

**For information**

**Dental Access for Adults and Children in Torbay**

**November 2022**

**Background**

NHS England and NHS Improvement is responsible for the commissioning of dental services across England, having taken over from primary care trusts when the NHS was reorganised in 2013. NHS England’s offices in the South West region manage these contracts locally.

Dental services are provided in Devon in three settings:

1. Primary care – incorporating orthodontics
2. Secondary care
3. Community services – incorporating special care

**1. Primary care (high street dentistry)**

The dental practices are themselves independent businesses, operating under contracts with NHS England and NHS Improvement. Many also offer private dentistry. All contract-holders employ their own staff and provide their own premises; some premises costs are reimbursed as part of their contract.

Domiciliary treatment is provided by a small number of contractors who provide treatment for people who are unable to leave their home to attend a dental appointment either for physical and/or mental health reasons, including people in care homes.

Dental contracts are commissioned in units of dental activity (UDAs). To give context the table below sets out treatment bands and their UDA equivalent:

<b>Band</b>	<b>Treatment covered</b>	<b>Number of UDAs</b>
1	This covers an examination, diagnosis (including x-rays), advice on how to prevent future problems, a scale and polish if clinically needed, and preventative care such as the application of fluoride varnish or fissure sealant if appropriate.	1
2	This covers everything listed in Band 1 above, plus any further treatment such as fillings, root canal work, removal of teeth but not more complex items covered by Band 3.	3



3	This covers everything listed in Bands 1 and 2 above, plus crowns, dentures, bridges and other laboratory work.	12
4	This covers emergency care in a primary care NHS dental practice such as pain relief or a temporary filling.	1.2

### **Covid Impact 2020/21 onwards**

At the end of March 2020 under direct instruction of the Chief Dental Officer for England, face to face dentistry ceased and dental practices provided remote triage of dental emergencies, advice and guidance, and prescriptions for antibiotics as necessary. In response for the need to meet the demand from patients who could not access a dental appointment due to the closures, urgent dental care hubs were established at pace to accommodate dental emergencies for those patients who do not identify with a regular dentist. These hubs continued to remain open and providing urgent care when high street practices commenced seeing patients face to face. Access to these hubs was via the urgent care helplines. Where patients had a dentist, they would be directed to see their practice, and for those who did not have a dentist, would be directed to the hub.

Despite the commencement of face to face appointments, compliance with infection protection control protocols has reduced the number of patients that can be treated such that clinical priority needs to be given to those that are currently mid treatment, children and vulnerable groups and urgent care.

Between 8th June and 31st December 2020 practices were expected to achieve 20% of their usual patient volume, based on the previous year's delivery. This activity was a combination of both face to face care and remote triage as per national guidance. This rose to 45% between 1st January and 31st March 2021 and 60% from 1st April to 30th September 2021. Between October and December 2021, the minimum figure was increased to 65% and between January and March 2022 the figure was increased further to 85% (90% for orthodontic practices). During this time, the Chief Dental Officer committed to pay practices 100% of their contract to ensure that practices could continue to remain open and pay staff wages.

In April 2022 the Chief Dental Officer confirmed that contracts will continue to be funded 100% of normal volumes. It continued to be a requirement that all NHS funded capacity is used to deliver the maximum possible volume of safe care for patients to maintain and protect their 100% income. Between April and June 2022, practices were asked to deliver at least 95% of contracted UDAs. Orthodontic practices were asked to return to normal contracting volumes (100%) for this same period. From the 1 July onwards, all contracting volumes returned to 100%.



## Access rates to high street dentistry

Access information is available for Torbay. We have also provided the information that relates to Devon as a comparison. The Devon view is not dissimilar to the South West situation whereby access has decreased since Covid-19, albeit a steady improvement it is not at the pre-Covid-19 levels.

Over recent years there has been a steady fall in the number of patients in Torbay who have been able to access an NHS dentist.

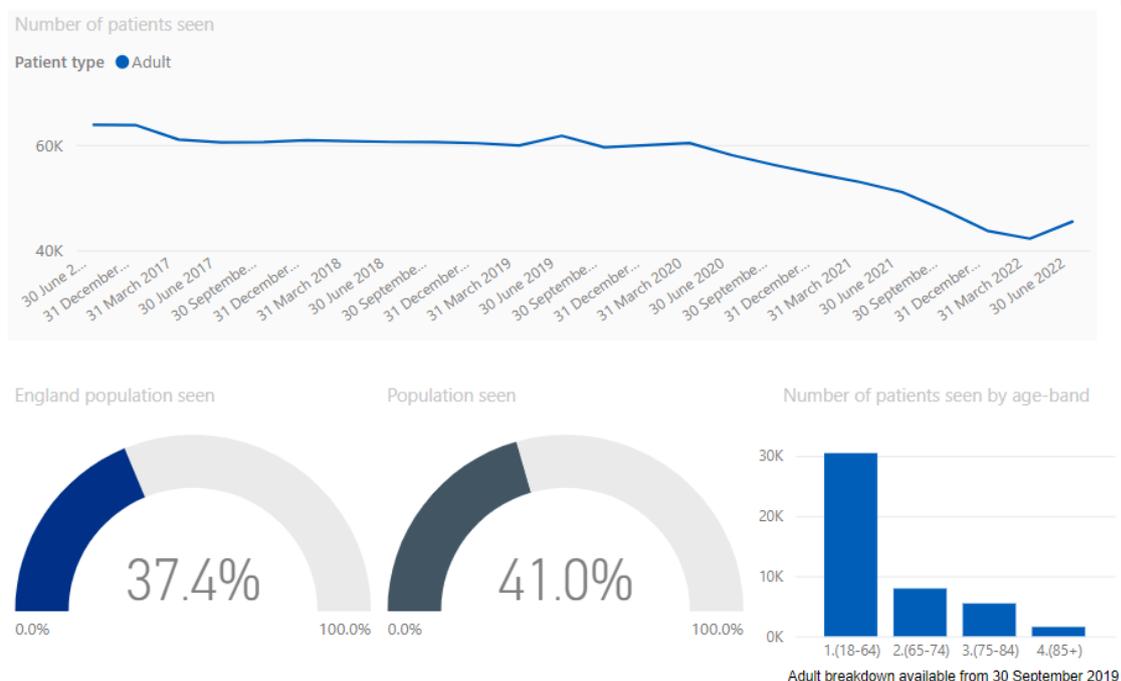
The total number of adults receiving NHS dental care in Torbay has decreased from 59,953 at 31 December 2019 to 45,441 by 30<sup>th</sup> June 2022, although the graph below (Graph 1) indicates a steady rise in numbers more recently.

