

Visit to
mydentist
Grange Road
Hartlepool

17th December 2025



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Healthwatch Hartlepool

mydentist

Enter and View Report

Visit mydentist dental practice 17th December 2025

1. Introduction

Mydentist is the largest dental care provider in the United Kingdom, operating over 500 dental practices nationally and treating approximately four million patients annually. Services are delivered nationally by a workforce of more than 3500 dental professionals and support staff. It delivers a range of NHS and private dentistry services ranging from clinically necessary treatments needed to maintain oral health (check-ups, fillings, extractions etc.) through to cosmetic procedures which are not available under the NHS. The practice has a very experienced staff team and has recently invested in the up-to-date digital dental scanning equipment.

Mydentist practices can be found in other northeast locations including Peterlee, Middlesbrough, Durham and Stockton. The surgery is a short walk from the town centre of Hartlepool and close to local bus services. The practice has a large number of patients, with 7259 currently identified as receiving primarily NHS treatment and 6513 receiving private care.

Details of visit:

| | |
|-----------------------------|---|
| Service address: | 4 Grange Road, Hartlepool, TS26 8JA |
| Service Provider: | mydentist |
| Date and Time: | 17 th December 2025, 2pm - 4pm |
| Authorised Representatives: | Margaret Wrenn, Stephen Thomas |

| | |
|------------------|--|
| Contact details: | Healthwatch Hartlepool, 1st Floor, Greenbank, Waldon Street, Hartlepool, TS24 7Q |
|------------------|--|

2. Background - Mydentist Dental Practice - Grange Road

Our visit to the mydentist practice located on Grange Road was our first Enter and View visit to a dental surgery for some years. In 2023 we carried out a townwide survey which focused on the availability of NHS dental services and the problems patients faced who were unable to access NHS services. Our findings endorsed Healthwatch England recommendations that fundamental reform of NHS dentistry is needed to give everyone a GP-style right to get check-ups and urgent care when needed.

The issue of availability of NHS appointments naturally features in the findings from this visit, and like most other dental practices in our region mydentist was not taking new NHS patients during the period in which our visit took place. The practice is however participating in a recently introduced programme which allows people who do not have regular dental provision to attend a weekly designated surgery for emergency treatment.

However, on this occasion, our main purpose was to speak to patients about their overall experience of dental care, and the patient centred nature of that care. With this in mind, the feedback we received from patients during the course of the visit has given some fascinating insights into the patient experience of dental care services at the mydentist practice on Grange Road.

3. Aim of the Visit

The visit to mydentist was conducted by Healthwatch Hartlepool and was delivered within parameters contained within national Enter and View Guidance which were discussed and agreed with the Practice Manager at a pre-visit meeting.

Our overall aim of the visit was to –

- Gather feedback from patients at the Grange Road mydentist practice, in order to gain insight into their experience of dental care service provision.
- To make appropriate recommendations and comment based on findings and information received.

4. Methodology

This was the first Enter and View visit conducted by Healthwatch Hartlepool to a dental practice since before outbreak of the Covid pandemic in 2020.

The visit process started with a face-to-face discussion with the Practice Manager at which the purpose, conduct and parameters of the forthcoming visit were discussed and agreed.

This meeting also helped familiarise the visitors as to the nature of service provided and the visit subsequently took place on 17th December 2025. It was undertaken by two Healthwatch Hartlepool Enter and View representatives, Margaret Wrenn and Stephen Thomas.

In addition to the visit on December 17th, the visit questionnaire was also made available to patients who subsequently visited the surgery until January 16th and in total 17 questionnaires were completed and returned.

5. The Visit - Arrival at Mydentist

We arrived at the practice at 1.50pm and were warmly received by two staff at the reception desk. They said that the Practice Manager was at a regional meeting, but he had informed them of our visit and what we would be doing. We were invited to use a downstairs office to prepare ourselves and asked if we would like tea or coffee. The reception staff told us that they also worked as dental nurses but occasionally worked on the front desk in order to experience the full patient journey.

