

## OOH Working Group Meeting-Update up to 31<sup>st</sup> December 2015.

Data Update:

### 1. Recent Data- OOH and In Hours Usage

	OOH-2014	OOH-2015	In Hours-2014	In Hours 2015
Sep	193	179	494	615
Oct	176	176	482	571
Nov	185	189	458	489
Dec	197	196	560	552

### 2. Questionnaire Violence and Aggression

No of Responses	6	
Yes	3	<ul style="list-style-type: none"> <li>• Inebriated patients demanding treatment</li> <li>• Patient verbally aggressive over the phone re: patient charges</li> <li>• Intimidation &amp; threatening phone conversations and consultations (female dentist)</li> </ul>
No	3	

### 3. Questionnaire Urgent Treatment – Numbers of ‘inappropriate’ patients referred to OOH

No of Practice Response	5
Reason Provided	<ul style="list-style-type: none"> <li>• Patient had bleeding gums but no pain</li> <li>• Intermittent pain, already had appointment booked to see own GDP within 24hrs</li> <li>• Fractured cusp- No pain</li> <li>• Patients attending with gross dental neglect. Need access to full CoT rather than urgent access although extractions were given, more dental work required to achieve basic dental fitness.</li> <li>• Cosmetic reasons- no pain</li> </ul>