

## Bath & North East Somerset Council

MEETING:	Wellbeing Policy Development and Scrutiny Panel
MEETING DATE:	Friday 18 <sup>th</sup> May 12
TITLE:	Dental Access update
WARD:	ALL
<b>AN OPEN PUBLIC ITEM</b>	
<b>List of attachments to this report:</b> Appendix 1 Developments in NHS Dentistry	

### 1 THE ISSUE

To give an update to the Wellbeing Policy Development and Scrutiny Panel on how Access to Primary Care Dental Services has improved in B&NES.

### 2 RECOMMENDATION

The Wellbeing Policy Development and Scrutiny Panel is asked to note that:

Access to Primary Care Dental Services has improved in B&NES.

### 3 FINANCIAL IMPLICATIONS

3.1 The PCT has already committed funding for primary care dental access.

### 4 THE REPORT

#### 4.1 Background

During 2008/09 a task and finish group formed from the Healthier Communities and Older People Overview and Scrutiny Panel to look at access to primary care dental services. The group reported their findings in September 09 and the PCT responded in November 09.

The Wellbeing PDS requested an update from the PCT of progress that has been made since November 2009.

#### 4.2 Activity levels

In 2007/08 the PCT commissioned 233,350 units of dental activity by 2011/12 this has increased to 331,284.

#### 4.3 Number of new patients seen

Date	Number of new patients seen	% Adults	% Children	% of population
Dec 09	92,247	51%	80%	52%
Dec 10	98,797	50%	82%	56%
Dec 11	102,565			57%
Feb 12	103,317			57%

The PCT target is 59% of the population.

Number of practices accepting all categories of NHS patient	12
Number of practices accepting certain categories of NHS patient e.g. children	14
total	26

#### 4.4 Disability access

The PCT carried out a disability survey of dental practices that accept NHS patients and shared the findings with the local Disability Forum. This gave a useful tool for patients to know which practice they could register with.

#### 4.5 Out of Hours (OOH) dental service/dental helpline

From the 1 April 2013 patients will be able to access OOH dental services and the dental helpline via NHS 111 which will be an easy to remember telephone number.

#### **4.6 Dental Access Centre at Riverside**

This continues to be a well used service for particularly vulnerable patients including those who are homeless and have drug addiction issues.

#### **4.7 Patient satisfaction**

Patient satisfaction with the dentistry they have received is 95.4% which is higher than the Regional and England average. Patient satisfaction with the time they had to wait for an appointment is 91.7% which is also higher than the regional and English average. The GP patient survey also asks patients about their ability to access an NHS dentist. 97% of those who tried to do so succeeded in getting an NHS appointment.

Calls to our Patient Advice and Liaison service enquiring about dental access and dental charges were a prominent feature in 2010-11. This year contacts have substantially reduced indicating greater satisfaction with dental services and a greater knowledge within the public of how to access and receive NHS dental treatment

Further detail about how PCTs locally are delivering NHS dental services are included as appendix 1 for information.

#### **4.8 Issues going forward**

The PCT has commissioned enough service for at least 59% of the population to access NHS dentistry. But the number of new patients wishing to access NHS dental services seems to have reached a plateau. The PCT has commissioned targeted initiatives in areas of deprivation to encourage new patients. These have included commissioning pain slots for people in dental pain in a main stream dental practices who will encourage patients to sign up to continuing dental care and a children's club to introduce young children to dental services in a fun way. The PCT also promotes the availability NHS dental services at every opportunity.

### **5 RISK MANAGEMENT**

5.1 A risk assessment related to the issue and recommendations has been undertaken, in compliance with the Council's decision making risk management guidance. It is too early to say if the PCT has commissioned more dental services than are needed.

### **6 EQUALITIES**

An Equality Impact Assessment is being formulated on the Avon Dental Commissioning Strategy.

### **7 CONSULTATION**

7.1 Service Users; Local Residents; Stakeholders/Partners; Other Public Sector Bodies;

7.2 When the PCT originally commissioned these services via the Avon Dental Commissioning Strategy during 2008/09 the PCT engaged with members of the public, voluntary sector organisations, dentists, users of the services, the PCT Board and PEC, the Older People Overview and Scrutiny Panel.

## **8 ISSUES TO CONSIDER IN REACHING THE DECISION**

8.1 Decision not requested.

## **9 ADVICE SOUGHT**

9.1 How to promote the availability of NHS dental provision.

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<b>Background papers</b>	None.
<b>Please contact the report author if you need to access this report in an alternative format</b>	