



Developments in primary dental care

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background

- Rolling PCT dental commissioning strategy
- Wide representation of all stakeholders
- Approved by PCT Board
- Objective driven / measurable outcomes
- Reviewed annually
- Public health and primary care objectives
(inc Review of Dental Access Centres and Dental Out of Hours service)



Dental Access Centres (DACs)

- Set up by Govt in late 1990's
- Designed to meet needs of pts who were unable to access urgent dental care from a 'High Street' practice (9.00am to 5.00pm Mon-Fri).
- DAC role overtaken by events (new dental contract 2006)
- In Halton and St Helens at any one time, 50% of dentists offer NHS care to new patients
- Access problem locally has disappeared
- Need for a dedicated DAC has become unclear

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Dental Access Centres (DACs)

- 2008/9 Reviewed DAC service
 - engaged with patients
 - developed a new model
 - piloted
 - evaluated it

- The proposal, supported by the PCT is to:
 - Close the 2 DACs
 - Provide dedicated capacity in High Street for patients requiring urgent care

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Benefits of new model of dental care

- Choice for patients (6 sites)
- The offer of long term care including prevention
- Meets the aspirations of local population
- In line with national policy (Steele report)
- Better value for money

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When will the proposed change happen?

Hoping to move in current financial year

- TCS programme is running concurrently
 - may compromise the desired timeframe

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Dental Out of Hours (OOH)

- Urgent dental care outside office hours (not emergency care)
- The service specification dictated nationally (DoH Fact Sheet 7)- limited room for change
- Current PCT service offers telephone and face to face services evenings, weekends and bank holidays
- Current service offers more than fact sheet 7 requires- inappropriate cases are accepted

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Dental Out of Hours

- Reviewed OOH in 2009/10
 - Inappropriate cases
 - OOH attendances have reduced (as access has increased)
 - Two separate service in operation across the PCT
- Researched alternative models
- Consulted with current providers
- Proposed a single alternative model for the PCT
- Secured agreement for change from PCT

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Dental Out of Hours

Proposal is:

- Harmonise the services across the PCT
- Have a single contact number for pts to access the service
- Telephone advice service (dentist) 7 evenings per week
- Face to face clinical provision at w/e and bank holidays



Dental Out of Hours

What has altered?

- One unified PCT service
- Pts can speak to an on call dentist 7 evenings per week, extended times
- Face to face evening clinical service in week withdrawn although access to a dentist over phone is available

A common model adopted elsewhere, evidence suggests that the model works well

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Context of change to OOH dental service

- Daytime access has improved substantially
- More dentists opening evenings and week ends
- Reduced demand
- Single service is desirable
- Anticipated cost savings

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Child only contracts

- 2 NHS child only contracts value < £50k
- Associated with private practice
- National guidance is to stand down these contracts
- Negotiated agreement with both providers to decommission from 31.3.2011
- Alternative provision will be available
- Relevant stakeholder engagement will be undertaken



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