

Report to: **East Sussex Health Overview and Scrutiny Committee (HOSC)**
Date: **20th November 2009**
By: **Director of Law and Personnel**
Title of report: **NHS Dentistry in East Sussex**
Purpose of report: **To consider the latest position on NHS Dentistry in East Sussex**

RECOMMENDATIONS

HOSC is recommended to:

- 1. Consider and comment on the update report from NHS East Sussex Downs and Weald and NHS Hastings and Rother**
 - 2. Agree if monitoring is required in relation to NHS dentistry.**
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1. Introduction

1.1 HOSC originally identified dentistry as an issue in October 2003, in advance of the introduction of national reforms to NHS dentistry arrangements from April 2006.

1.2 Following the introduction of the reforms, HOSC received updates on the status of access to NHS dentistry in June, September 2006, November 2007 and November 2008, each time expressing some concerns as to whether there was sufficient access to NHS dentistry in East Sussex, particularly for the most vulnerable, and whether health inequalities were being adequately addressed. HOSC also raised concerns about the number of wheelchair accessible dental practices.

2. Access to NHS dentistry

2.1 HOSC last received an update on access to dentistry in November 2008. Jane Hewitt, Dental & Optometry Services Development Manager, NHS East Sussex Downs and Weald and NHS Hastings and Rother made the following key points:

- Waiting times for Special Care Dental Services have reduced.
- The number of dentists accepting NHS patients has increased since a year ago.
- The PCTs have targets to increase the number of patients. Targets by 2011 for NHS Hastings and Rother is to meet the needs of 67% of the population (up from 61%) and for NHS East Sussex Downs and Weald to meet the needs of 60% of the population (up from 57%)
- Patient satisfaction is high.
- Figures on wheelchair access have been obtained via phonecalls to practices and so the level of access will vary. The PCTs continue to support the improvement of the number of existing practices with DDA compliance.
- The PCTs have found people are unaware of how to access an NHS dentist. As a result, the PCTs are distributing brochures and displaying posters to advertise the dental helpline. Also, the NHS Choices website provides information. The PCTs have also distributed guides to local services and this includes dental information.
- The PCTs have raised the level of systems for clinical governance under the new contract. Support is available for practices via training, tools and financial incentives.

- An Oral Health Needs Assessment has been completed and this provides a baseline assessment of the current position at ward level. It highlights where there needs to be improved provision of NHS dental services.
- The tendering process takes about 6 months from advertisement to establishing the practice operation. Three new practices are due to come on stream in the next few weeks.
- The PCTs are looking to put one new NHS practice in each of the four quadrants of Hastings and Rother. They are also looking for new additional practices in the Eastbourne, Chailey / Newick area, Forest Row and Wadhurst areas. There are already new practices in Hailsham and Crowborough as a result of the tendering process.

2.2 In summary, progress has been made in provision of NHS dentistry and there are plans for further improvements that will be supported by budget increases. Planned improvements include developing speciality services and reviewing emergency dental services.

3. Special care dental services

3.1 The Special Care Dental Service (SCDS) provides care in special clinics for patients with particular needs, for example due to a disability, which cannot be met by mainstream dentistry.

3.2 In November 2007, HOSC was updated on the programme to streamline SCDS services by concentrating activity in fewer clinics. HOSC had previously endorsed a proposal to close clinics in Crowborough and Heathfield and to transfer those patients to enhanced Uckfield and Hailsham clinics (subject to consultation with users and transport issues being resolved). This change had been implemented in May 2007.

3.3 A further proposal to merge Seaford clinic with Peacehaven was to be delayed until Special Care Dental Services were fully staffed. It was expected that, subject to consultation, the Seaford clinic would close in late summer 2008 and the patients transferred to Peacehaven.

3.4 HOSC had previously raised concerns about the waiting times for Special Care Dental Services which the Committee considered to be too long. The streamlining of clinics outlined above was expected to help address this. In November 2007, HOSC was advised that recruitment and sickness problems had meant the number of dentists was not up to establishment and that this had affected the service's ability to reduce waiting times. However, staffing was expected to be up to strength by spring 2008 and waiting times were expected to reduce by summer 2008.

