

TRAFFORD

Provision & Access to NHS Dentistry

Prepared by: Lindsey Bowes, Senior Primary Care Manager (Dental)
Emma Hall-Scullin, Consultant in Dental Public Health
Ashley Seasman, Business Manager (Dental)
Lindsey LaVantae (Business Manager (Dental)

August 2022

- 1. Introduction – Dentistry across the Locality of Trafford**
- 2. Background - The pandemic experience and impact**
- 3. Patient Feedback**
- 4. Improving access to dentistry**
- 5. Addressing inequalities**
- 6. Oral health improvement**
- 7. Proposed relocation of Specialist Community Dental Services**
- 8. Questions**

INTRODUCTION

1. This paper provides an update on the provision of, and access to, NHS Primary, Secondary, and Community Dental services and delivery of Oral Health Improvement activity across Greater Manchester (GM) and specifically the locality of Trafford.
2. It will highlight the challenges throughout and resulting from the COVID-19 pandemic, with actions taken to address health inequalities and seek to improve access to dental services to ensure patients are able to receive dental care and oral health improvement in a safe way.

DENTISTRY ACROSS THE LOCALITY OF TRAFFORD



Greater Manchester
Integrated Care

Primary Care Dental Service

Patients are not registered with a GDP in the same way as they are with a GP. Any patient may access dental services from any practice. In Trafford there are:

- 36 (10%) General Dental Services providers with contracted activity of 420943 units of dental activity per annum
- 2 Urgent Dental Care provider (linked to networked provision across Greater Manchester)
- 2 Urgent Dental Care Hubs – providing additional urgent dental care capacity in response to COVID pressures

Specialist Dental Services in the community

- Community Dental Services clinics delivered by **Bridgewater Community Healthcare NHS FT** – A single service provider commissioned to provide specialist dental services to children and adults with additional needs on referral
- 4 Orthodontic providers (6 PDS Agreements)
- 1 Specialist Tier 2 Oral Surgery provider (10 across GM)

Secondary Care Dental Services

12 dental specialities (including Oral Surgery, Maxillofacial Surgery, Restorative Dentistry, Paediatric Dentistry, Periodontics) available in Greater Manchester. These services for Trafford are delivered by Manchester University NHS Foundation Trust.

Background - The pandemic experience and impact

1. Dental services have been significantly impacted by the COVID pandemic. Risk of cross-infection is significantly increased for services operating in and around the mouth.
2. On 25 March 2020, dental practices across the Greater Manchester received national instruction to suspend routine, non-urgent dental care as part of the national response to limit transmission of COVID-19.
3. All practices were required to provide remote telephone triage services delivering the “triple A” approach, ensuring that patients had access to advice, analgesia and anti-microbials if appropriate. Where patients needed face to face dental treatment in addition to the “triple A” service, dental practices could refer their patients to Urgent Dental Care (UDC) hubs across GM.
4. From 8th June 2020, the second phase of the pandemic response began, as infection rates dropped, all practices reopened for provision of both routine and urgent dentistry under COVID-specific infection prevention and control guidance to ensure patient safety and access steadily increased. It should be noted that during this period due to infection prevention and control guidance and required time intervals between patients, the number of patients seen on a daily basis reduced from 25-30 patients per day to 6-8 patients per day (depending on patient and need).

BACKGROUND (2)

5. The reduction in capacity resulted insignificant pressures across the system. There was a whole system reduction of approximately 70% across all Dental Services capacity, including Secondary Care, specialist community services and specialist primary dental care services such as Minor Oral Surgery.
6. Services are now working hard on recovery to pre-pandemic levels, reducing backlogs and waiting lists.



Greater Manchester
Integrated Care

PATIENT FEEDBACK

PATIENT FEEDBACK – RESPONDING TO FEEDBACK

The national NHSEI Customer Contact Centre (CCC) has received a large number of general enquiries about dentistry, with Greater Manchester area receiving the largest reported numbers of patient enquiries. The main themes include not being able to get an appointment, patients being told that they must pay for PPE on top of the NHS banding, or patients being told that they cannot be seen in the NHS but can be seen the same week privately.

