

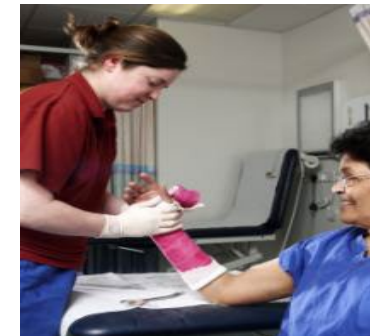
Access to Dental Services

Camden Health and Adult Social Care Scrutiny Committee

13th November 2023

Jeremy Wallman, Head of Primary Care Commissioning; Dentistry,
Optometry and Pharmacy

Kelly Nizzer, Regional Commissioning Lead; Dentistry/Optometry



Primary, Secondary, Community & Specialist Dental Services

Mixture of General Dental Services (GDS) and Personal Dental Services (PDS) agreements:

Contracted services

- 52 general dental providers in Camden & Islington
- Community Dental Services (Paediatric and Special Care) provided by Whittington Health across all boroughs in North Central London
- Secondary (Acute Dentistry) provided by UCLH within NCL
- Dental treatment is generally split into three categories of complexity
 - Level 1 – mandatory services delivered by any dentist in the high-street setting.
 - Level 2 – advanced mandatory and specialist services delivered by dentists with enhanced skills or recognised training in the high-street setting. Also referred to as intermediate services.
 - Level 3 – complex treatment delivered by specialists and consultant led in the secondary care setting.
- National commissioning guides recommend the acceptance criteria and delivery for complexity levels 2 and 3.
- Community Dental Services deliver a range of complexity levels for paediatric, special care, domiciliary and homeless (rough sleeping) patients.

Impact of the Pandemic on Dental Access

The impact of the first national lockdown is still having an impact on routine delivery and many of those delivering NHS care have an ongoing backlog of treatments. Additionally, the acuity of patient need has increased significantly, due to outstanding treatments being deferred and consequently treatments are taking longer to complete.

The capacity to deliver routine care e.g. access to new patients continues to be a real challenge and there is significantly less available capacity than was available pre-pandemic

Contractual Activity Thresholds for providers were reduced during the pandemic and were increased incrementally; initially set at 20% in July 2020 with full resumption to 100% delivery from 1st July 2022

Urgent Dental Care Services; UDCHs were the only Dental Services available for face-to-face delivery from March to July 2020. these were accessed via 111 and Dental Triage in London; 42 UDCH were stood up across London, comprising of Hospitals, Community Dental Services and Primary Care.

Access to Urgent Dental Care delivery continues to be available in London 24/7, as per pandemic levels of delivery, as the pressure on primary care is such that it cannot be withdrawn without severely impacting patient care

Call levels to the Dental Triage Service are still around 1,100 calls per day

For practices, their priorities continue to be urgent care and outstanding courses of treatment

Patients at higher risk of oral disease and losing teeth

Dental services in London

Post Pandemic Planned Recovery Phase

The transition intent has been focussed on a safe return to the provision of a full complement of dental care services, with a prioritisation for access to urgent whilst optimising any remaining capacity to increase provision of routine dental care.

Urgent Dental Care Hubs have been procured and current providers extended until March 2024, the procured services will continue to provide the service beyond 2024. Dental triage via 111 will continue working 24/7 (including access to hospital urgent dental care services).

Dental Access sessions have been commissioned from 2023 – 2026/27 to stabilise as many patients as possible to prevent inappropriate A&E attendances

