

Report to the September 2010 Meeting Of The Health Scrutiny Panel of Dudley Metropolitan Borough Council Outlining The Findings Of The Patient Survey Relating To The Proposed Closure Of 3 of the 9 Community Dental services Sites

1. Introduction

The Dudley Community Dental service provides a specialist service to patients who require dental care that is not provided in General Dental Practice. The service supports a mixed caseload including children and adults many of whom have special needs and patients who do not routinely access dental care and require specialist support. The service provided consists of:

- ◆ Routine dental treatment including a mobile dental service consisting of two vans
- ◆ Referrals for sedation, general anaesthetic and relative analgesia
- ◆ Orthodontics
- ◆ Dental Public Health to include screening, epidemiology and oral health promotion
- ◆ Dental alveolar surgery

The service is currently provided from 9 sites, 2 mobile dental units and at Russells Hall, Dudley Group of Hospitals as can be seen in the map 1.

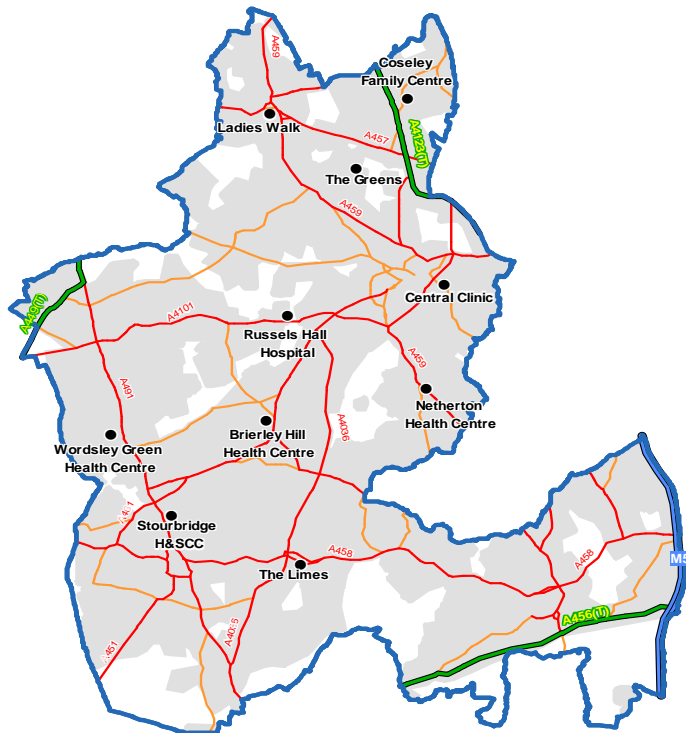
Domiciliary visits are provided for assessment, temporary fillings and denture work only. Screening and epidemiology is undertaken in schools and other establishments throughout Dudley.

Relative Analgesia and sedation is provided at Stourbridge Health and Social Care centre, Brierley Hill Health and Social Care Centre and Central clinic.

Orthodontics is provided at Central clinic and Brierley Hill Health and Social Care Centre.

General anaesthesia is provided at Russells Hall Theatres, Dudley Group of Hospitals. Russells Hall outpatients is the site for a clinic treating patients with high-risk conditions and sedation for patients with learning difficulties.

Map 1: Community Dental Services Current Locations



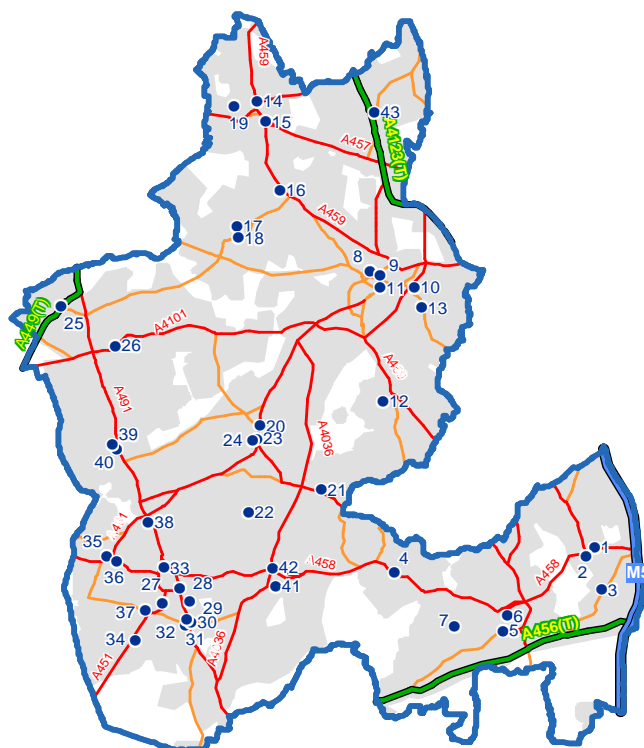
It is proposed to close Wordsley Green, Coseley and the Limes. Wordsley Green and Coseley Health and Family Centre are older Health Centres and the Limes is in a GP Practice. All three sites only offer a single surgery per week.