We observed several patients arrive for appointments, all of whom were politely received and directed to the waiting area and informed that they would be called through to their appointment shortly. Seating was basic, but adequate, although we did note that some of the chairs were stained and in need of cleaning.

The waiting area was decorated in the corporate colours of the mydentist group (grey and white) and wall spaces were decorated with a wide range of posters offering advice on treatment and subsequent payment options for both NHS and private dental treatment options.

Finally, we had a short discussion with the reception staff who said that as well as reception duties, both were qualified to assist the dentists and said that this enabled them to answer patient questions more readily and reassure those patients who were anxious about their forthcoming treatment. We noted that the uniforms worn by the reception staff were also in the corporate grey colour.

6. Visit Findings

On the day of our visit we spoke to seven patients, all of whom completed the visit questionnaire. A further ten questionnaires were completed and returned by patients during the extended consultation period which ran until 16th January.

A summary of key findings from our discussions and completed questionnaires is shown below –

- Most patients visit the practice yearly for an annual check up
- Eight patients said that they had used both NHS and private treatment services, with “quickness” being the most common reason for accessing private rather than NHS treatment. Several patients told us that they had started their treatment journey as an NHS patient but had gone over to private care in order to get the treatment completed quickly. Most patients who had done this commented on the extent of the additional cost of private treatment (in one instance £600 for root canal).
- Most patients said that they found appointments either very easy or easy to book although some did comment that they could spend some time in a “queue” before their telephone call was answered.
- One patient commented that they had to cancel an appointment for a filling due to a work commitment, and it was going to be over 6 months before they could get another appointment to get the work done.

- The majority of those who completed the survey were complimentary about the reception staff, saying that they were always friendly, pleasant and welcoming.
- Patients commented that the waiting area was comfortable although some commented that chairs were stained and needed to be cleaned and that the furniture had been better before mydentist took over the practice.
- Everyone who completed the survey said that charges had been fully explained prior to treatment and that the dentist had taken time to fully explain the course of treatment or procedure they were about to perform before it happened.
- Everyone who completed the survey also said that they received helpful advice on how to better care for their teeth and gums.
- No one had cause to have emergency dentistry in the previous 12 months. Those who had experienced a course of treatment such as an extraction said that they had received pain management advice which had been helpful.
- Finally, all patients who completed the survey were satisfied with their overall experience of care at mydentist. The most common issue raised by patients was the need for greater availability of NHS appointments.

7. Summary of visit

Overall, our visit to mydentist was a pleasant experience. The reception area is spacious and nicely decorated, although patients did comment that some of the upholstery of some chairs in the waiting area was stained and needed to be cleaned.

Reception staff were pleasant, helpful and professional at all times, although several patients did comment that the uniforms were “drab”.

Some patients expressed concern about the length of time it could take to get through to the surgery to make an appointment, but overall, patients said that their experience of treatment and dental care was extremely good. Patients commented that dentists always explain what will happen during a course treatment and the cost implication, regardless of whether it is NHS or privately charged.

The main areas of concern raised by patients was the need for greater availability of NHS appointments and the cost of private treatment. Several patients also commented that appointments did not always run to time, and on occasions had been up to 45 minutes late, which can be problematic for patients who work or who have caring responsibilities.

8. Recommendation

- All staff at the Practice should be commended for the high standard of treatment which is delivered to patients and the respectful, courteous and dignified manner in day-to-day services are delivered.
- The Practice should explore all possible avenues through which the availability of NHS appointments could be increased for existing patients and enable new NHS patients to register.
- The practice should be commended for its participation in the recently introduced treatment access scheme which allows patients who do not have their own dentist to attend a designated weekly surgery for emergency treatment.
- Consideration should be given to ensuring that as far as is practicably possible appointments are delivered on time as late appointments can be very problematic particularly for patients who work and those with caring responsibilities.
- Seating in the waiting area should be cleaned and maintained regularly to ensure patients areas are as comfortable as possible while waiting for appointments.

9. Acknowledgements

Healthwatch Hartlepool would like to thank Practice Manager Craig Brodie-Myers and the staff team for the warm welcome we received when visiting the Practice and for answering our many questions which they did with openness, transparency and good humour. We wish them all well for the future.

