

Report to: Scrutiny Board (Adults, Health & Active Lifestyles)
Date of meeting: 22 October 2019
Report title: Community Dental Services – Consultation Outcomes
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1 INTRODUCTION

Leeds Community Healthcare NHS Trust (LCH) provides a Community Dental Service (CDS) for a range of clients – children and adults who have a learning or physical disability who are unable to access General Dental Practices; people who are dental phobic and children who have become looked after.

The majority of our patients have physical, sensory, intellectual, mental, medical, emotional or social impairment, or more often a combination of these factors. CDS is a referral only service; it cannot be accessed directly by patients/service users

2 BACKGROUND

2.1 In October 2018 the Trust was awarded a contract for the provision of Community Dental Service (CDS) for the next five years by our commissioner, NHS England. The new specification must be implemented in full by April 2020 and the service is currently in transition, moving to the new model.

2.2 The new contract poses some challenges for LCH in terms of adhering to the requirements of the national CDS specification within the contract value. Additional service areas required through the specification include domiciliary care and intravenous sedation which are clear quality improvements that will benefit our patients.

2.3 NHS England has agreed that this is now the opportunity for LCH to review the estate and consider sites for closure, which will ensure the enhanced service is deliverable within the cost envelope. The specification makes it clear that the CDS should provide ‘appropriate access to services and facilities in line with the Equality Act 2010’ in venues that are ‘convenient and [offer] easy access to patients’ and that have ‘appropriate resources and equipment.

2.4 The Trust currently provides this service from five venues – Reginald Centre, Armley Moor Community Health Centre, Yeadon Community Health Centre, Beeston Hill Health Centre and Middleton Health Centre. If the Trust were to make optimal use of the specialist dental estate only two bases would be required. However we are conscious of the need to promote access and also to ensure there is flexibility to expand the service in the future.

2.5 Public engagement commenced on 21st June 2019 and ended on 15th September 2019. It was extended from the 26th July 2019 as per Scrutiny Board’s request to keep the engagement open for 12 week. Views were sought from users via a pull-out, pre-paid questionnaire in the middle of the leaflet or via a survey monkey. In addition drop in session’s at all five sites were offered.

2.6 The service has now completed the evaluation of the public engagement. Feedback has been positive and the service wishes to provide services from three venues. This will result in the transfer of CDS services currently provided at Beeston Hill Health Centre and Armley Moor Health Centre.

3 RESULTS & EVALUATION

Service questionnaire via post or survey monkey

3.1 All 4000 current service users were sent a letter and a leaflet with the pre-paid questionnaire.

3.2 The service had 131 replies. 37% of the respondents were existing patients and 60% were parents/carers of patients that use the service. The remaining 3% respondents were made up of LCH staff and members of the public.

3.3 68% of respondents indicated that they understood why LCH wanted to change how CDS provided its services.

3.4 Service users wanted mainly morning or afternoon weekday appointment sessions; however 17% stated they would like the choice of early evening appointments and 21% requested Saturday morning appointments. The service will now look at how the session times can be extended accordingly.

3.5 Respondents represented the following Leeds post codes (and one Wakefield postcode – WF3).

Postcode	Number recorded	Postcode	Number recorded	Postcode	Number recorded
LS 1	0	LS 11	9	LS 21	5
LS 2	1	LS 12	12	LS 22	1
LS 3	1	LS 13	9	LS 23	1
LS 4	1	LS 14	6	LS 24	0
LS 5	1	LS 15	4	LS 25	4
LS 6	0	LS 16	3	LS 26	3
LS 7	2	LS 17	8	LS 27	4
LS 8	4	LS 18	5	LS 28	13
LS 9	4	LS 19	9	LS 29	1
LS 10	3	LS 20	2	WF 3	4

3.6 The respondents were mainly white (84.13%).

3.7 Respondents recorded their gender as 51% male and 44% female.

3.8 Many of the respondents recorded that they were disabled (60%)

3.9 The key themes from respondents included:

Negative comments

- Journey length was a factor.
- Availability of transport to the sites.
- Concerns over less choice of sites and less appointments. (Trust response: it is true there will be less choice of sites but inaccurate to suggest there will be less appointments. The optimum use of sites will actually mean more appointments are available)
- Concerns over unaffordable costs of taxis
- Closure of sites that are busy. Requests that services at Armley Moor Health Centre and Beeston Hill Health Centre remain unchanged. (Trust response: Clinic utilisation from April 2018 to March 2019:

Venue	Planned utilisation	Actual utilisation
Armley	30%	27%
Beeston	77%	56%
Middleton	70%	30%
Reginald	83%	45%
Yeadon	87.5%	48%

The utilisation table show that the dental suite at Armley is only used 27% of the time. Whilst the suite at Beeston is 56% utilised it is the Trust's intention to move the south Leeds service to Middleton as facilities are significantly better for wheelchair users).