Although a large number of enquiries are being received, these are not being taken forward as formal complaints and are generally dealt with informally. It is also recognised that the reported regional areas are not comparable in size or service provision.

The GM Dental Commissioning Team is working in conjunction with the Local Dental Networks to ensure adherence to national guidance in service delivery; and NHS Greater Manchester Communications Team to develop a suite of communications assets shared across all our partner organisations detailing what is currently available, how patients can access services, and what to expect when attending.

The GM Dental Commissioning Team continues to support the GM Complaints team with advice and written responses to all patient enquiries, complaints, MP enquiries, and enquiries from the Mayoral Office.

PATIENT FEEDBACK – HEALTHWATCH

All Greater Manchester Local Dental Committee (LDC) Chairs have committed to engaging with local Healthwatch Officers to ensure that there is clear communication and understanding of any issues that are highlighted by clients.

LDC Chairs have agreed to attend local Healthwatch meetings, and it has been agreed that a Healthwatch representative from GM is invited to attend the Dental Provider Board to provide a report on behalf of the 10 Healthwatch organisations.



Greater Manchester
Integrated Care

IMPROVING ACCESS TO NHS DENTAL SERVICES

IMPROVING ACCESS – GENERAL DENTISTRY

In Trafford there are:

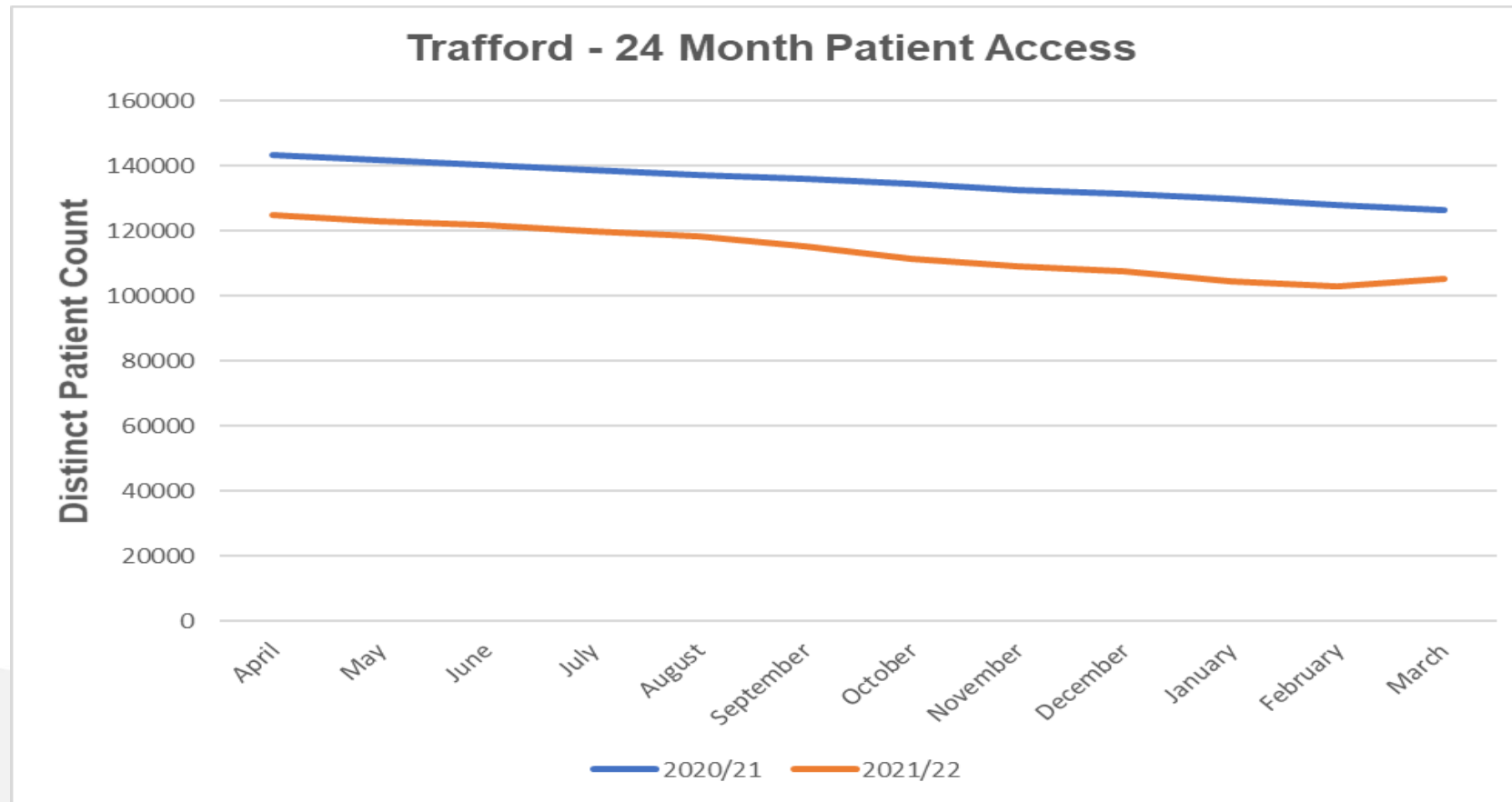
- 36 (10%) General Dental Services providers
- 1 Tier 2 Oral Surgery provider (10 providers across GM)
- 4 Orthodontic providers (6 contracts) (23 providers, 30 contracts, across GM)

