

Provision & Access to NHS Dentistry in Trafford

November 2023

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

- Introduction
- Dentistry across the Greater Manchester and specifically Trafford
- Improving Access to NHS Dental Services
- Oral Health Improvement
- Addressing inequalities through access to NHS Dental Services
- Patient Feedback
- Care Quality Commission (CQC)

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 and specifically Trafford.
2. It will highlight the actions taken to address health inequalities and to improve access to dental services to ensure patients are able to receive dental care and oral health improvement in a safe way.



Greater Manchester
Integrated Care

DENTISTRY ACROSS GREATER MANCHESTER AND TRAFFORD

DENTISTRY ACROSS GREATER MANCHESTER

General Dental Care

Patients are not registered with a General Dental Practice (GDP) in the same way as they are with a GP. Any patient may access dental services from any practice in any area.

The spend on NHS Dental Services across Primary, Secondary and Community services is in the region of £206.2m

In Greater Manchester there are:

- 331 Primary Care NHS Dental providers
- 13 Urgent Dental Care providers linked to networked provision across Greater Manchester
- 38 Urgent Dental Care Hubs – providing additional urgent dental care capacity in response to continued pressures initially, as a result, of COVID

Specialised Dental Services

- Community Dental Services (special care and paediatric) clinics delivered by Bridgewater Community Healthcare NHS FT, Northern Care Alliance, and Manchester Locality Care Organisation – commissioned to provide specialist dental services to children and adults with additional needs on referral with clinics located within the community.
- 41 Orthodontic Providers
- 10 Specialist Tier 2 Oral Surgery Providers

Secondary Care Dental Services

12 dental specialities (including Oral Surgery, Maxillofacial Surgery, Restorative Dentistry, Paediatric Dentistry, Periodontics) available in Greater Manchester, commissioned from Manchester University NHS Foundation Trust, Northern Care Alliance NHS Foundation Trust, Bolton Foundation Trust, Wigan Wrightington and Leigh Foundation Trust, Stockport NHS Foundation Trust, and Tameside and Glossop NHS Foundation Trust.

DENTISTRY ACROSS TRAFFORD

In the Trafford there are:

- 34 (10.1% of GM) Primary Care NHS Dental providers (331 providers across GM)
- 2 (15.4% of GM) Urgent Dental Care providers linked to networked provision across Greater Manchester (13 providers across GM)
- 2 (5.3% of GM) Urgent Dental Care Hubs – providing additional urgent dental care capacity in response to continued pressures initially, as a result, of COVID (38 providers across GM)

Specialised Dental Services

- Community Dental Services (special care and paediatric) clinics delivered by Bridgewater Community Healthcare NHS FT - commissioned to provide specialist dental services to children and adults with additional needs on referral with clinics located within the community.
- 6 (14.6% of GM) Orthodontic Providers (41 providers across GM)
- 1 (10% of GM) Specialist Tier 2 Oral Surgery Providers (10 providers 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 substantively delivered by Manchester University NHS Foundation Trust.



Greater Manchester
Integrated Care

IMPROVING ACCESS TO NHS DENTAL SERVICES

IMPROVING ACCESS – GENERAL DENTISTRY

In the Trafford there are:

- 34 (10.1% of GM) General Dental Services providers (331 providers across GM)
- 1 (10% of GM) Tier 2 Oral Surgery provider (10 providers across GM)
- 6 (14.6% of GM) Orthodontic providers (41 providers across GM)

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 & 2: SHOW THE PERCENTAGE OF CONTRACTED UDAs DELIVERED AS OF 30/09/2023



Greater Manchester
Integrated Care

Locality	% Delivery at 30/09/2023
Bolton	43.2%
Bury	37.3%
HMR	42.5%
Manchester	39.0%
Oldham	36.6%
Salford	38.3%
Stockport	40.6%
Tameside	41.6%
Trafford	37.8%
Wigan	36.1%
GM	39.2%
England	35.9%

