

## **Report on LDC/LHB Liaison Group Tuesday, 13<sup>th</sup> June 2017**

Meeting attended by Keith Silvester, Rhian Paul and Roger Pratley.

### ***Occupational Health***

Paul Dunning provided a list of practices that have signed up to the service. The major issue with the service at present was practice staff not attending for their appointments and the OH team were looking at ways of reducing the DNA rate. Paul Dunning would provide details of non attendances to the localities and we agreed to inform the LDC of this problem.

### ***Current Contracting Position***

There are a total of 94 dental contracts with ABMU currently of which 11 are restricted (exempt adults and children only). It was reported that at the present time 21 contracts had performed at less than 95%, 45 at 95% to 100% and 28% at more than 100%. The forecast recovery is £536,712.00 around half of the amount recovered in the previous year.

The LDC suggested that the group should work with the LHB on plans for redistributing recovered dental monies eg. Investment in high needs areas with every effort being made to ensure that dental funds are utilised as soon as possible before being lost.

It was reported that the level of HIW inspections was low, with only half of practices being inspected before the end of 2017. This was to be discussed with HIW.

### ***Charging for Appointments***

The group was informed of a patient concern received regarding a Dental Practice taking a £15 deposit from new patients which was refundable at the first appointment. It was said that Welsh Government have given a clear steer that upfront payments are not appropriate. It seems that the reason for the payment is to prevent DNA's at first appointment for a new patient. The group feeling was that this practice was not appropriate under the regulations and that the practice in question should be approached and the policy discussed and the practice informed of the views of the Liaison Group.

### ***Consultation on Professional Advisory Structure***

The LDC expressed concern that the consultation process on the new structure was flawed and that the Liaison Group, which the LDC considers to have been the most effective means of communication between LDC and LHB in the past would be lost under the proposed new structure. It was explained that ABMUHB was the only HB in Wales that holds a designated meeting with the LDC and that meetings relating to dental services need to be streamlined but there was an assurance that LDC will always be involved in discussions and that the HB would always adjust and adapt to what the LDC advises. The LHB were reminded that consultation with the LDC is a statutory duty regarding dental service provision and not subject to ad hoc communication.

### ***Urgent Care Models - In Hours Urgent Access and OoH Service Feedback***

The in hours service is working well although there do appear to be some DNAs, particularly when appointments are necessarily made out of Locality area. It was resolved that this needs to

be investigated in detail and steps taken to improve the situation. It was suggested that perhaps the urgent banding charge should be increased to be more in line with a Band 2 charge - apparently this is being investigated by WG.

Complaints about the OoH service were only 2 in number since the start of the reorganised service. There are more Swansea practices on the rota than from the other two areas.

The service statistics confirm that increasing the in hours access appears to reduce the demand for OoH services.

### ***Single Point of Access - Update***

It was reported that the new Single Point of Access service has been in place since 1st June and so Kim Dunn has based herself at the PTRC for the implementation of the service. Six referrals have been received by post to date.

The LDC raised concerns around the viability of Parkway. It was stated that the Health Board have been sensitive to the viability of Parkway from the outset and have been engaged with Parkway throughout the process.

DJ reported that the amount of repeat GAs is an issue and is one of the reasons why this has come about. KD confirmed that there is data available from Parkway but it is not detailed enough and so more information is required, the SPA will provide the detailed data required. KD confirmed that the data collected will be shared in order to decide what will be done next.

### ***Shares Services Partnership Update***

The EDS rota has been set until the end of August 2017. There are currently 13 dentists from Swansea, 1 from NPT and 4 from Bridgend participating. One new Bridgend dentist has asked to join and will be added to the new rota from September.

There are 14 Foundation Dentists due to commence in ABMU on September 1st. Performer list applications are currently being processed for these dentists.

Reminders to claim Business rates reimbursement have been sent to 35 ABMU Practices.

### ***Next Meeting***

11<sup>th</sup> August 2017.

**Roger Pratley**