The access rate for the adult population of Torbay is 41% which is greater than Devon (37.1%) in June 2022, which was similar to the rate for England as a whole (37.4%). This is measured by looking at the proportion of people who have seen an NHS dentist in the past 24 months as at December 2021.

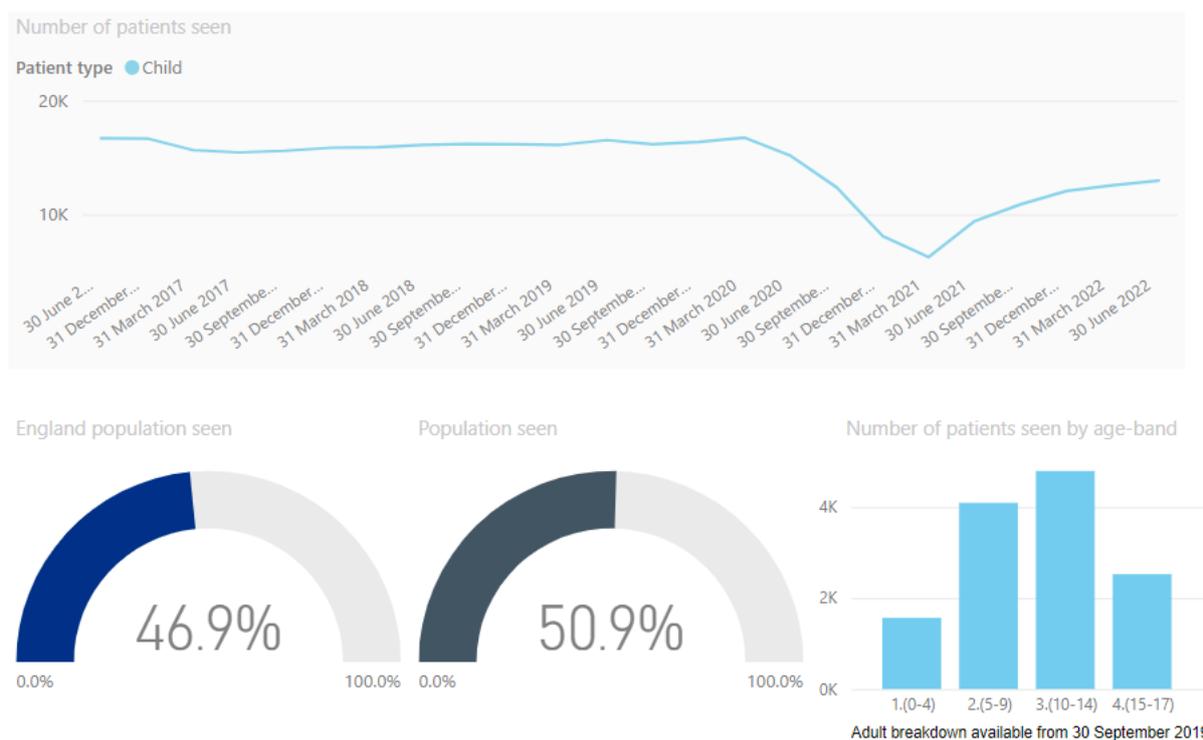
The number of children who have received NHS dental care in Torbay in December 2019 was 16,355 which had fallen to 12,971 by 30<sup>th</sup> June 2022, although it is on the increase as shown in the graph below (Graph 2).

The proportion of children in Torbay accessing a dentist was 50.9% which is higher than those in Devon (44.4%) and the national average across England (46.9%). This is measured by looking at the proportion of people who have seen an NHS dentist in the past 12 months.

Graph 1 – Number of Adults accessing dental care in Torbay



Graph 2 - Number of Children accessing dental care in Torbay



For further details on these statistics, please see: <https://digital.nhs.uk/data-and-information/data-tools-and-services/data-services/general-practice-data-hub/dentistry>

### Commissioned dental activity

As at August 2022 NHS England has 159 contracts in place across Devon providing a mixture of Mandatory Dental Service, Orthodontic Dental Services and Specialist Dental Services, of which 20 are situated in the Torbay area. Practices in Torbay are listed at the end of this report.

Category	Number of Devon Contracts	Number of Torbay Contracts
Total	159	20
Practices providing Dental Care only	115	19
Practices providing Orthodontic care only	8	1
Practices providing Dental and Orthodontic Care	7	0
Other	29	1
Total number of contracted UOA's annually	86,814	10,359
Total number of contracted UDA's annually	1,873,145	112,337

### UDA activity performance

Average regional (South West) delivery for April to June was 60.7% July activity was reported as 60%.



From the start of April to the end of August 2022, 18 Devon contracts (13%) delivered the required UDAs or more to be on track towards the Q1 threshold (95%) by the end of June 2022. Devon recorded the lowest activity in the region at 62% although Torbay practices only achieved 48.8% within this period. (Data is based on courses of treatment completed within an entire month, for example 1st February to 28th Feb).

### UOA activity performance

Average regional (South West) delivery for April to June was 76.7%. July activity is reported as 84%.

From the start of April to the end of August 2022, 05 Devon contracts (36%) have delivered the required UOAs or more to be on track towards the Q1 threshold (100%) by the end of June 2022. For Torbay the orthodontic activity to date is 58.62%. (Data is based on courses of treatment completed within an entire month, for example 1st February to 28th Feb)

### New procurements

To address the problems people are experiencing finding an available dental appointment NHS England is currently in the process of procuring additional primary care dental capacity to replace capacity resulting from practices handing back all of part of their contracts (mainly due to difficulties in attracting new staff and other resource implications). 17,000 additional UDAs are being procured in the EX1 post code area and the contract has recently been awarded. The service includes the provision of urgent care and delivery of the Chief Dental Officers initiative called 'Starting Well Core'.