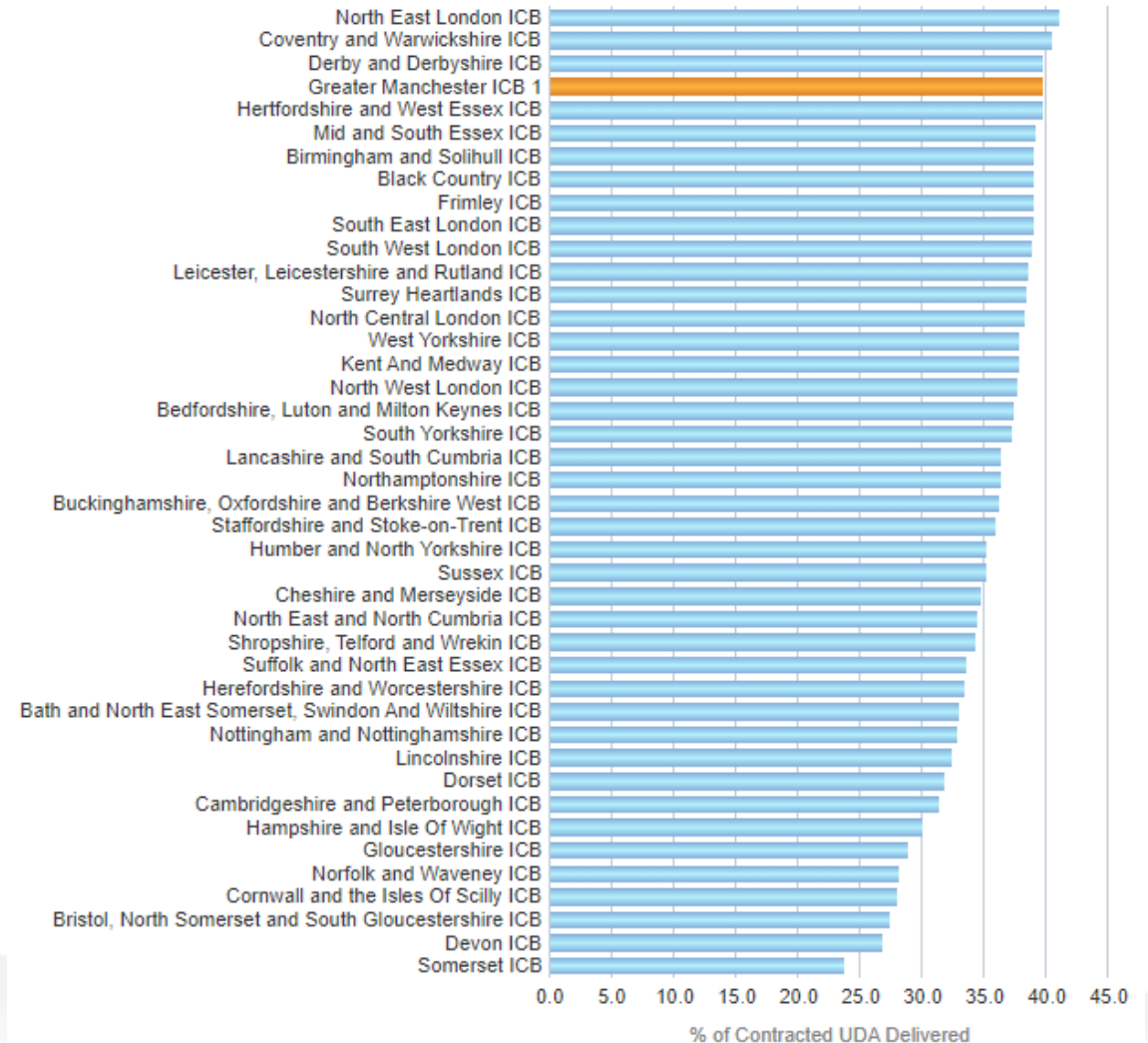


FIGURE 3: NHS ACCESS TO GENERAL DENTAL SERVICES – 24 Month Patient Access 20/21, 21/22 & 22/23 (GM)



Greater Manchester
Integrated Care

Greater Manchester - 24 Month Patient Access - All Patients

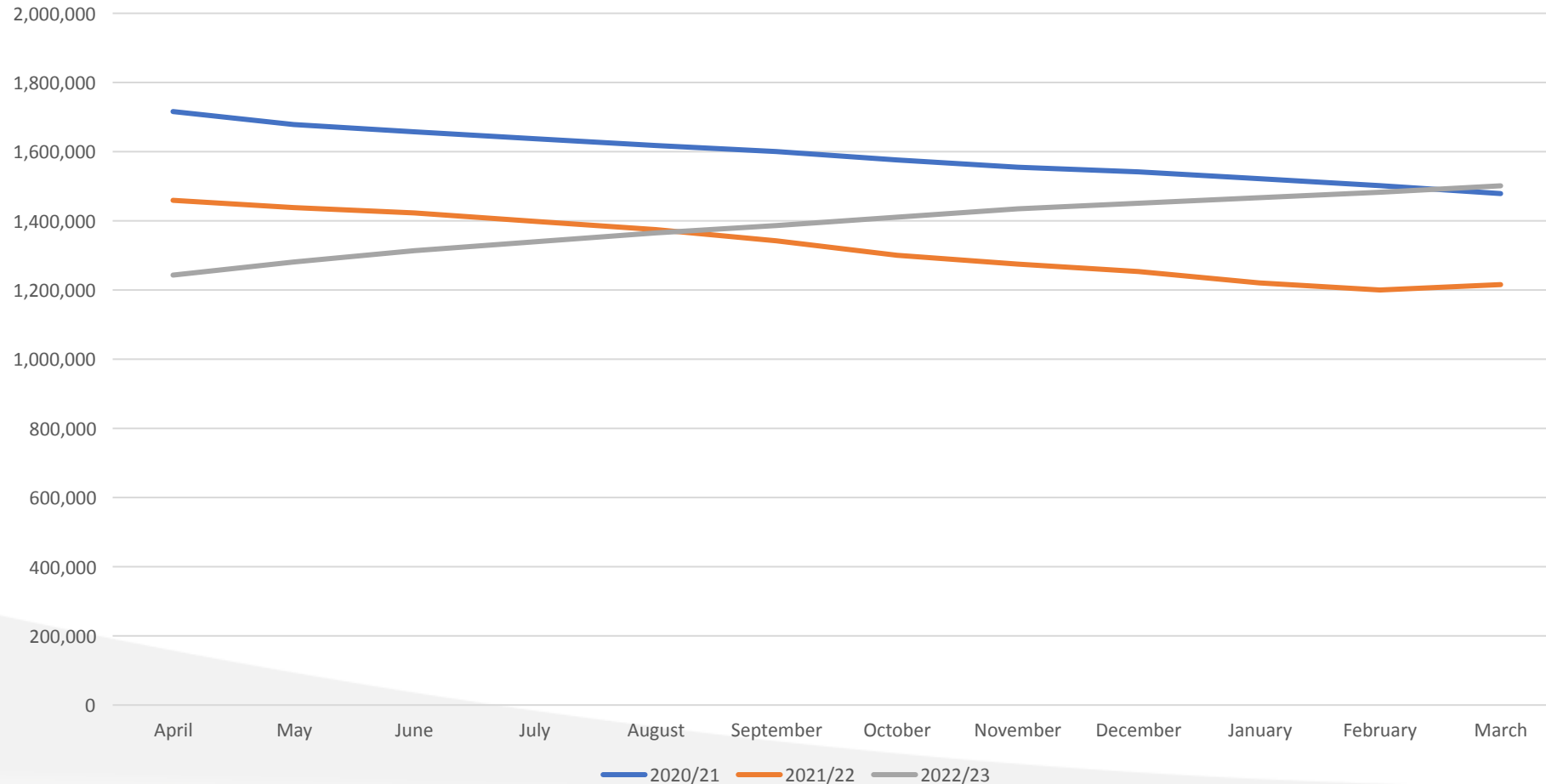


FIGURE 4: NHS ACCESS TO GENERAL DENTAL SERVICES – 24 Month Patient Access 20/21, 21/22 & 22/23 (Trafford)