delivering NHS dental services within primary care.

All NHS General Dental Practices continue to prioritise patients in pain, children, patients who are deemed as high risk – such as those receiving treatment for cancer, and those who are mid way through a course of treatment.

Access is still steadily increasing but has not yet returned to pre-pandemic levels.

FIGURE 1: NHS ACCESS TO GENERAL DENTAL SERVICES – 24 Month Patient Access 20/21 & 21/22



IMPROVING ACCESS – GM URGENT DENTAL CARE SERVICE

In 2019 the GM Dental Commissioning Team procured a new Urgent Dental Care service for the population of GM. This service is available for all patients in GM who require to access urgent dental care.

This service can be accessed by calling 0333 332 3800.

There are 14 Urgent Dental Care sites across GM. 2 of these are in Trafford.

In response to the pressures caused by the COVID pandemic additional capacity has been commissioned from both the telephony and clinical providers of this service. This additional capacity continues to be in place until March 2023.

IMPROVING ACCESS – URGENT DENTAL CARE (URGENT DENTAL CARE HUBS)

From April 2020, Urgent Dental Care (UDC) Hubs were established across Greater Manchester offering face-to-face dental treatment after remote triage. UDC Hubs are linked with the GM Urgent Dental Care call handling service to receive referrals for patients in pain. The UDC Hubs provide extractions and extirpations (first stage of Root Canal Treatment) to save the tooth that get patients out of pain.

In GM there are currently 42 UDC Hubs. 2 of the UDC Hubs are situated within the Trafford locality.

On calling the GM Urgent Dental Care Service patients are able to attend the most convenient urgent dental care provider and are not restricted by local authority or GM-Place boundaries within Greater Manchester.

NATIONAL NON-RECURRENT URGENT ACCESS SCHEME

Nationally £50 million was released to support non-recurrent service capacity between during the last financial quarter of 2021-2022. This funding was explicitly for urgent access.

In Trafford, 5 practices signed up to the National Non-Recurrent Urgent Access Scheme and provided 184 additional sessions between 1st February and end of March 2022. A total of 741 patients were seen at these additional sessions (approximately 8.4% of the additional capacity across Greater Manchester).

FIGURE 3: NATIONAL NON-RECURRENT URGENT ACCESS SCHEME (TOTAL NUMBER OF PATIENTS SEEN & TOTAL NUMBER OF SESSIONS BY AREA)

GM Locality	Number of Practices	Total Sessions	Total Patients Seen	% of Additional capacity
Bolton	5	126	598	5.7%
Bury	5	290	794	12.6%
Heywood, Middleton & Rochdale	6	201	624	9.1%
Manchester	19	575	2400	26.4%
Oldham	3	95	464	4.2%
Salford	12	306	1110	13.8%
Stockport	9	119	444	5.3%
Tameside & Glossop	6	168	632	7.6%
Trafford	5	200	741	8.4%
Wigan Borough	7	152	599	6.9%
Greater Manchester	77	2232	8406	100%

RESTORATION OF ELECTIVE CARE – SECONDARY CARE DENTAL SERVICES

Specialist Dental Hospital and also specialist dental services delivered within secondary care.

