

Wales

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Dental Digest

Foreword

by Colette Bridgman, Chief Dental Officer, Wales

Welcome to this Summers' edition of the Dental Digest. I hope before you and your team members take a Summer holiday break you will have the chance to read and share the articles. I am pleased to be back at work after a rather difficult personal time following family bereavement and illness. The timing of this publication gives me a chance to update you on what has been happening, so you can learn about the progress being made, the challenges we still face and to share the opportunities there are for more teams to contribute and get involved.

Transforming primary dental care is now underway, stepping up prevention in clinical settings is happening and an improvement in population oral health and access to dental services is being supported. Although access to NHS dental services remains an issue in some areas of Wales the **facts** of the matter are that the latest published stats: <https://stats.wales.gov.wales/Catalogue/Health-and-Social-Care/General-Dental-Services/Current-Contract/nhspatientstreatedforadultsandchildren-by-localhealthboard-patienttype>

confirm child access to NHS primary care dentistry in Wales is at an **all time high** increasing again in the most recent figures to 67.4% and these figures do not yet include the children who access the Community Dental Service.

Too many adults, however, are finding it difficult to access routine NHS primary dental care, particularly in North and West Wales. What we really now need to see is access and preventive care improving for adults as well. Although over 35,000 more adults than 5 years ago are accessing NHS dentistry in Wales it will remain a priority and we will continue to work to improve access for adults at health board and practice level.

Much of this was covered at the 2nd annual **Welsh Dental Symposium** held at Cardiff's Principality Stadium on Thursday 21 March, where more than 200 delegates attended. It was lovely to meet so many of you on the day and good to hear about: Making Prevention Work in Practice training from HEIW; The Faculty of Dental Care Professionals co-production progress in Bangor; electronic referral management implementation across Wales; and personal experiences from clinicians working in the General Dental Services (GDS)



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reform programme. It was excellent to have the Minister for Health and Social Services join us and give such a positive and forward looking overview of dentistry and oral health in Wales. He fully acknowledges that contract reform is necessary and confirmed that low value UDAs are to be removed from the system.

The **GDS Reform Programme** now has 94 practices across Wales taking part. The changes expected from participating dental practices as they progress to the next stage of the programme have been shared with practices and health boards. Engagement events are being arranged across Wales for practices that are already part of the programme, as well as those considering joining in September this year – look out for the dates! We need to move away from UDAs, however, calls of 'Bin the UDA' are not enough. We need clinical teams and health boards to collectively and constructively agree on what and how to measure excellence and delivery in primary care dentistry. Get involved and help shape the change.

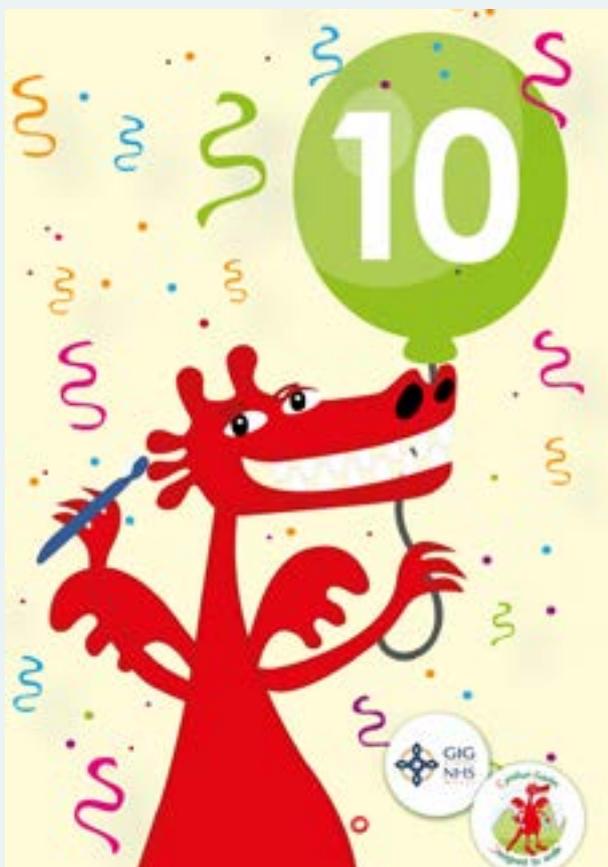
Bangor University has been commissioned to conduct an **independent realist evaluation** of the programme and we have funded a dedicated resource within the NHSBSA team to produce regular programme feedback and monitoring reports for health boards and practices.

