


# DENTISTRY ACROSS GREATER MANCHESTER

## September 2023

Prepared by: Lindsey Bowes, Senior Primary Care Manager (Dental)  
Emma Hall-Scullin, Consultant in Dental Public Health  
Ashley Seasman, Business Manager (Dental)  
Lindsay La Vantae, Business Manager (Dental)

- 
- Introduction
  - Dentistry across Greater Manchester
  - Improving Access to NHS Dental Services
  - Oral Health Improvement
  - Addressing inequalities through access to NHS Dental Services
  - Patient Feedback
  - Care Quality Commission (CQC)

# INTRODUCTION

1. This presentation provides an update on the provision of, and access to, NHS Primary, Secondary, and Community Dental services and delivery of Oral Health Improvement activity across Greater Manchester.
2. It will highlight the actions taken to address health inequalities and to improve access to dental services to ensure patients are able to receive dental care and oral health improvement in a safe way.

# DENTISTRY ACROSS GREATER MANCHESTER

## **General Dental Care**

**Patients are not registered with a General Dental Practice (GDP) in the same way as they are with a GP. Any patient may access dental services from any practice in any area.**

The spend on NHS Dental Services across Primary, Secondary and Community services is in the region of £206.2m

## **In Greater Manchester there are:**

- 350 Primary Care NHS Dental contracts
- 13 Urgent Dental Care providers linked to networked provision across Greater Manchester
- 38 Urgent Dental Care Hubs – providing additional urgent dental care capacity in response to continued pressures initially, as a result, of COVID

## **Specialised Dental Services**

- Community Dental Services (special care and paediatric) clinics delivered by Bridgewater Community Healthcare NHS FT, Northern Care Alliance, and Manchester Locality Care Organisation – commissioned to provide specialist dental services to children and adults with additional needs on referral with clinics located within the community.
- 30 Orthodontic contracts
- 10 Specialist Tier 2 Oral Surgery contracts

## **Secondary Care Dental Services**

12 dental specialities (including Oral Surgery, Maxillofacial Surgery, Restorative Dentistry, Paediatric Dentistry, Periodontics) available in Greater Manchester, commissioned from Manchester Foundation Trust, Northern Care Alliance, Bolton Foundation Trust, Wigan Wrightington and Leigh Foundation Trust



Greater Manchester  
Integrated Care

# IMPROVING ACCESS TO NHS DENTAL SERVICES

# IMPROVING ACCESS – GENERAL DENTISTRY

In Greater Manchester there are:

- 350 Primary Care NHS Dental contracts
- 10 Tier 2 Oral Surgery contracts
- 30 Orthodontic contracts

All NHS General Dental Practices continue to prioritise patients in pain, children, patients who are deemed as high risk – such as those receiving treatment for cancer, and those who are mid-way through a course of treatment.

Access is still steadily increasing but has not yet returned to pre-pandemic levels.

# IMPROVING ACCESS

## GM DENTAL QUALITY ACCESS SCHEME



The quality focus for 2023/24 is to increase access to NHS General Dental Services, in recognition of the significant patient and public feedback that clearly presents the difficulties faced for patients seeking to access services.



The expectations of delivery are:

The participating practice will be open to new patients and ensure that the NHS.uk / NHS Choices website indicates that they are accepting new adult and child patients.

All participating practices will see and treat an agreed number of new patients.

All participating practices will become part of the wider Urgent Dental Care System.



There are currently 176 Practices signed-up to deliver this scheme. This represents 50% of all GDS contracts across GM.

## Quality access scheme (cont.)

The scheme was launched in  
June 2023

- 176 Practices signed up which represents 50% of all Practices across GM
- 31,231 new patients have been seen
- 31,594 urgent patients have been seen
- 5893 patients who booked appointments failed to attend