A key NHS priority is the restoration of all services with a view to returning to a “normal” position as quickly and as safely as possible. Paediatric and Oral Surgery Clinical Reference Groups have been established to lead recovery of elective surgical cases supported by five GM Managed Clinical Networks. The work programme is to ensure patients can receive elective care at the right time, in the right setting and reduce wait times. This includes:

- Population oral health needs assessment and support for the correct coding of specialist activity so it can be monitored and appropriately commissioned.
- Continue to develop e-referral management system with robust clinical triage to direct referrals to the right setting at the right time, including referrals from non-dental professionals with potential use of virtual consultations
- Workforce and training for dental professional are being reviewed to meet current and future needs
- Referrals are made with complete treatment plans so that shared care can be planned and waiting lists validated and care prioritised with patients are seen in the right setting for their dental care need

PLANNING AND RECOVERY

The Greater Manchester Dental Commissioning Team, including the Consultant in Dental Public Health and the Local Dental Network Chair, are currently implementing a Roadmap to Recovery.

This plan outlines the stages leading to recovery for dental services across the whole system. The purpose being to standardise the approach across Greater Manchester, to strategically plan a range of dental services, and to support opportunities for locally responsive transformational change thus reducing health inequalities.

The purpose of the plan:

- Ensure capacity is in place for on-going activity
- Return critical services to agreed standards
- Address backlog of services
- Retain changes and innovations from the pandemic that we wish to keep

As part of this work a Task & Finish Group has been established working on Dental Access Plan response for primary care, which includes contribution from GM Healthwatch.



Greater Manchester
Integrated Care

ADDRESSING INEQUALITIES THROUGH ACCESS TO NHS DENTAL SERVICES

ADDRESSING INEQUALITIES – GM ACCESS PLUS SCHEME

Following urgent treatment patients are encouraged to seek definitive care at a high street dentist. Unfortunately, the pandemic has led to a reduction in capacity and patients were struggling to access routine dental care, such as check-ups and the treatment indicated to restore dental health. As a result, patients were then returning to the urgent service with the same problem or worsening problem.

In response to the unmet need as a result of the ongoing challenges we face within NHS Dental services we developed the Greater Manchester Access Plus Scheme which improves access and delivers continuation of care to patients who have received urgent care but who require further care and treatment within an NHS Dental practice. This scheme was rolled out on 1st February 2022.

The GM Access Plus Service will provide a minimum of a one off courses of treatment for adults (18+ years) who have been seen by the GM Urgent Dental Service / UDC Hubs for urgent care that requires further treatment.

Across GM we have 59 practices providing this service, 5 of these are within the Trafford locality.

ADDRESSING INEQUALITIES – CHILD FRIENDLY DENTAL PRACTICE (CFDP) SCHEME



Greater Manchester
Integrated Care

Service development pilots initiated in November 2020. Rolled out to across GM following the successful pilot. To date have 9 providers across GM.

Children who have been referred for an oral health assessment to a specialist setting (including those referred for dental extractions under general anaesthesia) are instead offered evidence-based treatment at a general dental practices.

Treatment includes:

- Prevention – Oral Hygiene Instruction, diet advice, fluoride varnish application, fissure sealants
- Stabilisation – Silver Diamine Fluoride, Temporary Fillings
- Restoration – Hall Crowns, Definitive Fillings
- Extractions

This primary care service supports our specialist community services for children and reduces referrals and pressures into secondary care.

Unfortunately, due to unforeseen circumstances and COVID challenges we have yet to secure provision in Trafford, we are currently working on this and hope to have a provider in Trafford soon. Children are however able to be referred into the GM network of CFDP and continue to be referred into specialist services.

ADDRESSING INEQUALITIES – HEALTHY LIVING DENTISTRY PROJECT

The Healthy Living Dentistry (HLD) project continues to be developed and delivered.