This September **D2S** will be celebrating its 10th anniversary. To mark this milestone and to celebrate the many successes of this population oral health programme to date, a series of activities in the week beginning Monday 16 September are planned.

This summer **Lisa Howells** was due to retire, however, she has agreed to stay on a bit longer until mid-December while we recruit a replacement DCDO. Lisa will be a hard act to follow but watch out for the advert which will be published soon if you have ambitions of getting involved in professional leadership and policy work.

Part-time and job share options are welcomed.

Celebrating 10 years of Designed to Smile



The successful population oral health programme D2S is 10 years old. It was introduced in pilot areas in 2008 and rolled out nationally in 2009. Therefore, 2019 marks the programme's 10th anniversary. We hope nurseries, schools and dental practices will join in the celebrations and mark this important milestone to promote the impact of the programme.

In particular, schools and nurseries are encouraged to have a D2S themed activity week commencing Monday 16 September. Resources are available to them on hwb.gov.wales and www.designedtosmile.org.

This includes details of a national competition to design a birthday card for Dewy, the mascot. Other activities are planned and will be promoted using the hashtag **#D2S10**. The Minister for Health and Social Services will also be visiting a participating school on 19 September.

It would be great to see practices get involved and use the **#D2S10** hashtag to share any work you are doing to celebrate! A few ideas to promote D2S might include offering to show a local nursery, school class, scout troop or rainbow unit around your dental practice. Colouring and activity sheets for your younger patients can be printed from the link below and could be used to create a simple display in your practice:

<http://www.designedtosmile.org/info-pro/information-for-schools-and-nurseries/>

There are also a number of health promotion videos available, including a bilingual D2S video which could be shown on your waiting room TV (if you have one!). These can be found here: https://drive.google.com/open?id=1SDG5iV65hOqgBQ3ARAOsUet_oWVnDCQF

The Skills Optimiser Self-Evaluation Tool (SOSET)

An innovative training tool developed in Wales and designed to help dental practices maximise teamwork has gained UK-wide recognition.

SOSET piloted in 2018 by Health Education and Improvement Wales (HEIW) in collaboration with the Cardiff Unit for Research and Evaluation in Medical and Dental Education received a national award at NHS Education for Scotland's Dental Education Conference.

Initially piloted in 11 dental practices across South Wales, the success of the tool has meant that it is now being used by 28 practices across Wales, with this figure set to rise as awareness of the tool increases: <https://heiw.nhs.wales/news/wales-leads-the-way-to-improve-teamwork-in-dentistry/>

New HIW online payment service

Healthcare Inspectorate Wales (HIW) has launched a new service that enables all registered services, including dentists, to pay their annual fees online. The online service is more convenient, secure, easy to use and available all day, every day.

HIW launched this new service to coincide with the payment of dentists' annual registration fees for private practice which are due in April every year. If you were registered before 31 March 2019 you should have received an invoice by email before the end of April.

The service uses the same trusted system used by UK Government to take car tax payments online and is fully bilingual in Welsh and English. HIW is the first public sector organisation to use the system to take payments in this way.

Whilst the new system is secure and much more convenient, the options to pay by bank transfer or by card payment over the telephone or by cheque through the post still remain.

If you have any problems when attempting to make an online payment, please contact us on 0300 062 8163 or email HIW@gov.wales

If you have already used the service, HIW would like your feedback on the experience – from receipt of the invoice through to receiving a confirmation email. Simply send an email to HIW@gov.wales with a title line "Payment Feedback".

An Overview of the latest Health and Social Care (Quality and Engagement) (Wales) Bill

In June 2019 the Health and Social Care (Quality & Engagement) (Wales) Bill was introduced into the National Assembly for Wales.

The Bill contains four main proposals to:

- strengthen the existing duty of quality on NHS bodies (Health Boards, Trusts and Special Health Authorities) and extend this to the Welsh Ministers in relation to their health service functions;
- place an organisational duty of candour on providers of NHS services (which includes primary care providers), requiring them to be open and honest with service users when things go wrong;
- strengthen the voice of citizens, by replacing Community Health Councils with a new Citizen Voice Body that will represent the interests of people across health and social care; and
- enable the appointment of Vice Chairs to NHS Trusts, bringing them into line with health boards.

From a dental perspective the proposals build on actions already being taken to create the conditions we need to transform dental services in line with the 'A Healthier Wales' national policy direction. The duty and responsibility for quality is strengthened for all NHS organisations and will apply to all systems and environments – not just the clinical ones. This is to encourage environments and systems that support better ways of working.