Greater Manchester
Integrated Care

Trafford - 24 Month Patient Access - All Patients

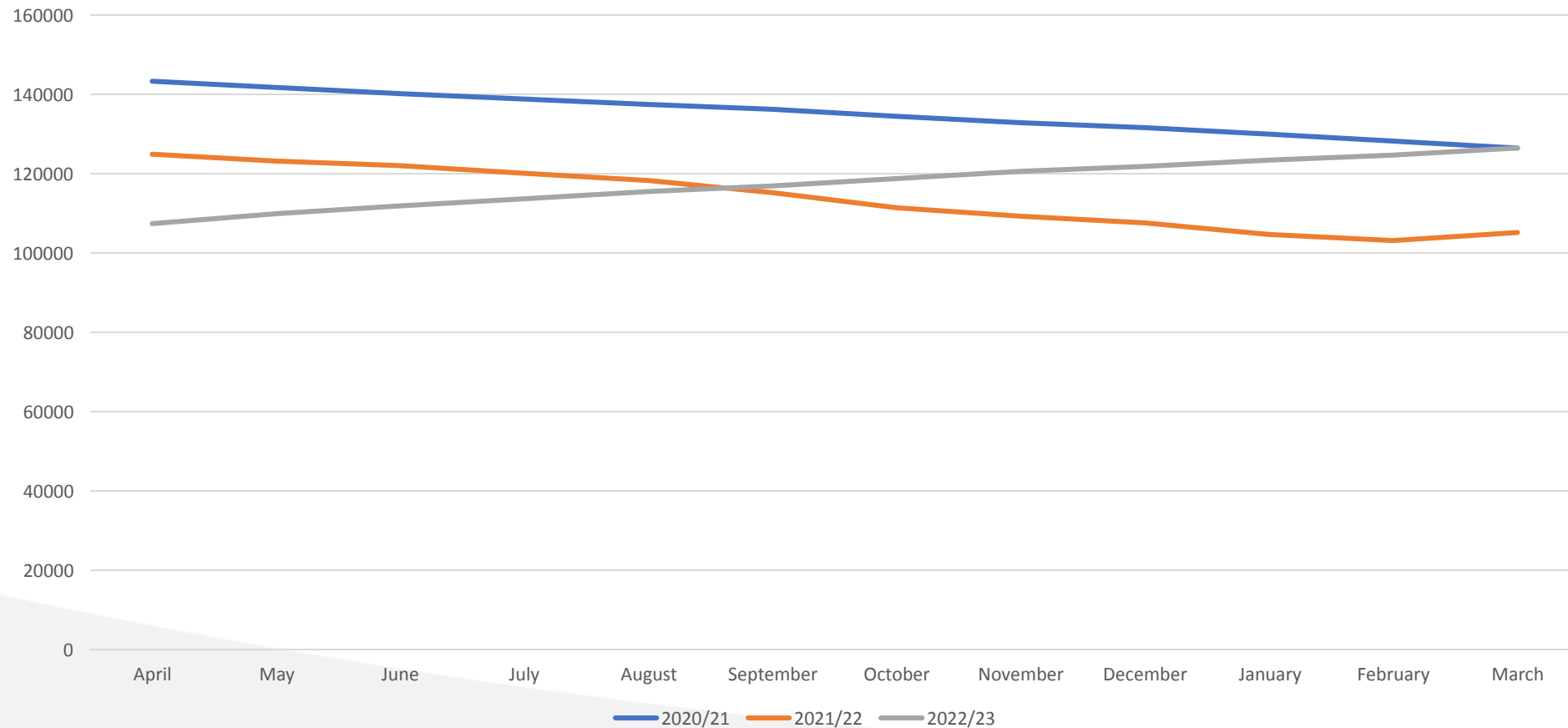


FIGURE 5: Adult patients seen in the previous 24 months as a percentage of the population Local Authority (LA)