10. Service Provider Response

It has been a pleasure to meet both Stephen and Margaret from Healthwatch Hartlepool who recently visited the practice. Feedback from our patients is always very welcome, encouraged and extremely important to us as a practice. I am always very proud of the team here at the practice and reading some of the feedback obtained from the patient interaction at the recent visit and questionnaire responses this is certainly great to hear and we do pride ourselves in practice on the overall service we provide to our patients from reception to our dental team to enable patients to have a pleasant and comfortable experience when visiting us in practice. Looking at the visit findings with regards to the feedback obtained and contacting the practice via telephone and on occasion can be wait and placed in a queue, this is a focus practice KPI and is monitored on a weekly overview and something that is under constant review, on the telephone system we do have it is set up where the patient does have an opportunity to leave a message and a member of the reception team will return the call our aim is to answer in a timely manner to not inconvenience our patients. We have already taken the opportunity based on feedback obtained regarding some of the seating in the waiting area we are awaiting new seating to arrive at the practice and due to the material of the current seating and the high level of use, some do appear worn. With regards to returning follow up appointments the next available appointment is always given to the patient and an alternative option, we do operate a standby list at the practice, so in the event we did get cancellations before we would make contact with patients to bring appointments forward where necessary, we do have where possible clinicians who add additional sessions in to support patient demand. All clinicians always aim to run to time with appointments however on occasion some may run over and unfortunately can run later than the allocated appointments in the event this does happen this is communicated to any patients waiting to keep them informed, we are always very mindful of patients who are waiting and have appointments. We recognise that the shortage of NHS dentists at the practice can be frustrating within the local community, and we share that concern. Recruiting clinicians to the Hartlepool area remains challenging. However, we remain hopeful that additional NHS clinicians can be placed at the

practice in the future. To conclude I thank Healthwatch Hartlepool for the interaction we have had recently it has certainly been very effective.

Craig Brodie-Myers

Dual Site Practice Manager

11. Appendices

Appendix 1

My Dentist – Patient Questionnaire Summary

1. How often do you visit the dentist?

| | |
|----------------------------|-----|
| Every 6 months | 2 |
| Once a year | 14 |
| Every 2-3 years | 0 |
| Only when I have a problem | 0 |
| Other (please specify) | 1 * |

*I am currently having a course of treatment which involves two monthly visits, but normally once a year

Any additional comments:

- Used to come every 6 months now yearly

2. Are you an NHS or private patient?

| | |
|----------------|---|
| NHS | 7 |
| Private | 2 |
| Have used both | 8 |

Any additional comments:

- Was NHS, went private as easier to get treatment
- Mostly NHS, but occasionally go private to get treatment more quickly.
(2)

3. How easy is it to book an appointment? (tick all that apply):

| | |
|--------------------|---|
| Very easy | 4 |
| Somewhat easy | 4 |
| Neutral | 5 |
| Somewhat difficult | 4 |
| Very difficult | 0 |

Any additional comments

- I had to cancel an appointment for a filling, next available appointment is August.
- Usually ok, but can be on hold over 10 minutes before you get through to the surgery.
- Often in queue to get through on the phone.

4. Did the receptionist greet you in a friendly manner when you arrived for your appointment?

| | |
|-------------------------|----|
| Yes, very friendly | 15 |
| Yes, somewhat friendly | 1 |
| Neutral | 1 |
| No, somewhat unfriendly | 0 |
| Very unfriendly | 0 |

Any additional comments:

- Reception staff are always great, friendly, polite and helpful.
- Good atmosphere all staff are lovely.
- Always friendly and pleasant.
- Mr Laury, my dentist, is very nice.
- All receptionists are friendly and welcoming.

5. Was the waiting area comfortable and pleasant?

| | |
|----------------------------|----|
| Yes, very comfortable | 11 |
| Yes, somewhat comfortable | 3 |
| Neutral | 3 |
| No, somewhat uncomfortable | 0 |
| No, very uncomfortable | 0 |

Any additional comments

- The chairs in the waiting room need to be cleaned.
- It used to be nicer, was changed when mydentist took over, the seating was better.