A new duty of candour will be placed on NHS bodies at an organisational level, building on earlier work through Putting Things Right to ensure the NHS in Wales is open and honest when things go wrong. It will complement existing professional duties and support the drive towards a system that is always listening, learning and improving; and which has the trust and confidence of patients and their families.

Guidance containing case studies and examples will be developed to clarify the details of the new duty of candour procedures. If you would be interested in helping shape this document or for more information about the proposals, please contact the Bill team via:

HSCQualityandEngagement@gov.wales

Cardiff University Dental Hospital, School of Dentistry – Smile Week

In April we celebrated Smile Week across clinics in South Wales. Our aim was to engage with the public, raise dental awareness and impart preventive oral health messages.

Smile week was initially planned to be celebrated in the Paediatric dentistry department at University dental hospital, Cardiff. However, several dentists volunteered

to join in and as a result it included Community Dental clinics in Cardiff and Vale, Kier Hardie Dental Centre, Merthyr Tydfil and Port Talbot Resource Centre. Sponsorship was obtained from GSK and the British Society of Paediatric Dentistry's South Wales branch, so all children attending the dental clinics during smile week were given goody bags with a tooth brush, tooth paste samples, stickers and prevention leaflets.



Bottle swap

Studies have shown a link between prolonged on – demand bottle feeding and early childhood caries. Parents were given preventive advice and encouraged to swap the bottle for a new training beaker cup.



Smile Week in the Community

Dental students take prevention messages to primary schools.

Colouring competition

A Colouring competition and dental-themed word search competition helped to engage young patients.

Dental students helped to select winners and prizes included battery powered tooth brushes and stationary.

Dental team members said they had immense satisfaction from taking part and there was good feedback from patients.

Public information poster

A Public information poster on Dental Avulsion Injury has been developed. Dental avulsion is a serious injury that needs prompt management. Steps taken at the time can significantly affect the prognosis of the traumatised tooth. We have developed a bilingual public information poster to aid the parent/carer on immediate steps to take at the time of injury.

The poster will be displayed at community hubs and schools in Wales.

Benefits of Becoming a Reflective Practitioner

The GDC together with health regulators have issued a joint statement on the benefits of becoming a reflective practitioner which sets out common expectations for health and care professionals to be reflective practitioners and engage meaningfully in reflection.

It offers advice for practitioners about how to approach reflection effectively both as individuals and as part of teams and highlights the direct impact this can have on improving services and patient care:

https://dental.walesdeanery.org/sites/default/files/benefits_of_becoming_a_reflective_practitioner_-_joint_statement_2019.pdf

This work is part of a shared commitment to drive an open and honest culture where professionals feel able to reflect on their experiences to support development and learning. Employers should encourage their teams to make time for reflection as a way of aiding development, improving wellbeing and deepening professional commitment.

GDC visit to Wales

The GDC Council and Executive team visited Cardiff for two days of meetings at the end of May as part of their programme of improved engagement with registrants and stakeholders in the devolved nations.

The two day visit began in the beautiful setting of City Hall with an initial briefing from the Deputy CDO, Lisa Howells on the Welsh Government's work and direction for dentistry in Wales and Alex Howells, Chief Executive of HEIW gave an overview of the work of HEIW relevant to dentistry.

This was followed by four bilateral meetings with key stakeholders, where wide ranging discussions took place covering issues and challenges faced by those involved in education, government, professional associations, patients and the public.

Council members and the Executive team then took to the road for visits to dental practices, Cardiff Dental School, Cardiff Met Dental Technology Centre and Porth Dental Teaching Unit. These visits provided immeasurable opportunity for Council members and Executives to meet staff and

understand the pressures and challenges they face in their respective working environments.

Day 2 started with a Closed Council meeting followed by a Public Council meeting where registrants and stakeholders could observe the meeting. Council then engaged in an open and frank Q&A session with the audience where they were able to ask questions directly, stimulate discussion and provoke thought in terms of issues that may need to be addressed and taken forward by the GDC.

The two days definitely provided an excellent platform for the work that is going on in Wales in respect of dentistry and the workforce. The visit also raised the profile of the GDC with its stakeholders and registrants, with many commenting that it had changed their view of the GDC for the better. All in all a successful visit for all parties and the Chairman's blog (3 June) on the GDC website reflects this:

<https://www.gdc-uk.org/news/news-and-blogs/blogs>

National Plans to phase down use of Mercury

Following publication of the EU Mercury Regulations all EU countries were required to publish a National Plan to phase down the use of Mercury.