The following contracts did not receive any expressions of interest from practices following phase 1 of the procurement exercise:

- 4,500 UDA's in the EX39 post code area
- 3,000 UDA's in the EX32 post code area
- 8,000 UDA's in the TQ13 post code area

A further phase of procurements is currently in the planning phase and is expected:

- To increase access to dental services for those patients who do not currently have a dentist
- To provide Mandatory Dental Services to the cohort of patients who do not currently have a dentist.
- To improve the oral health of patients treated.

This procurement will commence in the Spring taking 8 months to secure service provision.

### Foundation dentists

There are 23 Foundation Dentists (FDs) working in practices across the county. Each FD delivers approximately 1,875 UDAs per annum, which equates to approximately 13,750 patients. The Foundation Dentist activity is seen in addition to the practices contracted activity, however during the Covid-19 restrictions, the activity undertaken by Foundation Dentists has been included in a dental practice's UDA achievement targets.

The Peninsula Dental School's education facilities in Plymouth and Exeter also provide one-off courses of treatment to patients who do not have an NHS dentist. These patients are allocated by the Dental Helpline team (see below) and treated by dental students under supervision.



## Devon and Cornwall Dental Helpline

It may be helpful to explain that dental practices are independent businesses, often providing a combination of NHS and private dentistry. Patients are not registered with a dentist in the same way they are with a General Practitioner (Doctor), and individuals can access services at a dental practice located in any area if the practice is accepting new patients. Practices providing NHS treatment are listed on [www.nhs.uk](http://www.nhs.uk). NHS England does not hold information on practices who are currently accepting new patients. It is the practices responsibility to maintain accurate information on [www.nhs.uk](http://www.nhs.uk), we regularly communicate to practices the importance of reviewing and updating this information.

For Devon and Cornwall, a unique dedicated helpline was developed to:

- assist patients in finding an NHS dentist for routine care
- arrange urgent NHS dental treatment for people who do not have a dentist
- help commissioners identify and respond to variations in demand

Practices are encouraged to signpost prospective new patients to the helpline, so they can be added to a central waiting list rather than being taken on directly. As a result, people are sometimes incorrectly under the impression that there aren't any practices are taking on new NHS patients. Instead, patients are allocated in batches as capacity becomes available, so those who have waited longest are prioritised. People who are prepared and able to travel further are likely to be found a place sooner than those who are not.

The table below shows data for Devon for the last 12 months, covering:

1. the number of patients who have been added to the list each month
2. the number of patients allocated to a practice each month
3. the total number of patients who have been waiting for a dentist

N.B.:

- Many people will be under the care of a private dentist or another NHS dentist, even while registering with the helpline to find a place
- Some people will have found an NHS dentist but not informed the helpline
- Some people will have left the area but not informed the helpline
- Dental practices do not have a boundary unlike GP practices so patients can be accepted from anywhere in the UK.

As part of the South West Dental Reform Programme, a review of people looking for a routine dentist is being planned to ensure the list is up to date and identify priority patients and children to assess and treat. This is still in the early stages as to how to conduct the review, ensuring that there is sufficient capacity to treat those who need to be seen. It is anticipated that the review will take around 3 years to complete.



Month	Patients added	Patients allocated	Total number of patients on the list
January 2021	704	74	42,376
March 2021	1,384	14	44,468
May 2021	1,903	582	46,284
July 2021	1,504	23	49,098
August 2021	1,211	108	51,396
November 2021	1,004	70	53,481
December 2021	540	17	54,962
January 2022	929	13	55,916
February 2022	930	384	56,467
March 2022	NA	NA	NA
April 2022	622	403	57,395
May 2022	NA	NA	NA
June 2022	681	499	58,178
July 2022	831	683	58,593
<b>Total</b>	<b>12,243</b>	<b>2,870</b>	

The Access Dental Helpline also manages out of hours appointments for urgent care. They allocate appointments at the weekends and on Bank Holidays from clinics in Plymouth, Newton Abbot, Exeter and Barnstaple.

## Orthodontics

A procurement exercise to secure new contracts was completed in 2019 enabling an increase in the number of local dental practices beginning to provide the service by extending their opening hours. Due to the pandemic, between 8th June and 31st December 2020, practices were expected to achieve 20% of their usual patient volume, based on their previous year's delivery. This increased to 70% 1st January and 31st March 2021 of their normal annual target (pro-rata). From 1st April to 30th September 2021, practices were expected to deliver 80% of their normal annual target (pro-rata); increasing to 85% between 1st October to 31st December 2021. Between January to March 2022 the minimum target was increase to 90% of normal activity. Since April 2022 Orthodontic practices have returned to delivering the normal (100%) commissioned activity levels.

## Urgent dental care

Earlier in the report, access to urgent dental care was referenced in response to Covid-19 and the need to close practices. Prior to Covid-19 and since, NHSE commissions urgent dentistry from a number of sources.

Plymouth Community Dental Service provides and manages in-hours appointments for patients with an urgent dental need who do not have access to an NHS dentist for patients in Plymouth. Torbay Community Dental Service offer the same service for patients in the Torbay area and the Dental Helpline manages the booking of appointments which are provided in practices throughout the rest of Devon. This service is for patients in need of relief from acute dental pain; acute infection; and bleeding or trauma.



Access to urgent dental care would normally be expected to be available within 24 hours of someone making contact with the service. Appointments are provided at a range of sites across Devon.

Only those people with a significant dental emergency, such as rapid facial swelling, uncontrolled bleeding or facial trauma, would be expected to be treated at accident and emergency departments.

The Dental Helpline also manages out of hours appointments for the whole of Devon. They provide appointments at the weekends and Bank Holidays in clinics across the county.

The South West dental commissioning team have recently launched an initiative to increase the number of urgent care treatment slots by asking practices to provide additional urgent care sessions. Three practices in Devon have been involved in providing urgent care sessions since December 2020. There aren't any provides in Torbay providing additional urgent care.

## **Workforce**

The key issue affecting access to NHS dentistry is workforce. A shortage of dentists in Devon (and similarly across the South West and England) affects the ability of high street practices to deliver their contracts. We know from research we have conducted with the current workforce and dental students over the last year that the reasons for this are not necessarily different to those affecting other sectors of the health and social care system. Devon is viewed as a lifestyle choice by both the medical and dental profession, and younger clinical professionals tend to favour larger cities with greater transport links and more training opportunities.

