

Submission  
No 140

## INQUIRY INTO DENTAL SERVICES IN NSW

**Organisation:**

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**Telephone:**

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**Theme:**

**Summary**

Dear Sir/Madam,

As a Dental Assistant for some 20 years-15 in the public sector I have seen many changes to the Oral Health Service in that time.

The one thing that has been the constant & has never changed or will likely change is the need for more services & trained oral staff & the ongoing need for MORE RESOURCES & MONEY.

When patients have to wait anything up to 3 months with a toothache to be seen by a dentist the system isn't working.

The system for statistical analysis regarding Dentistry is ISOH(Information System for Oral Health) Everything is done using this system.

The questionnaire patients have to go through when they finally after some days of trying to contact the Oral Health Call Centre isn't even relevant to their problem. Whilst I agree that a system needs to be in place ISOH & patients & staff are suffering under numerous problems- mostly to do with UNDER RESOURCING & UNDERFUNDING.

You say you want submissions then go PUBLIC with this inquiry more so than it is.

Have every patient that can't be seen add a question to the questionnaire that relates to waiting times for appointments & send that upstairs-you would have every patient that uses the service complaining in a way without people having to write out personal submissions.

The Stress that the Dental staff are under & working in conditions that are outdated increases the stress Ten fold.

You might want to order something relevant say masks for example-You are told you can't order anything until the new financial year-that may be 10 months away-because we're drastically underfunded from the very beginning.

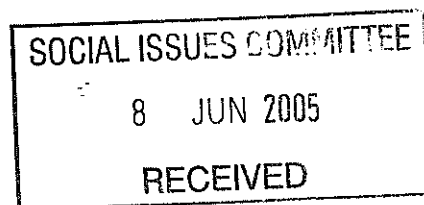
Our Managers get their butt's kicked for overspending & not keeping to the budget-that is impossible to do when youre underfunded in the first place & the degradation of services only continues year after year.

Like the old adage

WE WILL SOON BE DOING THE IMPOSSIBLE WITH NOTHING

Really holds true.

Unless something drastic is done to change Political policy and funding in this country the recurring problems within Public Dentistry will continue to grow beyond everyone's expectations.



L. GALLEGHAN