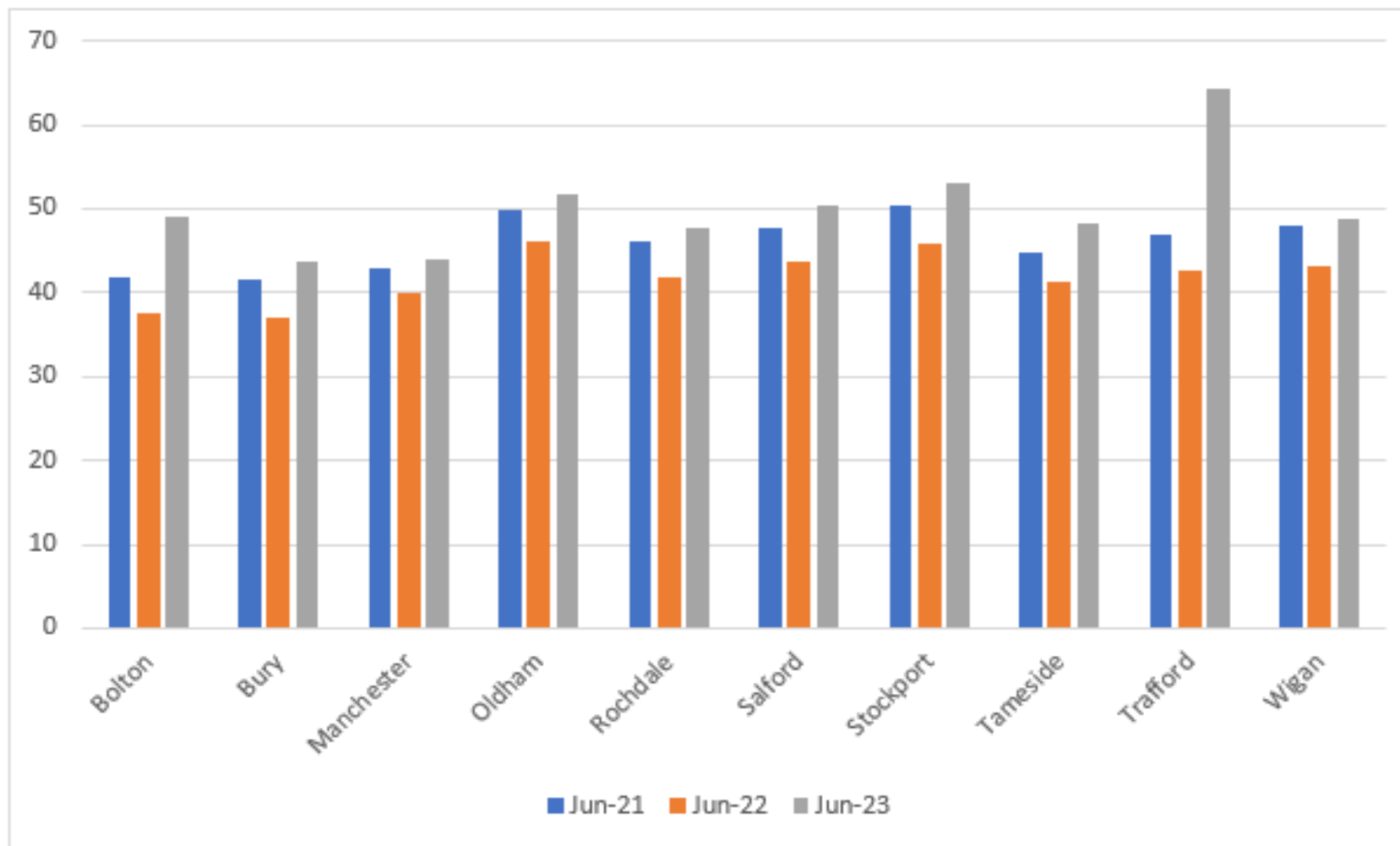
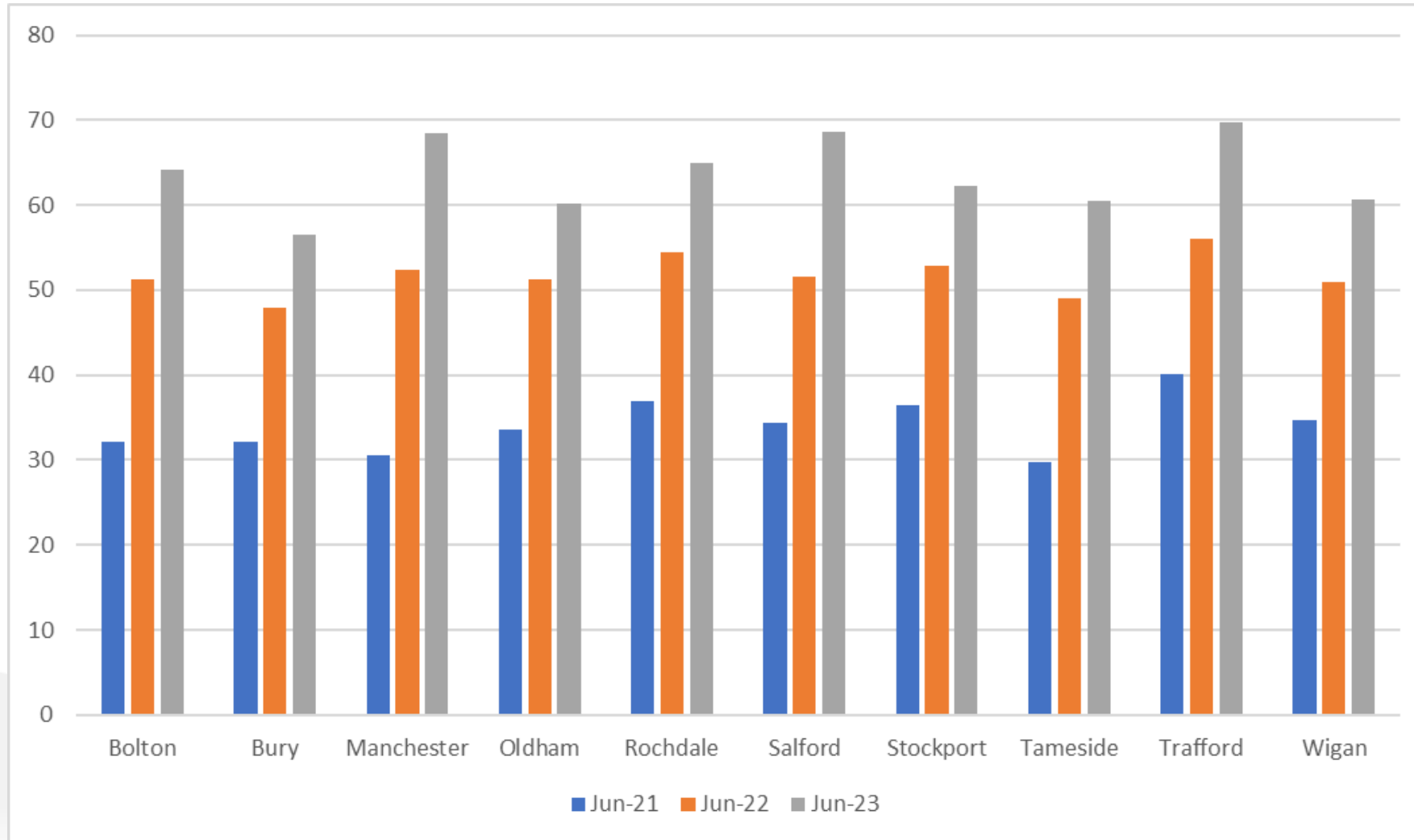


FIGURE 6: Child patients seen in the previous 12 months as a percentage of the population Local Authority (LA)



GM TIER 2 ORAL SURGERY SERVICE

The Greater Manchester Tier 2 Oral Surgery Service delivers services to patients 16 years of age or older, who:

- Demonstrate a high level of anxiety and require conscious sedation as they are unable to tolerate treatments in a general dental surgery
- Require oral surgery procedures (defined as 'Level 2' in the NHS guide for Commissioning Oral Surgery and Oral Medicine, NHS England 2015). Treatment may be with or without sedation.

