

Title of consultation:	Community Dental Services (CDS)
Purpose of consultation:	<p>All existing service users were invited to give their views on the proposal to reduce from 5 to *3 sites. The survey also invited patients to comment on barriers to accessing high street dentists and level of support required to access mainstream dentists.</p> <p>*Post consultation: following discussions with Thurrock Council, it is proposed that a reduced service is made available in a fourth site (Tilbury Health Centre).</p>
Who we consulted with:	<p>By Invitation (targeted consultation) - 30% of existing service users who have had recent contact with the service (this included all patients with a known learning disability and even spread of patients across Basildon, BBW and Thurrock)</p> <p>Local General Dental Practitioners (GDP)</p> <p>Local General Practitioners (GP)</p> <p>Nursing & Residential homes</p> <p>Local voluntary organisations:</p> <ul style="list-style-type: none"> • Snap charity • Disabled parents network • Disabled in Thurrock • Thurrock Council for Voluntary Service (CVS) • Brentwood Council for Voluntary Service (CVS) • Thurrock LINKs • SW Essex Link
How we consulted:	<p>Patient Survey</p> <p>Written response</p> <p>2 consultation drop-in sessions</p> <p>Press release</p> <p>Via www.swessex.nhs.uk</p> <p>Posters displayed in current CDS sites and local stakeholder sites</p> <p>'Easy read' material published for patients with known learning disabilities to ensure patients are not excluded from consultation process</p> <p>Consultation with GPs through the Clinical Executive Committee</p> <p>Consultation with General Dental Practitioners through letters and discussions with dental lead</p>
Consultation start date:	16 th March 2011
Consultation end date:	13 th April 2011
Attachments:	n/a
Consultation results:	<p>Please see attached for summary of survey results.</p> <p>The Community Dental Service has a total patient caseload of 3,000 patients. 2040/3000 patients have had a recent contact with the Service</p>

since March 2009 of which a survey was distributed to a random sample of 900 patients. All patients with a known learning disability (492) have also been included in the consultation. This equates to 30% coverage of total existing patient caseload.

Please note this is a referral Service and as such, patients should be discharged after completion of course of treatment. 30% coverage is deemed an acceptable sample to provide a brief appraisal of service user views at a given time.

Key Findings:

A total of 73 responses were received from the patient survey and feedback from public consultation meetings is included in the analysis.

The outcome of the public consultation supports Brentwood Community Hospital, Billericay Health Centre and Grays Health Centre as the preferred sites to remain, as below:

QUESTION 9	Number of returns	Response (%)
What would be your preferred clinic venue?		
- Brentwood Community Hospital	23	32%
- Billericay Health Centre	18	25%
- Grays Health Centre	14	19%
- Tilbury Health Centre	10	13%
- Wickford Health Centre	8	11%
TOTAL	73	100%

A mapping exercise has been undertaken to identify which clinics are utilised the most and data supports the above findings. It is important to note that the majority of patients/carers that responded to the survey have some level of learning disability and continuity of care in familiar surroundings is important to their personal needs. Therefore, as the above sites are the most utilised sites; retaining these sites will have less impact on their needs.

Although it is acknowledged that existing service users at Tilbury and Wickford Health Centre may be required to travel further, the results of the survey suggest that the majority of patients travel by car, as below:

QUESTION 4	NUMBER OF RETURNS	RESPONSE (%)
Please tell us how you/the patient get to your appointment?		
- Bus	11	15%
- Car	60	82%
- Train	1	1%
- Other – Walk	1	2%
TOTAL	73	100%

Recommendations:

The Health and Well-being Overview & Scrutiny committee is asked to note proposal to retain Brentwood Community Hospital, Billericay Health Centre, and *Grays Health Centre for the following reasons:

	<p>Brentwood Community Hospital:</p> <ul style="list-style-type: none"> - Most utilised site by service users so minimal service disruption for existing patients, particularly for patients with learning disabilities who will find any form of change a personal challenge. - New purpose built facility - Independent with own reception and waiting room - Onsite car parking - Inhalation Sedation facilities - Large X-ray facilities - Hoist for wheelchair users - Outcome of public consultation supports site <p>Billericay Health Centre:</p> <ul style="list-style-type: none"> - Most utilised site by service users so minimal service disruption for existing patients, - Good transport links – bus and rail - Car park facilities <p>*Grays Health Centre:</p> <ul style="list-style-type: none"> - Less disruption to patient base as a large number of patient are allocated to this clinic - Central location with good public transport links (bus and rail) - Car parking facilities available <p>*Grays Health Centre would be the preferred site to remain, subject to space being made available at Grays to relocate the Diaco chair (specialist chair for wheelchair users) from Wickford or Tilbury. Inhalation sedation equipment will also need to be transferred from Tilbury.</p> <p>*Post consultation: following discussions with Thurrock Council, it is proposed that a reduced service is made available in a fourth site (Tilbury Health Centre).</p>
<p>How will feedback be published:</p>	<p>Via www.swessex.nhs.uk Patients that requested a copy of the consultation report will be sent details direct.</p>