There are 2 other sites, Netherton and the Greens, that could be considered for closure in the future both offering only 1 surgery per week. However the Greens is located on Wrens Nest which is an area of significant deprivation. Currently the people living in this area do not have access to a local dentist only those located at Ladies Walk and Central Clinic which are within reasonable distance. Netherton clinic is in an area with few Dental Practices (see Map 2 showing the location of the 43 Primary Care Dental Practitioners in Dudley) and has a number of patients attending from Halesowen. Relocation of this clinic would result in significantly longer journeys for patients to any alternative in Dudley. Further work will be needed on the future of these two sites and it is proposed that this will form part of the contract agreement with South Birmingham Community Health.

In respect of closing the three sites we have undertaken a patient survey of the last 50 patients attending each site to ascertain their views. Patients will be asked which alternative

site would be their preferred option and whether the mobile surgery would be a considered alternative. Some patients may wish to access their dental care from a primary care dentist and map 2 shows where these are located in Dudley.

Map 2: Location of the 43 Primary Care Dental Practices In Dudley



The proposed closure of the three sites would mean that the majority of care was offered from modern health care premises that are fully equipped to deliver the highest quality care. Should patient access be identified as a major concern from the consultation exercise the mobile units can be utilised to offer an alternative to those patients who do not wish or are unsuitable to be seen by a primary care dentist.

2. Results Of The Patient Survey

The actual questionnaire used can be seen in Appendix 1.

Table 1: The response rates

Area	The Limes	Wordsley Green	Coseley	Total
Response	13 (26%)	17 (34%)	15 (30%)	45 (30%)

Overall a good response rate was received from all sites, however it should be noted that this amounts to just under a third of people who attended and may disproportionately reflect responses from those who had a concern.

Table 2: Mode Of Transport

Mode	The Limes	Wordsley Green	Coseley	Total
Walked	10	4	9	26
Car	2	12	6	20
Bus	1	1		2
Total	13	17	15	45

The Limes has the largest proportion of people who walked (77%), followed by Coseley (60%) with Wordsley Green at 23%.

Table 3: Preferred Alternative Location

Preferred Location	The Limes	Wordsley Green*	Coseley*	Total
Brierley Hill		11		
Stourbridge	10	1		
The Greens		5	5	
Netherton				
Central	1		1	
Ladies Walk			12	
Non Specified	2	2		

2 people gave more than one option

The two responses from the Limes that gave no preferred option also gave additional comments:

“I chose the Limes because of their excellent work with children. I travel from Halesowen...”
In reality the service provided would be the same elsewhere and this person already catches a bus so would only need to stay on for a few more stops.

The other person was concerned about, “Getting more time off school” which potentially could be mitigated by an appropriately timed appointment.

The concerns from the two responders at Wordsley Green with no preferred site were:

The first did not really know where the alternatives are – a map was enclosed but may not have been detailed enough. They also currently travel by car.

The second walked to Wordsley Green but was concerned about their child missing time from school, which as with the response from the Limes, could potentially be mitigated by an appropriately timed appointment.

Table 4: Would Moving To This Site present You With Difficulties

Would present a problem	The Limes	Wordsley Green	Coseley	Total
Yes	10 (77%)	8 (47%)	3 (20%)	21 (47%)

The Limes: 10 responders (77%) said yes it would. Their reasons are:

Take longer to get there

Too far to walk * 2

Would have to catch the bus if I couldn't have the car

Need to get the bus * 4

Children out of school longer *2

There is a bus from Lye that goes past the Corbett Hospital.

Wordsley Green

8 (47%) said yes it would:

Child in wheelchair – Brierley Hill has a specially adapted chair

Concern around retention of service/likes clinician * 5

Would probably take children to the dentist we use

Merry Hill Traffic

The biggest concern was the fact that parents liked the excellent service that meets the needs of their children. Patients would be given choice of location as well as seeing the same clinician.