Locality	Fluoride Varnish Rate (July - Sept 2023)
Bolton	32.3%
Bury	66.7%
HMR	50.6%
Manchester	33.4%
Oldham	56.1%
Salford	61.3%
Stockport	34.6%
Tameside	53.0%
Trafford	48.0%
Wigan	47.1%
Greater Manchester	48.1%

Figure 7: % of annual contracted UDAs delivered by 30th September 2023 shown as a percentage.

IMPROVING ACCESS – GM DENTAL QUALITY ACCESS SCHEME

The quality focus for 2023/24 will be to increase access to NHS General Dental Services, in recognition of the significant patient and public feedback that clearly presents the difficulties faced for patients seeking to access services.

The expectations of delivery are:

- The participating practice will be open to new patients and ensure that the NHS.uk / NHS Choices website indicates that they are accepting new adult and child patients.
- All participating practices will see and treat an agreed number of new patients.
- All participating practices will become part of the wider Urgent Dental Care System.

IMPROVING ACCESS – GM DENTAL QUALITY ACCESS SCHEME

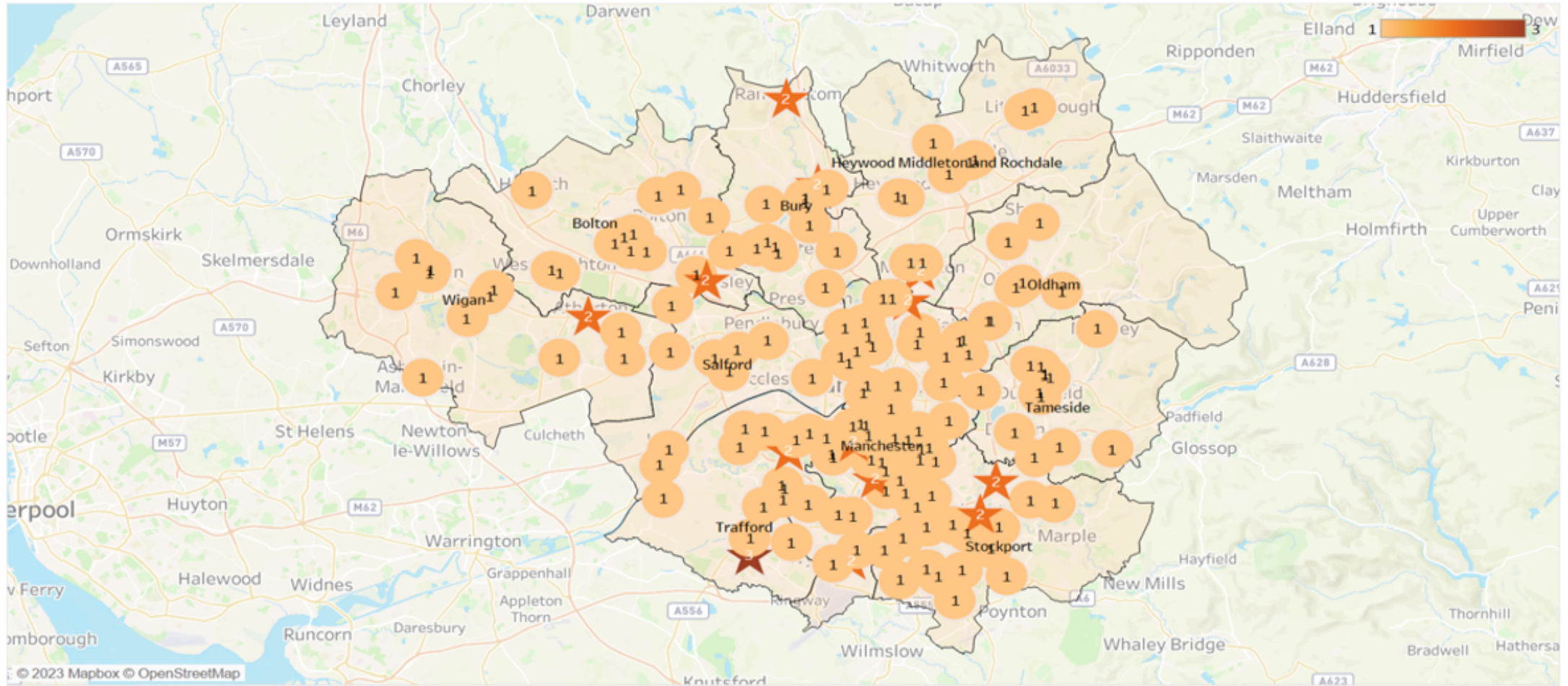
The Scheme was launched in June 2023.

There are currently 179 Practices signed-up to deliver this scheme. This represents 51% of all GDS contracts across GM. 20 (11.1% of GM) of these practices are within Trafford.

To date (reporting received up to 01/11/2023):

- 49,390 new patients have been seen (4,546 in Trafford).
- 47,974 urgent patients have been seen (4,689 in Trafford).
- 9,389 patients who booked appointments failed to attend (525 in Trafford).

FIGURE 8: MAP OF PRACTICES SIGNED UP TO THE GM DENTAL QUALITY ACCESS SCHEME



IMPROVING ACCESS – GM URGENT DENTAL CARE

The GM Dental Commissioning Team commissions an Urgent Dental Care (UDC) Service for the population of GM. The UDC network has 13 Urgent Dental Care Service sites across GM. 2 of these are in Trafford, but a patient may access any practice in the network.

Patients can access urgent dental care at any of the sites across GM by ringing the UDC helpline on 0333 332 3800.