Community Dental Service (CDS)

Methodology:

The Community Dental Service has a total patient caseload of 3,000 patients. 2040/3000 patients have had a recent contact with the Service since March 2009 of which a survey was distributed to a random sample of 900 patients. This equates to 30% coverage of total existing patient caseload. Please note this is a referral Service and as such, patients should be discharged after completion of course of treatment. 30% coverage is deemed an acceptable sample to provide a brief appraisal of service user views.

Key Findings:

A total of 73 responses were received from the patient survey and feedback from public consultation meetings is included in the following responses:

QUESTION	NUMBER OF RETURNS	RESPONSE (%)
I am the patient completing the survey	11	15%
I am the parent/carer completing the survey on behalf of the patient	62	85%
TOTAL	73	100%

Section 1 – Current Service

QUESTION 1	NUMBER OF RETURNS	RESPONSE (%)
How did you / the patient access the community dental service?		
- Referral by a dentist	24	32%
- Referral by a GP	12	16%
- Referral by another health professional	23	31%
- Other – no comment	14	21%
TOTAL	73	100%

QUESTION 2	NUMBER OF RETURNS	RESPONSE (%)
Please tell us the location of where you / the patient mostly access the service		
- Billericay Health Centre	21	29%
- Brentwood Community Hospital	23	31%
- Grays Health Centre	8	11%
- Tilbury Health Centre	13	18%
- Wickford Health Centre	8	11%
TOTAL	73	100%

QUESTION 3	NUMBER OF RETURNS	RESPONSE (%)
How far have you/the patient travelled to attend your appointment?		
- 0-2 miles	33	45%
- 3-5 miles	24	33%
- 6-10 miles	13	18%
- 11 miles or more	3	4%
TOTAL	73	100%

QUESTION 4	NUMBER OF RETURNS	RESPONSE (%)
Please tell us how you/the patient get to your appointment?		
- Bus	11	15%
- Car	60	82%
- Train	1	1%
- Other – Walk	1	2%
TOTAL	73	100%

QUESTION 5	NUMBER OF RETURNS	RESPONSE (%)
Are you/the patient currently registered with an NHS dentist?		
- Yes	24	33%
- No	47	64%
- No comment	2	3%
TOTAL	73	100%

QUESTION 6	NUMBER OF RETURNS	RESPONSE (%)
Why were you/the patient referred to the community dental service?		*NB some patients responded to more than one category
- Could not access a local dental practice	4	
- My dental practice was unable to see me	0	
- I/the patient need to access a specialist service because:		
1. I have a physical disability	15	
2. I have a learning disability	48	
3. I need treatment under general anaesthetic	13	
4. I am a dental phobic and need sedation	9	

QUESTION 7	Most important	Important	Neutral	Least important	Not important	No comment
If your local dentist could see you, state which of the following are most important to you:						
- How the staff treat you	71%	11%	4%	0%	3%	11%
- Having more time to see you (longer appointment)	41%	21%	15%	6%	1%	16%
- Clinic open longer (extended hours)	22%	5%	26%	8%	21%	18%
- Location	48%	10%	14%	5%	8%	15%
- Parking	41%	16%	11%	3%	12%	17%

QUESTION 8	NUMBER OF RETURNS	RESPONSE (%)
Would you prefer to attend a local dental practice instead of the community dental service?		
- Yes	6	8%
- No	62	85%
- No comment	5	7%
<p>If No, please state why?</p> <p>Summary of key responses:</p> <ul style="list-style-type: none"> - Patient learning disabilities better managed in CDS setting - Good relationship already built with dentist and they have good understanding of patient needs - Patients with learning disabilities find change difficult to manage and are familiar with current service - Patients will find it a high street practice challenging due to noise, busy waiting room, appointment times etc. - High street dentists are not specialised in dealing with children with learning disabilities - Limited wheelchair access in high street dental practices - Receive a good service from CDS 		

QUESTION 9	NUMBER OF RETURNS	RESPONSE (%)
- What would be your preferred clinic venue?		
- Billericay Health Centre	18	25%
- Brentwood Community Hospital	23	32%
- Grays Health Centre	14	19%
- Tilbury Health Centre	10	13%
- Wickford Health Centre	8	11%
TOTAL	73	100%

Why would this venue be your preferred option? Please state.

Summary of key responses:

- Nearest to home
- Easy access for wheelchair
- Good parking
- Patient is familiar/comfortable with surroundings