4. Current position

4.1 The attached report from Jane Hewitt, Dental & Optometry Services Development Manager (appendix 1) provides an update on the areas in which HOSC members have expressed a particular interest, notably:

- Location map of NHS dentists in East Sussex and whether they are accepting new NHS patients and have wheelchair access
- Increased awareness on how to access an NHS dentist and a sample of the marketing material being used
- Progress on review of Emergency Dental Services
- Special Care Dental Services report
- Changes in East Sussex as a result of Professor Jimmy Steele's review and impact on NHS Dentistry contract.

4.2 The Committee is asked to identify any areas where it would like further information and to decide what further monitoring is required in relation to NHS dentistry, particularly the timescale.

ANDREW OGDEN
Director of Law and Personnel

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NHS Dentistry- update HOSC item 20 November 2009

1. Introduction

This report provides an update on the previous year's report to HOSC on

- a. Location of NHS dentists & whether they are accepting new NHS patients & have wheelchair access
- b. Increased awareness of how to access an NHS dentist
- c. Progress on Emergency Dental Services review
- d. Report on Special Care Dental Services
- e. Changes as a result of Professor Jimmy Steele Review and impact on dental contracts

2. Location of NHS dentists in East Sussex and whether they are accepting new NHS patients and have wheelchair access

- a. The map shows the location of dental practices including new practices set up as a result of tendering for more dental services. A total of 88 premises providing NHS dental services are available. The number of practices accepting new NHS patients has increased to 58 (66% of premises), and the number of practices with wheelchair access has increased to 53 (60% of premises). Practices successful in tenders were required to have wheelchair access and accept new patients. Seven new practices have opened already, one other new practice will open in the rural Rother area in the next few months and five existing practices were awarded increased contracts through tendering.
- b. The tendering for general dental services, which was recommended in the oral health needs assessments (<http://www.esdw.nhs.uk/about-us/strategic-documents/oral-health-needs-assessment/>) and (<http://www.hastingsandrother.nhs.uk/about-us/strategic-documents/oral-health-needs-assessment/>), has now been completed. As the majority of additional services have only recently started, it is expected that the impact on more patients accessing NHS dental services will happen over the coming months. The oral health needs assessment is being updated with a view to informing further commissioning.

3. Increased awareness of how to access an NHS dentist

- a. The PCTs have conducted a media campaign to increase awareness of how to find a dentist in the period July to October 2009. This comprised:
 - i. Flyers promoting the dental helpline 0300 1000 899 have been widely distributed in healthcare practices and public offices (A4 poster attached).
 - ii. Large advertisements/ hoardings have been placed at key locations near supermarkets and railway stations incorporating a text back service campaign (photo examples are attached)
 - iii. A5 booklets were distributed to all households in East Sussex with informative facts about the importance of oral health and how to achieve it throughout life, with key messages for different age groups (sample attached). This also promotes important telephone numbers for accessing NHS dental services and gives details of where to raise any concerns.
 - iv. News releases on availability of NHS dentists
- b. The success of increasing awareness was evaluated by monitoring the volume of calls to the dental helpline.
 - i. Calls were monitored from 10 July, on weekly basis. A high of 180 per week was reported in week ending 21 August and has now reduced to about 55 calls per week in October.

4. Progress on review of Emergency Dental Services

- a. The terms of reference for the review were agreed with stakeholders, including a representative from HOSC. A draft report has been received and this is now being assessed for completeness.

