



## **Morgannwg LDC Zoom Meeting Thursday 15<sup>th</sup> September 2022**

### **Present**

Allison Walker in the chair, Roger Pratley, Jennifer Berndt, Chris Woods, Richard Woods, Chris Wills-Wood, Simone Davies, James Davies, Barrie David, Anwen Hopkins, Huw Hopkins, Andrew Williams, Rachel Coles, Annie Walker, John Vaughan, Carla Queiros, Sid Gupta, Gayathri Kini, Sarah Griffiths, Dharminy Martin, Ellie Parker, Simon Bond, Richard Jones, Liz Samways, Tesni Metcalfe.

### **Apologies**

Mohammed Imtiaz Khan, Paul Fraser, Will Fitzpatrick.

### **Presentation: Patrick Keys – Account Manager Consultant Connect**

Patrick demonstrated the Consultant Connect software to the meeting, this has now been rolled out to GDS. SBUHB is now using this system for Restorative services and Orthodontics with GDPs needing to register for the service.

To register for the system email Patrick direct at: - [Patrick.keys@consultantconnect.org.uk](mailto:Patrick.keys@consultantconnect.org.uk)

A video to be produced of the presentation.

### **Minutes of the Meeting 16th June 2022 – Accepted**

### **Matters Arising**

- Parkway – the secretary to contact Parkway for an update on contract end date and current waiting lists.
- New Patient referrals from HB, designated appointment slots were not being filled at the same rate as the start of the contract year with some being left unfilled. Practices who hold their own waiting lists are frustrated they are unable to fill these slots from their own lists.
- Access slots were not being filled in several practices due to RMC not referring in a timely manner with patients contacting practices at the end of the time slot allocated for these sessions.
- Most practices are reporting three month waiting lists for treatment this is resulting in patients attending access sessions at other practices to start their treatment. There appears to be no way of checking this.
- Band 3 courses of treatment – associates are not keen to carry these out due to the unrealistic expectation of patients and ever-increasing laboratory bills.
- Mid-Year performance reviews were now starting to take place, concern was raised data to be used would be incorrect as eDen was still showing incorrect data, with associates still unable to access their patient data.
- Several practices raised concern that their target for historic patients is higher than their historic patient numbers showing on eDen. There are also some who's historic number is higher than their given target. It was felt this was confusing to regular patients who they are unable to see but still advertising as taking on new patients.
- It was felt GDPs were now on an even greater treadmill than with previous UDA targets as some of these metrics were proving harder to reach. There were increasing complaints from regular patients who were unable to access appointments as a large part of the diary

was set aside to enable metrics to be met. Treatment planning for new patients and recording notes was taking an increasing time and therefore reducing clinical time.

- WG consultation on the future of NHS Dentistry in Wales had had its closing date suspended from Friday 16<sup>th</sup> September 2022 due to the death of Her Majesty the Queen.
- The ever-increasing costs of running an NHS Dental Practice was concerning with the increased cost of energy, materials, laboratory bills and staff remuneration. With there being no extra funding provision from WG, practices were having to increase their reliance on the private income to sustain the NHS service they provide. Concern was raised this would result in practices having to make hard business decisions.

### **Update from SBUHB**

- Pre HIW-Visit support was still available and considered to be worthwhile
- Cluster engagement was on going
- WG Reform engagement events were to be held 26<sup>th</sup>, 27<sup>th</sup> and 28<sup>th</sup> September, GDPs were encouraged to register for events.
- Mid-Year performance reviews, HB were aware of issues and would take these into consideration.
- BDA were recommending practices should have a member of staff trained in Level 3 Safeguarding although this was not a HIW regulation. Issue being taken to DPA National and Clinical Lead Meetings for discussion. Level 3 Safeguarding training is difficult to source and would involve more time away from the practice for GDPs.

### **Update from LDC – Discussed under other agenda items**

#### **Workforce Survey – Summary of results to date**

The Secretary gave an update on responses received to date although there was more work to be done on the data. The closing date was yesterday, and it was decided to further extend this date. There had been a 50% response rate with most privately owned practices responding, there had been only one response from a dental corporate.

### **Continuing Discussion Progress and Problems Post April 2022**

Discussed under other agenda items

#### **Any Other Business**

- BDA social event to be held 30<sup>th</sup> September 2022
- There had been a low uptake onto South-West Wales DFT Scheme, there were twelve spaces in total with five remaining unfilled
- Corporates were reportedly offering private jobs to new graduates, with them bypassing DF year and going straight into private practice with mentorship being provided.

### **Date and Time of Next LDC Meeting**

Thursday 17<sup>th</sup> November 2022 via Zoom