

Lanarkshire Dentists Lead the Way in Decontamination Agenda



An example of a washer-disinfector.

The hottest topic in dental circles over the last few years has been decontamination; in particular the drive to comply with Glennie technical requirements by having a local decontamination unit (LDU) in every dental practice, taking cleaning and sterilising of dental instruments out of clinical areas. It has been a difficult time for dental practices to keep up to speed with the changing goalposts: vacuum or non-vacuum sterilisers; which ultrasonic cleaners; washer-disinfectors – now or later, can a decontamination room be set up in the existing premises?

The most commendable points in this process have been the willingness and enthusiasm that general dental practitioners (GDPs) in Lanarkshire have shown in taking the initiative to do as much as possible within the physical constraints of their premises and

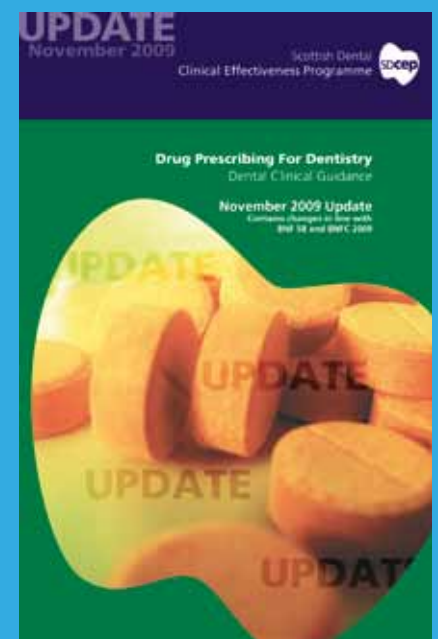
limits of their financial budgets, and also the approach that has been introduced by NHS Lanarkshire, allowing practices to receive a capital grant for developments. These factors have been instrumental in the fact that from the recent questionnaire sent to all practices on behalf of the Chief Dental Officer (CDO) 52 practices out of 89 have confirmed that they have already set up an LDU, putting us well ahead in numbers of GDPs in most Health Board areas.

Lanarkshire NHS Board in consultation with the Area Dental Advisory Committee have also adopted a robust system to support the remaining practices which have been unable to set up an LDU to put one in place through funding from the Primary and Community Care Modernisation Programme (PCCMP). These measures would ensure that all dental practices comply with the timescales specified in a recent letter to practices from the CDO.

A new list of approved decontamination equipment is now available. The new national decontamination equipment contract NP143/09 replaces the previous MEK005 list and is valid from 6 January 2010 to 6 January 2012. The list is available on <http://www.scottishdental.org/?o=2810>

November Update for Drug Prescribing

Following the recent publication of a new volume of the 'British National Formulary' (BNF 58) and a new volume of the 'BNF for Children' (BNFC 2009), there are minor changes in drug prescribing that are relevant to primary care dental practice. Therefore the Scottish Dental Clinical Effectiveness Programme (SDCEP) which produced the 'Drug Prescribing For Dentistry' in April 2008 has included these amendments in the 'November 2009 Update'. However, as this latest update does not contain changes already included in the 'June 2009 Update', both updates are required for the latest information. For further information, please contact the SDCEP office or go online <http://www.sdcep.org.uk/index.aspx?o=2795>



November 2009 Update

Out of Hours Emergency Dental Service

The NHS Lanarkshire Out of Hours Emergency Dental Service (OOH EDS) started in March 2006. At the end of 2009 about 84% of dental practitioners participated in the service. This service is accessed via NHS 24 with calls recorded and triaged. These are regularly audited. The service operates at Wishaw General Hospital at weekends and public holidays. On weekdays unregistered adults requiring 'urgent' treatment are offered a 'next day care' appointment at one of seven 'on call' general dental practitioners who see approximately three patients each per day. Unregistered children who require 'urgent' treatment on weekdays are offered a 'next day' appointment within the Salaried Primary Care Dental Services (SPCDS).

