

NHS ENGLAND CENTRAL MIDLANDS

Briefing Paper on the General Dental Services – Urgent Care Consultation and Special Care Dentistry Pre-Engagement Processes

July 2015

1. The Purpose of this Briefing Paper

The purpose of this briefing paper is to make the Health and Wellbeing Boards and Overview and Scrutiny Committees aware of the dental consultation and pre-engagement processes being undertaken in Leicester, Leicestershire, Rutland (LLR) and Lincolnshire to inform dental procurement programmes in 2016.

The two dental procurements relate to:

- General Dental Services: Urgent Dental Care for Leicester, Leicestershire and Rutland (LLR)
- Special Care Dentistry Services for Leicestershire and Lincolnshire

2. Background Information

NHS England Central Midlands are responsible for commissioning of NHS dental services across Leicestershire and Lincolnshire. The procurements will be open to existing and new providers. NHS England is working with Greater East Midlands and Arden Commissioning Support Unit to support the engagement and consultation processes for the procurement programmes.

The LLR Dental Access Centre provides NHS urgent dental care services to patients with an urgent need who do not regularly receive dental care or for patients when their practice is closed and they have an urgent need. The Dental Access Centre is based in Nelson Street in Leicester. This is a triage service and they provide either self-help pain relief advice or arrange for the patient to have an urgent dental appointment. Where a patient requires further routine care after an urgent course of treatment, they will be required to seek routine care at an alternative dental practice. The service opening times are 9.00am to 5.00pm Monday to Friday and 9.00am to 12noon on Saturday, Sunday and Bank Holidays.

The LLR Dental Out of Hours service provides urgent dental care during 6.30pm to 8.00am Monday to Friday and 24 hours at weekends and Bank Holidays. There is an on-call dentist available between 6.30pm to 10.00pm Monday to Friday and 1.00pm to 6.00pm at weekends and Bank Holidays. The Dental Out of Hours service is accessed via 111 and all patients are triaged. The on-call dentist will arrange to see the patient at the Dental Access Centre if it is determined the patient cannot wait until the next day.

The community dental services in Leicestershire and Lincolnshire is concerned with the provision of dental care and enabling the improvement of oral health of individuals and groups in society who have a physical, sensory, intellectual, mental, medical, emotional or social impairment or disability or, more often a combination of a number of these factors. As such care will be provided to patients who have a need beyond the skill set and facilities of a general dental practitioner.

The Special Care Dentistry Services also provides dental treatment under general anaesthesia in secondary care sites with access to critical care facilities (ITU for paediatrics) for children who require multiple extractions, for children with complex health needs who require restorative treatment or for children when it is not possible to provide dental care using alternative treatments methods and for adults with a moderate or severe learning disability that impacts upon their ability to co-operate.

The Lincolnshire special care dentistry service provides a Pain and Anxiety Management services for adults and domiciliary care for house bound patients. Domiciliary care in Leicestershire is limited.

A pre-engagement process for both procurement programmes was undertaken in March 2015 to seek patients' views on dental services in order to shape future services.

The pre-engagement questionnaire for general dental services: urgent care in LLR was concerned with how to improve access to urgent and routine dental treatment and received 254 responses. The themes were:

- In general, there was uncertainty about how to access out-of-hours services and many people were not aware of the Dental Access Centre.
- Of those who responded who used the Dental Access Centre, there was an equal split between people from Leicester and people from Leicestershire, with a smaller number from Rutland, indicating that people are willing to travel some distance for urgent dental care.
- Overall, the data could indicate that there is a patient need for dental services to be available from 8am to 8pm, especially on weekdays.
- Engagement work conducted in offices indicated a strong preference for evening appointments between 5pm and 8pm, and for early morning appointments before 9am. Preferred days were weekdays but also the availability of weekend appointments was desirable for this cohort of workers.

The pre-engagement questionnaire for Special Care Dentistry for Leicestershire and Lincolnshire was seeking views from patients on the service and any areas that required improvement. The initial pre-engagement received 20 responses from the on-line questionnaire. The themes from the initial pre-engagement process were:

- Patients would like extended opening times i.e. before 9.00 am or between 5-8pm.
- 45% of patients are travelling under 10 miles.
- 25% of patients are travelling between 10 to 20 miles.
- 10% of patients are travelling between 20 to 30 miles.
- Majority of patients are being seen within 13 weeks of their referral.
- Patients want continuity of care.
- 5% of patients/carers stated the service exceeded their expectations, 45% are very satisfied with the service, 10% satisfied, 10% either unsatisfied or disappointed and 35% did not respond.
- Would like improvement in accessing domiciliary care for patients in care homes or housebound patients, access to adult dental phobic services and why a patient is being referred into this specialist service.