# Map of Greater Manchester sign up to Quality Access Scheme

## Dental Access Initiative

### Map of Scheme Participants

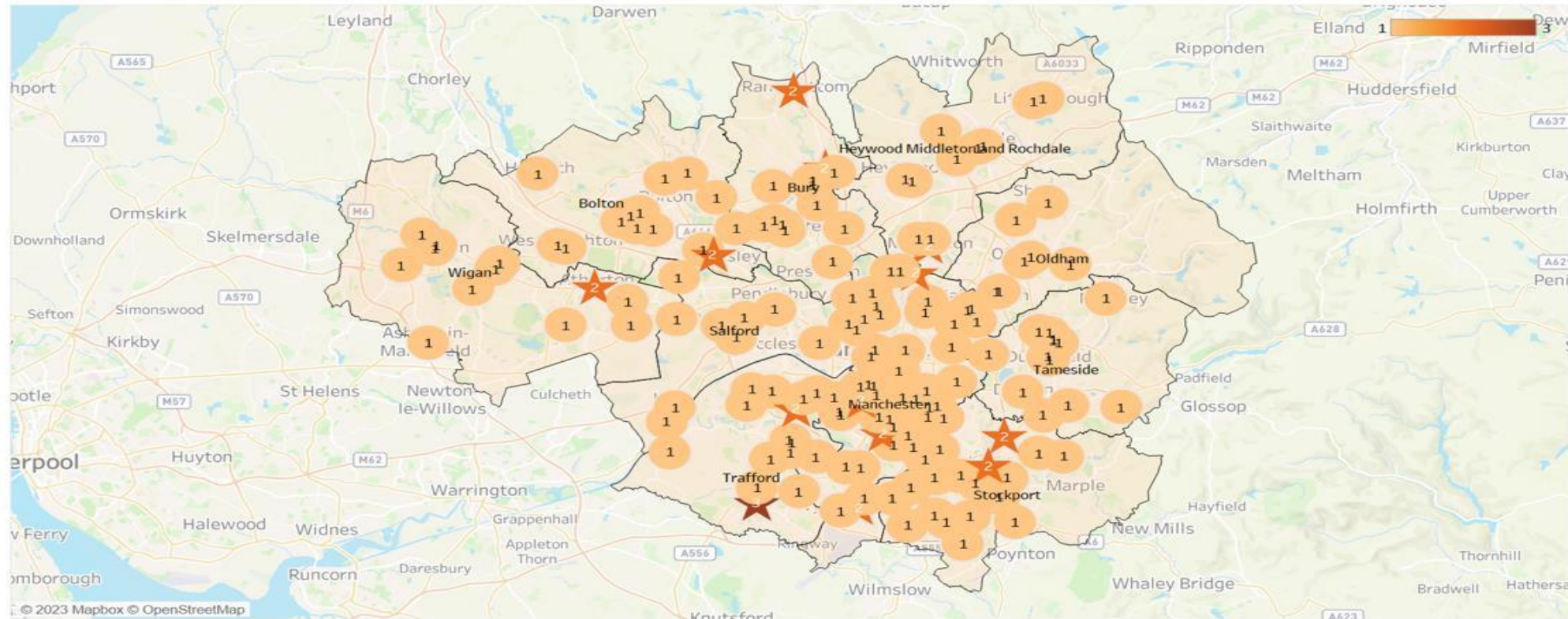
DRAFT DASHBOARD - STILL IN DEVELOPMENT



Part of Greater Manchester Integrated Care Partnership

Select metric to show on map  
Number of Providers

Hover over a circle to show providers at a site for the chosen metric.  
Circles denote sites with a single contract/ods code. Stars denote sites with multiple contract/ods codes.



# IMPROVING ACCESS – GM URGENT DENTAL CARE

The GM Dental Commissioning Team commissions an Urgent Dental Care (UDC) Service for the population of GM. The UDC network has 13 Urgent Dental Care Service sites across GM.

**Patients can access urgent dental care at any of the sites across GM by ringing the UDC helpline on 0333 332 3800.**

In response to the pressures caused by the COVID-19 pandemic, extra capacity was commissioned from the helpline and the UDC service providers **plus** 38 urgent dental care hubs were set up and will continue to offer additional urgent dental capacity until at least March 2024.

# IMPROVING ACCESS – PLANNING AND RECOVERY

The GM Dental Commissioning Team working with the Dental Provider Board, the Consultant in Dental Public Health and the Local Dental Network Chair, are co-developing and implementing an action plan to recover dental services across the whole system. This will be delivered via the Primary Care Blue Print.

The plan standardises the approach for all dental services and supports opportunities at locality-level for actions to meet local population needs that reduce oral health inequalities.

The purpose of the plan is to reduce oral health inequalities and improve dental access by ensuring patients can receive care at the right time, in the right setting and reduce wait times. Actions include:

- Population oral health needs assessment
- Continued development of digital with an e-referral management system to support clinical triage to direct referrals to the right setting at the right time, including referrals from non-dental professionals
- Workforce and training for healthcare professionals
- Increase Dental Access

# IMPROVING ACCESS – RESTORATION OF ELECTIVE SECONDARY CARE DENTAL SERVICES

- **Specialist Dental Hospital and also specialist dental services delivered within secondary care.**

An NHS priority is the restoration of all services to pre-pandemic levels and action is agreed to address the backlog of patients following the COVID-19 pandemic.

