

[Inquiry into Orthodontic Services in Wales](#)

Evidence from an individual – OS 01

I would like to share my experience about orthodontic treatment for my son.

We live in Haverfordwest and my son was referred by our dentist in Milford Haven in 2010 and we were told by the dentist the waiting list was 2 years.

We received a letter acknowledging our referral from the orthodontist and I rang to discuss the possible appointment with Carmarthen orthodontist. It was confirmed the list was at least 2 years and probably nearer 2 years. I then rang the Swansea orthodontist number that was on the letter and explained that I would be happy to travel to Swansea if they could see him sooner. It was explained that we would have to use the Carmarthen orthodontist due to it being within our local health board. I was astonished to learn that the Swansea orthodontist had no waiting list and my son would be seen within 2 weeks if we could have used them. How appalling is this?

We dutifully waited 3 years and were eventually sent an appointment to attend Carmarthen and my son has now attended 4 visits and is progressing well.

We are most disappointed to report that although my husband claims Working Tax Credit, we are not eligible to help towards travel expenses due to the treatment being at a dentists and not a hospital, as would have been the case if there was a orthodontist at our local hospital. We therefore have the expense and time of a 66 mile round car journey or train fare of £16.20 return for my son to travel alone to attend each appointment. The trains only run every 2 hours, so to get appointments to coincide with the trains is a work of art.

I hope our experience contributes to an accurate picture of the standards of service in our area, and proves that they are most unacceptable.

National Assembly for Wales
[Health and Social Care Committee](#)

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If you would like any further information, please don't hesitate to contact me by email.

Yours faithfully

Helen