6. Were the charges which would be made for your dental treatment clearly explained to you ?

| | |
|----------------------|----|
| Yes very clearly | 16 |
| Yes somewhat clearly | 0 |

| | |
|--|---|
| Neutral | 0 |
| No, somewhat unclear | 0 |
| No, very unclear, I didn't understand. | 0 |
| N/a | 1 |

Any additional comments?

- Private treatment is much more expensive, two root canal treatments cost me £600.

7. Did the dentist explain the procedure to you in a clear and understandable manner?

| | |
|---------------------|----|
| Yes very clear | 17 |
| Yes somewhat clear | 0 |
| Neutral | 0 |
| No somewhat unclear | 0 |
| No very unclear | 0 |

Any additional comments

- Always explain what is needed and why.
- Very knowledgeable, happy to answer questions.
- Treatment is clearly explained at all stages.
- Always explained before my treatment

8. How satisfied were you with the results of your dental treatment?

| | |
|-----------------------|----|
| Very satisfied | 17 |
| Somewhat satisfied | 0 |
| Neutral | 0 |
| Somewhat dissatisfied | 0 |
| Very dissatisfied | 0 |

Any additional comments

- Always been happy with my treatment here.
- Just very late

9. Did the dentist or dental hygienist give you advice on how to better care for your teeth and gums

| | |
|------------------------|----|
| Yes, very helpful | 17 |
| Yes, somewhat helpful | 0 |
| Neutral | 0 |
| No, somewhat unhelpful | 0 |
| No, very unhelpful | 0 |

Any additional comments

- If I have a question, will always give advice. Mr Laurey is very thorough, he explains everything.
- Very informative, went into great depth

10. Have you needed emergency dental treatment in the past 12 months?

| | | | |
|-----|---|----|----|
| Yes | 0 | No | 17 |
|-----|---|----|----|

If yes, please tell us about your experience, including how quickly you got an appointment and the treatment you received

- Had a root canal treatment, but that was over a year ago.
- Last time was more than one year ago.

11. If your treatment involved an extraction or other painful procedure, how effectively was your pain managed?

| | |
|------------------------|---|
| Very effectively | 6 |
| Somewhat effectively | 1 |
| Neutral | 1 |
| Somewhat ineffectively | 1 |
| Very ineffectively | 0 |
| N/a | 9 |

Please give us a little more information describing why you felt that way

- Got plenty of advice but still hurt afterwards!
- Yes very much so, dentist knows patient is frightened so very calm and reassuring.

12. Overall, how satisfied are you with your experience of care at Mydentist?

| | |
|----------------------|----|
| Very Satisfied | 16 |
| Somewhat satisfied | 1 |
| Neutral | 0 |
| Somewhat unsatisfied | 0 |
| Very unsatisfied | 0 |

Please give us a little more information explaining why you feel this way?

- Generally satisfied but If an appointment is cancelled for an unavoidable reason, an alternative date for treatment should be available within a month.
- Generally can't complain, good service, friendly and helpful.
- Generally very satisfied, but unhappy I had to go private to get some treatment quickly, frustrating!
- Lovely team and treatment went great. As a very nervous patient made to feel very calm and relaxed.
- Never been any problems

13. Are there any ways in which Mydentist could improve or develop the dental treatment and care they provide?

- More NHS appointments (6)
- Appointments are always late, 45 minutes plus from time of actual appointment.
- Appointments are often late, time keeping could be better.
- They are all fabulous, but need more NHS appointments as often not available.

About you

The next few questions ask about you. You do not need to answer any of these, but it helps us if you do.