In response to the pressures caused by the COVID-19 pandemic, extra capacity was commissioned from the helpline and the UDC service providers **plus** 38 urgent dental care hubs were set up and will continue to offer additional urgent dental capacity until at least March 2024. 2 of the UDC Hubs are situated within Trafford.

IMPROVING ACCESS – PLANNING AND RECOVERY

The GM Dental Commissioning Team working with the Dental Provider Board, the Consultant in Dental Public Health and the Local Dental Network Chair, are co-developing and implementing an action plan to recover dental services across the whole system. This will be delivered via the Primary Care Blue Print.

The plan standardises the approach for all dental services and supports opportunities at locality-level for actions to meet local population needs that reduce oral health inequalities.

The purpose of the plan is to reduce oral health inequalities and improve dental access by ensuring patients can receive care at the right time, in the right setting and reduce wait times. Actions include:

- Population oral health needs assessment
- Continued development of digital with an e-referral management system to support clinical triage to direct referrals to the right setting at the right time, including referrals from non-dental professionals
- Workforce and training for healthcare professionals
- Increase Dental Access

IMPROVING ACCESS – RESTORATION OF ELECTIVE SECONDARY CARE DENTAL SERVICES

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

An NHS priority is the restoration of all services to pre-pandemic levels and action is agreed to address the backlog of patients following the COVID-19 pandemic.

Core20PLUS5 is a national NHS England approach to support the reduction of health inequalities at both national and system level. The approach defines a target population cohort and identifies '5' focus clinical areas requiring accelerated improvement. The Children and Young People Core20PLUS5 framework identifies Oral Health as a clinical priority area with a requirement to increase the number of general anaesthetic sessions for children needing dental extractions.

IMPROVING ACCESS – RESTORATION OF ELECTIVE SECONDARY CARE DENTAL SERVICES

Paediatric (to include Paediatric Dentistry) and Oral Surgery Clinical Reference Groups lead recovery for elective surgical cases supported by five dental specialty clinician-led GM Managed Clinical Networks.

Activity includes:

- Co-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 healthcare professional to meet current and future needs



Greater Manchester
Integrated Care

ORAL HEALTH IMPROVEMENT

FIGURE 9: PERCENTAGE OF 5 YEAR OLD CHILDREN WITH OBVIOUS DENTAL CARIES 2022 (2019) IN GM

	Percentage of children with any decay experience	Average number of dentinally decayed (d3), missing due to dental decay (m) and filled (f) teeth (t) among those with any decay experience
Bolton	42.8 (32.7)	4.3 (3.5)
Bury	34.6 (35.2)	4.3 (3.9)
Manchester	31.6 (38.3)	4.4 (4.6)
Oldham	39.5 (43.2)	4.1 (4.4)
Rochdale	39.8 (40.7)	4.3 (4.3)
Salford	33.6 (39.0)	3.7 (4.2)
Stockport	17.5 (22.0)	3.6 (3.1)
Tameside	33.0 (33.1)	3.5 (3.1)
Trafford	24.5 (26.0)	3.3 (3.9)
Wigan	32.6 (31.9)	3.8 (3.2)
NHS Greater Manchester	33.8 (34.7)	4.0 (3.9)
North West	30.6 (31.7)	3.8 (3.8)
England	23.7 (23.4)	3.5 (3.4)

FLUORIDE VARNISH APPLICATION

Dental decay is associated with deprivation, with some of the most vulnerable children facing very poor oral health. Other risk factors include poor nutrition, high consumption of sugar and lack of access to fluoride (starting tooth brushing late or infrequently with low or no fluoride toothpaste).

National guidance in the 'Delivering Better Oral Health Toolkit' (PHE, 2014) recommends that fluoride varnish is applied at least twice yearly for every child. For children 'giving concern' this can be applied from two years of age, up to four times per year. Fluoride varnish applied at least two times per year is one of the most effective interventions available to prevent dental caries.

Increased use of fluoride on the teeth and a reduction in the amount of sugar consumed could mean:

- fewer general anaesthetics for tooth decay
- fewer sleepless nights, missed school days and days off work for parents
- less pain from tooth decay
- reductions in the number of children with tooth decay
- reduction in the oral health gap for disadvantaged families

GREATER MANCHESTER FLUORIDE VARNISH RATE

Pre-covid practices in GM had managed to increase the FV rate to second highest in the England, the rate in GM was 72.9% compared to England at 60.8% which was amazing.

The latest FV data (September 2023) shows that Greater Manchester rate has fallen to 69.1% and the England rate has slightly increased to 61.5%.

Sadly, this means we have now dropped to 9th when compared to other areas.