5. Special Care Dental Services (SCDS) Report

- a. Public Health:Epidemiology
 - i. Special Care Dental Services took part in the 2008-2009 national dental health survey of 12 year-old children and will shortly be able to provide an update in the dental health of this age group. This will help with identification of areas of need and help with service planning.
- b. Oral Health Promotion

- i. The team, managed by Sarah Benwel, teaches Oral Health Promotion at various establishments across the region, including schools, nursing homes and care homes. Teaching is also provided to professional staff groups.

c. General Anaesthetics

- i. Special care patients continue to have access at three hospital sites (Uckfield, Eastbourne and Conquest) for treatment under general anaesthetic. Waiting times remain within national limits (18 weeks from referral to treatment). Routine paediatric exodontia is provided at Bexhill Hospital and Eastbourne and waiting times remain short for this patient group. For paediatric extractions, the waiting time in Bexhill was an average of 2 weeks and in Eastbourne, and average of 5 weeks.

d. Clinics: Across the 7 SCDS sites:

- i. Since May 2009 we now have a full time senior dentist working at Seaford Health Centre and Peacehaven Health Centre. She is providing dental care for special needs patients both in clinic, with the support of a dental therapist, and on a domiciliary basis where necessary. Before May, care was provided in these areas by the Clinical Lead one day per week at each site.
- ii. The Arthur Blackman Clinic at St Leonards is due to have modifications to one of the treatment rooms on the ground floor which will improve wheelchair access for special care dental patients in the Hastings area. There is also an upgrade to the decontamination facilities here, which includes a separate decontamination room (as recommended in the latest Health Technical Memorandum 01 05 report). Decontamination concerns procedures, equipment, facilities, and work flow to prevent cross contamination and sterilize appropriately. Building work is imminent, with a completion date due for early 2010.
- iii. There are minor changes at the other Special Care Dental Services sites, generally concerned with improving manual handling of patients. This is to ensure the moving of patients is in a safe way for them and staff (e.g. by provision and use of hoists). There are also improvements in decontamination policies and procedures.

6. Changes in East Sussex as result of Professor Jimmy Steele's Review and impact on NHS Dentistry contract

- a. A new contract called Personal Dental Services plus is expected to be used for new procurements only, both in East Sussex and nationally. Currently the PCTs are waiting for the guidance on these contracts to be finalised and provided by the Department of Health. This guidance is expected to be available within the next few weeks.
- b. We understand the Personal Dental Services plus agreements are a forerunner to the contractual changes expected from Professor Jimmy Steele's review. The proposals from this review are currently being piloted by a small number of other PCTs working in conjunction with the Department of Health. The outcome of these pilots is awaited (no timescale has been suggested) to inform any longer-term changes to NHS general dental contracts.

