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University Health Board

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Freedom of Information Request: Our Reference CTMUHB_382_25

You asked:

I am writing to request the following information under the Freedom of Information Act 2000.

Please provide data for each calendar month from January 2025 to the most recent month available, relating to the Dental Access Portal (DAP) in your Health Board:

1. The number of patients added to the DAP.

There are 4174 completed applications of patients on the DAP awaiting allocation to a dental practice as of 15/08/2025.

2. The number of patients allocated to and seen by dental practices.

In 2024-25, 10,787 patients were allocated to dental practices from the dental waiting list in CTMUHB. Between April -mid August 2025 6,100 patients were allocated to dental practices from the dental waiting list.

3. The number of patients removed from the DAP for other reasons (e.g., self-withdrawal, failure to attend, etc.).

We do not currently collate this information on the DAP.

4. The number of patients re-added to the DAP after having previously been seen in practice.

Patients are currently not re-added to the DAP once allocated to a practice as they remain a patient of the practice for 4 years as a historical patient.

5. Additionally, please provide a brief explanation of the patient journey within your DAP system:

Patients add their details via the Dental Access Portal, the names are automatically entered onto the Dental Waiting List and remain on the list until allocated to a dental practice. When a practice has capacity to treat new patients, a patient is made an offer for a dental allocation, patients are notified via text message / email and are requested to accept or decline the offer. If the offer is accepted by the patient, they are contacted by the practice to offer an appointment. If the patient declines the offer with a valid reason (reasons detailed on the DAP include: the distance is too far, the practice is not wheelchair friendly, the patient has had a bad experience at that particular practice), they are able to remain on the waiting list, retain their position and await a future allocation. If the patient declines the offer and they do not have a valid reason (reasons detailed on the DAP include: the patient does not like a particular dental practice) they will become inactive on the Dental Access Portal and will need to re-add themselves to the DAP, they will not retain their original registration date in this scenario.

6. Are patients routinely re-added to the DAP after they have been seen in practice?

No this is not current practice. Patients remain at the practice for a rolling period of 4 years in contract reform practices

7. At what point in the process are they removed, and under what circumstances might they be added back?

Patients are currently only removed if requested by the patient or if they have been allocated to a practice.