

Supplementary File 2 Advantages and disadvantages of mainstream vs dedicated service as described by participants

| | Mainstream service | Dedicated service |
|---------------|---|---|
| Pros/benefits | <p><i>"I'm one of those people who believe in social integration. I wouldn't advocate for a dedicated service for asylum seekers because one of the things that everyone who comes new to a particular country needs to do is to integrate socially into that community, and you can't do that if you are separated from the people within that community. So you know, as long as there are regulations put in place about respect for one another, I would vouch for a joint service, it helps people integrate easily into the community"</i> (participant 10)</p> <p><i>"The idea is not just to bring them in this country, or this city and then put them in one place to be treated for their teeth. The idea of this is to encourage them to open up to the society... so it will encourage them to integrate more. Speak English more. I think this is all important steps to making them feel at home, part of this society"</i> (participant 2)</p> <p><i>"People need to be as integrative as possible rather than separated"</i> (participant 9)</p> | <p><i>"I can see the benefit of both. I think the benefit of having a dedicated clinic is that it can be dedicated around language and what information's there and the staff who are there, the skills of the staff that are there and then that doesn't become, 'Oh, that person needs an Arabic speaker' it just becomes, 'Oh. This lady – oh, yeah. That'll be this dentist who sees that person or whoever'. It becomes more norm. But..."</i> (participant 3)</p> <p><i>"My immediate reaction is to think of specific clinics because I think there's something about recognising others are in the same situation even if you're just waiting in the waiting room"</i> (participant 5)</p> <p><i>"I don't know is the honest answer. If the only option for treatment is in mainstream, then yeah, obviously, some treatment is better than nothing... So I would say if that's the only option. But obviously, if you're a vulnerable group, it makes sense to give them a slightly more bespoke service. You know, in a specific clinic where they feel more comfortable. That's obviously going to make take-up better. It's going to make the experience for them much better I would imagine. But if that's not a feasible option, then some treatment is better than nothing. So I think a specific clinic. It would feel more comfortable"</i> (participant 1)</p> <p><i>"Having provided a specific custom-made service for asylum seekers and refugees, that's brilliant so these people know this is specially for them to meet all their needs and open it up for them. They can confidently attend and have their issues addressed"</i> (participant 2)</p> |
| Undecided | <p><i>"I think you'd have to ask them, I think for some people it would be fine. I mean if you need very, very, very specialist skills it might be more appropriate to have a very defined discrete service. But actually, one would hope that the mainstream service was equipped to accommodate your local population. And if that includes asylum seekers and refugees then that's what you need to</i></p> | |

| | | |
|----------------------|---|--|
| | <p><i>do really. I can see that for some people they might benefit from very specialist skills. I'm thinking about the trauma stuff. Like extreme trauma. I'm thinking about some of the stuff around maybe gender issues from people from those communities and – you know, some people might only want to be seen by a woman or a man or... I don't know"</i> (participant 4)</p> | |
| <p>Cons/concerns</p> | <p><i>"I think if I'm understanding the question right – people – you know, like asylum seekers – I think would struggle and find it difficult to go into the mainstream sort of dental practices and just be thrown into treatment because they're not gonna get that same sort of one-to-one if you like and nurturing"</i> (participant 11)</p> | <p><i>"That's discrimination [dedicated service] I think. No. I think they would feel some type of discrimination there I think. They should be considered like any other people. They should be treated equally like any other British citizen and treated like – yeah. I don't see any reason why they should be treated separately you know.... They should not be treated differently in this respect... It just makes them feel like they don't belong where they are"</i> (participant 6)</p> <p><i>"I think the difficulty is, is that if you start setting stuff up for people just for that group, you're actually probably attracting some problems as well because..., most people that come here want to stay here, they want to be included. They want to be able to speak English. They want to be exactly the same as everybody else"</i> (participant 9)</p> <p><i>"I can see the benefit of both. I think the benefit of having a dedicated clinic is that it can be dedicated around language and what information's there and the staff who are there, the skills of the staff that are there and then that doesn't become, 'Oh, that person needs an Arabic speaker' it just becomes, 'Oh. This lady – oh, yeah. That'll be this dentist who sees that person or whoever'. It becomes more norm. But things worry me a little bit when it becomes a little bit, 'Oh this is that service for those people and this is the service for everybody else.' Because teeth at the end of the day – no matter who's head they're in – are pretty similar for most people... it just makes me fearful that we would be putting more people into silos and labels that then creates more anxiety or aggression or disenfranchisement from the rest of the population who also want oral health services and going to the dentist they can't access. I think that's a tough one"</i> (participant 3)</p> |