Great Western Hospitals NHS Foundation Trust
Dental Service

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Sd update 2015
Contents

- Introduction
- Welcome
- Special Care Dentistry
- Dental access Centres
- Infection Control and Quality
- Oral Health Improvement
- Epidemiology
An introduction to Great Western Hospitals NHS Foundation Trust Community Dental Services

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Working closely with General Dental Practitioners, NHS Commissioners and other health professionals, the salaried Dental Service provides a range of dental skills which are complimentary to the General dental service (High Street Dentists). Working together with our partners in General Dental Services, we aim to provide high quality, accessible dental care to the whole population of Wiltshire and Swindon.

Through Dental Access Centres, we provide access to NHS dentistry, with an emphasis on rapid access for urgent dental pain for people who are unable to register with an NHS dentist.

Our Special Care Service provides dental care for people, who because of their additional needs are unable to access care in General Dental Services.

The service provides urgent dental care for all residents of Wiltshire and Swindon out of Hours at weekends and Bank Holidays. We also provide dental care at HMP Erlestoke.

All treatment is provided under the NHS dental regulations and charges are applicable to fee paying patients.

Dr Sarah Thomas
Clinical Director

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Welcome to Great Western Hospitals NHS Foundation Trust Community Dental Services

We operate a Community Dental Service for Wiltshire and Swindon.

Our aim is to provide the best dental care.

To deliver our service we have a dedicated highly trained team of Dentists, Dental Therapists, Dental Nurses and Reception Staff, who are supported by an Administration Team based at Rowden Hill, Chippenham Community Hospital.

The service is led by the Clinical Director, Assistant Clinical Director and Community Dental Service Business Manager.

We offer a comprehensive Service which includes:

1. Special Care Dental service
2. Dental access Centre's
3. Oral Health Improvement
4. Out of Hours Service
5. Her Majesty's Prison Service
6. Domiciliary Dental Care
7. Dental Helpline and Dental Ring around
Special Care Dental Service

Special Care Dental Service provides a service for people with complex needs who are unable to access care at High Street dentists. This is a referral only service, and is staffed by a dedicated team of Dentists and Dental Care Professionals (DCPs) who have a special interest in treating patients with additional needs.

All referrals are sent to a single point of access.

This ensures that we provide an Equitable accessible service in Wiltshire and Swindon.

Patients who visit the Special Care Dental Service can expect to be treated in a clinic that has been adapted to suit their particular needs for example if a hoist is need. All surgeries with the exception of Salisbury have wheelchair access.

Domiciliary care can be provided for patients who are house bound which prevents them from attending the surgery.
Dental Access Centres

This service provides urgent dental care for residents and visitors of Wiltshire and Swindon who do not have a registered dentist. This service is an appointment only service and will provide emergency treatment in the first instance. We aim to provide patients in pain with an urgent appointment within 48 hours, with 90% of people seen the same day.

Patients who attend this service will be given a list of NHS Dentists who may be able to provide regular dental care.

There are dental access centres in the following areas:
- Chippenham
- Devizes
- Salisbury
- Central Swindon
- West Swindon

Out of Hours Dentistry

This service provides out of hours urgent care and operates at weekends and bank holidays from centres throughout Wiltshire and Swindon. Accessed by telephoning 111.

Dental Helpline

A dental helpline operates throughout Wiltshire and Swindon staffed by experienced call handlers who can offer a wide range of advice on access to NHS dentistry and who also book urgent appointments for all the dental access centres in Swindon and Wiltshire. Through the help-line, we regularly, record for NHS Wiltshire the NHS practices locally who are accepting patients thus signposting people to NHS dental care. Accessed by telephoning the Dental Helpline 0845 758 1926.

Sd update 2015
Infection Control
The service has comprehensive infection control in place in all areas. Staff attend regular training and hand hygiene audits are carried out in accordance with NICE guidelines, and GWH policies and procedures. All clinical staff are issued with personal protective equipment.

Staff attend mandatory training which includes
- British life saving
- Manual Handling
- Fire safety
- Data protection
- Equality and Diversity

In addition to professional CPD

Governance
The dental governance team is concerned with the accountability of the dental service and ensures that the service performs as directed and controlled. Main areas of governance are
- Organisation
- Management
- Policies

The governance team consists of The Senior Management Team and Senior Nurse Managers

Quality Care Commission
Is seen to be every body’s business. They are the external body who ensures high quality patient care. The service complies evidence for inspection by the CQC
Oral Health Improvement

The award winning Oral Health Improvement Team operate from Dental Access Center, Chippenham Community Hospital. They are a dedicated team of Dental Care Professionals with additional qualifications in oral health promotion, health education and teaching.

They provide Community based Oral Health Improvement programmes throughout Wiltshire and Swindon.

They offer help, support and advice to many diverse groups including:

- Schools and Colleges
- Children’s Centres
- Postnatal groups
- Nurseries and pre schools
- Care and Residential Homes

The Oral Health Improvement Team offers The Royal Society of Public Health Certificate in Health Promotion. This is a level 2 qualification with an oral health improvement component and is aimed at other professionals groups.

Working with Government and local health improvement programmes, the Oral health improvement team develop and deliver innovative projects aimed at improving the dental health of the local population and reducing health inequalities.

Recognition of one such program resulted in the team being the first ever patrons prize awarded by the National Oral Health Promotion Group.

Another staff member was nominated for the prestigious National Oral Health Promoter of the year coming in at a highly commended 2nd place.

To contact the team please email oralhealth-promotion@gwh.nhs.uk
Erlestoke Prison Dental Service

We currently provide dental services to HMP Erlestoke Prison Service.

Operating two dental sessions a week, this service provides urgent and restorative care for prisoners.

Software of Excellence (SOEL)

The service uses a clinical computer system for the booking of appointments and the recording of patients’ clinical records.

Where possible the service operates a paper free system.

Customer Satisfaction

Providing a first rate dental service is very important to our team. We conduct patient satisfaction questionnaires on an annual basis.

Dental Epidemiology

The dental service perform epidemiology surveys for the British Association of Community Dentistry (BASCD).

These surveys provide important data giving snapshot information on the level of dental disease in the child population in any given year. The data produced is used for the planning of dental services in Wiltshire and Swindon, as well as planning appropriate oral health improvement programmes.