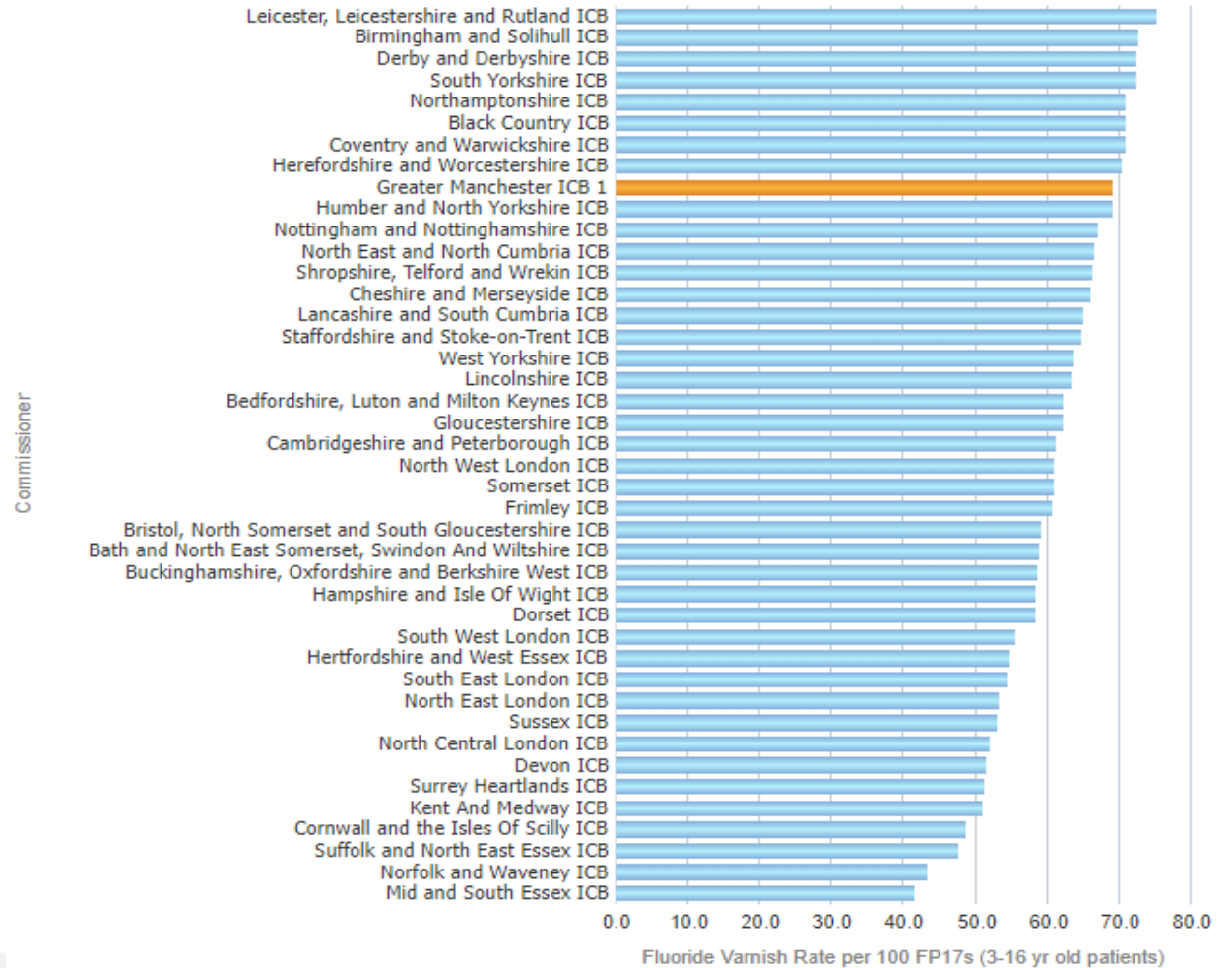


Figure 10: GM FV rate (Sept 2023) compared to other ICBs

FIGURE 11: GM FLUORIDE VARNISH RATES SPLIT BY LOCALITY (30/09/2023)

Locality	Fluoride Varnish Rate (July - Sept 2023)
Bolton	66.4%
Bury	66.9%
HMR	76.6%
Manchester	67.9%
Oldham	77.8%
Salford	64.7%
Stockport	69.5%
Tameside	66.8%
Trafford	74.7%
Wigan	70.4%
Greater Manchester	69.1%
England	61.5%

ORAL HEALTH IMPROVEMENT – GM CHILDREN & YOUNG PEOPLE PROGRAMME

The evaluation of the GM Oral Health Transformation Programme (OHTP) demonstrated the success in delivering at-scale to improve the oral health of our children. The first phase of the GMOHTP programme included:

- Daily supervised toothbrushing in all nursery and reception Early Year settings for children aged 2-5 years (over 58,000 children; 88.4% of population, in 88% of settings)
- Deliver Health Visitor 0-3 years training and fluoride dental packs distribution at 1 year and 2-2 ½ year checks.

It is planned that the second phase of the programme will be rolled out across the GM footprint as part of the GM C&YP Oral Health Improvement Programme.

This will support the additional funding Greater Manchester will receive from **GM CYP Transformation funding stream for 2024-25** around Early Years for dental pack distribution to children aged 0-2 years.

ORAL HEALTH IMPROVEMENT – ONLINE TRAINING

NHSE has supported training for healthcare providers across GM by developing 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.



Greater Manchester
Integrated Care

ADDRESSING INEQUALITIES THROUGH ACCESS TO NHS DENTAL SERVICES

ADDRESSING INEQUALITIES – CHILD FRIENDLY DENTAL PRACTICE (CFDP) NETWORK

Two Child Friendly Dental Practice pilots were initiated in November 2020.

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 an identified Child Friendly Dental practice.

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 in secondary care and has been rolled out across Greater Manchester to 6 Practices (0 in Trafford however patients can access the other 6 practices in the CFDP network).

Funding has been received from National Institute for Health and Care Research (NIHR) for a two-year evaluation led by the University of Manchester.

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 children in care, a digital referral service has been developed that will support looked after children in Greater Manchester and Cheshire & Mersey **find a dental home.**

The objective is to seamlessly connect referrals for any child who is looked after with a dental practice near their home. In GM, all dental practice may accept children in care. There are 39 Practices across GM (4 in Trafford) also accepting via digital referrals route.

Children are seen and treated and offered regular appointments and re-calls dependent on their oral health need. The long-term objective will be to strengthen the links of the GM Safeguarding Team with our dental teams to ensure that there is ease of access for all children in care to find a dental home.

ADDRESSING INEQUALITIES – MIGRANT HEALTH SUPPORT (AFGHAN EVACUEE AND ASYLUM SEEKER PATHWAY)



Greater Manchester
Integrated Care

Led by the GM Dental Commissioning Team and Consultant in Dental Public Health, linking with Local Authority Teams and Localities supporting health care for Asylum Seekers and Afghan Evacuees, a new referral service was developed to 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 Contingency Hotels across Greater Manchester.

The objective is to seamlessly connect referrals for those in contingency hotel accommodation with a provider of dental services in their locality.

Across Greater Manchester there are currently 14 practices (0 in the Trafford locality as we do not currently have any bridging or contingency hotels in this locality) committed to delivery of this scheme.

