

In hours Emergency Access – Interim Review

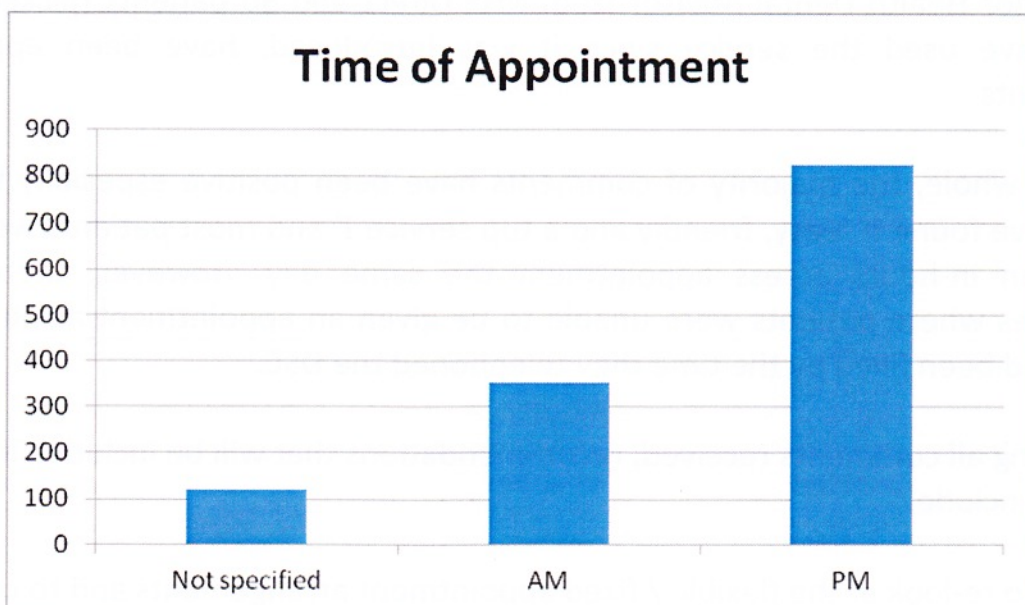
Brief for LDC 13th August 2014:

An interim review is currently underway on the newly introduced In hours access service (to be finalised in September).

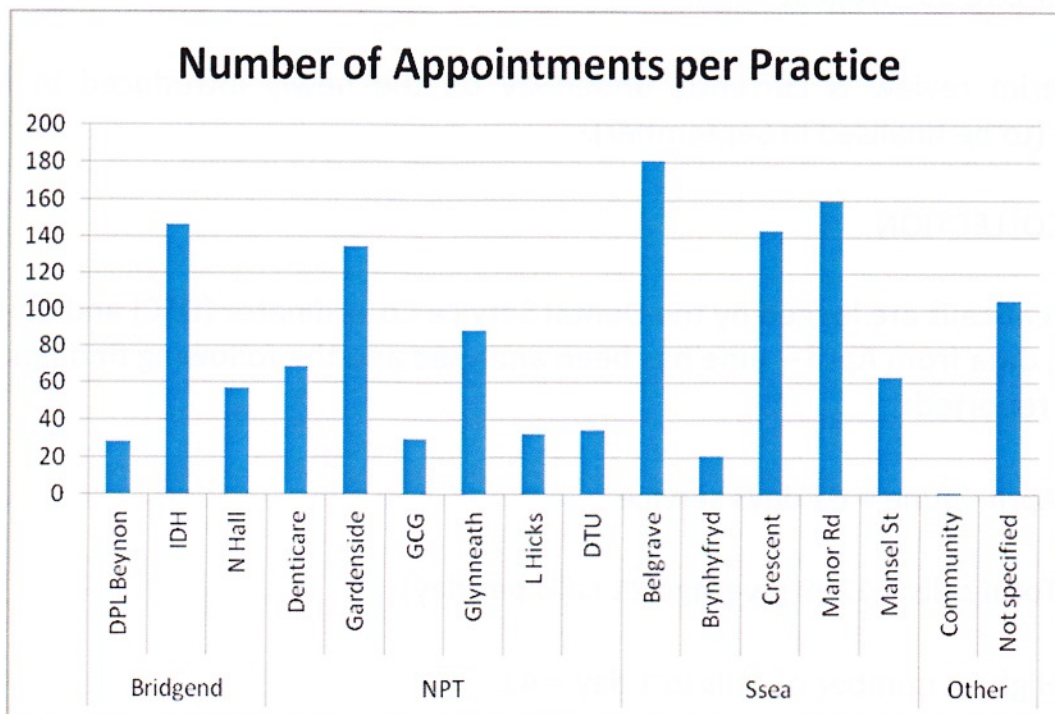
DATA COLLECTION

All patient calls are logged by the Dental Service Co-ordinator [DSC] and during the review, data from April – June has been analysed and the following findings can be reported:

- April – June = 61 days service
- Total calls = 1299 (average 21 calls per day)
- Highest number of calls in 1 day = 41
- Lowest number of calls in 1 day = 12
- The appointment slots are taken up significantly higher in the afternoon



- The highest number of patients using the In-Hours Access service reside in Swansea



FINDINGS AND RECOMMENDATIONS

15 GPs who provide the in-hours access service, 2 Dental Service Co-ordinators [DSC], the Senior Health Dental Advisor from NHS Direct and 30 patients (picked at random) who have used the service since it was introduced, have been approached for comments.