- Core20PLUS5 is a national NHS England approach to support the reduction of health inequalities at both national and system level. The approach defines a target population cohort and identifies '5' focus clinical areas requiring accelerated improvement. The Children and Young People Core20PLUS5 framework identifies Oral Health as a clinical priority area with a requirement to increase the number of general anaesthetic sessions for children needing dental extractions.
- Paediatric (to include Paediatric Dentistry) and Oral Surgery Clinical Reference Groups lead recovery for elective surgical cases supported by five dental specialty clinician-led GM Managed Clinical Networks. Activity includes:
  - Co-develop e-referral management system with robust clinical triage to direct referrals to the right setting at the right time, including referrals from non-dental professionals with potential use of virtual consultations
  - Workforce and training for healthcare professional to meet current and future needs



Greater Manchester  
Integrated Care

# ORAL HEALTH IMPROVEMENT



# ORAL HEALTH IMPROVEMENT – GM CHILDREN & YOUNG PEOPLE PROGRAMME

The evaluation of the GM Oral Health Transformation Programme (OHTP) demonstrated the success in delivering at-scale to improve the oral health of our children. The first phase of the GMOHTP programme included:

- Daily supervised toothbrushing in all nursery and reception Early Year settings for children aged 2-5 years (over 58,000 children; 88.4% of population, in 88% of settings)
- Deliver Health Visitor 0-3 years training and fluoride dental packs distribution at 1 year and 2-2 ½ year checks.

It is planned that the second phase of the programme will be rolled out across the GM footprint as part of the GM C&YP Oral Health Improvement Programme.

This will support the additional funding Greater Manchester will receive from **GM CYP Transformation funding stream for 2024-25** around Early Years for dental pack distribution to children aged 0-2 years.

# ORAL HEALTH IMPROVEMENT – ONLINE TRAINING

NHSE has supported training for healthcare providers across GM by developing open access online training packages.

**Mouth Care Matters in the community** - training material suitable for the wider care team, including care managers and care staff carrying out admissions, assessments and provision of daily mouth care. It ensures dignity and comfort.

**Mouth Care Matters in the acute sector** – developed to support NHS Nightingale North West and for all nurses and care staff providing and supporting effective mouth care for all hospitalised patients during COVID. Daily mouth care in hospital reduces the risk of infection such as Hospital-acquired pneumonia (HAP), which in turn reduces the length of a hospital stay.

**Supervised Toothbrushing in Early Years and Educational Settings** - training material intended for early years and education staff who are working with their local health teams to deliver a supervised toothbrushing programme.



Greater Manchester  
Integrated Care

# ADDRESSING INEQUALITIES THROUGH ACCESS TO NHS DENTAL SERVICES



# ADDRESSING INEQUALITIES – HEALTHY LIVING DENTISTRY PROJECT

The Healthy Living Dental Practice (HLD) framework is focused on improving the health and wellbeing of the local population and helping to reduce health inequalities through the provision of inclusive, holistic high-quality care in general dental practice across Greater Manchester.

In GM the Healthy Living Dentistry (HLD) project continues to be developed and delivered.

Currently there are 60 Practices across GM signed-up to deliver this quality assured scheme where Dental practices undertake national & local health campaigns, often linked to local GPs & Pharmacies. Plans are in place to begin a further recruitment campaign to encourage all Practices to sign-up to this scheme.

All practices have access to training and development that is supported by NHSE and available online.

Practices who sign up to HLD, can deliver targeted health promotion to specific groups such as:

- Dementia Friendly Dentistry
- Baby Teeth DO Matters
- Mouth Cancer Awareness
- Sugar free diet and medicines
- Flu awareness



# ADDRESSING INEQUALITIES – GM DENTAL TOOLKITS – DEMENTIA FRIENDLY DENTISTRY

The aims of this toolkit are:

Firstly, to improve the general experience of attending the dental practice for those living with dementia and their carers. By improving understanding of dementia and making simple adjustments within the dental practice, anxiety around attending for dental care can be greatly reduced and consequently dental visits can remain part of everyday life for as long as possible.

Secondly to provide guidance to primary care clinicians around planning dental care for people living with dementia. There is particular emphasis on assessment and treatment planning for those in the earlier stages of the condition and for those who have been recently diagnosed. Careful planning of dental treatment and prevention whilst the patient is in the earlier stages of dementia, and still able to tolerate dental treatment, will reduce the risk of acute and more complex dental problems developing during the later stages when provision of dental treatment becomes more challenging and may require onward referral to specialised services.