- Want a choice of morning or afternoon appointments. (Trust response: the service will make a full choice of appointments available)
- Closures of the sites were linked to financial reductions and would result in fewer appointments. (Trust response: this is inaccurate. No savings will be made by this change. Any savings from efficiencies will be reinvested in the service)
- Being able to choose and retain their current dentist was important. (Trust response: continuity of dental team will be a priority)
- Accessibility was important at the sites such as wheelchair friendly, ground level clinics, toilets and seating. (Trust response: all the sites meet best practice in this regard)

Positive comments

- Will result in more choice of clinical appointments throughout the week at each of the sites.
- Good information shared regarding the change
- Great feedback on the service included: Very good service, Great staff. Good NHS practice, Great treatment and care, Excellent treatment .
- Complete treatment centre

Other comments

- Better emergency dental provision is needed
- Has the service undertaken and shared a quality impact assessment and options appraisal. (Trust response: yes)

Patient Engagement Drop in sessions for more in depth feedback.

3.10 Thirteen people attended one of five drop-in sessions held in each of the LCH dental service venues – Armley Health Centre (5 attendees), Yeadon Health Centre (2 attendees), Beeston Hill Health Centre (6 attendees), Middleton Health Centre (0 attendees) and Reginald Centre (0 attendees) .

3.11 In summary themes from the drop-in sessions mirrored those received through the questionnaires:

- Cannot understand why we have to make cost savings and reduce clinic/service (Trust response: this is inaccurate. No savings will be made by this change. Any efficiencies will be reinvested in the service)
- Need to see a dentist close to home
- Accessibility at the sites such as the need for disabled parking (Trust response: all the sites meet best practice in this regard)
- The ability to get to the clinics was important. Further distance to travel and harder to get to the sites resulting in more than one bus or taxi.
- Concerns over unaffordable costs of taxis.
- Prepared to travel to another site, one that's closest to home.
- Removing patients' independence as new sites may not be easily accessible for some.
- Will attend General Dental Practitioner in local area or Dental Hospital for their routine preventative dental care and treatment.
- Being able to choose and retain their current dentist was important

4 RECOMMENDATIONS

4.1 Having considered the feedback from all respondents the Trust will transfer services currently provided at Armley and Beeston Hill Health Centres to Middleton Health Centre, Reginald Centre and Yeadon Health Centre with effect from 1 January 2020.

4.2 The three sites will offer the service the required minimum of 9 chairs, 2 from which relative analgesia can be delivered; one site for IV sedation and one site with a tipper / wheelchair facilities. This mix of sites will ensure the Trust meets the new specification in terms of activity levels, facilities and will allow room for growth:

- Reginald Centre - Children's hub, co-located with other children's services
- Middleton Health Centre – Adults hub with access to wheelchair / tipper, located on the ground floor
- Yeadon Health Centre – the only other site, outside of the South of the city, that has access to 3 chairs and which ensures a spread of venues across the city, to facilitate patient choice

4.3 Other benefits of these three sites include:

- These 3 clinics would provide services across the areas in the city which maps to the patient postcodes. There would be clinics in the West, South and North of Leeds. There are currently no clinics in East Leeds.
- There would be adequate number of chairs to support the model of consultant/specialist led assessment centres (one stop shops).

- The earmarked estate is immediately available for occupation without need for refurbishment.
- Reception areas will be dedicated and separate
- Efficiency savings of circa £200K will be reinvested to provide the intravenous sedation and domiciliary care required in the service specification.

5 NEXT STEPS

The service will now inform existing patients who access Armley Moor Health Centre and Beeston Hill Health Centre of the intended changes to services and support them in booking their next appointment with their existing dental team.

The Trust will publish the results of the consultation exercise and next steps on its website