

## ***Out of Hours and In Hours Access Services***

I received the following email from a colleague at the beginning of last week. Its content is clear and bearing in mind the reduction in hours of the Out of Hours Service to take effect on 1 October is disconcerting.

Hi Roger

I'm on OOH again- big change noticed. Almost every single patient has not had dental pain out of hours , they are all overspill from the (lack of) in hours access sessions, so when did OOH become "evening overspill?"

Regards

Further to this I received the following email discussion between Kim Dunn and Lindsay Davies which raises some valuable points about the commitment of some of our colleagues to their patients.

**From:** Kim Dunn (ABM ULHB - Primary Care)  
**Sent:** 06 September 2016 12:33  
**To:** Lindsay Davies (ABM ULHB - Primary Care & Planning)  
**Cc:** Sarah Griffiths (ABM ULHB - Primary Care & Community Services); Sarah Dunstan (ABM ULHB - Primary and Community Services Delivery); Alison Herbert-Davies (ABM ULHB - Primary Care & Planning); Sally Lewis (ABM ULHB - Primary & Community Services Delivery Un); Richard Williams (ABM ULHB - Primary Care & Planning)  
**Subject:** In Hours and OOH Service  
**Importance:** High

Hi Lindsay,

I know this is probably in hand with the Dental Leads currently working through year end and calculating underperformance monies to be reinvested but I feel I should share my concern with you that due to there being no dental practices taking on new patients across ABM since July, (apart from exempt& children), this is putting an unprecedented demand on the In Hours /OOH services and the urgent care services are not set up to continue coping with the demand that is currently being put on them, this will be of particular concern in October when the changes to the OOH commence. This is not helped with practices failing to put appropriate arrangements in place to cover dentists taking holidays, when dentists fall ill or if they are simply too busy to book patients in. Practices are responsible for the patients they have recently treated or are currently treating and I think this needs driving home to practices during the year end visits. A letter was recently sent out to practices but it appears to no avail.

To give an example on Friday 2<sup>nd</sup> September all of the In Hours appointments had been used and on Monday 5<sup>th</sup>, they had all gone by 2pm. The In Hours

Service is the only service available to accommodate patients at the moment which shouldn't be the case with 94 practices (including the DTU) based across ABM.

Can this please be given some urgent consideration as the urgent care services are bound to fail if patients have no other avenue to access dental care.

Happy to discuss further...

Thanks Kim

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Dear all

Can you please – with Richard taking the lead – contact practices that you would expect, particularly given reported performance figures, to be open for business, to find out why they are not and what steps they are taking to open up again soon.

I am told – by Kim below – and, this morning by Sam Page, that no dentists are taking on patients across ABMU, and the GP practices are starting to complain. As are some dental practices apparently, as patients are tipping up in pain at either, expecting to be sorted out.

Clearly in these circumstances, being told to ring NHS Direct might be irritating for the patient, but it is appropriate as they are best placed to provide advice on pain management etc as well as direct to in-hours provision.

It is particularly important that we have a handle on the GDS contract provision as CDS has struggled this week, including today, to provide the NPT access requirements due to sickness problems.

Please get back to me with your findings and recommendations, hopefully with some positive news!

Lindsay

Clearly there are some obvious concerns here. I include this so that we may discuss these issues at the LDC meeting and hopefully have something to be taken back to the administration at ABMU HB.