

Dental Out of Hours Service (OHH)

Proposed New Model-Discussion Paper

1. Background

Since the introduction of the new dental contract on 1st April 2006, the arrangements for the provision of Out of Hours (OOH) dental care became the responsibility of the Health Board to ensure adequate arrangements were in place for providing urgent care to patients outside of normal working hours.

Under the current model, patients call NHS Direct Wales (NHSDW) and are triaged by a dental nurse. If the caller meets the urgent criteria they are provided with the mobile phone number for the on call dentist and are required to call the OOH mobile to book an appointment.

The current provision operates 7 days a week including Bank Holidays. The weekday evening sessions are available from 7pm-10pm and from 4pm-7pm over the weekend period. On a rota basis, General Dental Practitioners (GDPs) across ABM provide the service from their premises based in one of the former locality areas of Swansea, Neath Port Talbot or Bridgend.

The annual cost for the current service is £94,725, which includes a £3,400 payment for the OOH mobile phone and courier cost.

Due to an increased number of complaints from patients who have been unsuccessful in accessing appointments through the service, in March 2013 an agreement was made through the Health Boards former DSSPG that a new service model should be developed to ensure patients have appropriate access to urgent dental care outside of normal working hours.

2. New Service Model

The provision of a new service model for the Dental OOH Service should create a single unified service for all patients across ABMU Health Board. The proposed changes to the model include:

- The centralisation of the dental out of hours service (The purpose built suite in the Dental Teaching Unit –Baglan).
- A move to a central booking and triage system
- A review of the criteria for accepting patients into the dental out of hours service as this should be an extension of patients requiring “urgent” dental care rather than “emergency” treatment (infection/septic and dental alveolar trauma)
- Development of an agreed list of criteria for access into the service
- The service to be delivered from a rota of dentists and dental nurses
- A review of the remuneration for the sessions
- A reduction to the mid week sessions, (due to the small numbers of patients using these sessions) and patients to be signposted to the weekday In Hours Access sessions or if emergency care is required directed straight to the A&E department.
- Over the weekend period, extended sessions to run on a Friday, Saturday and Sunday and to be reviewed at 6 and 12 months to ensure sessions are being utilised appropriately, (this will include Mondays over the Bank Holiday period).
- Ensure the dental service is appropriately stocked with drugs suitable for urgent dental care where necessary
- Ensure that financial systems and processes are in place for fee paying patient

3. Current Position

Information from NHSDW (*which has been collated as part of implementation work being undertaken through 111 project*), has been used to map the sessions required to cover the weekend period. The volume and times of patient calls into NHSDW over the weekend period were specifically analysed to ensure the proposed new sessions meet the existing patient demand on the service.

Day and Times of Session

Day	Time	No of Appointments	Venue
Friday	7-10pm (3hrs) (Staff paid session from 6.30-10.30pm- 4hrs)	9	Dental Teaching Unit, Baglan
Saturday	10am-12.30pm (2.5hrs) 1pm-4.30pm (3.5hr) (Staff paid from 9.30am-12.30pm & 1pm-5.00pm (7hrs) 1/2 hr lunch break: 12.30pm-1pm	18	Dental Teaching Unit, Baglan
Sunday	10am- 12.30pm (2.5hrs) 1pm-3pm (2.5hrs) (Staff paid from 9.30am-12.30pm & 1pm-3.30pm (6hrs) 1/2hr lunch break:12.30-1pm	15	Dental Teaching Unit Baglan

Monday	OOH Session not required-apart from on a Bank Holiday. In Hours Access provision increased on Mondays. This to be reviewed within 3 months.		
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4. Process and Booking Appointments

Patients can only be booked into the OOH session when calling over the weekend period. Patients calling during the week should be signposted to the In Hours Access Service and not pre-booked into a weekend OOH appointment.

Patient Flow

- Step 1** Patient calls NHSDW/111 and is triaged to ascertain if the patient meets the 'urgent' criteria. (*Triage needs to ensure non urgent cases are signposted accordingly*).
- Step 2** Patient meets urgent criteria and is allocated a reference number and booked into the online OOH appointment 'book' by 111 staff. (Where possible appointment times will be grouped together i.e. 3 x 10am, 3x 11am and so on. This should help with DNAs or patients turning up late to appointments).
- Step 3** Patient attends DTU at the allocated time, confirms reference number and treatment is provided.
- Step 4** Patient signs FP17, pays for treatment or proves exemption from paying NHS Charges.

5. Responsibility of NHSDW/111 Call Handling Triage

- Ensure only those patients requiring urgent access receive a reference number to access treatment. This may require the current triage algorithm to be amended.
- Advise patients of time of appointment, venue and NHS charge. Exempt patients advised to bring proof of exemption.
- To complete the online booking tool to enable the dentist on call to see patient details being booked into appointment slots, details to include name/address/postcode/DoB.
- Advise patients to come alone or with only one other person to accompany them due to space restrictions.

6. Responsibility of NHS Share Services Partnership

- Management of the rota to ensure all weekend and bank Holiday are appropriately covered.
- Collate returned session logs for data collection
- Payment of GDPs and Dental Nurses on the rota
- Create a contact list of GDPs and nurses on the rota with a view to sharing this list with the group to enable appropriate cover to be found if a dentist/nurse on rota cannot provide the session at late notice.