Currently there are 60 Practices across GM and a further 9 in progress (4 in the Trafford locality) signed up to deliver this quality assured scheme where Dental practices undertake national & local health campaigns, often linked to local GPs & Pharmacies. Plans are in place to begin a further recruitment campaign to encourage all Practices to sign up to this scheme.

All practices have access to training and development which is supported by Health Education England North West and available to be accessed online.

- Practices who sign up to HLD deliver targeted health promotion to specific groups such as:
 - Dementia Friendly Dentistry
 - Baby Teeth DO Matters
 - Mouth Cancer Awareness
 - Sugar free diet and medicines
 - Flu awareness



ADDRESSING INEQUALITIES – A DENTAL HOME FOR LOOKED AFTER CHILDREN

Led by the GM Dental Commissioning Team and Consultant in Dental Public Health linking with Local Authority Teams supporting health care for Looked After Children (LAC), a new referral service has been developed that will support all LAC in Greater Manchester and Cheshire & Mersey to **find a dental home**.

The objective is to seamlessly connect referrals for any child who is looked after with a LAC provider within their locality. In Trafford there are 4 Practices accepting referrals for LAC.

The child will be seen and treated and offered regular appointments and re-calls dependent on their oral health risk.

The long-term objective will be to strengthen the links of the Trafford Safeguarding Team with Child Friendly Dental Practices to ensure that there is ease of access for all Looked After Children to find a dental home.

FIGURE 2: PERCENTAGE OF 5 YEAR OLD CHILDREN WITH OBVIOUS DENTAL CARIES 2018/19 IN GM

Area	%
England	23.4
CA-Greater Manchester	
Bolton	32.7
Bury	35.2
Manchester	38.3
Oldham	43.2
Rochdale	40.7
Salford	39.0
Stockport	22.0
Tameside	33.1
Trafford	26.0
Wigan	31.9

Compared with England	Better	Similar	Worse
-----------------------	--------	---------	-------

ADDRESSING INEQUALITIES – AFGHAN EVACUEE AND ASYLUM SEEKER PATHWAY

Led by the GM Dental Commissioning Team and Consultant in Dental Public Health linking with Local Authority Teams and GM-localities supporting health care for Afghan Evacuees and Asylum Seekers, a new referral service has been developed that will support this cohort of patients in Greater Manchester to access urgent dental care.

The service was rolled out in October 2021 and provides access to urgent dental care for those placed in Bridging Hotels and Contingency Hotels across GM.

The objective is to seamlessly connect referrals for Afghan Evacuees and Asylum Seekers with a provider in within their locality.

Across Greater Manchester there are currently 22 practices signed up to this scheme. These are based in Manchester, Wigan, Stockport and HMR which align to where the Bridging and Contingency Hotels are located.



Greater Manchester
Integrated Care

ORAL HEALTH IMPROVEMENT

ORAL HEALTH IMPROVEMENT – GM TRANSFORMATION PROGRAMME

- Initial programme support reduction of health inequalities across four priority oral health areas Bolton, Rochdale, Salford and Oldham.
- Daily supervised toothbrushing in all nursery and reception Early Year settings for children aged 2-5 years.
- Deliver Health Visitor 0-3 years training; support fluoride dental packs distribution at 1 year and 2-2 ½ year checks.
- With the closure of earlier settings and schools during lock down there was a suspension of community based oral health improvement programmes.

ORAL HEALTH IMPROVEMENT – ONLINE TRAINING

In response to the cessation of the delivery of face to face training during the COVID response, the oral health team in the localities, supported development of open access online training packages.

Mouth Care Matters in the community - training material suitable for the wider care team, including care managers and care staff carrying out admissions, assessments and provision of daily mouth care. It ensures dignity and comfort.

Mouth Care Matters in the acute sector – developed to support NHS Nightingale North West and for all nurses and care staff providing and supporting effective mouth care for all hospitalised patients during COVID. Daily mouth care in hospital reduces the risk of infection such as Hospital-acquired pneumonia (HAP), which in turn reduces the length of a hospital stay.

Supervised Toothbrushing in Early Years and Educational Settings - training material intended for early years and education staff who are working with their local health teams to deliver a supervised toothbrushing programme.