On 1 July 2019 all 4 home countries published their plans for dental service use of mercury. In Wales our plan focusses on

prevention of dental disease as well as the actions already underway to phase down use of dental amalgam:

<https://gov.wales/plans-phase-down-use-dental-amalgam>

<https://llyw.cymru/cynlluniau-i-leihau-defnydd-amalgam-deintyddol>

Information for practices using in house system to manufacture inlays (eg CEREC)

Practice teams who use in- house systems such as CEREC are reminded that the practice needs to register with the Medicines and Healthcare products Regulatory Agency (MHRA). MHRA confirm that CEREC* inlays/onlays are not considered to be 'fillings' but 'appliances' and a practice with their own

laboratory/equipment and 'manufacturing' this type of product would need to be registered with MHRA.

Contact details for MHRA can be found at this link:<https://www.gov.uk/guidance/contact-mhra#medical-devices-1>

News from the British Association for the Study of Community Dentistry



Maria Morgan FFPH Senior Lecturer in dental public health at Cardiff University and Hon Specialist in Public Health (Dental) at Public Health Wales became President Elect of BASCD in May this year.

Maria who has worked in dental public health in Wales for over 20 years, leading the work of the Welsh Oral Health Information Unit – overseeing the national epidemiology programme, monitoring Designed to Smile and Gwen Am Byth to name a few roles, is the first non-clinical public health specialist to be nominated as President of this prestigious society.

BASCD strives to promote positive oral health, prevent oral disease and address inequalities. Members include dental public health consultants, members of the Community Dental Service teams and non-clinical personnel from related fields (nutrition, psychology, sociology, statistics etc).

Maria's presidential conference entitled "Addressing Inequalities, Celebrating Improvement: BASCD 2020" will mark the success of Wales's flagship "Designed to Smile" programme (as well as initiatives operating in the rest of the United Kingdom)

but will also consider best practice to further improve oral health.

The conference is scheduled to take place on 2 and 3 April 2020 at Cardiff's City Hall.

For further information keep an eye out for news via:

Website: <http://www.bascd.org/>

Twitter: [@bascd_uk](https://twitter.com/bascd_uk) [@mariazetamorgan](https://twitter.com/mariazetamorgan)

Instagram: [@bascd_uk](https://www.instagram.com/bascd_uk)

Facebook: [@bascduk](https://www.facebook.com/bascduk)

Other News

Ken Hughes wins the Andy Williams Award at the BDA Accredited Representatives Conference.

Ken Hughes, Aneurin Bevan University Health Board – Senior Community Dentist has won the Andy Williams Award at the BDA Accredited Representatives (AR) conference. It is an award for the AR of the year.

Julie Ellis wins BDA Award for Dental Therapist of the Year.

Julie Ellis, Aneurin Bevan University Health Board - Community Dental Service has won Dental Therapist of the Year! The award was one of 'The Probe Dental Awards' which is co-located with the BDA Conference and Dentistry Show.

The Dental Awards recognise outstanding individuals and teams whose commitment to patient care and professional development continues to raise standards throughout the profession.

Anup Karki wins award at the Public Health Wales Staff Awards. Anup Karki, Consultant in Dental Public Health has won an award at the Public Health Wales Staff Awards.

This is a special individual award from the Chair and Chief Executive of PHWforAnup's work on the General Dental Services Contract Reform Programme.

Many congratulations to Ken, Julie and Anup on their awards.

A shared experience...

Regular readers will know this section usually includes a dental team story of an incident that's happened to them and lessons they'd like to share with others. Formal systems are in place which dental teams can use to report incidents but dental teams rarely use them – partly because they don't share the lessons learnt quickly.

In Wales the new Once for Wales system is being developed to help everyone working in healthcare to report incidents and share the lessons learnt. In the past, dental teams have had to use standard reporting "forms" but the Welsh Dental Committee has been asked to work with Once for Wales to develop a reporting system specifically for dental teams and which will be quick and simple to use.

Once for Wales recognise that dental teams need to feel it's safe to report incidents and confident that lessons learnt can be shared quickly to reduce risks of the same thing happening to others.

So watch this space for information on more ways to share experience!

Next Edition

The next edition of the Digest will be issued in Winter 2019/20 and will include information on a wide variety of topics which we hope will be of interest to dental teams in Wales.

We welcome items for "A shared experience..." and will include them anonymously if you'd prefer. Please e-mail Simon Parker at simon.parker@gov.wales



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