Foundation dentists, who are undergoing further training for a year after graduation, tend to relocate at the end of their foundation year, moving elsewhere to follow training pathways or to take hospital-based jobs.

It is difficult to determine why established dentists leave. Anecdotally, factors include the challenges of working in NHS practices that are experiencing high demand from patients and the opportunities in private care.

## **Improving access to primary care for people in Devon**

NHS England and NHS Improvement is seeking to increase access to NHS dental services by:

- Running a South West recruitment day supported by the British Dental Journal and dental providers to attract dental care professionals.
- Innovation in commissioning to make contracts more attractive to an associate or dentist with additional skills.
- Working with dental providers to explore what more can be done to maximise contracts.



- Reinvesting funding that has not been spent on meeting contracted activity levels in dental activity elsewhere (dependent on the availability of workforce to deliver activity). Pre-pandemic, we were in discussions with dental providers in Devon to agree short term non recurrent increases to their current contracts to create additional interim capacity in areas of need. We will be able to make these increases permanent once a formal procurement process has been completed in compliance with our statutory duties.
- Ensuring as places become available, they are allocated to those patients who are on the helpline's list.
- Ensuring we commission dental services to meet those areas of demand within available resources by resourcing a Local Dental Network and a number of Managed Clinical Networks for dentistry through which we work with dentists, public health and the dental school to develop referral pathways and increase dental capacity.
- In recent years we have had a small number of practices piloting a new prototype contract model as part of national work looking at contract reform, as it is considered that the current contract disincentivises dentists from undertaking NHS dental work. However, the prototype contracts ceased with effect from 31 March 2022 with those practices' participating reverting back to standard GDS/PDS agreements. It is envisaged that the outcome of this work will feed into a national contract review process.
- In collaboration with Health Education England and the Universities of Plymouth and Bristol, we offer funding to local dentists undertaking post-graduate courses in Restorative; Periodontal; Endodontal and Oral Surgery to increase the number of local specialists and improve access.
- Rebasing contract activity to allow for reinvestment. Any schemes will take into account national initiatives and regional difficulties, e.g. Dental Checks by 1, or increasing urgent care sessions for patients who do not have a routine dentist.

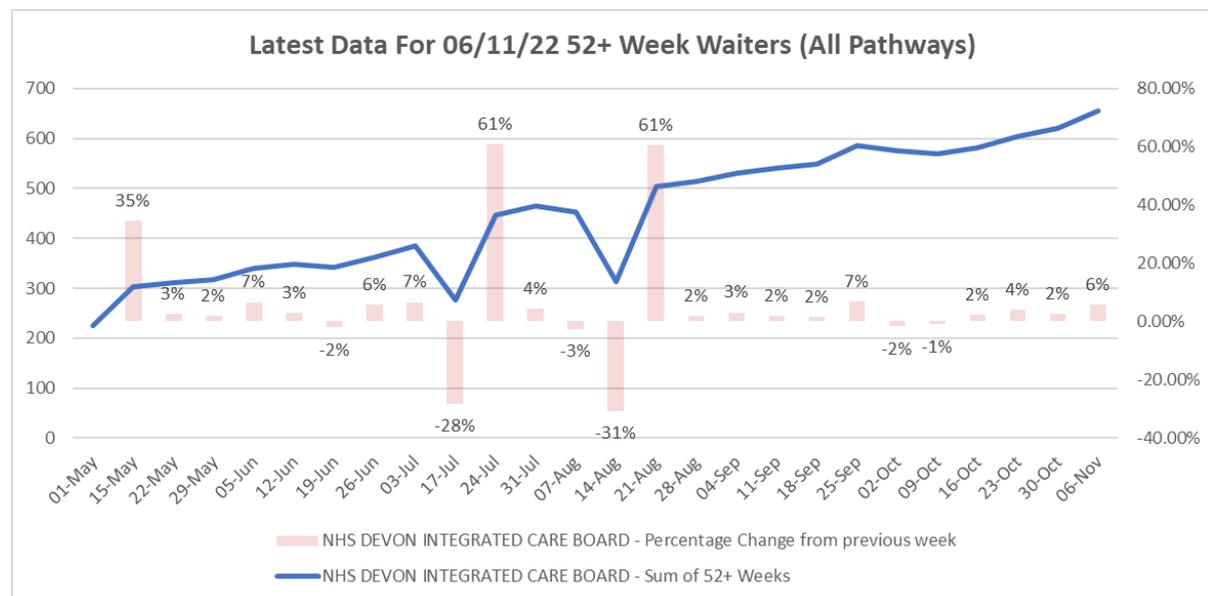
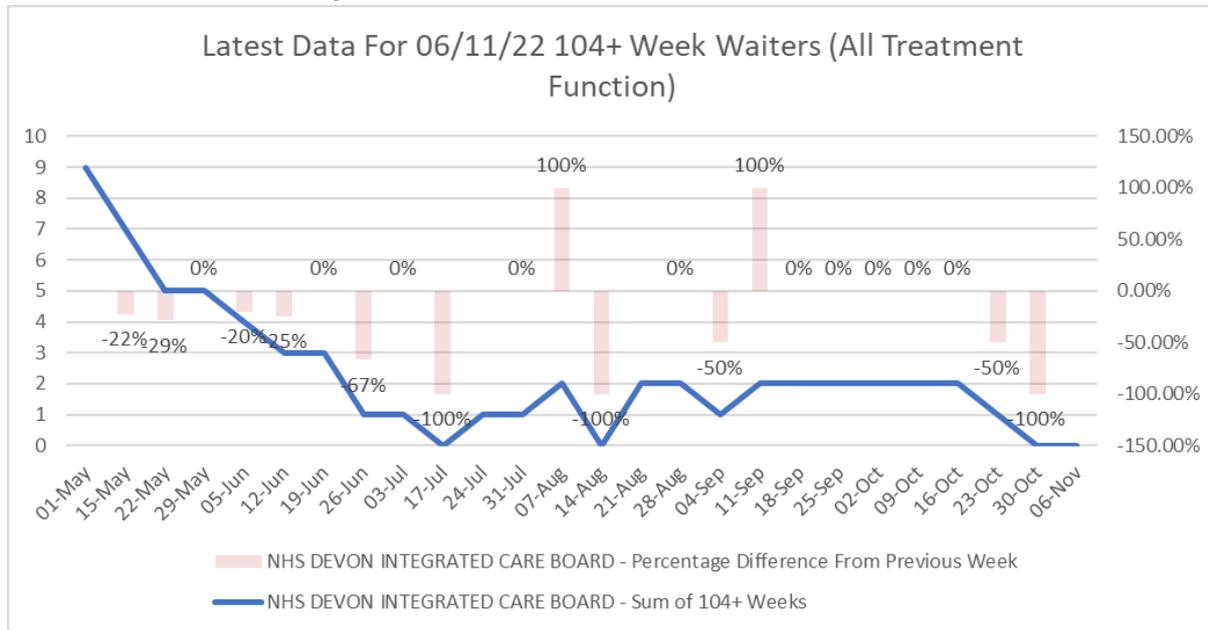
## 2. Secondary care provision

