

Issues and Concerns Raised at LDC Meeting on 15th September 2022

At the LDC meeting on 15th September several issues were raised by attendees highlighting problems that have arisen in their working lives since the contract choice given to practices from 1st April 2022, and certain items have come to light since the meeting.

We provide these for the Primary Care Team to be aware of them prior to the meeting.

1. Historic Patients

Several practices are concerned that their target for historic patients is higher than their historic patient numbers available on Eden. There are also some practices whose historic patient cohort is far higher than the target given. Those practices are giving a confusing message to patients in that they don't have capacity to see 'registered' patients but still are still advertising that they are taking on new patients.

2. Communication Difficulties on Access Sessions

It was stated that patients know they have an appointment with a particular practice, but the practice does not. In addition to this there is anecdotal evidence that regular patients who are unable to get appointments with their practice because of issues mentioned in 1 above are going through the access process to get an appointment with a new practice, and often succeeding. The system does not have the means of checking this.

3. A Perception that Working Life is all about Targets

This appears to be so, and even more than the previous UDA contract. To meet the targets, existing patients are having to wait longer for appointments, working lives are being dictated to by the drive to increase access to patients who don't have a dentist, thereby penalising regular patients and increasing complaints from this group. All this means, together with increased recording times, that clinical time to provide treatment is being reduced.

4. Waiting Time for Secondary Care

5. Caries and Periodontal Pathways

The question was raised as to how implementation of these was going to affect access, time taken for appointments, productivity and hence achievement of targets. In addition to this how have indemnity providers and GDC reacted to these?

6. Associates refusing to carry out Band 3 Courses of Treatment

7. Difficulties in Recruiting and Keeping Staff members, both Professional and DCPs

8. Increasing Costs of Equipment, Materials and Waiting Times for Delivery

9. Increasing Costs of Heating and Lighting

We realise that Items 6 to 9 above are outside the scope of the LHB but include to illustrate the problems that Providers are facing.