14. Please tell us which area of Hartlepool you live in

| | | | | |
|--------|--------|--------|--------|---------------|
| TS24 7 | TS25 5 | TS26 4 | TS26 4 | Out of town 1 |
|--------|--------|--------|--------|---------------|

15. Please tell us your age

| | | | |
|-------------------|-----------|-----------|-----------------|
| 17 or younger (1) | 18-24 (1) | 25-34 (5) | 35-44 (5) |
| 45-54 (3) | 55-64 (1) | 65-74 (1) | 75 or older (0) |

16. How would you describe your gender?

| | |
|-------------|----------|
| Female (15) | Male (2) |
|-------------|----------|

Appendix 2



Pre-Visit Questions For mydentist Manager

A. About The Dental practice

- Who owns, the mydentist? **Bridgepoint**
- Are you part of a group, if so are there other branches of your group in the area? **Yes, mydentist is a corporate company. Our nearest mydentist to us in Hartlepool is Peterlee. We do also have practices across the Northeast Middlesbrough, Stockton, Eaglescliffe, Guisborough, Durham.**
- Please detail your opening hours.
Monday, Tuesday & Thursday 8:45am – 17:30pm
Wednesday & Friday 8:30am – 17:30pm.
We are open 1 Saturday per month
- Will you be open during the Christmas period? **Practice operates normal routine practice opening hours with the exception of 25th December 26th December and 1st January – patients are re-directed to emergency dental provision through NHS 111.**

B. Patients and Appointments

- Please tell us about your current patient numbers-

[Enter & View visit to Mydentist - December 2025](#)

NHS Patients - **7259**

Private patients - **6513**

- Are you currently accepting new NHS or private patients? **At the moment the practice is not currently accepting new NHS patients as we are at full capacity. We are accepting new Private Patients as we have clinicians who work at the practice solely on a private basis and do not hold an NHS contract with us.**
- How many NHS appointments and private appointments are you able to offer each week/month/year
- Do NHS patients ever access private treatment, and if so under what circumstances might this happen? **Yes, this could be for Teeth Whitening, Teeth Straightening, Airflow Cleaning, White Fillings for cosmetic reasons.**
- What factors determine the number of NHS appointments you are able to deliver? **Capacity**
- Do you ever provide an out of hours emergency service, and if so for how long and how often? **Not for out of hours no, we do currently operation, access appointments on Tuesdays designed for NHS patients who are experiencing pain/swelling – they do not need to be patients of the practice to access these appointments.**

C. Staffing

- Please detail the number and different types of staff that work at mydentist?
3 Dentists
1 Implantologist / Private Clinician
1 Endodontic Specialist
1 Orthodontist
3 Dental Therapist / Hygienists

1 Orthodontic Therapist
1 Practice Manager (Also GDC registered)
1 Head Dental Nurse
1 Head Receptionist (Also a Qualified Dental Nurse)
1 Treatment Coordinator (Also an Advanced Nurse)
3 Advanced Dental Nurse – (Orthodontics, Radiography, Implants)
Qualified Dental Nurse
1 Student Dental Nurse
1 Apprentice Dental Nurse
3 Receptionists

- Do individual dentists provide both NHS and private dental care or both? **We have two clinicians who offer both NHS and Private dental care, we also have private only clinicians who only offer private dental care and do not hold an NHS contract at the practice.**
- What qualifications do you look for when recruiting different types of staff at mydentist? **This is obviously role dependent for any clinical roles – we would require qualifications appropriate to the role and would require they are GDC registered. For apprentice dental nurse roles as we offer an apprenticeship it would be a minimum level at GCSE of Other roles such as reception / treatment coordinator roles it would be competent using computer systems, customer/patient focus role previously**
- Do you find it easy to recruit and retain staff, and if you have problems recruiting and retaining staff, please tell us why? **Some of the team members in practice have been with us for over twenty years. If we ever have a staff vacancy arise, we do usually have a keen interest in the position.**
- Do you ever employ locum/temporary staff, and if so, how often, and how are they sourced? **Yes, on occasion we do need to access temporary staff however this is not a regular occurrence as we do have a number of other mydentist practices who are able to provide support.**

- Please tell us about the types of training staff are expected to take as part of their ongoing professional/personal development? **Mydentist has its own internal learning platform that is accessible to all team members. We do have required mandatory learnings that must be complete as part of compliance requirements and any of the team who are GDC registered are required to do continued professional development which has to be logged and submitted on an annual basis. Some examples of training Infection Control, Data Protection, Safeguarding, CPR/Medical Emergencies, Health and Safety, Equality and Diversity.**