3. General Dental Services Urgent Care for Leicester, Leicestershire and Rutland Consultation

NHS England will be undertaking a formal consultation process for general dental services: urgent dental care for LLR. The consultation will be seeking patient and public views on the service model to improve access to general dental services: urgent care. The consultation process will commence on 3 August 2015 and will close at midnight on the 1 November 2015. There are two options for consideration, these are:

Option 1: Urgent dental care service

This option will provide urgent dental care services for patients who are not accessing regular NHS dental care with an urgent need or for patients with an urgent need when their practice is closed. The urgent dental care service will be delivered from the Dental Access Centre in Nelson Street, Leicester. This option

will merge the existing Dental Access Centre urgent care service and the Dental Out of Hours service to create a revised urgent care service. The opening times for the revised urgent dental care service will be determined by the consultation process, if this is the preferred option. This option will be funded within the existing financial envelope.

Option 2: 8am to 8pm service providing NHS urgent and routine dental care in two locations

This option is to replace the existing urgent care services (Dental Access Centre and Dental Out of Hours services) with two new practices providing urgent and routine care. The practices will be open from 8am to 8pm, 7 days a week, 365 days a year. The two practices will provide urgent dental care for patients who do not regularly receive dental care, provide urgent dental care for patients when the local practices are closed and provide routine dental care for patients. Patients accessing urgent dental care, who do not regularly receive NHS dental care will be given the opportunity to access regular NHS dental care, however, this is subject to their capacity. The locations for two new practices will be determined by the consultation. Possible locations for this option are one in Leicester city and one in a market town in either Leicestershire county or Rutland. This option requires funding from existing urgent care services and additional investment, which has been identified, if this is the preferred option.

The consultation process will be advertised in libraries, community centres, medical practices, dental practices and pharmacies across LLR. Copies of the consultation document with the questionnaire will be available on-line, hard copies at the Dental Access Centre and patients and public can contact GEM to request a hard copy for completion.

A public meeting for the consultation has been arranged to be held on 7 October 2015 between 6pm to 8pm at the Adult Education Centre in Leicester.

The outcome of the consultation will be considered by NHS England in late November to determine the preferred service model to be commissioned. A dental consultation email account has been established for managing any queries.

NHS England will also be undertaking a further consultation exercise regarding general dental services for Leicester, Leicestershire, Rutland and Lincolnshire for those general dental services contracts that are time limited and require re-procurement and to reflect the outcomes of the oral health needs assessment (subject to financial envelope available for commissioning of additional general dental services). A future briefing paper will be provided to update the Health and Wellbeing Board and Overview and Scrutiny Committees.

4. Special Care Dentistry for Leicestershire and Lincolnshire Pre-engagement

It has been agreed to extend the pre-engagement process for Special Care Dentistry for an additional 6 weeks to enable patients, carers, wider health community and stakeholders the opportunity to provide feedback to assist with improving existing services.

The special care dentistry pre-engagement process will adopt a targeted approach to enable patients, carers and parents accessing the existing Community Dental Services across the Leicestershire and Lincolnshire community clinics to have an opportunity to feedback their views. Stakeholders will be advised of the extended pre-engagement process for special care dentistry to enable them the opportunity to provide feedback. The questionnaire will be available on-line and easy read hard copies will be available in the different community clinics.

It has been agreed to commission special care dentistry for Leicestershire and Lincolnshire and to align the existing services for consistency. The pre-engagement process is to seek views on the existing services and to identify any areas of improvement for consideration.

The new special care dentistry services will continue to be provided from the existing community dental services clinics and staff will be offered the opportunity to TUPE across to maintain continuity of services.

The pre-engagement process for Leicestershire will commence on 17 August 2015 to 25 September 2015. The pre-engagement outcome will be considered by NHS England in November 2015 to agree future commissioning arrangements for special care dentistry services.

5. Procurement Programmes

NHS England will procure new service arrangements from 1 December 2016 for general dental services: urgent care and special care dentistry services. The two procurement programmes will commence in January 2016. New contracting arrangements will be awarded in June 2016, which will enable new provider's an extensive mobilisation period to establish the new service arrangements.

6. Next Steps

We will continue to update the Health and Wellbeing Boards and Overview and Scrutiny Committees on the consultation and pre-engagement outcomes.