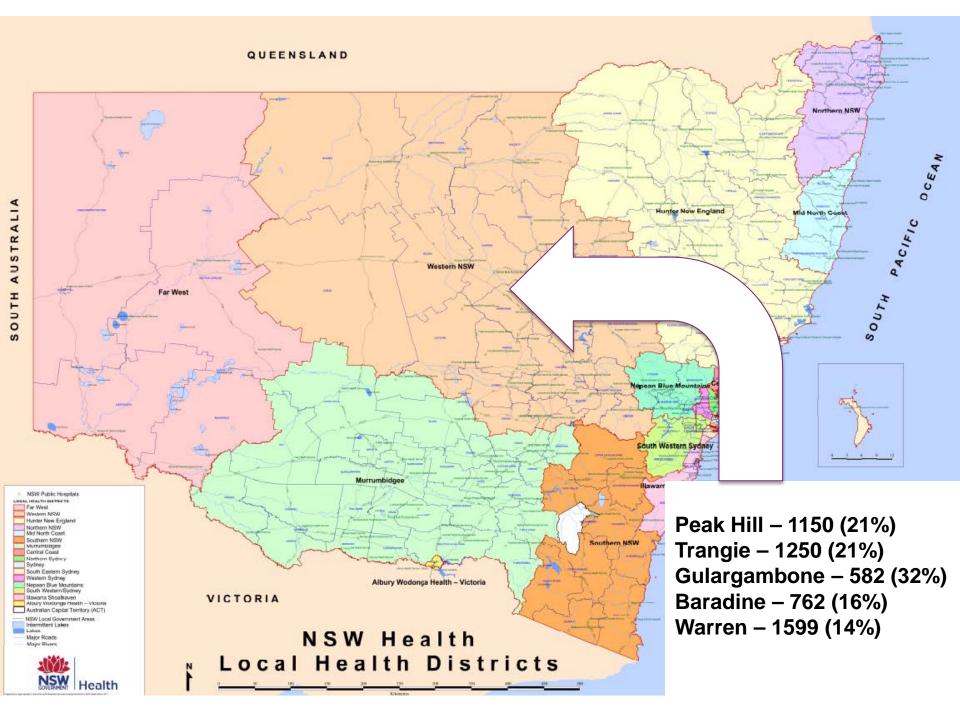
Mobile Oral Health Centre: community engagement closing the gap

Jenni Floyd Director Oral Health Services, Western NSW LHD





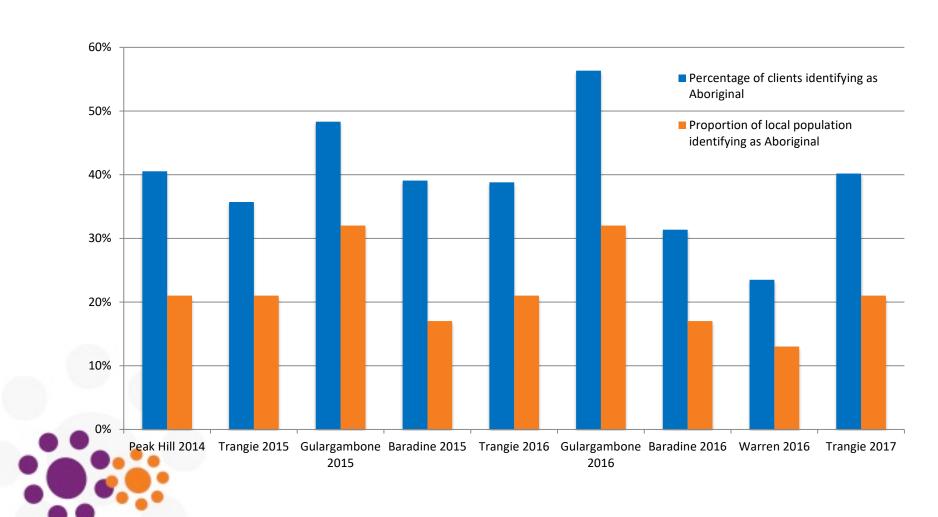




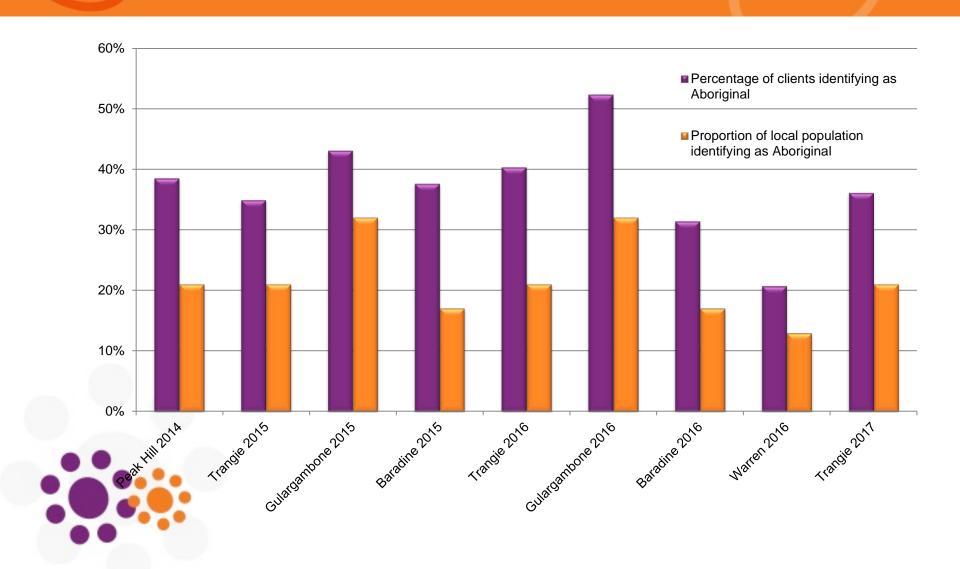
MOBILE ORAL HEALTH CENTRE



Appointments by Aboriginality



Unique clients by Aboriginality



Patient feedback – Aboriginal clients

2016 Patient Rounding Feedback from Aboriginal Clients at Gulargambone and Trangie

Positives

Very convenient (15)

Fabulous Service (1)

Less traveling (5)

Easier to access (5)

No waiting times for appointments (2)

Dentists are fantastic with Autistic kids

Friendly, happy and nice staff (6)

Great customer service (1)

Great job (1)

Thorough explanation of treatment from staff (1)

Clean and beautiful clinic (1)

Kids felt comfortable (2)

Great/good service to have (3)

Easier to pick children up from school and drop them off compared to pulling them out for a full day of school to travel for dental treatment (2)

Impressed with the service (1)

No improvements needed (1)

Happy with everything (3)

Nothing I didn't like (1)

Fast and communicative (2)

Handy to have coming to town (2)

Closest clinic (1)

Happy with treatment (1)

Happy with service and resources (1)

Comedy for staff (1)

Number of clients surveyed: 31

Number of clients surveyed who would recommend this service: 31 out of 31 (100%)

Negatives

Needles (2)

Took all the teeth out and now waiting for dentures. Lack of communication with Contact Centre (1)

Suggestions for Improvements

Make it a regular service every couple of months. (1)