D. Supporting Equality and Diversity

- Is the mydentist fully accessible, including to wheelchair users – please give details? **We have ramps to aid wheelchair users of the practice, and we have ground floor surgeries.**
- Is the mydentist Dementia friendly? Please give examples of how you support customers who have dementia? **Yes, mydentist is dementia friendly. As a company we have partnered with Dementia UK to improve services for patients with dementia, ensuring that dental practices take reasonable steps to help them receive treatment in a compassionate manner. This includes providing support for patients with dementia and their families, as well as raising awareness about the effects of dementia on oral health.**
- Do you provide assistance to customers who have sensory loss, or who are unable to read the instructions that come with their medication? **Yes, mydentist provides assistance to our patients who have sensory loss or are unable to read medication instructions. We support patients with sensory processing differences, ensuring a more comfortable dental experience.**

- Do you have customers whose first language is not English, and if so, how do you provide support and advice? **Yes, we do and we have an external interpreting service that we use to provide support to patients.**

E. Safety and Security

- What procedures do you use to ensure that patients are safe and not put at risk whilst receiving treatment? **Full personal protective equipment is always provided when patient attends for an appointment.**
- How do you ensure that sensitive patient information is protected and never inappropriately disclosed? **All patient information we hold in practice is protected via password. All staff are trained in regards to data protection / security awareness.**
- Do you have a private area in which patients can receive advice and discuss issues relating to their treatment confidentially? **We have a Treatment Coordinator office that is located on the ground floor and is readily available as a private area for patients of the practice.**
- Do you have emergency procedures to protect staff and patients in emergency or threatening situations? **Panic button installed**

F. Patient Wellbeing

- Please tell us how you ensure that patients are as informed and knowledgeable about their treatment and subsequent pain management? **Clinicians explain and talk about any treatment proposed and pain management before starting to ensure patients fully understand and how best to manage pain and what they may**

experience. For certain treatments such as tooth extraction are provided with written after care instruction.

- Do patients receive texts or emails advising them of appointment times or to contact the practice to arrange check-ups? **Yes, we do offer this to our patients, and we ask patient preference in terms of text message or email.**
- Are patients able to access emergency appointments if required? **Yes, emergency appointments are available on a daily basis.**
- Are patients given clear information as to the cost of treatment and entitlement to free dental treatment? **Yes, patients are provided with costings both upon discussion with a clinician or a member of the practice team and we display these throughout the practice, treatment plans are also given which outlines costings and it is outlined which of the exceptions entitles a patient to free dental treatment.**
- Do you provide dental to local care home residents, or in the homes of patients who are housebound? **We no longer offer this directly from this practice however we can offer details on a service that does off this facility.**
- Do you give patients advice and guidance about maintaining good teeth and gum health? **Yes, this is routinely offered by the experienced dental team in practice. Clinicians as part of a routine dental examination or treatment, we also have practice hygienists team who offer this as part of the appointments and treatments they offer.**
- Do you ever visit local school to promote teeth and gum help with children? **We currently don't visit local school however this is**

something we would always be willing to offer to the community as an opportunity to educate children.

G. Final Comments

- Is there anything else you want to tell us about mydentist, the services you provide or any challenges you face?

We have always been proud to provide our patients in Hartlepool with NHS Dental Care, we also have availability for any patients who are not assigned to a dental practice and are experiencing any urgent dental care needs such as severe pain, swelling, bleeding we have this availability on a weekly basis at the practice and is available on a first come first serve basis by contacting the practice from 8:45am on Tuesdays. As a practice we have a very varied and experienced long serving dental team who do offer specialist dental treatments more details can be found via our practice website or please contact the practice on 01429 864555.

Healthwatch Hartlepool, Greenbank, Waldon Street, Hartlepool TS24
7QS

Tel: 0800 254 5552 Email: yoursay@healthwatchhartlepool.co.uk

Text Phone 07749 688 795 – www.healthwatchhartlepool.co.uk