ORAL HEALTH IMPROVEMENT – GM TRANSFORMATION PROGRAMME

- Over 58,000 children participated in Supervised Daily Toothbrushing Programme in Greater Manchester since October 2018:
 - 33,307 children in 645 early years settings take part (88.4% of population, in 88% of settings)
 - Engagement highest in most deprived areas - 79% of settings in IMD 1, compared to 72% in IMD 10.
- With VCSE partners, 120,000 most vulnerable children received take home fluoride dental packs during lockdown.
- Programme now planning roll-out across wider Greater Manchester.

Proposed relocation of Specialist Community Dental Services

Bridgewater Community Healthcare
Foundation Trust

SPECIALIST DENTAL CARE IN THE COMMUNITY

- Bridgewater Community Healthcare Foundation Trust delivers
 - Special care dentistry
 - Paediatric dentistry
- These are specialist dental services for adults and children with additional needs which cannot be provided for by routine primary dental care. They are offered to patients from across the locality of Trafford.
- These services have been delivered from health centres at Partington, Seymour Grove and Conway Road. However, each centre requires dedicated specialist dental equipment to be maintained even though the services are only available part-time. Furthermore, the dental facilities are not ideal for the specialist nature of the patient needs.

SPECIALIST DENTAL CARE IN THE COMMUNITY

- Service accommodation within NHS premises is at a premium across Trafford. Having accommodation unutilised during the working week (i.e. part-time services) limits overall service opportunity for the people of Trafford.
- Bridgewater have therefore considered the opportunity for its services to improve overall utilisation, and improve patient experience. By consolidating services into fit for purpose premises, overall service capacity would be able to be maintained, quality of care would be sustained and wider service developments supported through releasing unutilised accommodation.

SPECIALIST DENTAL CARE IN THE COMMUNITY

In consideration of the above, Bridgewater therefore propose to amalgamate three existing specialist community dental clinics within Trafford, into a one three-surgery clinic within Altrincham Health and Wellbeing Hub (AHWBH). The Trust undertook a patient engagement exercise regarding this proposal in July 2022.

- The Trust wrote to all patients on their patient recall lists who utilised the Trafford clinics, providing information on the proposal and outlining how they could provide feedback.
- In addition, during the engagement period they displayed posters in each of the three clinics for patients / carers to see who were attending appointments. Leaflets were also available at each clinic providing information to read and take away.

SPECIALIST DENTAL CARE IN THE COMMUNITY

The outcome of the patient engagement has only raised the concerns of one patient relating to distance resulting from relocation.

(Previous patient engagement (2018/9) across GM in respect to patients accessing these specialist community-based services indicated that 88.57% of patients and their carers access the services using car or taxi).

All other engagement is relating to the delay in treatment due to existing waiting lists.

This feedback will be acted upon, and consideration will be given to what additional communication and support is needed for special care patients who are on recall waiting lists.

SPECIALIST DENTAL CARE IN THE COMMUNITY

Bridgewater therefore propose to consolidate their service delivery into Altrincham Hub, making use of accommodation which would be able to meet the needs of their patient group (access, physical space, overall environment, specialist equipment).

- Altrincham Hub as a venue has benefits of travel links across the Trafford locality.
- This proposed consolidation would continue to deliver the specialist care to patients from across Trafford without any reduction in capacity. Indeed, the consolidation is anticipated to improve efficiencies and overall service capacity.

SPECIALIST DENTAL CARE IN THE COMMUNITY

By consolidating this service into Altrincham Hub, the current venues would be able to be released to support wider service developments:

- Partington Health Centre – the dental practice which also operates from this building is seeking to expand and wishes to take over the space currently allocated to Bridgewater. This would provide additional general dental services to the local community.
- Conway Road Health Centre – the local GP practice has significantly grown (from a patient list of c. 7,500 in November 2020 to current list of c. 13,000). The practice is seeking additional accommodation for its services.
- Seymour Grove Health Centre – there is opportunity to repurpose the dental space to support primary care developments, e.g. the local Primary Care Network.



Greater Manchester
Integrated Care

Questions?