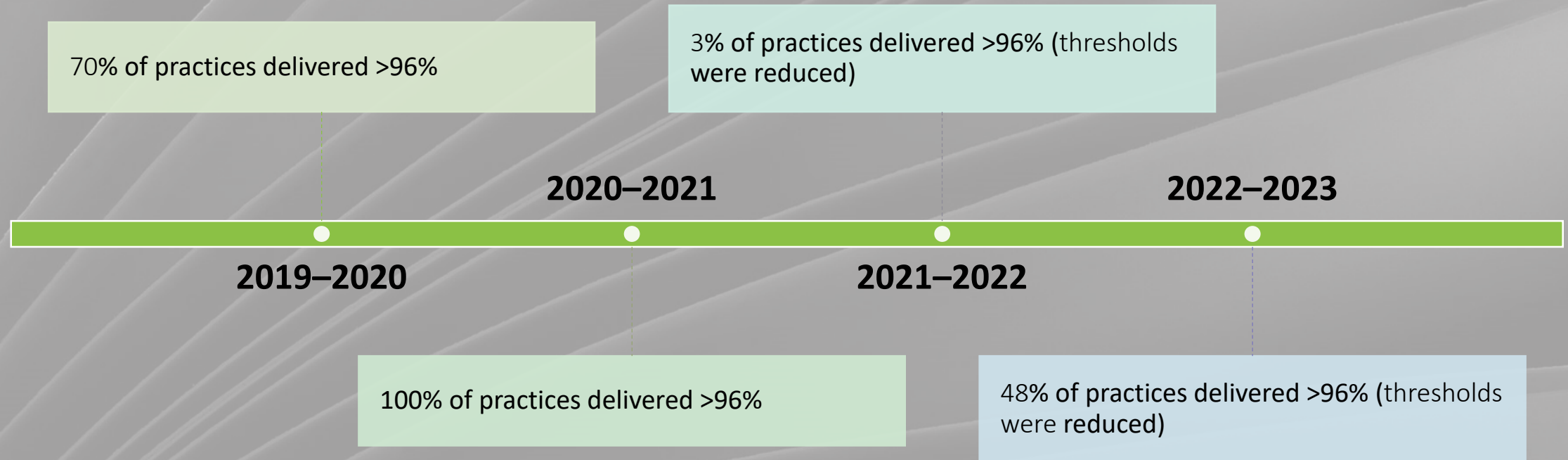
Redistribution of funds for contracts where there has been under-delivery or termination of contracts. Additional activity has been offered to practices where there is capacity to undertake more access work.

Supporting pilot programmes to deliver access and prevention to priority and inclusion health groups in support of the reduction of health inequalities for London.



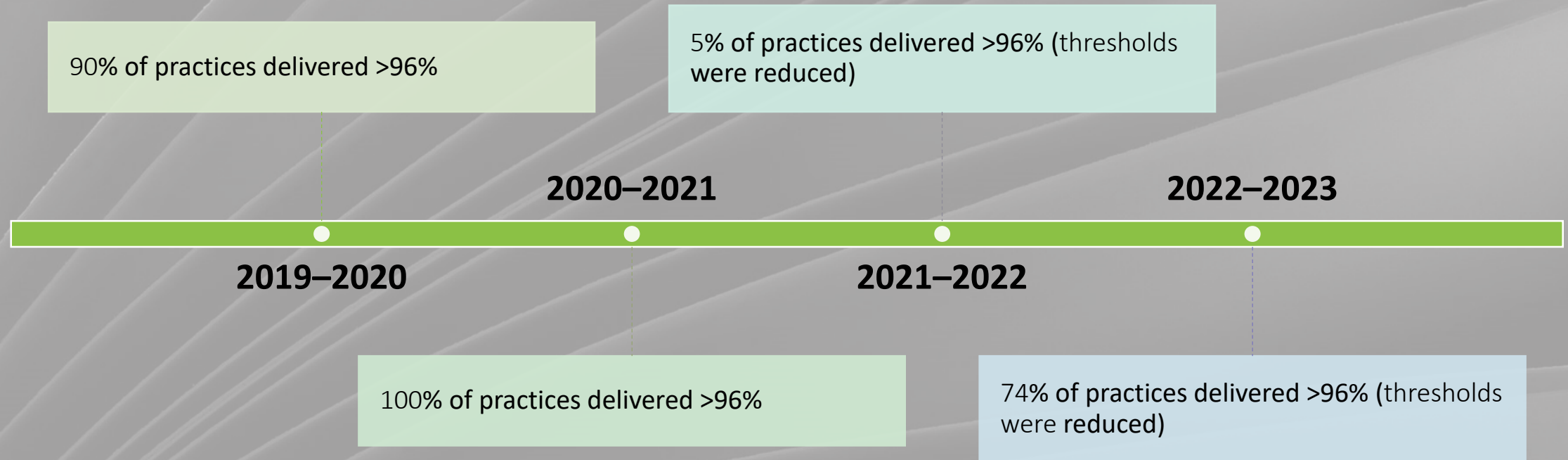
Practice Activity Delivery – Camden

(All practices are given a target of UDAs (Units of Dental Activity))



Practice Activity Delivery – Islington

(All practices are given a target of UDAs (Units of Dental Activity))



Additional Funding



Redistribution of funds for contracts where there has been under-delivery or termination of contracts. Additional activity for 23/24 has been offered to all practices.

Across Camden and Islington 13 practices took up the offer to deliver additional access between Oct 2023 and March 2024



Total funds allocated is 627k, following approval by the NCL ICB

Where are we now?



UDCH and DT services are working 24/7 and have been extended procurement is in progress.



Investment of recurrent funds in areas where resources have been freed up to ensure continued access in those areas.