Following the publication of out-of-hours emergency dental care standards by the Scottish Dental Clinical Effectiveness Programme (SDCEP) in November 2007 (<http://www.sdcep.org.uk/index.aspx?o=2542>), a number of peer review visits were conducted at NHS boards throughout Scotland. In January 2009 a peer review visit took place at NHS Lanarkshire by a review team sent from NHS Quality Improvement Scotland (NHS QIS). The QIS report rated the performance of the OOH EDS against the three standards for out-of-hours emergency dental care set by SDCEP. Some criteria for follow-up were identified.



SDCEP
Emergency
Dental Care
guidance

Criteria for follow-up as measured against Standards

Standard 1: Accessibility and Availability at First Point of Contact

- Establish a dedicated dental advice line.
- Establish a process to repeat patient satisfaction to further service improvement.
- Translate the patient information leaflet into other languages relevant to local diverse population.

Standard 2: Safe and Effective Care

2a. Healthcare Governance

- Establish public partner representation on dental clinical effectiveness group.
- Review information leaflet on post-extraction bleeding and post-operative pain.
- Roll out OOH EDS risk register across NHS Lanarkshire and establish a process for risk analysis.
- Follow up inappropriate referrals from non participating GPs to NHS24.

2b. Clinical Care

- Address OOH GDP access to clinical guidelines.

2c. Information and Communication

- Introduce Kodak R4 system.
- Establish a formal patient consent process to allow sharing of treatment and personal information between health professionals.

Standard 3: Audit, Monitoring and Reporting

- Develop a set of key performance indicators for the OOH EDS.
- Continue producing annual reports for the OOH EDS.

The full report on Lanarkshire is available on:
<http://www.nhshealthquality.org/nhsqis/6069.html>

Local challenges and issues

Overall the service runs well. Some challenges or issues have been identified by dentists and dental nurses from both branches of the profession, General Dental Service and SPCDS. It has been suggested that action is taken to:

- Monitor the service to ensure that it is not misused by patients, e.g. multiple attendances by patients who make no attempt to obtain routine dental care.
- Assess the appropriateness and adequacy of the treatment provided.
- Reduce the number of patients who following triage failed to attend for 'next day care'.

It is worth noting that following the transfer of the Dental Triage Service (DTS) to NHS24, as a result of changes to payments and terms and conditions, a small number of dental nurses decided to stop participating in the DTS.



QIS
report on
Lanarkshire
OOH EDS

New Website Service for Dentists



A new website service has been added to GDP-CARE, the confidential counselling service for dentists in Lanarkshire. GDP-CARE is fully funded by the NHS Lanarkshire and is provided independently by Dovedale Counselling Ltd., a leading provider of support services for primary care professionals.

The new service consists of a series of GDP-CARE User Pages on Dovedale's website. This is an addition to the telephonic support and face to face counselling services which Dovedale already provides through 0800 214 307, its 24/7 freephone helpline.

The User Pages contain information about GDP-CARE, on how to use the service and on a wide range of health and wellbeing issues that affect the professional and personal lives of dentists. Topics include advice and guidance on work/life balance, healthier eating, personal fitness, managing personal finances, improving relationships in the practice as well as on ways of making more use of GDP-CARE in the practice. In addition, there is a secure, online request for counselling services.

Access to the new service is easy.

Just visit:
www.dovedale.co.uk/GDP-CARE

GDP-CARE

Confidential support 24/7 on
0800 214 307

Oral Health in Care Homes Top Priority

As all dentists who visit care homes know, examination of residents can often mean a foray through half chewed tablets and the remnants of various meals! Historically, oral health within residential care has been a low priority as care staff had no training or support in this field. In order to tackle this issue, funding was secured through the Dental Action Plan to create a Lanarkshire Special Care Oral Health Team led by Brenda Hendren, Senior Oral Health Educator. The team has been working hard to address the oral health needs of priority groups including the dependant older adult in care homes.