ADDRESSING INEQUALITIES – HEALTHY LIVING DENTISTRY PROJECT

The Healthy Living Dental Practice (HLD) framework is focused on improving the health and wellbeing of the local population and helping to reduce health inequalities through the provision of inclusive, holistic high-quality care in general dental practice across Greater Manchester.

In GM the Healthy Living Dentistry (HLD) project continues to be developed and delivered.

Currently there are 70 Practices across GM (5 in Trafford) signed-up to deliver this quality assured scheme. 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 that is supported by NHSE and available online.

Practices who sign up to HLD, can deliver targeted health promotion to specific groups such as:

- Dementia Friendly Dentistry
- Child Friendly Dental Care
- Mouth Cancer Awareness
- Managing Dental Trauma
- Sugar free diet and medicines
- Flu awareness



ADDRESSING INEQUALITIES – GM DENTAL TOOLKITS – DEMENTIA FRIENDLY DENTISTRY

The aims of this toolkit are:

Firstly, to improve the general experience of attending the dental practice for those living with dementia and their carers. By improving understanding of dementia and making simple adjustments within the dental practice, anxiety around attending for dental care can be greatly reduced and consequently dental visits can remain part of everyday life for as long as possible.

Secondly to provide guidance to primary care clinicians around planning dental care for people living with dementia. There is particular emphasis on assessment and treatment planning for those in the earlier stages of the condition and for those who have been recently diagnosed. Careful planning of dental treatment and prevention whilst the patient is in the earlier stages of dementia, and still able to tolerate dental treatment, will reduce the risk of acute and more complex dental problems developing during the later stages when provision of dental treatment becomes more challenging and may require onward referral to specialised services.

The dental care for patients in the middle to later stages of dementia, often follows a share care pathway involving a specialist service and the primary care clinician. The toolkit provides information on this and how to manage urgent dental care needs for these patients.



ADDRESSING INEQUALITIES – GM DENTAL TOOLKITS – HEALTHY GUMS DO MATTER

The Greater Manchester Local Dental Network (GM LDN) has worked on periodontal management in primary dental care since 2014. This is important due to the clinical implications of gum disease and diabetes management and cardiovascular diseases.

A periodontal resource toolkit for primary dental care teams in Greater Manchester has been produced. The intention is to compliment the evidence informed guidance on prevention that has been published in the 3rd edition of Delivering Better Oral Health (DBOH), with evidence informed periodontal care and treatment pathways to support primary dental care teams in GM to improve outcomes for patients. The toolkit will distil the evidence and specialist guidance available on prevention and treatment, into workable care pathways for NHS primary dental care practices in Greater Manchester.

The care pathways have been developed according to periodontal need and as such, describes the periodontal need and outcomes of care for patients attending NHS primary dental care in Greater Manchester. It is important that we use the funding in current contracts effectively by facilitating primary dental care teams to appropriately manage periodontal diseases in NHS practice. The Dental commissioning team are integral to the work and have agreed to support delivering best practice. The success of this work depends on clinical teams engaging, having the knowledge and confidence to deliver evidence based best practice for periodontal disease with patients understanding their responsibility in self-care to demonstrate improved outcomes for everyone.



ADDRESSING INEQUALITIES – GM DENTAL TOOLKITS – SAVING SMILES

The Greater Manchester Local Dental Network (GM LDN) has established a 'Trauma Network' sub-group.

The Trauma Network was established to support a safer, faster, better first response to dental trauma and follow up care across GM.

The Toolkit was produced to support dentists in managing dental trauma and improving outcomes for patients and aims to ensure that:

- All clinicians in GM have the confidence and knowledge to provide a timely and effective first line response to dental trauma.
- All clinicians are aware of the need for close monitoring of patients following trauma, and when to refer.
- All settings have the equipment described within the 'armamentarium' section of this booklet to support optimal treatment.
- Online training and CPD is available for all dentists to undertake that supports the toolkit



ADDRESSING INEQUALITIES – DENTAL TOOLKITS – ORAL CANCER CARE

To support Dental Teams in Greater Manchester, the GM Local Dental Network has adapted the Oral Cancer guide created by Cheshire and Merseyside LDN.

Toolkit aims to improve the oral cancer survival rates in Greater Manchester by:

- Enabling dental teams to support patients in reducing risk factors for cancer and oral cancer and undertake brief intervention, including signposting to support services as part of a healthy living dentistry approach to care.
- Raising awareness of the signs, symptoms and risk factors associated with oral cancer.
- Helping dental teams in GM to make appropriate urgent ‘Two Week’ referrals to a secondary care cancer service.
- Promoting good practice guidance on how to engage when talking about oral cancer with high-risk patients.
- Supporting dental practices in the dental care of patients with oral cancer and other cancers, with a large emphasis on preventive care and management.

There is also collaborative working across dental services and cancer services to support those patients on cancer treatment pathway to have access to appropriate dental care.



CARE QUALITY COMMISSION (CQC)

CARE QUALITY COMMISSION (CQC)

The CQC is the independent regulator of health and adult social care in England.

They make sure health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve.

The CQC regime is to inspect 10% of dentists in England each year. The inspection reports can help to understand the quality of care. Unlike most types of service, the CQC don't give ratings to dentists. This is because they only inspect 10% of dental services because dental services pose a lower risk to patient safety than other sectors regulated by the CQC. Instead, they display ticks and crosses against each of their five key questions to show if:

- There is no action required.
- The service has been asked to make improvements
- Enforcement action has been taken

The five key questions relate to the following areas:

- Safe
- Effective
- Caring
- Responsive
- Well-led



Greater Manchester
Integrated Care

PATIENT FEEDBACK

PATIENT FEEDBACK – RESPONDING TO FEEDBACK

From 1st July 2023, NHS England's regional complaints handling function moved to NHS Greater Manchester.

The main themes of enquiries being received include not being able to get an appointment 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.

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 NHS GM Complaints team with advice and written responses to all patient enquiries, complaints, MP enquiries, and enquiries from the Mayoral Office for GM.

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.