Stabilisation funds for 22/23 increasing access for patients who need routine treatment (fillings, extractions) Non recurrent funds for 23/24 to increase access for the 2nd half of the year.



Dental providers now working to 96/100% contract delivery



Roadmap for Dental Services
Ongoing with a plan for 3-5 years

Roadmap recovery of Dental Services



Phase 1	Phase 2	Phase 3	
Pandemic	Recovery Phase	Normalisation	Risks
<p>Primary Care: Currently Practices are working between 95% for since April 2022 with huge backlogs. UDCH and 111 ongoing to ensure emergencies are seen ASAP to prevent A & E attendances. Access issues in most area of London due to 3 month closure of practices. UDCH Have been extended to March 2023 to ensure cover for patients in pain are seen asap. EOI and non recurrent funds allocated to practices where loss of services have occurred and where highest needs have been identified. Stabilisation of patients for patients that are unable to find a dentist and need treatment following urgent dental care.</p> <p>Intermediate: Currently IMOS accepting direct referrals as per pre pandemic . Endodontics accepting patients by direct referral and via triage through the Hospital based centres. Backlogs and ongoing reduced capacity due to current ICP. Orthodontics working at 80% with many treatments delayed from 2020</p> <p>Community Dental Services: Capacity is currently reduced and poor access to GA continues to increase waiting times for paediatric and special care patients. Focus on clearing backlog with strict adherence to acceptance criteria (this may impact primary care).</p> <p>Secondary Care: Block contracts continue nationally. Activity targets are being agreed. Majority of dental patients are P3 & P4 priority within trusts causing issues with access to theatres & GA. Open bays causing capacity to be reduced in line with AGP and social distancing protocols. Mitigation through speed reducing hand pieces. Focus on clearing backlog. Strict adherence to acceptance criteria will have some impact in primary care. Teaching hospitals accommodating undergraduates where possible.</p>	<p>Primary Care: Innovative ways of directing patients to the right place to get routine/urgent and necessary dental services. This may include flexible Commissioning for new patients, Oral Health services for those in most need, vulnerable groups and a review of all General Dental Services along with a needs assessment re ensure demand is met where possible. Dental Access via UDCH to ensure both UDCH and routine is being carried out for all patients. (Time limited contracts to 2027 with the option to extend if necessary). OOH Services as part of the UDCH will continue for the same period.</p> <p>Recurrent and non-recurrent funds to provide access in areas where provision has terminated or reduced.</p> <p>Needs assessment for London. Patients being stabilised where they are unable to find a local NHS Dentist.</p> <p>Intermediate care: Continuation of IMOS & Endodontic service working focusing on reducing backlog. Orthodontics focusing on delayed care & backlog</p> <p>Community Dental Services: Continuation of existing and development of additional Oral Health Promotion schemes. Development of services for patients in care homes. Focus on paediatrics ensuring appropriate care is delivered by GDPs and increasing secure access to GA facilities. Focus on backlog if not already addressed.</p> <p>Secondary Care: Continued prioritisation of patients according to need and reduction of backlog through increased access to GA, sedation and waiting list initiatives.</p>	<p>Primary Care: Steady State for Dental Services, back logs reduced where patients can access dental services with little or no waiting lists (back logs). Review of OH Services, Innovative Commissioning including Prevention and flexible Commissioning schemes</p> <p>Intermediate care: IMOS , Endo & Ortho return to normal</p> <p>Review of all Dental Services and the possibility to close/reduce the OOH and UDCH Services.</p> <p>Community Dental Services: Return to normal provision of services with focus on waiting times. Continued development for improvement in services.</p> <p>Secondary Care: Return to normal provision of services with focus on waiting times. Continued development for improvement in services where possible.</p> <p>Ventilation works required at many sites to obtain sustainability.</p>	<p>Due to delays with the vaccine and lockdowns, this road map would be a live document and would need updating on a regular basis.</p> <p>The following would have an impact:</p> <ul style="list-style-type: none"> Dental Funds/allocations Changes to the targets Increased need due to deterioration of oral health during pandemic Oral Health inequalities highlighted as a result of pandemic Capacity in teams (NHSI PHE)
<p>Timescale: (April 2023/24)</p>	<p>Timescale: (April 2024 -2027)</p>	<p>Timescales (2027/2029) subject to previous phase reached on time)</p>	

New measures to improve access to dental care



In November 2022, the Department of Health and Social Care announced new measures to improve access to dental care:



Introduction of regulatory changes to require dental practices to update their NHS website profiles regularly to make it clear which practices are taking on new patients and the services available.