There are over 80 care homes providing care for approximately 4,500 dependant older adults across Lanarkshire. Oral Health Educators

are presently working in care homes providing training and support for care staff and their main aim is to improve the oral health and hygiene of dependant older adults. The Oral Health Educator provides ongoing professional support and advice to staff, family members and the Care Commission as well as other professionals involved in the care of this client group. As our population ages and also retains natural teeth longer, preventive programmes like this are an essential adjunct to clinical treatment.



Care staff being trained by Agnes Montgomery, Oral Health Educator (left).

New Resource for Secondary School Curriculum

A new resource entitled 'Smile with Confidence' to promote good oral health amongst secondary school pupils was launched at an event in Bellshill in October 2009. The resource, including a DVD featuring pupils from some secondary schools in Lanarkshire, aimed to help pupils learn more about oral hygiene and tooth decay prevention as well as to change the school environment in terms of oral health and nutrition. A pilot was carried out with nine schools earlier in the year with positive feedback from both pupils and teachers. Copies of this resource were distributed to all secondary schools in North and South Lanarkshire to be incorporated in the school curriculum. Special needs establishments were also given a Makaton DVD, having a method of communication using signs and symbols. This innovative project has won the 2009 Patron's Prize awarded by the National Oral Health Promotion Group.



Pupils who were featured in the DVD are seen here with various components of the 'Smile with Confidence' resource.

NHS Lanarkshire Oral Health Staff Honoured at Scottish Health Award 2009

Celia Watt, Senior Health Promotion Officer for oral health at NHS Lanarkshire was recognised for her hard work and dedication to the promotion of oral health at the Scottish Health Awards 2009 ceremony held in the Edinburgh Corn Exchange in November.

Albert Yeung, Consultant in Dental Public Health at NHS Lanarkshire, said: "I would like to congratulate Celia for receiving a Scottish Health Award. She deserves this recognition for the hard work she puts in to ensure two particular groups of people, the expectant mothers and secondary school pupils, receive the best knowledge and skills on oral health care. On behalf of the

Lanarkshire NHS Board I would like to say how proud we are of her achievement."

Celia picked up the NHS Healthy Lifestyle Award after she was nominated for her successes in improving the oral health knowledge of expectant mothers and teenagers in Lanarkshire.

News Extra

Office Moves

Kieran Watters, Dental Practice Adviser, has moved his office to Strathclyde Hospital in Motherwell. New telephone number: 01698 245244; mobile: 07768 145700.

Departure

Lynn Brewster, Childsmile Programme Manager (West Region), left her post in January 2010.

Recent Appointment

Albert Yeung, Consultant in Dental Public Health, has recently been appointed to the assessor panel of the UK Public Health Register.

Presidential Accolade for Community Dentist

Jackie Morrison, a community dentist of long-standing within NHS Lanarkshire (NHSL) Salaried Primary Care Dental Services, has recently had the considerable honour of being inaugurated as National President of the Community Dental Services Group of the British Dental Association (BDA).

Jackie began working for NHSL 19 years ago and is well known in the Carluke area where he is based. Jackie treats a wide range of patients in the Health Centre at Carluke, including anxious children, often using inhalational sedation, along with patients with various Special Care requirements. In addition, Jackie is a mainstay of the annual National Dental Inspection Programme that gathers epidemiological data which not only helps inform national planning but also helps monitor the success of the extensive dental preventive programmes. When sessions providing treatment at the State Hospital Carstairs along with providing domiciliary care in some of the most rural areas of Lanarkshire are added into his workload, it is a wonder that he finds time for his BDA work.

Outwith work Jackie serves as a Justice of the Peace and enjoys spending time with his family particularly the recent new additions! All who know or work with Jackie within Lanarkshire wish him all the best in his Presidential Year.



Celia Watt (right) receives the NHS Healthy Lifestyle Award from Shona Robison MSP, Minister for Public Health and Sport.

Editor Albert Yeung, Consultant in Dental Public Health

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Contact Address: Lanarkshire NHS Board, 14 Beckford Street, Hamilton ML3 0TA

<http://nhslanarkshire.org.uk/Services/Oral/Pages/KeepLanarkshireSmiling.aspx>