7. Responsibility OOH Dental Team

- Dental Team consists of:

1 x General Dental Practitioner

2x Dental Nurses

- All GDP's and nurses signed up to OOH rota will be required to attend a training session at the Dental Teaching Unit to learn how to use the equipment in the OOH Dental Service September 2015 – Discussion Paper

decontamination room/ computer in surgery, aware of building surrounding and its amenities, stock room, waste bins etc.

Pre-session

- Pick up keys from NPT Hospital (or security firm to provide this function)
- Open site and prepare rooms for access clinic i.e. turn on any necessary machinery in decontamination room, lights, log into computer, clean surface areas etc.
- Check materials and equipment on the access trolley.
- Put out chairs for patients to wait.
- Prepare any necessary paperwork

During Session

- 1x GDP to provide clinical session
- 1 x nurse to assist GDP providing clinical session
- 1x nurse to assist patients attending clinic/check reference numbers/ ongoing sterilization/decontamination of equipment during the session/restocking access trolley/complete session paperwork and assist patients with any necessary paperwork i.e. FP17 and collection of patient charges.

Post Session

- Ensure all patients have left the building
- Ensure surgery is fully cleaned and tidy, all equipment used is sterilised and bagged, floors to be mopped in clinical areas used.
- Re-stock the access trolley for the following session(list will be attached to trolley)
- Waiting chairs to be put back in surgery
- Waste to be taken to waste bins (requires 2 members of staff)

- GDP or nurse responsible for locking away patient charges collected/prescription pad and logging amount on appropriate form.
- GDP/Nurse responsible for signed FP17's and returns them to NHSSSP for data collection (or an alternative method can be agreed).
- Lock building and gates to site.
- Keys returned to NPT Hospital (or security firm to provide this function).

8. Pharmacy Opening Times

Current arrangements for the Pharmacy OOH times are listed below:

Neath Port Talbot

Lloyds (Baglan Resource Centre) provide a service on Sundays/Bank Holidays from 11pm-12pm and over the Easter and Christmas Bank Holidays 11:00-13:00pm.

Co-op (Victoria Street, Aberafan) provide a service on Sundays and over the Easter and Christmas Bank Holidays 5pm-6pm.

Swansea

Only commissioned on Christmas Day/Easter Sunday – Co-op in the Uplands provides a service from 12pm-1pm. Swansea occasionally requires a late afternoon early evening slot to coincide with dental OOH.

Bridgend

Generally a service only provided over Christmas Day and New Years day- one session is provided in the Maesteg area and one in Bridgend/Pencoed over the lunchtime period and one mid afternoon/late afternoon session.

The above does not include pharmacies based in any of the local supermarkets.

The pharmacy cover arrangements will be reviewed after 3 months of the service commencing once the amount of prescriptions being issued is known.

9. Session Payment

1x GDP Hourly Rate £78.50 (based on BDA Guild Rate)

2 x Nurse Hourly Rate £11.40 (top pay spine on Band 4)

Day	Session (hrs)	Staffing Cost (£)
Friday	4	£405.20
Saturday	7	£709.10
Sunday	5	£506.00
Total Cost	16	£1,620.30
Approx Annual Cost	832	£84,255.60



As part of registering on the rota, bank mandate forms will need to be completed and returned to NHS Shared Services Partnership to ensure payments for the sessions can be paid directly into the individual's bank account.

10. Indemnity Cover/GDC Registration

GDPs and Dental Nurses will need to ensure they have their own indemnity cover before enrolling on the rota.

GDC numbers will need to be provided as a requirement to join the rota to clarify appropriate registration. Staff will also need to declare if they are subject to any ongoing formal review/investigation by Health Board/HIW/GDC/ CFSW or any other relevant organisation and provide any necessary details.

11. Dental Performers List

All GDPs will need to be registered on a Welsh Dental Performers list and if not, will be required to do so before providing sessions under the OOH service.

12. Rota

Dentists and nurses will need to specify if they will work a split or full session and the number of sessions they are willing to work over the weekend period. NHS Shared Services Partnership (NHSSSP) will log this information and ensure appropriate cover on the rota throughout the year.

As part of the requirements for joining the rota, dentists and dental nurses will need to agree to share telephone numbers and contact details that will be distributed to all members on the rota and take responsibility for arranging cover if they are unable to undertake their pre allocated session at late notice. With appropriate advance notice this can be carried out through the NHSSSP team.

13. Treatment

Patients should be offered urgent treatment under the 'National Health Service (Dental Charges) (Wales) Regulations 2006 Dental Regulations 2006' Schedule 4, Regulation 4 (5).

During the appointment it will be expected that immediate palliative treatment will be provided to treat a disease to reduce the impact or the pain it is causing e.g. packing of a dry socket/extraction of a tooth/opening a tooth for drainage/incising a swelling.

The treatment provided and details of the prescription issued (including dosage & duration) will need to be reported clearly on the monthly session treatment form. If antimicrobials are prescribed, the performer will need to specify the extent of pyrexia and a description of size, location and tracking of swelling.

Treatment and prescribing information logged on the session treatment form will be collated and analysed on a 3 month basis. Any concerns with treatment or prescribing will be discussed with the Dental Practice Advisor and will advise on any necessary action to be taken.

Data Collection

Session forms will be completed by the dental team, this information will collated by NHSSSP and reviewed on a 3 month basis by the Primary Care Team.

Information logged on the FP17 forms will also be used for monitoring purposes.

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