Encourage the use of skills mix in the practice and enabling dental therapists to treat patients

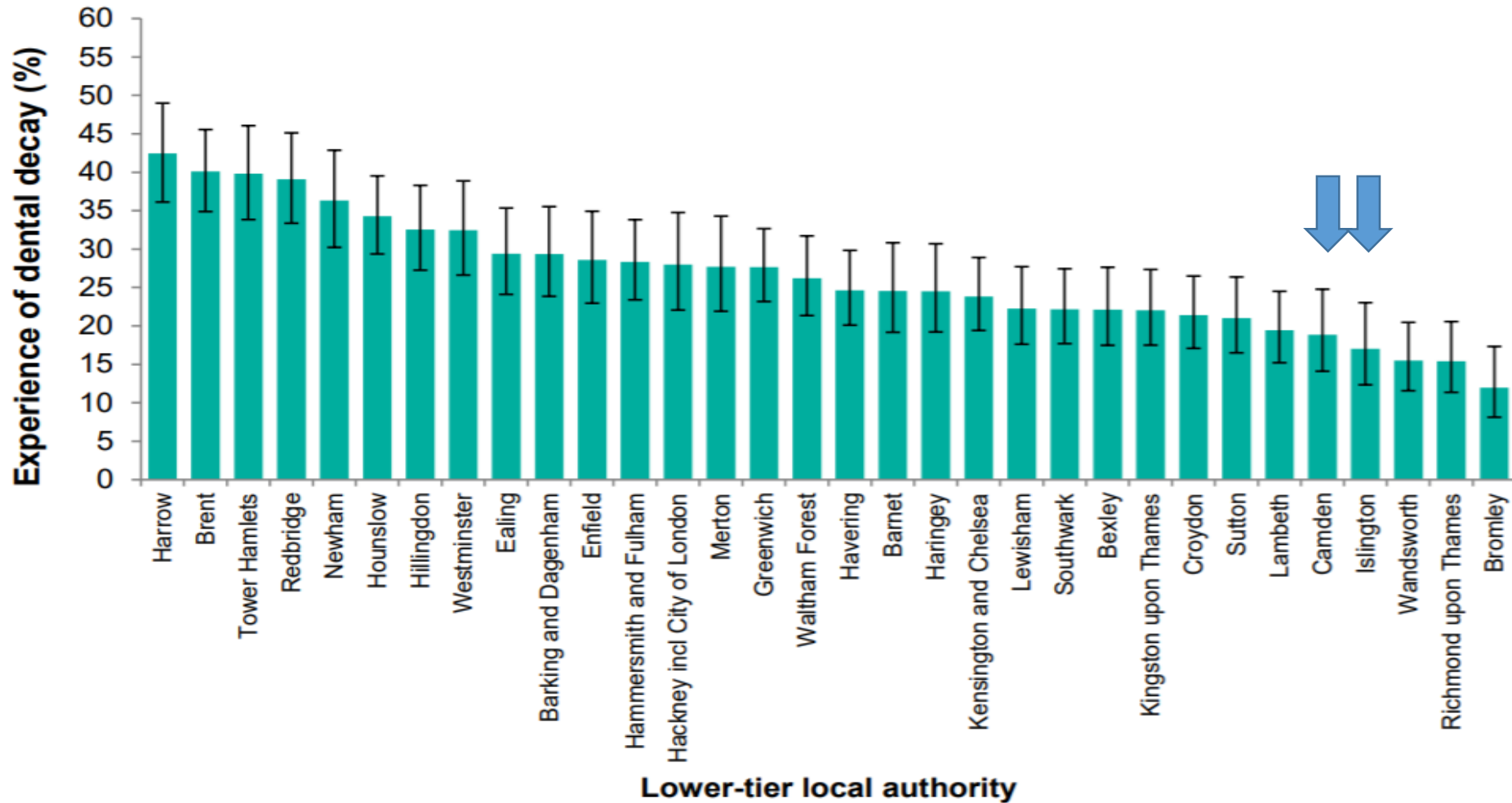
Impacts of the COVID-19 pandemic on CYP

- Children consumed more junk food and snacks and fewer fruit and vegetables during lockdown; this was more prevalent among children from poorer backgrounds highlighting health inequalities (National Food Strategy, July 2020)
 - Lockdown has led to food insecurity (Food Standards Agency, 2020)
 - Worsening of mental health
 - Impacts on education
- It is very likely that oral health has been compromised and disproportionately impacted more disadvantaged children



Experience of tooth decay among 5 year old Children 2019

(National Dental Epidemiology Programme, 2020)



Pilots

01

Looked After
Children (LAC)

02

Inclusion
Health Dental
Pilot
(homeless)

03

Care Homes
and Domiciliary

04

Child Friendly
Dental
Practices