

Proposal to relocate Special Care Dentistry from Moulsecoomb Dental Clinic to Morley Street Dental Clinic

Introduction

The purpose of this paper is to advise you about proposed changes with regard to the relocation of the Special Care Dental Service currently provided at Moulsecoomb Dental Clinic, Brighton to Morley Street Dental Clinic, Brighton, and to explain why we think this will allow us to offer the patients using the service a safer, better quality experience.

About the Special Care Dental service (SCD)

The SCD accepts referrals to provide special care dentistry to adults and children with special health and social care needs and/or people who have difficulty accessing general dental services.

The service cares for a range of patients including people with learning and/or physical disabilities and/or medical problems; people with a mental health diagnosis; children with challenging behaviour; looked after children; people with dental phobias; people from the traveller community and homeless people. The service also provides domiciliary dental care for housebound people.

The service is commissioned by NHS England, which assumed responsibility in April 2013 from primary care trusts for commissioning all primary, community and secondary NHS dental services in England, including dental out of hours and urgent care.

The proposed change

Moulsecoomb Dental Clinic was established in Moulsecoomb Health Centre many years ago to meet local demand. Patients with special needs that cannot be placed in the care of a high street dental practice are retained and Moulsecoomb has around three hundred patients in this category. However, the number of patients being referred has declined as shown below and patients are now referred to Morley Street Dental Clinic.

Moulsecoomb Dental Clinic only operates one day each week and in order to provide comprehensive, higher quality care with better options for appointments and a better patient experience, we propose to relocate the service to Morley Street Dental Clinic. This operates each weekday Monday to Friday and, with five surgeries, gives patients more options regarding their treatment and appointments. This will reduce waiting times and overcome the problem of providing emergency appointments at Moulsecoomb.

Being a larger clinic, there is a better mix of skills at Morley Street which means we can offer all treatment options in one location. We have Senior Dental Officers with the most experience, supported by Dental Officers. Both can create treatment plans which can be undertaken by Dental Therapists. This means that the dentists can concentrate their skills on the more complex patients. An example would be Dental Therapists providing confidence building for phobic patients and spending more time on Oral Health instruction to improve prevention.

Engagement

With regard to the relocation we are engaging with:

- The NHS England Surrey & Sussex Area Team.
- Patients with regard to recall appointments.
- Referrers including GPs, general dental practitioners, school nurses and health visitors.
- Brighton & Hove Health & Wellbeing Overview and Scrutiny Committee (HWOSC).
- Brighton & Hove Healthwatch.

The NHS England Surrey & Sussex Area Team has been informed about this change and has agreed in principle but requires confirmation from the HWOSC.

Patients will be informed in writing and the relocation discussed when follow-up and/or recall appointments are arranged. The experience of referrals seen at Morley Street Dental Clinic has not given rise to any adverse comment.

Reasons for the relocation

There are four key reasons: safety, patient experience, operational and financial.

Safety: Moulsecoomb Dental Clinic operates one day a week from one room. There is no reception support and the room serves as a combined office, dental surgery and decontamination/sterilisation room. Moulsecoomb Health Centre cannot provide additional space. This situation is not compliant with national infection control and decontamination standards. In contrast, Morley Street Dental Clinic has recently undergone substantial refurbishment designed to overcome such safety issues, therefore providing the required level of compliance and a safer environment for patients and staff

The Moulsecoomb service is provided by a single registered dental practitioner who is unable to call immediately for appropriate peer support if faced with a challenging clinical decision. This presents a clinical risk in general, and an additional risk given the special and sometimes challenging needs of our patients. As said above, there is a better mix of skills at Morley Street, because it is a larger clinic with five surgeries. This

means we can offer all treatment options in one location, and appropriate peer support.

Patient experience: We will be able to offer a considerably better service at Morley Street and so improve our patients' experience of care.

We provide a reception service each weekday at Morley Street, offering better access and communication. Patients can discuss appointment times/changes face-to-face, and we will be less reliant on telephone answerphone messages. Patients who are anxious and distressed will additionally benefit from the interaction with receptionists who understand their special needs.

Because of the range of services at Morley Street, we can provide a full range of treatment options at one location. A good example is conscious sedation which is only available at Morley Street. We can also take both standard and pan oral radiographs using digital imaging thus reducing exposure time to radiation. Patients can choose to see a female or male clinician, as available.

We have access to a wheelchair platform which eliminates the need for wheelchair patients to transfer to the dental chair.

Morley Street is in the centre of Brighton just 2.8 miles from Moulsecoomb and is well served by public transport. On-street parking is available close by.

Operational: Patients are referred into the service by GPs, general dental practitioners, school nurses, health visitors, and managers of nursing and residential homes. We have seen a steady decline in the number of referrals going to the clinic, and there is no prospect of a significant increase in referrals.

The number of referrals over recent years is:

- 2009/10 – 114.
- 2010/11 – 85.
- 2011/12 – 94.
- 2012/13 – 56.

The number of retained patients is 304: 96 adults and 208 children. All will be reviewed to determine those that can be returned to the care of a general dental practitioner. Those who are appropriate for retention and undergoing a course of treatment will be transferred to Morley Street under the care of their existing dentist.

Financial: The cost of providing care at Moulsecoomb is disproportionately high given the relatively small number of patients using the centre and the occupancy costs associated with providing the service.

Operating only one day each week, the clinic is not fully utilised, the equipment is underused. We have specialist medical devices due for replacement. Relocating the

service will help us achieve maximum value for money from the resources available, and enable us to better maintain and develop the special care dental service for the population of Brighton & Hove as a whole going forward.

Considering the options

In reaching this decision we have taken account of a number of factors including:

- The impact on patients, carers and staff.
- Our commitment and responsibility to deliver safe and effective patient care of a high quality and to improve the patients' experience of care.
- The availability and suitability of other services.
- The availability of other accommodation and capacity.
- The cost of providing services and the financial context in which we work, including the requirement to secure sustainable financial efficiencies.

Conclusion

This proposal provides assurance that the decision to relocate the Moulsecoomb Special Care Dental Service to Morley Street is reasonable. Subject to feedback from other parties, it is intended that the relocation be completed by 31 March 2014.

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