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From: **EA-CSERVICE, England (NHS ENGLAND & NHS IMPROVEMENT - X24)** <[england.ea-cservice@nhs.net](mailto:england.ea-cservice@nhs.net)>

Date: Thu, 16 May 2019 at 11:46

Subject: FW: C-330735 - Complaint regarding the commissioning of NHS dental services

To: [jezur.patel@gmail.com](mailto:jezur.patel@gmail.com) <[jezur.patel@gmail.com](mailto:jezur.patel@gmail.com)>

Dear Mr Patel

**Complaint reference: C-330735/JBM**

Further to our telephone conversation, this matter has been allocated to me in the East of England Complaint Team to deal with as a formal complaint.

I will be your case officer for the duration of your complaint and you are able to contact me at any time during the course of the process. My contact details are shown at the bottom of this email.

I have attached the notes taken at the NHS England Customer Contact Centre which will be used for the complaint. If there is any important information that you feel is missing, or you think of any specific questions you would like to have answered by our dental commissioning team, please let me know as soon as possible.

Having read the notes from your original telephone call and discussed your concerns with you, I have outlined below the key issues that I believe you wish to receive a response and explanations to:

An overview of how NHS dental services are commissioned.

An explanation to the decisions that are being taken when commissioning dental services in the Cambourne area.

An explanation around what actions are being taken by NHS England to ensure that there are sufficient NHS Dental services in Cambourne to cope with the increase in the local population, due to the new housing developments.

An investigation in to why the local practice, Cambourne Dental Clinic is currently declining to take on additional NHS Patients, and an explanation around what actions NHS England is taking to commission additional NHS services from them.

To know what actions NHS England is proposing to take to ensure that there are sufficient NHS dental services to fulfil the needs of the local population for both urgent and routine dental care.

I will be contacting the East of England Primary Care Dental Contract Manager to ask them to provide me with explanations to the issues you have raised.

Taking this into consideration, NHS England aims to respond to your complaint by 28 June 2019. I will, of course, update you should there be a delay for any reason.

Please do not hesitate to contact me should you need to discuss this.

Kind regards,  
Jake Manley  
Complaints Coordinator