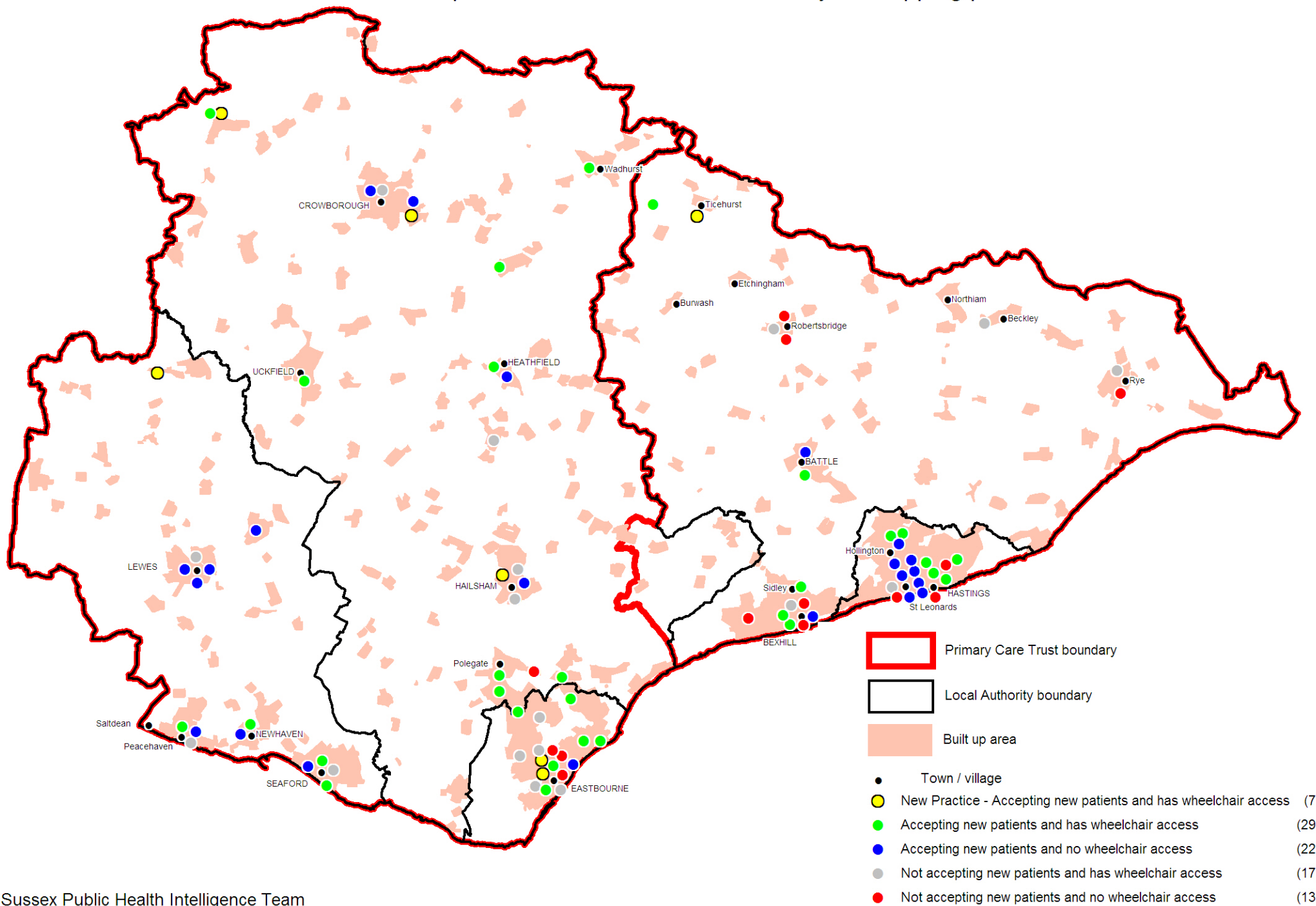
Contact:

Jane Hewitt
Dental Services Development Manager
NHS East Sussex Downs and Weald and NHS Hastings and Rother

4th November 2009

NHS dental practices (including 7 new practices since Nov-08) in East Sussex with wheelchair access, November 2009

Note: Practice locations not exact as some points have been moved to identify overlapping points



Emergency dental treatment

Daytime: Call 0300 1000 899 between 8.30am- 5pm Monday to Friday for information on appointments.

Out of hours (including bank holidays) telephone the clinic nearest your home for opening times.

Hailsham Clinic 01323 449170

Hastings Clinic 01424 850792

Lewes Clinic 01273 486444

Special care needs

If you want to know about special care dentistry ask your dentist, or other health or social care professional about referral to The East Sussex Special Care Dental Service (SCDS).

This covers patients who are unable to receive care from a general dental practice. For example people with a significantly complex medical history, people with a disability and people who are housebound.

The SCDS also accepts

- Children under 16 who require tooth extraction under general anaesthetic referred by their dentist
- Looked-after children,

gypsies and travellers' children, and children referred from health and social care professionals.

Mouthcare training

Mouthcare training is available for carers. For patient referrals and further information about mouthcare training, contact: SCDS, Dental Office, The Annexe, 1A The Avenue, Eastbourne, East Sussex, BN21 3XY. Tel 01323 444161.

Disabled access

General Dental Practitioners have made their practices accessible to patients with disabilities where possible. To find out which practices have access for wheelchair users phone the dental helpline.

This leaflet can be made available in other languages and formats upon request.
Telephone (dental team) 01273 485334.

