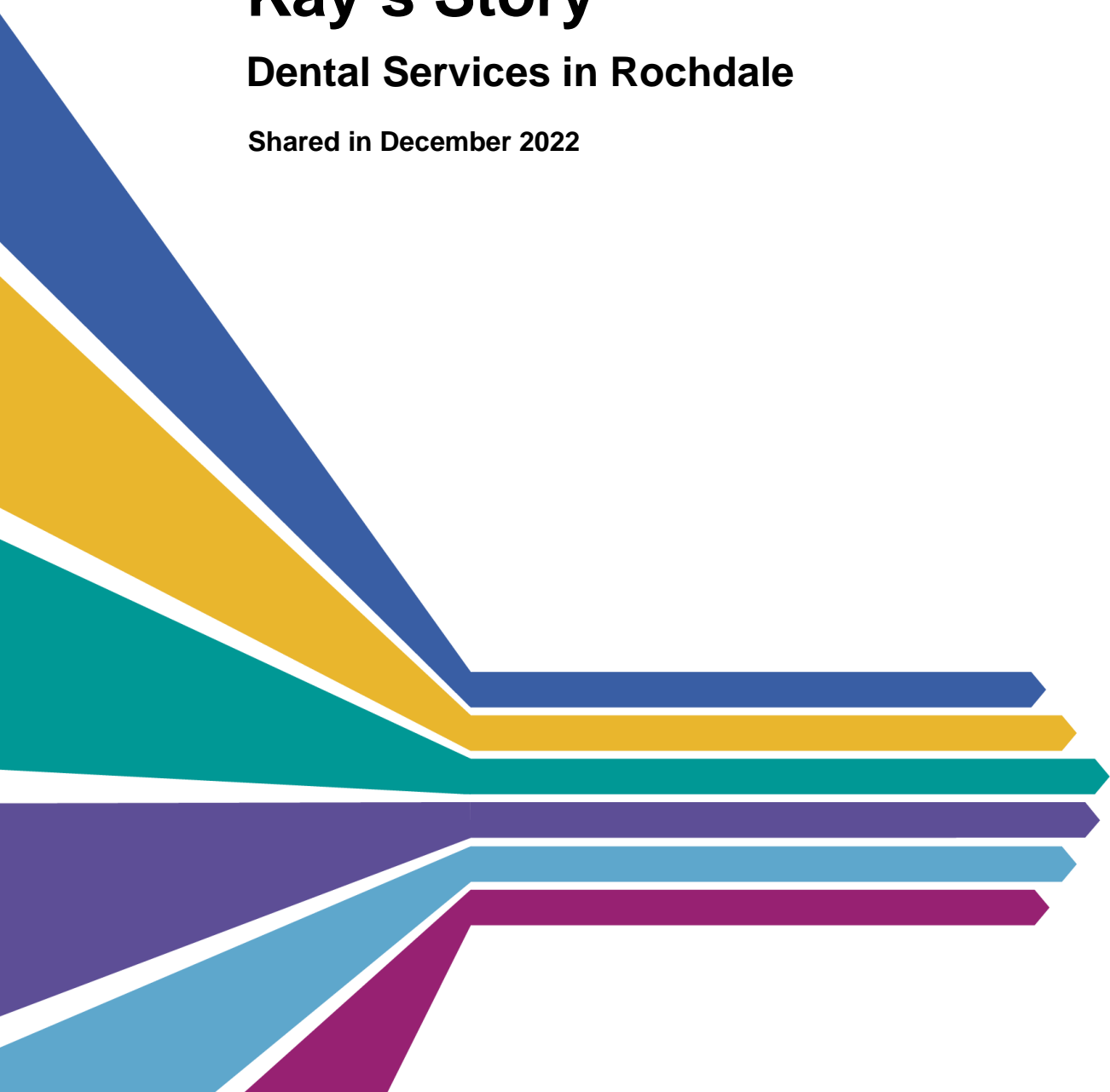


# Kay's Story

## Dental Services in Rochdale

Shared in December 2022



“An amazing service, working collectively to give me back my smile” – Kay

From a young age, Kay had a fear of dentists. This stemmed from a serious incident with a local dentist when she was little. Then, in 1999, Kay was severely injured in a road traffic accident. She was hospitalised for three years and was left needing a wheelchair and feeding tube. She suffered from severe PTSD, chronic pain and epilepsy.

After leaving hospital, she was referred to Bridgewater Dental Services in Rochdale. Of travelling to her first appointment, she says it “was a terrifying journey, I still remember begging my carer to drive me home. Needless to say, she worked with me to stick with it.”

Talking about her first appointment, Kay says “It helped a lot that the dentist Rebecca was very calm and patient, she took the time to listen and work with my carer to get me the treatment I needed”. Kay explains that her anxiety and PTSD have a massive effect on each visit but that, visit by visit, things slowly became easier for her.

Over the years, Kay has had fillings, extractions, moulds, x-rays and abscess treatment. She describes the treatment as ‘amazing’. She says, “Even though fear was utmost at the start, your staff were professional and gave me confidence and support... I have learned to trust in all of them from the receptionist [to] dental nurses and dentists. This has resulted in me being calmer, I can smile with confidence, along with hug people without fear of my mouth smelling. This has a knock-on effect of less pain control needed. My mental health is helped through my oral care and the education given... You have had a massive impact on my life. Thank you for working with my carers to give me back confidence in my smile and helping me to take a step forward and trust other departments as I trust you all.”

Kay’s only recommendation for the service is to shorten the wait times between appointments.

Rebecca Bland, Senior Dental Officer, says "Kay and I have been on quite a journey over the years and have had some bumps along the way, but we have developed a mutually respectful relationship and Kay has been able to regain her trust in dentists. Although she remains anxious, she is able to accept quite complex treatment and is now happy to see other clinicians also."