GD22 - Both Ipsos MORI and the General Dental Council may wish to carry out some follow up research about this subject within the next 12 months. Would you be willing for us, Ipsos MORI, and the General Dental Council to securely keep hold of your contact details for this period so that either organisation can invite you to take part in the research? Would you be interested in taking part?	BASE: All Respondents	1232

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