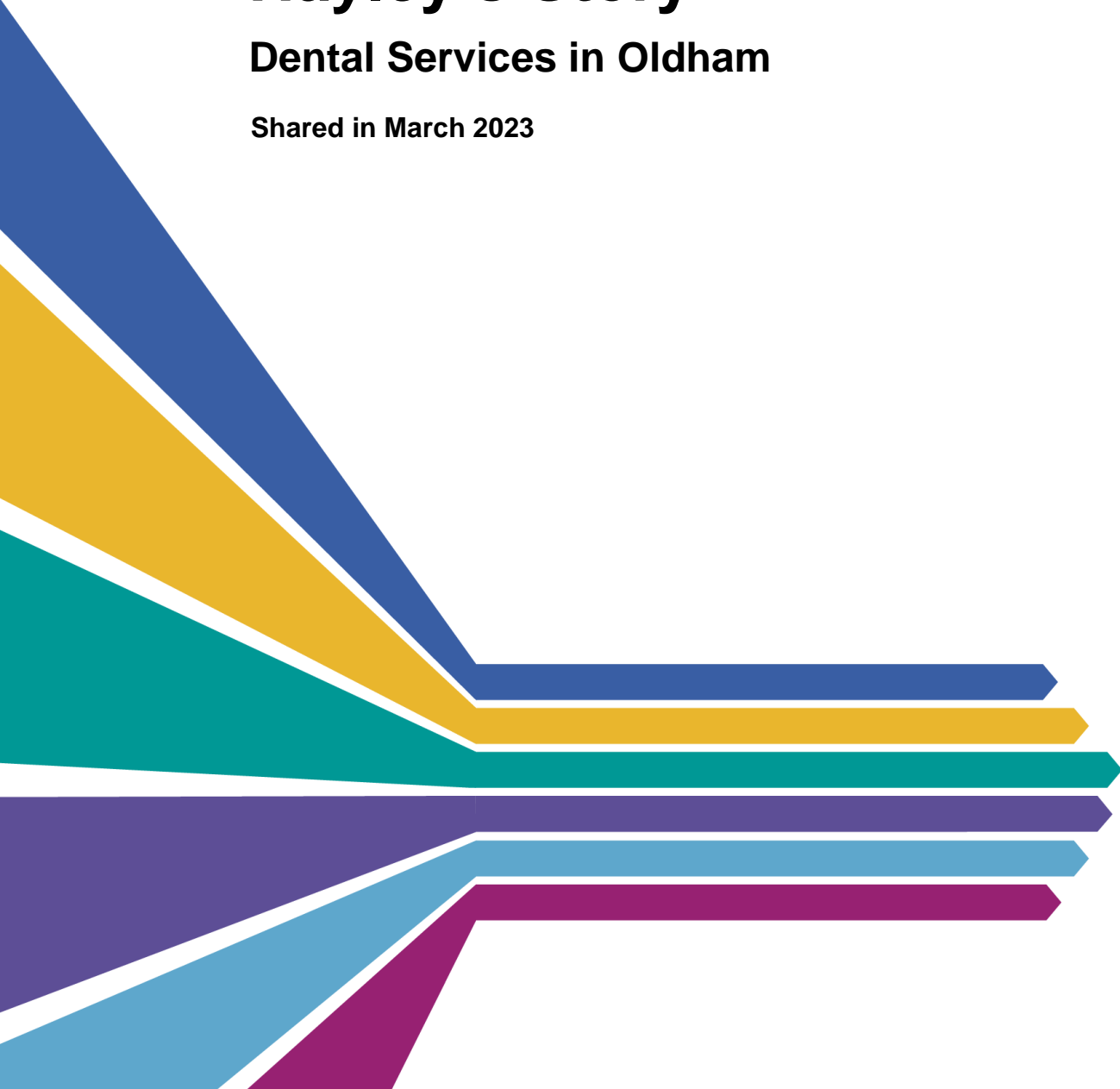


Hayley's Story

Dental Services in Oldham

Shared in March 2023



Hayley [named changed] is 14 years old. She does not like noises and new surroundings and is awaiting investigations for sensory issues. Prior to using the Community Dental Service in Oldham, Hayley had struggled to open her mouth fully during dental appointments and had not felt able to co-operate with the dentists. This had led to several difficult experiences for her and left her with several fillings that needed completing. Her dentist was worried about damaging Hayley's soft tissues if she did not open her mouth fully and so decided to refer Hayley to Bridgewater's Community Dental Service in Oldham for Inhalation Sedation in 2022. Inhalation Sedation is a mixture of nitrous oxide and oxygen breathed through a nosepiece which helps a patient to feel relaxed and accept treatment.

Hayley has now had 8 visits to the Dental Team in Oldham. On her first visit for treatment, Hayley did not want the dentists to use all of the handpieces and the sedation machine had to be turned off. However, she allowed them to use the fast handpiece for 3 seconds at a time and, even though she found it difficult, Hayley managed to have one filling completed without sedation. On her second visit, Hayley had three fillings completed and, even though she still struggled with some of the dental handpieces, she managed very well. Over subsequent appointments, Hayley had several more fillings filled successfully and she coped increasingly well.

Towards the end of her visits with the Oldham Dental Team, Hayley needed a tooth extracting, something she was very anxious about. However, during the treatment, Hayley coped extremely well and the tooth was extracted successfully.

When asked how her experience with the Oldham Dental Team was, Hayley replied "good, not worried and fantastic". Hayley's mum was also asked what she thought and she replied "it was a fantastic experience from start to finish, Hayley was very worried with noises but it was a calm and friendly atmosphere. It was a difficult few months, now it's a complete change, couldn't thank them enough". When asked if there was anything the service could improve, mum replied "nothing, fantastic".

The Oldham Dental Team want to say a big well done to Hayley for her fantastic behaviour whilst having fillings and extractions done on her teeth and the massive change she made from start to finish.