Coseley

3 (20%) said it would:

Bad weather permitting I would have to get transport

A mum of four, can't drive and husband works

Coseley less than 100 yards - Ladies Walk too far

Table 5: Would you consider Using the Mobile Unit

Response	The Limes	Wordsley Green	Coseley	Total
Yes	7 (54%)	7 (41%)	12 (80%)	26
No	6 (46%)	10 (59%)	3 (20%)	19
Total	13	17	15	45

3. Conclusion

The results of the survey suggest that the main concern is having access to the same quality of service and the same clinicians. More people that attend the Limes do walk to the surgery and have concerns around an alternative, however of the two that had no preferred alternative site one already travelled by bus from Halesowen and the other was concerned about their child losing time at school.

Closing these sites does enable patients to benefit from the modern facilities available at the new health centre sites. The preferred options are Ladies Walk, Stourbridge and Brierley Hill which all have modern fit for purpose equipment. Brierley Hill also has a specially adapted chair for wheel chair users and offers sedation if required.

The rationalisation of sites also enables better use of clinical and administrative staff. These centres will be open 5 days a week offering greater choice of appointments.

Patients will be offered a choice of site and will be able to see the same clinician. Some patients may prefer to see a primary care general dental practitioner and will be offered help and advice in finding a dentist local to them. The need to utilise the mobile surgery in any of the three locations will be monitored through the transition period.

It is proposed to make the change by the 1st February to allow enough time for patients to be fully informed and given choice regarding future appointments.

Appendix 1

St Johns House
2 Union Street
Dudley
West Midlands
DY2 8PP
Tel: 01384 366125
Fax: 01384 366475
Email: sue.cooper@ dudley.nhs.uk

16th August 2010

Dear Patient


Changes to your Dental Services – your views needed

NHS Dudley has recently reviewed the services provided from all 9 of its dental surgeries. Some surgeries are not well used, and their facilities are ageing. At the same time, some of our other surgeries have much better facilities and have space on their patient lists. Our intention is to close down the dental surgeries at The Limes, Coseley and Wordsley and to offer patients from here treatment at one of our more modern clinics at Stourbridge, Brierley Hill or Sedgley. We also have a mobile surgery which we might be able to use to help patients where moving would be particularly difficult.

We are not reducing the numbers of NHS Dentists available to the community; we are re-locating services to where we can provide a better standard of service with more modern facilities. (Please note that dental services are also provided by our local NHS dental practices. Information on the location of these are enclosed. For further information please contact the dental helpline on 01384 366017.)

Before we make a final decision we would like to hear your views, and to understand what the impact of closing these surgeries will have on patients. We will share the results of this survey with you.

Yours sincerely



Sue Cooper
Associate Director Primary Care Commissioning

CHANGES TO YOUR DENTAL SERVICES – YOUR VIEWS NEEDED

1. Which surgery did you last visit?

The
Limes

☐

Coseley

☐

Wordsley
Green

☐

2. Approximately how far, in miles, do you travel to get there?

3. To get there, do you:

Walk

☐

Travel by
bus

☐

Travel by
car

☐

Travel by
bike

☐

Other

☐

4. If you were unable to visit this surgery, which site would you choose to visit instead?

Brierley Hill Health and Social Care Centre
(Venture Way, Brierley Hill, DY5 1RG)

☐

Netherton Health Centre
(Halesowen Road, Netherton, DY2 9PU)

☐

Stourbridge Health and Social Care
Centre
(John Corbett Drive, Stourbridge, DY8 4JB)

☐

Central Clinic
(Hall Street, Dudley, DY2 7BX)

☐

The Greens Health Centre
(100 Maple Green, DY1 3QZ)

☐

Ladies Walk Clinic
(Ladies Walk, DY3 3UA)

☐

5. Would moving to this site present you with difficulties?

Yes

☐

No

☐

If yes, please tell us what they are:

6. We do have two mobile units which are used across Dudley in various locations. These units are equipped to a high standard and provide modern facilities. They are comfortable and provide a confidential setting. If a mobile surgery could be used in your area, would you consider using it?

Yes, happy to consider using it

☐

Don't know – need more information

☐

Yes, if it was close to where the surgery is
now

☐☐

to say

No, I wouldn't be happy using a mobile
unit

☐☐

7. Is there anything else that you would like to add?

Should you wish to discuss this further please contact the Dental Office on : 01384 366571

**Thank you for completing this questionnaire – your help is very much appreciated. Please
post it back using the enclosed stamped addressed envelope by 3rd September 2010**

1 (L)