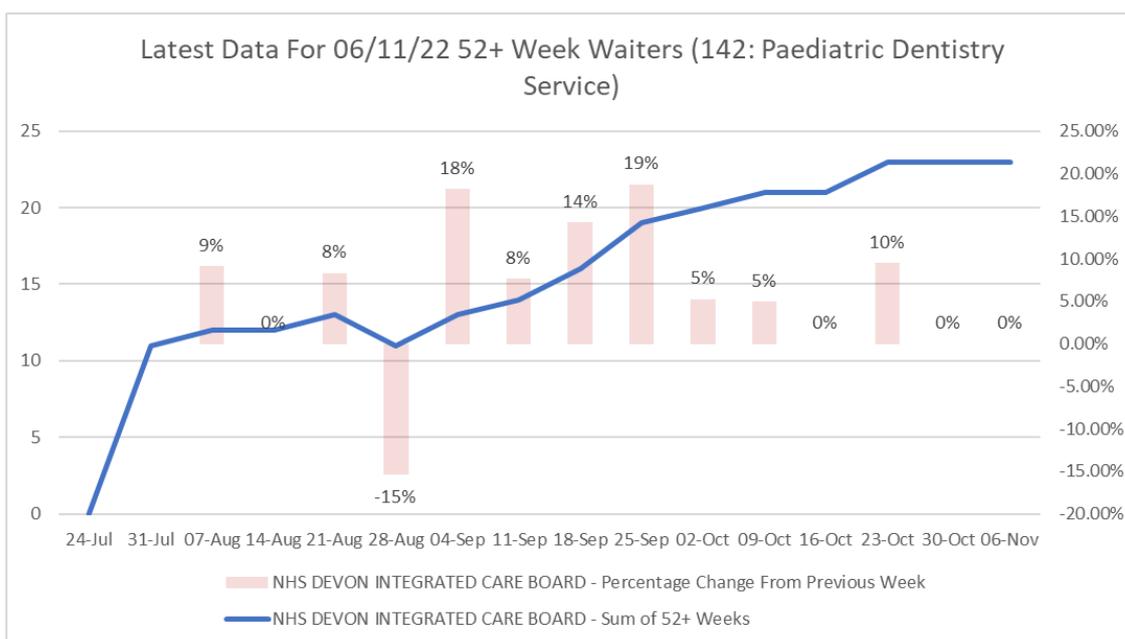
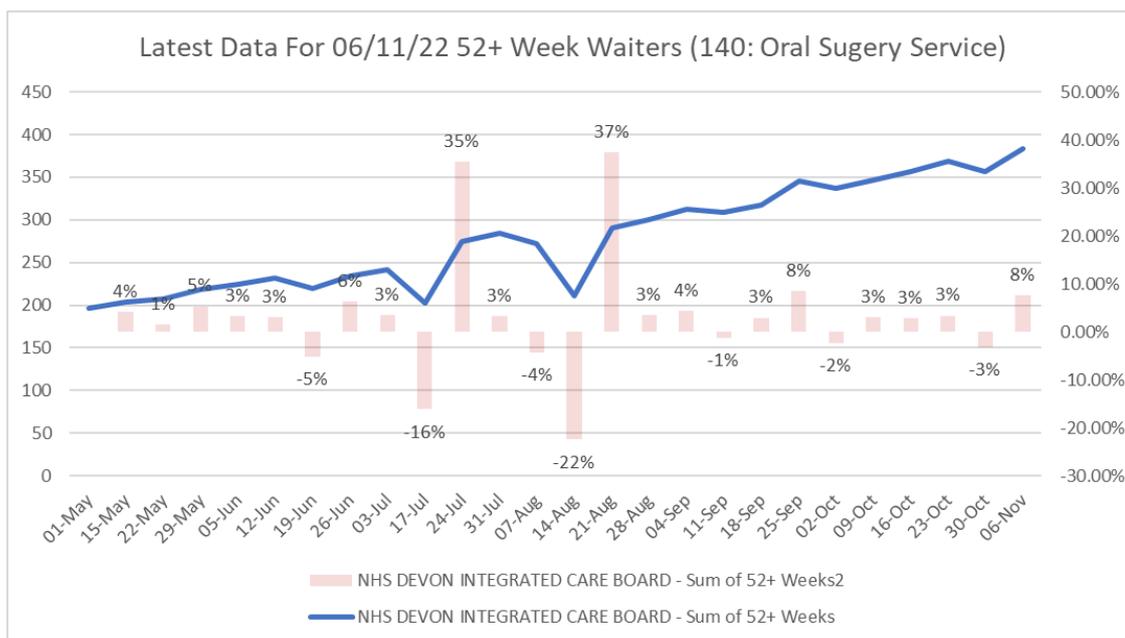
In Devon, NHS England commissions secondary dental care from Royal Devon and Exeter NHS Foundation Trust, Northern Devon Healthcare NHS Trust, Torbay and South Devon NHS Foundation Trust and University Hospitals Plymouth NHS Trust including oral surgery and orthodontic treatments. Oral surgery is also provided at Mount Stuart Hospital, Torbay, under a secondary care contract with Ramsay Healthcare.

Secondary care has been impacted greatly by the pandemic as services initially ceased to allow additional capacity to treat Covid-19 patients in hospitals. All services have now been resumed but in some cases, the frequency of clinics has been reduced due to capacity at the hospital sites. This has led to an increase in waiting list sizes for some treatments, the graphs below indicate the numbers of patients being seen is increasing with no patients waiting over 104 weeks.



