

Submission
No 7

INQUIRY INTO DENTAL SERVICES IN NSW

Organisation:

Name: Mrs Shirley Davis

Telephone:

Date Received: 27/04/2005

Theme:

Summary

Inquiry into Dental Services in N.S.W.

Shirley Davis

April 20 2005

(a) I am 82 years of age.

When I went to the Chalmers
St. Clinic approx. 1995, the
clerk at the front desk was
extremely rude and abusive
to me. She wanted to give me
an appointment at 9.30 A.M.

I asked for a later appointment
as I have to leave my home
at 7 A.M. to reach Sydney at 9.30 A.M.

The trains at that time were
disrupted and having trackwork.

She shouted at me in front
of about 40 people "the train
will be alright to-morrow".

The fact is the trains are still
subject to change 10 years later.

She put a comment in my
file saying I was very rude.

This file was later transferred to Blue Mts. Dental Hospital and this is where I saw the comment.

at the time I was so upset I went into the Administrator's office and complained.

I have worked in a Specialists Unit at R.P.A.H. in a clerical capacity for 8 years.

I do not believe that Clerical Staff should have the right to write such a comment in my file which follows me forever especially without my knowledge.

I had some superb treatment at Chalmers St. and some very mediocre. eg. some "deep cleaning" and a very superficial 3 min. clean - I was shocked at this as I travelled for 5 hours up/down and considered it as non-serious cleaning.

also I was upset when the Dental was doing a 20 min. cleaning job and the assistant

3

gossiped about her personal life over my head the whole time.

The Chinese dentist did not stop her, she was probably too shy but I found it irritating and unprofessional behaviour.

About 10 yrs ago I transferred to B.M. Clinic.

This was mostly satisfactory except an instance where an Indian dentist was extremely rude to me telling me of "I cleaned my teeth properly I wouldn't have any problems." He was obviously ignorant of Australian dental history pre-fluoridation. I lived in Singapore from 1947 for about 30 yrs and had much less decay as they had water fluoridation.

I have not been able to get an appointment in Katoomba Clinic for the last 4 years. I have a decayed front tooth and need cleaning etc. I cannot afford a private dentist.

I have written and phoned Bob Debus on at least 4

4/3

occasions and although he replies the Dental Clinic seems to non-functioning.

There is something radically wrong, some dentists seem to have come and left after a short time.

The Clinic was asking "if you had pain" they would give you priority - people in the community soon learned this trick. It could quote a factual incident. When I was truthful I went to the bottom of the queue and consequently have never had treatment.

I find it difficult to get to appear and hear some people have appointments cancelled on presentation and told to come another day.

I live alone family live at a distance and I get no support from them physically or financially.

I do not call on the
Medical Drs very much
and believe Dental should
be included in the Health
Package.

Health needs and costs
vary from patient to
patient and perhaps
an overall financial
scale could work.
For instance I may
need more dental care
than eye care, or general.

Thank you for your
attention!

Shirley Davis

P.S. Bob Davis has sent
out a Newsletter this
morning and says we are
getting a new dental clinic
- no date - I hope we
get dentists as well.