Further information:

British Dental Health Foundation www.dentalhealth.org.uk
0870 770 4000

British Dental Association www.bdasmile.org
0207 935 0875

Patient Advice Liaison Service (PALS)
0300 1000 891

Produced by East Sussex Downs and Weald PCT and Hastings and Rother PCT - June 2009.

www.esdw.nhs.uk

www.hastingsandrother.nhs.uk

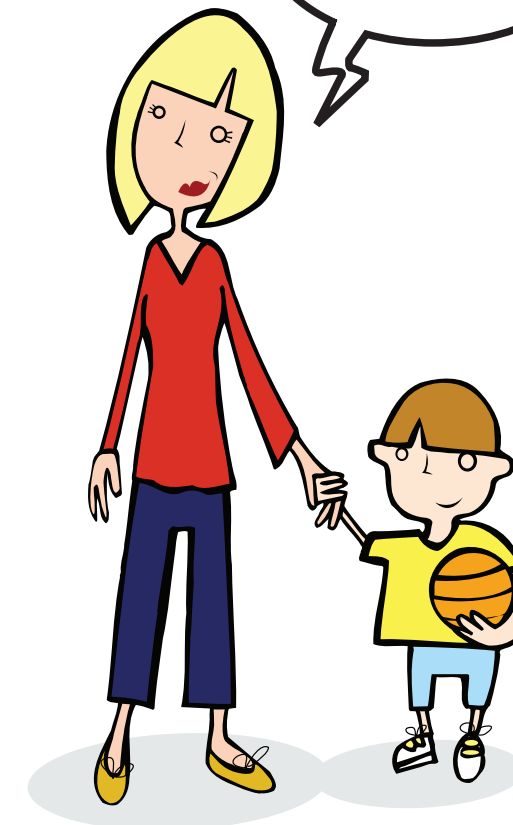
Service commissioned by East Sussex Downs and Weald PCT, Hastings and Rother PCT
Contact address: Communications Department 36 – 38 Friars Walk, Lewes, East Sussex, BN7 2PB. Phone 01273 485300 Fax 01273 485400.



Looking for a NHS dentist?

NHS

How can I get NHS dental treatment?



Call 0300 1000 899

Your local NHS dentistry services are growing and we want to encourage more people to visit a NHS dentist if they haven't already done so recently.

There are many reasons why it's a good idea do this regularly and this leaflet tells you about some of them,

along with some basic advice for children, young people and adults.

If you want to find a NHS dentist, call the local NHS Dental Helpline.

Lines open between 8.30am and 5pm Monday to Friday

Calls charged at local rate.

Babies and children

A good time to visit the dentist is when your baby's first tooth comes through which is usually between 3 and 12 months old.

Milk and water are the only safe drinks for teeth. Dental problems such as tooth decay can start early, once the diet includes foods and drinks containing sugar. Tooth decay is caused when sugary drinks and foods are given frequently, especially between meals.

Start giving your baby drinks from an open cup from 6 months and try to complete the changeover from bottle to open cup by one year. No-spill cups are not recommended. If sugary drinks are given frequently in them, they will harm the teeth, and prolonged use may lead to speech problems. Children need to learn to drink from an open cup with a sipping action.

If you want to give your child fruit juice, make it well diluted and give it in a cup,

only with meals. In between meals, offer snacks like fresh fruit, raw vegetables, bread, toast or cheese.

Dummy use, thumb and finger sucking for long periods each day can affect speech and language development and may also cause crooked teeth. Try to stop dummy use before your child is one year old. It can be more difficult to stop thumb and finger sucking, but do ask your dentist for advice.

The earlier children start tooth-brushing the better. The routine will start with your help; so as soon as you notice teeth appearing start brushing them twice daily using a small soft toothbrush and a smear of fluoride toothpaste.