Local Integrated Care Systems (ICSs) have produced elective recovery plans and the funding available (elective recovery fund) is being used to procure additional capacity. The Getting it Right First Time (GIRFT) programme is also underway in the South West, looking at oral and maxillofacial surgery pathways to improve flow of patients, ensure more equitable access to treatment alongside and better outcomes.





### 3. Community Services

Plymouth Community Dental Service (Livewell), Northern Devon Healthcare NHS Trust, Torbay Community Dental Service (South Devon and Torbay NHS Foundation Trust) are commissioned by NHS England to provide a range of community services. They each operate from a range of sites across Devon.

Special care dentistry is concerned with the improvement of the oral health of individuals and groups in society who have a physical, sensory, intellectual, mental, medical, emotional or social impairment or disability; or, more often, a combination of these factors.



Special care dental services provide urgent care, check-ups and treatment. In Devon, the service also provides oral surgery and general anaesthetic for patients who cannot be treated by local anaesthetic.

Special care dental providers are currently experiencing difficulties in recruiting to specialist posts. Measures are in place, supported by the Special Care Managed Clinical Network, to secure additional specialists while longer term solutions are developed.

Other community services are:

- Children's General Anaesthetic
- Adult General Anaesthetic
- Orthodontics (complementing high street orthodontics)

Community dental providers, including Plymouth Community Dental Service (Livewell), Northern Devon Healthcare NHS Trust, Torbay Community Dental Service (South Devon and Torbay NHS Foundation Trust), were rapidly reassigned as Urgent Dental Care Centres when the pandemic started in March 2020 to ensure that patients with urgent dental needs were able to be seen and treated at a time when all other dental providers were only able to provide telephone advice and antibiotics. Although they have now resumed their normal service provision, they are still covering some urgent care provision for non-registered patients as demand for this service is still high.

Local authorities are the lead commissioner of oral health promotion programmes to improve the health of the local population as part of their statutory responsibilities. Oral health promotion in Devon is delivered via the community dental provider and consists of oral health education and fluoride varnish application.

#### **4. Dental Reform Strategy for the South West**

The South West Dental Reform Programme was established in 2020 to improve access to oral health services, develop workforce initiatives to improve recruitment and retention of the dental workforce, and improve the oral health of the population. The programme is run by NHS England and NHS Improvement and Health Education England, alongside our strategic Integrated Care Partnerships and Local Authority Public Health leads to bring together the NHS England and NHS Improvement Dental Commissioning Team and Transformation Team with key stakeholders with responsibility for oral health in the region (Public Health England, Health Education England, Local Dental Committees, the Local Dental Network, and Integrated Care System (ICS) representatives) as well as public and patient voice partners. The purpose of the programme is to inform a roadmap/plan for the future of NHS dental services and oral health improvement in the South West.

As an early milestone, an Oral Health Needs Assessment (OHNA) was commissioned and published earlier in 2021 and the Dental Reform Programme team held a first SPRINT workshop on 10<sup>th</sup> June. Over 150 delegates attended with representatives from the dental profession; Healthwatch; Health Education England; Overview and Scrutiny and regional and national NHS colleagues. Dental case studies were considered, and discussions held about what works well, what opportunities could be explored, what barriers there are



currently and how we overcome them. A report summarising the event outputs and recommendations is available [here](#).

A further prioritisation session based on the workshop findings was held in July. In addition, three programme working groups have been established in September on access, oral health improvement and workforce. The results from the workshop and prioritisation session together with the Oral Health Needs Assessment will be used by the working groups who began meeting in September. Some of the prioritised actions for the access working group that particularly relate to Devon include:

- Review of all seven Dental Helpline specifications across the region, including the Devon helpline
- Develop a standard service specification for high street dental practices incorporating flexible commissioning (identifying some of their existing funding to address specific patients, e.g. providing care for high needs patients, improving access to urgent dental care).

### Actions to date

NHS England SW's initial actions have been focused on better understanding the challenges that currently prevent the dental community as a whole from fulfilling their contacts by working with the dental community, dental students and local, regional and national commissioners with a view to developing a plan for how to address it that is targeted and accounts for what we have learned from the local population and the dental community. The following actions have been carried out since February 2021. In addition, we have developed the clinical architecture and local dental committees to ensure that action plans are focused on local needs, local assets and local healthcare plans and priorities.

Completed Actions	Delivered
Independent Oral Health Needs Assessment commissioned and published <a href="https://www.england.nhs.uk/south/info-professional/dental/dental-reform-strategy/">https://www.england.nhs.uk/south/info-professional/dental/dental-reform-strategy/</a>	February 2021
South West Multi-Disciplinary SPRINT engagement workshop held and findings published <a href="https://www.england.nhs.uk/south/wp-content/uploads/sites/6/2021/08/dental-sprint-1-output-report.pdf">https://www.england.nhs.uk/south/wp-content/uploads/sites/6/2021/08/dental-sprint-1-output-report.pdf</a>	June 2021
Prioritisation session held to discuss findings of the OHNA and SPRINT with SW Dental Reform Programme Board	July 2021
Three working groups established on Access, Workforce and Oral Health Improvement to develop action plans on prioritised actions	September 2021
Three Dental Clinical Fellows join the Dental Reform Programme	September 2021
Programme Manager joins the Dental Reform Programme	November 2021



First South West Dental Network bi-monthly webinar	January 2022
Local Authority oral health interventions and priority groups mapped	January-February 2022
Three Network Managers join the Dental Reform Programme	January-March 2022
Mapping of the existing urgent care pathways	January-June 2022
Futures NHS SW Dental collaboration platform with oral health repository launched	June 2022
Urgent Care MCN Chair appointed	June 2022
Dental workforce and student surveys carried out	April-June 2022
Draft Patient Charter finalised	June 2022
Child Focused Dental Practice pilot	October 2022
A new dental access pilot 'Stabilisation' pathway is launched for those without a regular dentist who need dental care, or who have been seen for an urgent dental problem but have additional dental needs	October 2022
<i>A First Dental Steps programme, an oral health improvement programme supporting health visitors with oral health advice training and with oral health kit packs for children who are 0-2 years is launched across the region</i>	October 2022

This has enabled commissioners and the dental community to concentrate on three key areas: Access; Workforce; Oral Health improvement. Each working group has its own action plans which have been brought together to co-develop a road map for how we can keep hold of the dental staff we have and attract even more to the region whilst we also improve oral health so people don't need to see a dentist. By increasing capacity and reducing demand in this way we expect people to find it easier to see an NHS dentist.