On the whole, the majority of comments have been positive especially from patients who have found it 'easy, friendly and a top service !' and most patients were able to be given an in-hours access appointment the same day. However, there have been instances where patients were unable to be given an appointment as all appointment slots had been filled by the time they telephoned the DSC.

Following all comments received, recommendations that will be included in the finalised review include:

- To re-look at the flexible / fixed appointment arrangements and to consider more sessions being available in the afternoon as some fixed morning sessions are currently being wasted.

- Dental emergency to be identified prior to appointment as GPs would benefit from knowing why the patient was attending the practice
- To consider whether there are enough appointment sessions available as on most days all appointment slots are filled by 3.30pm and after this time, patients are then advised to either ring the DSC back the next day or to use the OOH service.
- To consider an answer machine messaging service for the DSC to call back the patient if they were unable to get through on their initial call, as there is only one line operating.
- To re-look at the distribution of in-hours access appointments across ABMU Health Board as there are significant differences in the amount of appointments taken up by practices

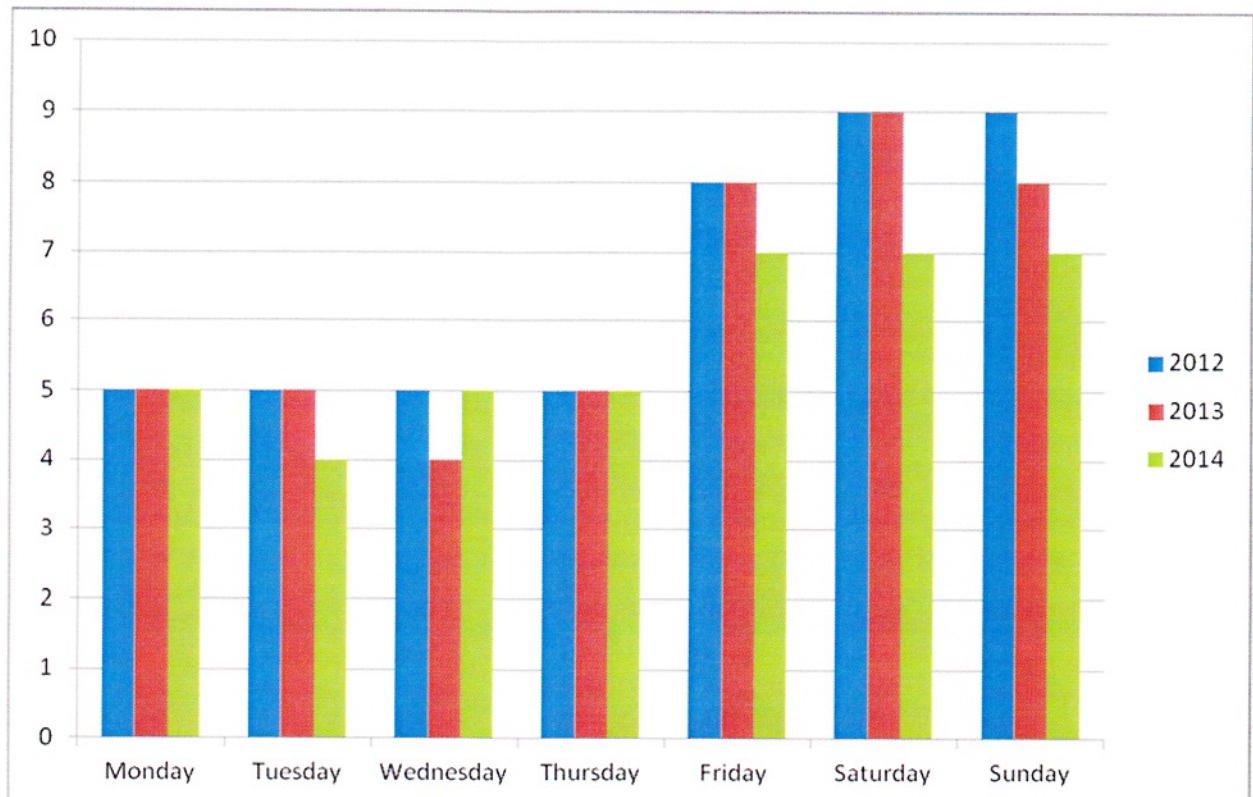
Unfortunately there are still instances where patients with non-emergency dental concerns are getting through the system despite an in-depth triage from NHS direct. Some patients are also arriving late for their appointments and are sometimes not able to pay for their treatment (In hours emergency appointment = £13.00). Patients are also on occasions not providing proof of exemption even though they are reminded of charges from both NHS Direct and the DSCs.

Overall the review has been a positive step forward in further improving the In-hours service and all recommendations in the finalised interim review will be considered.

A formal review will be carried out in November 2014 and a permanent position for the DSC has been put out to advert and Primary Care hope to fill the position in early September.

ABMU Health Board - Out of Hours

Average patient numbers per OOH Sessions per day of the week 2012-2014



OOH Complaints

- 5 complaints recorded by Governance Team since April 2010 – majority relating to OOH mobile (see brief descriptions below)

Description
Complainant's concerns regarding Dental Out of Hours Service, whom she tried contacting continually every 1.5 minutes, but was unable to get a reply.
Query regarding emergency out of hours dentistry services
Concerns over emergency access for In hours and OOH
Patient tried to ring the emergency dental practice but they weren't answering his calls which resulted in the patient attending at the A&E Department in Morriston.
concerns relating to the out of hours dental practice - dentist failure to return telephone call and complaints telephone bill of £139.23 after persistently trying to contact the on call dentist.