The toolkit also includes advice for the primary care dentist providing dental care to those in the middle or later stages of dementia. In these circumstances the primary care clinician may be involved in a shared care arrangement with a specialist service, or required to respond to an urgent dental care need.



# ADDRESSING INEQUALITIES – GM DENTAL TOOLKITS – HEALTHY GUMS DO MATTER

The Greater Manchester Local Dental Network (GM LDN) has worked on periodontal management in primary dental care since 2014. A steering group to the GM LDN was established to plan, implement and embed this project into primary care.

A periodontal resource toolkit for primary dental care teams in Greater Manchester has been produced. The intention is to compliment the evidence informed guidance on prevention that has been published in the 3rd edition of Delivering Better Oral Health (DBOH), with evidence informed periodontal care and treatment pathways to support primary dental care teams in GM to improve outcomes for patients. The toolkit will distil the evidence and specialist guidance available on prevention and treatment, into workable care pathways for NHS primary dental care practices in Greater Manchester.

The care pathways have been developed according to periodontal need and as such, describes the periodontal need and outcomes of care for patients attending NHS primary dental care in Greater Manchester. It is important that we use the funding in current contracts effectively by facilitating primary dental care teams to appropriately manage periodontal diseases in NHS practice. The Dental commissioning team are integral to the work and have agreed to support delivering best practice. The success of this work depends on clinical teams engaging, having knowledge and confidence to deliver evidence based practice for periodontal disease with patients understanding their responsibility in self-care to demonstrate improved outcomes for everyone.



# ADDRESSING INEQUALITIES – GM DENTAL TOOLKITS – SAVING SMILES

The Greater Manchester Local Dental Network (GM LDN) established a 'Trauma Network' sub-group.

The Trauma Network was established to support a safer, faster, better first response to dental trauma and follow up care across GM.

The Toolkit was produced to support dentists in managing dental trauma and improving outcomes for patients and aims to ensure that:

- All clinicians in GM have the confidence and knowledge to provide a timely and effective first line response to dental trauma.
- All clinicians are aware of the need for close monitoring of patients following trauma, and when to refer.
- All settings have the equipment described within the 'armamentarium' section of this booklet to support optimal treatment.



# ADDRESSING INEQUALITIES – DENTAL TOOLKITS – ORAL CANCER CARE

To support Dental Teams in Greater Manchester, the GM Local Dental Network has adapted the Oral Cancer guide created by Cheshire and Merseyside LDN.

The Toolkit aims to improve the oral cancer survival rates in Greater Manchester by:

- Enabling dental teams to support patients in reducing risk factors for cancer and oral cancer and undertake brief intervention, including signposting to support services as part of a healthy living dentistry approach to care.
- Raising awareness of the signs, symptoms and risk factors associated with oral cancer.
- Helping dental teams in GM to make appropriate urgent 'Two Week' referrals to a secondary care cancer service.
- Promoting good practice guidance on how to engage when talking about oral cancer with high-risk patients.
- Supporting dental practices in the dental care of patients with oral cancer and other cancers.





# ADDRESSING INEQUALITIES – CHILD FRIENDLY DENTAL PRACTICE (CFDP) NETWORK

Two Child Friendly Dental Practice pilots were initiated in November 2020.

Children who have been referred for an oral health assessment to a specialist setting (including those referred for dental extractions under general anaesthesia) are instead offered evidence-based treatment at an identified Child Friendly Dental practice.

Treatment includes:

- Prevention – Oral Hygiene Instruction, diet advice, fluoride varnish application, fissure sealants
- Stabilisation – Silver Diamine Fluoride, Temporary Fillings
- Restoration – Hall Crowns, Definitive Fillings
- Extractions

This primary care service supports our specialist community services for children and reduces referrals and pressures in secondary care and has been rolled out across Greater Manchester to 9 Practices.

Funding has been received from National Institute for Health and Care Research (NIHR) for a two-year evaluation led by the University of Manchester.

# ADDRESSING INEQUALITIES – A DENTAL HOME FOR LOOKED AFTER CHILDREN

Led by the GM Dental Commissioning Team and Consultant in Dental Public Health linking with Local Authority Teams supporting health care for children in care, a digital referral service has been developed that will support looked after children in Greater Manchester **find a dental home.**

The objective is to seamlessly connect referrals for any child who is looked after with a dental practice near their home. In GM, all dental practices may accept children in care. There are 39 Practices also accepting via digital referrals route.