#### Actions Planned for 22/23 Onwards

##### **Commitment 1: Increase access to dental services ensuring a focus on targeting those in greatest need in each system (as identified in the Oral Health Needs Assessment)**

Action	Outcome	Date	Lead
Urgent care pathway review	Review completed and suggestions for changes agreed	Oct 2022	Urgent Care MCN & Access Working Group



Dental helplines review and standardised specification developed	Review completed and specification finalised  Future increase in patient satisfaction	Dec 2022	Urgent Care MCN & Access Working Group
Devon & Cornwall helpline list review with commissioner approach for adults and children developed	Future of the list agreed	March 2023	NHSE Dental team
Urgent dental appointments demand and capacity review	See Data commitment. Need to set uniform metrics to understand supply & demand	March 2023	Urgent Care MCN & Access Working Group
Stabilisation pilot pathway	Monitoring being developed  Increase in new patients being seen	Launched Nov 2022	Urgent Care MCN & Access Working Group

**Commitment 2: Strengthen and broaden dental provision using the range of tools available to regional teams including through national dental contract reform, such as flexible commissioning to support dental recovery following the pandemic and use of the wider dental team for service delivery**

Action	Outcome	Date	Lead
Routine pathway with Community Providers	Pathway completed  Increased number of appointments per system by 5%	April 2023	Access Working Group
Child Focused Dental Practices	Reduction of dental caries (tooth decay) by 2%  Reduction of referrals for GA (general anaesthetic) by 5%	Launched by Oct 2022	Paediatric MCN & Access Working Group
Starting Well Core	Increased access for 0-2 years by x%	Launched by Oct 2022	Paediatric MCN & Access



			Working Group
Welfare checks for under 18s waiting in primary care	Checks completed for all under 18s waiting longer than six months	March 2023	Paediatric MCN & Access Working Group
Welfare checks for under 18s waiting for general anaesthetic	Checks completed for all under 18s waiting longer than six months	March 2023	Paediatric MCN & Access Working Group
Review of dental and oral health improvement pathway in secure settings and the pathway for those leaving and returning to the community	Review completed and pathway developed	July 2023	Secure Settings MCN & Access Working Group
Access for Armed Forces families review (via MDS procurement and stabilisation)	Review completed	Oct 2023	Access Working Group
Domiciliary care review	Review completed and suggestions for change agreed  Increased number of older people accessing a dentist	Oct 2023	Special Care MCN & Access Working Group

**Commitment 3: Strengthen relationships between the dental team and networks within the seven SW integrated care systems and their Primary Care Networks (PCN)s, using the roadmap to build a tailored plan for each system and ensure dental services are integrated and a key part of service delivery and improvement, including primary care**

Action	Outcome	Date	Lead
Review of the Paediatric Secondary Care Service in the Peninsula	Review completed, new pathway and service designed and commissioned	March 2024	Paediatric MCN & Access Working Group



Working with systems to look at strategies including dental provision	Increased focus on dental alongside other primary and secondary care provision	March 2024	Commissioning Hub, ICBS
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## Workforce

### Commitment 4: To work with partners to develop a sustainable dental workforce for the South West

Action	Outcome	Date	Lead
Dental Conference	Successful conference held with positive feedback	January 2023	Network Managers
Website signposting to dental vacancies and training opportunities	Website live and being used Greater numbers trained Reduction in vacancies unfilled	September 2023	Career Development Fellow & Digital PM

### Commitment 5: Identify the current workforce and focus on specific vacancy hotspots in the region to create a sustainable workforce for the future

Action	Outcome	Date	Lead
Clinical workforce survey	Results analysed and next steps agreed	August 2023	Workforce Working Group & Career Development Fellow
Dental School Engagement	Menti data collected fed into clinical workforce survey	Ongoing, quarterly	Dental Team & Career Development Fellow
Dental workforce data review to support the development of the workforce action plan	Clearer understanding of workforce situation Gaps in data identified	January 2023	Workforce Working Group & HEE
Mapping spare dental chairs	Spare community and dental school provision identified	October 2022	Dental Team



**Commitment 6: Embed education, training and support within the programme and commissioning activities to ensure the dental team have development opportunities**

Action	Outcome	Date	Lead
Peer Review	Numbers completed	Launched in January 2023 at Dental Conference	Dental Network Managers
Dental Futures NHS Collaboration Platform	Unique visitor usage data	Implemented. Monitoring ongoing	Career Development Fellow

**Commitment 7: Develop a programme of flexible and extended training opportunities across dental care in the region to help retain people in the South West in the next five years to improve access and treatment outcomes for the population**

Action	Outcome	Date	Lead
Work experience network	Network set up Numbers participating	Launch January 2023 at Dental Conference	Workforce Working Group & Career Development Fellow
SW Dental Education Review programme stakeholder group	To help implement the recommendations of the Advancing Dental Care (ADC) review in the SW	Established September 2022	HEE SW
PLVE - The Performers List Validation by Experience programme enables the NHS to employ overseas dentists	Increase in PLVE trainees and training practices	Started August 2022 and ongoing	HEE SW & Career Development Fellow
Tier 2 accreditation	Tier 2 accreditation panel established	April 2023	HEE SW & Dental Network Managers
Dental Specialist Centre/training hub	Business case completed	July 2023	Training Hub SPM



## Oral Health Improvement

**Commitment 8: Work with health inequalities leads, local authority oral health improvement leads, the dental team and key partners to improve access to oral health improvement advice and interventions for those in greatest need in each system**

Action	Outcome	Date	Lead
<b>First Dental Steps</b>	Extension live Number of children seen	Sept 2022	Oral Health Improvement Working Group & Dental Team
<b>Supervised Toothbrushing</b>	Extension live Number of children seen	January 2023	Oral Health Improvement Working Group & Dental Team
<b>Mini Mouthcare Matters</b>	Scheme information cascaded Numbers trained and number of children seen	January 2023	Oral Health Improvement Working Group & Public Health & Paediatric MCN
<b>Mouthcare Matters</b>	Scheme information cascaded Numbers trained and number of adults seen	Oct 2023	Oral Health Improvement Working Group & Public Health & Special Care MCN