For children under 3, you'll need toothpaste containing 1000 ppm (parts per million) of fluoride. It's recommended that children aged 3 and over use a pea-sized amount of adult fluoride toothpaste containing 1450 ppm. Look for the ppm on the toothpaste tube.

Remember that young children don't have the ability to brush their teeth effectively and they'll need some help until they are about 7 or 8 years old. Start children off early and visit a dentist.

Children with healthy teeth chew food easily and smile with confidence

Young people and adults

Knowing that your teeth look good is important for your confidence and it affects everything about communication; when you speak and smile, as well as the

way you eat. Fresh breath is important too.

Smoking stains the teeth and increases the risk of gum disease and tooth loss. Alcoholic drinks and the mixers used with them often contain lots of sugar and also increase the risk of tooth decay. Drinking alcohol and smoking increases the risk of developing mouth cancer.

Brush your teeth thoroughly at least twice a day, especially at the gum line, using toothpaste that contains fluoride. You can spit out the toothpaste at the end, but don't rinse your mouth out. Change your toothbrush regularly, around every three

months. If your gums bleed, brush more thoroughly. If the bleeding doesn't improve, seek the advice of a dentist.

Fresh breath is helped by cleaning in-between your teeth each day by using dental floss or interdental brushes.

If you chew sugar-free gum for 10-20 minutes after your meal, the extra saliva helps neutralise the acidity caused by eating and drinking sugary things.

Find a NHS dentist and go for regular check-ups. You can get all sorts of advice about preventing tooth decay and gum disease, braces, crooked teeth, fillings, wisdom teeth, extractions, mouth ulcers and accidental damage caused, for example, during sporting activities.

Kiss with confidence

More for adults

Your dentist will tell you how often you should go for a check-up which will depend on how healthy your teeth

and gums are. In adults, the interval between check-ups is usually between three months and two years.

Visiting your dentist regularly will mean that any problems will be caught early, so they will be easier (and less expensive!) to treat.

NHS dentists can advise on a whole range of problems, such as: aching jaw, dental abscesses, dentures, dry mouth, erosion, fear of the dentist, gum disease, HIV/AIDS, Hepatitis B and C, knocked-out teeth, mouth ulcers, mouth cancer, snoring, tooth decay and oral hygiene.

Additional note: Even if you have a full set of dentures it is still very important that you attend a dentist every two years for a mouth check.

Your teeth are as important as ever so see your dentist regularly.



NHS Dental Helpline



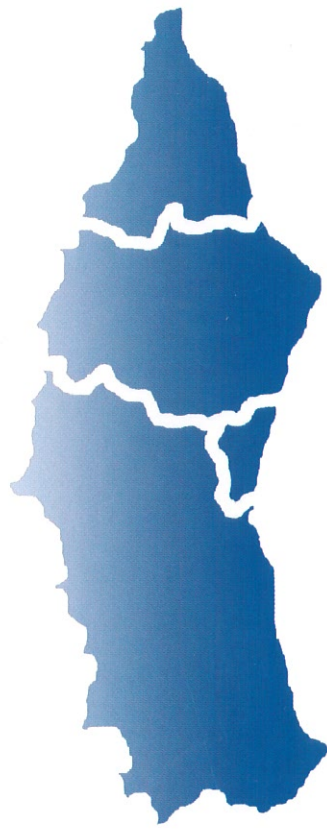
**Looking for an NHS dentist in Brighton & Hove,
East Sussex or West Sussex?**

**Or looking for emergency dental treatment and
don't have a dentist?**

**Call the NHS Dental Helpline for details of dentists accepting
NHS patients in your area:**

0300 1000 899

Lines open between 0830 and 1700 Monday – Friday, calls charged at local rate



The Dental Helpline is provided by the Primary Care Support Service on behalf of Brighton and Hove City Teaching PCT, East Sussex Downs and Weald PCT, Hastings and Rother PCT and West Sussex PCT.

TITAN

NHS

**Looking for a
NHS dentist?**



**Text:
smile to 81400**

or call

0300 1000 899

Because your teeth are worth it