Children are seen and treated and offered regular appointments and re-calls dependent on their oral health need. The long-term objective will be to strengthen the links of the GM Safeguarding Team with our dental teams to ensure that there is ease of access for all children in care to find a dental home.

# FIGURE 2: PERCENTAGE OF 5 YEAR OLD CHILDREN WITH OBVIOUS DENTAL CARIES 2022 (2019) IN GM

	Percentage of children with any decay experience	Average number of dentinally decayed (d3), missing due to dental decay (m) and filled (f) teeth (t) among those with any decay experience
Bolton	42.8 (32.7)	4.3 (3.5)
Bury	34.6 (35.2)	4.3 (3.9)
Manchester	31.6 (38.3)	4.4 (4.6)
Oldham	39.5 (43.2)	4.1 (4.4)
Rochdale	39.8 (40.7)	4.3 (4.3)
Salford	33.6 (39.0)	3.7 (4.2)
Stockport	17.5 (22.0)	3.6 (3.1)
Tameside	33.0 (33.1)	3.5 (3.1)
Trafford	24.5 (26.0)	3.3 (3.9)
Wigan	32.6 (31.9)	3.8 (3.2)
<b>NHS Greater Manchester</b>	<b>33.8 (34.7)</b>	<b>4.0 (3.9)</b>
North West	30.6 (31.7)	3.8 (3.8)
England	23.7 (23.4)	3.5 (3.4)



# ADDRESSING INEQUALITIES – AFGHAN EVACUEE AND ASYLUM SEEKER PATHWAY

Led by the GM Dental Commissioning Team and Consultant in Dental Public Health linking with Local Authority Teams and Localities supporting health care for Afghan Evacuees and Asylum Seekers, a new referral service has been developed that will support this cohort of patients in Greater Manchester to access urgent dental care.

The service was rolled out in October 2021 and provides access to urgent dental care for those placed in Bridging Hotels and Contingency Hotels across GM. In GM, the Bridging and Contingency hotels are currently located in Manchester, Wigan, Stockport and HMR.

The objective is to seamlessly connect referrals for Afghan Evacuees and Asylum Seekers with a provider in within their locality.

Across Greater Manchester there are currently 14 practices signed up to this scheme.



Greater Manchester  
Integrated Care

# PATIENT FEEDBACK

# PATIENT FEEDBACK – RESPONDING TO FEEDBACK



We don't usually have locality specific reporting of complaints and feedback around dentistry, as access to these services are not geographically restricted (in the way that GP practices operate within a practice boundary).



The national NHSEI Customer Contact Centre (CCC) has received a large number of general enquiries about dentistry, with Greater Manchester area receiving the largest reported numbers of patient enquiries. The main themes include not being able to get an appointment, patients being told that they must pay for PPE on top of the NHS banding, or patients being told that they cannot be seen in the NHS but can be seen the same week privately.



Although a large number of enquiries are being received, these are not being taken forward as formal complaints and are generally dealt with informally. It is also recognised that the reported regional areas are not comparable in size or service provision.



The GM Dental Commissioning Team is working in conjunction with the Local Dental Networks to ensure adherence to national guidance in service delivery; and NHS Greater Manchester Communications Team to develop a suite of communications assets shared across all our partner organisations detailing what is currently available, how patients can access services, and what to expect when attending.



The GM Dental Commissioning Team continues to support the GM Complaints team with advice and written responses to all patient enquiries, complaints, MP enquiries, and enquiries from the Mayoral Office.

# PATIENT FEEDBACK – HEALTHWATCH

All Greater Manchester Local Dental Committee (LDC) Chairs have committed to engaging with local Healthwatch Officers to ensure that there is clear communication and understanding of any issues that are highlighted by clients.

LDC Chairs have agreed to attend local Healthwatch meetings, and it has been agreed that a Healthwatch representative from GM is invited to attend the Dental Provider Board to provide a report on behalf of the 10 Healthwatch organisations.

# CARE QUALITY COMMISSION (CQC)

# CARE QUALITY COMMISSION (CQC)

The CQC is the independent regulator of health and adult social care in England.

They make sure health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve.

The CQC regime is to inspect 10% of dentists in England each year. The inspection reports can help to understand the quality of care. Unlike most types of service, the CQC don't give ratings to dentists. This is because they only inspect 10% of dental services because dental services pose a lower risk to patient safety than other sectors regulated by the CQC. Instead, they display ticks and crosses against each of their five key questions to show if:

- There is no action required.
- The service has been asked to make improvements
- Enforcement action has been taken

The five key questions relate to the following areas:

- Safe
- Effective
- Caring
- Responsive
- Well-led