**Commitment 9: Increase access to dental services supporting commissioners to target those in greatest need in each system (as identified in the Oral Health Needs Assessment)**

Action	Outcome	Date	Lead
Looked After Children access model	Specific action plan completed Pathways agreed Number of LAC (looked after children) seen per system	Dec 2022	Paediatric MCN & Quality/ Safeguarding Team



Patient Charter	Charter agreed and cascaded  Reduction in complaints  Increase in new patients seen  Increase in recall rates of 18 months	Launch Dec 2022	Oral Health Improvement Working Group & Dental Team & LDCs
Signposting communications	Communications agreed and cascaded  Reduction in complaints  Increase in understanding how to access dentistry (via HealthWatch data)	Launch Nov 2022	Oral Health Improvement Working Group & Dental Team & LDCs
Task and finish group to consider oral health among older population	T&F group set up  Separate action plan agreed	Report to Board in March 2023	Oral Health Improvement Working Group & Access Working Group & Special Care MCN
Task and finish group to consider green impact on dentistry and rollout of national toolkit	% of practices/providers participating and % improvement of carbon footprint	Ongoing	Programme Manager

### Cross-Cutting Commitments

Digital technology and data analysis cut across all of the working groups and underpin all of the Programme's aims.

#### **Commitment 9: Develop a digital dental referral programme to use technology to make dental referrals between primary, community and secondary care more efficient, sustainable and improve patient and staff experience in the South West**

Action	Outcome	Date	Lead
Digital Referrals	Pilot in place  Solution rolled out  Number of referrals made digitally	June 2023	Digital SPM & All MCNs



	Reduction in referral times		
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**Commitment 10: Develop a baseline dataset with which to measure progress and success, using a range of data, information, intelligence and maps**

Action	Outcome	Date	Lead
Development of a regional and by system view on dental provision and performance	Understanding of performance Agreed dataset to share	December 2023	Dental Team & Data Support
A benchmarking exercise around baseline performance to measure progress towards Dental Reform Programme outcomes	Understanding of performance measures Potential dashboard	December 2023	Dental Team & Data Support

As the Programme develops its approach, actions and how to measure success may be changed or added to the roadmap. Progress will be reported quarterly.

**Torbay Health and Adult Social Care Overview and Scrutiny Committee are asked to:**

- Consider the ongoing work of NHS England South West dental reform programme board to address the underlying causes of the access difficulties associated with NHS dental services.
- Consider the work that NHSE England South West is doing in partnership with public health partners to improve the oral health of our population.
- Work in partnership with the NHS England South West dental reform team to consider ways to market Torbay and Devon to attract the dental and other clinical workforce that it needs and encourage more young people in Torbay schools and colleges to consider a career in the NHS.



## Appendix 1

### Practices within the Torbay area

Provider/Name Detail	Practice name	Address 1	Address 2	Town	Post code	Telephone	Restrictions on service provided
Ansa Usman Ltd	Ocean Orthodontic Clinic	91 Marldon Road		Torquay	TQ2 7EG	07845 374079	Orthodontic
Peks Dental Ltd	Wellswood and Babbacombe Dental Practice	321 Babbacombe Road		Torquay	TQ1 3TB	01803 389222	Full NHS
ELCK Limited	May House Dental Practice	4 Cadewell Lane	Shiphay	Torquay	TQ2 7AG	01803 612525	Full NHS
Juliette Moor	Harris and Moor	31a Hyde Road		Paignton	TQ4 5BP	01803 559028	Full NHS
Apex Dental Care Ltd (Bupa)	Apex Dental	128 New Road		Brixham	TQ5 8DA	01803 855292	Full NHS
Shiphay Dental & Torbay Implant Centre (Bupa)	Shiphay Dental & Torbay Implant Centre	41 Shiphay Lane		Torquay	TQ2 7DU	01803 613236	Full NHS
Cherrybrook Dental Surgery	Cherrybrook Dental Surgery	Cherrybrook Square	Hookhills Road	Paignton	TQ4 7SH	01803 843050	Full NHS
Parkhill Dental Ltd	Parkhill Dental Surgery	3 Park Hill Road		Torquay	TQ1 2AL	01803 380090	Full NHS
Smile Care Paignton Ltd	Smile Dental Care	135 Marldon Road		Paignton	TQ3 3NL	01803 521177	Full NHS
Smile Care Paignton Ltd	Smile Dental - Quay Health	21 Dendy Road		Paignton	TQ4 5DB	01803 527091	Full NHS
The Harbour Way Partnership	Harbour Way Dental Surgery (Bupa)	128 New Road		Brixham	TQ5 8DA	01803 858392	Full NHS
Tor Lodge Dental Partnership	Tor Lodge Dental Practice	15 Park Hill Road		Torquay	TQ1 2AL	01803 211646	Full NHS



Ingrid Cubbon Dental Surgery (SW) Limited	Ingrid Cubbon Dental Surgery	13 Dendy Road		Paignton	TQ4 5DB	01803 556703	Full NHS
Millbrook Villas Limited	Millbrook Villas Dental Practice	4 Millbrook Villas	Old Mill Road	Torquay	TQ2 6AS	01803 298032	Full NHS
Barry Lanesman & Magdalena Laskowska	Avenue Dental Surgery	156 Avenue Road		Torquay	TQ2 5LQ	01803 213888	Full NHS
Mrs H Wilmot	Smiles Ahead Dental Surgery	1 Vittery Close		Brixham	TQ5 8LJ	01803 857606	Child only
Park Crescent Dental Practice	Park Crescent House Dental Surgery	Park Crescent House	9 Park Hill Road	Torquay	TQ1 2AL	01803 293245	Child only
Mr J Veende	Kevin McGarey Dental Care	28a Hyde Rd		Paignton	TQ4 5BY	01803 524695	Full NHS
Mr N A Harris	Treharne & Harris Dental Surgery	31a Hyde Road		Paignton	TQ4 5BP	01803 559028	Full NHS
Mrs M J Goatman	Elmsleigh Park Dental Practice	4 Elmsleigh Park		Paignton	TQ4 5AT	01803 559104	Full NHS

