

Health and Wellbeing Board

7 March 2018

Report of the Health and Wellbeing Board Healthwatch York Representative; NHS England Representative and The Public Health Registrar for Dental Health

Healthwatch York Report – Filled to Capacity: NHS Dentistry in York

Summary

1. This report asks Health and Wellbeing Board (HWBB) members to receive a new report from Healthwatch York entitled 'Filled to Capacity: NHS Dentistry in York'. The report is based on patients' experiences and is attached at **Annex A** to this report.
2. Health and Wellbeing Board members are asked to consider the report and recommendations within the report.

Background

3. Healthwatch York produces several reports a year arising from work undertaken as part of their annual work programme. These reports are presented to the Health and Wellbeing Board for consideration.
4. Healthwatch York has received many comments from the public about issues regarding dentistry since 2013. This has been increasing over the period 2015 to 2017. A number of individuals have commented on the difficulty of finding a dentist taking on NHS patients. Healthwatch York has also received reports that the NHS Choices website was not up to date with details about which dentists were or were not accepting NHS patients. Many individuals told us their experience of how not having an NHS dentist affected them. This included having to travel long distances to an NHS dentist outside the York area, and putting up with pain and dental problems as a result of not being able to visit an NHS dentist.

5. Healthwatch York included access to NHS dentistry in their 2016/17 work plan survey because it was one of the main issues people contacted them about. The majority of respondents selected this as the top priority for Healthwatch York in 2016/17.

Main/Key Issues to be Considered

6. There are a number of recommendations arising from the report and these are set out in the table below:

	Recommendation	Recommended to
1	Urgently review availability of NHS dentistry in York. Consider options to increase the availability of NHS dentistry.	NHS England North Yorkshire and Humber
2	Consider options for improving student access to dentistry.	NHS England North Yorkshire and Humber City of York Council (CYC) Public Health team
3	Re-introduce a waiting list system for people seeking an NHS dentist, to guarantee fair and timely access.	NHS England North Yorkshire and Humber
4	Monitor the waiting list to make sure levels of dental activity in York are sufficient	NHS England North Yorkshire and Humber
5	Consider what dental provision will be needed to keep pace with York's continuing growth	NHS England North Yorkshire and Humber
6	Consider ways to improve whole family access to dentistry	NHS England North Yorkshire and Humber CYC Public Health team
7	Consider ways to better provide families with advice about caring for teeth	City of York Council (CYC) Public Health team
8	Advise parents to register their child with a dentist even if they cannot access a dentist themselves. Encourage them to	City of York Council (CYC) Public Health team

	Recommendation	Recommended to
	share their experiences with us to monitor the situation	

7. Responses to the above recommendations from both NHS England and the City of York Council's Public Health Department are included within the Healthwatch Report.

Further recommendations

8. Since seeking responses to the recommendations in Healthwatch York's report a further two recommendations have been added as set out below:

	Recommendation	Recommended to
9	Consider ways of increasing awareness of and promote access to community dentists with all the relevant client groups through increased awareness within the workforce	Children's Workforce Strategy Group, City of York Council (CYC) Adult Workforce Strategy Group, CYC NHS England North Yorkshire and Humber
10	Encourage the provider to work with the Healthwatch York readability panel to improve existing publicity materials on community dentistry	NHS England North Yorkshire and Humber Harrogate NHS Foundation Trust

Consultation

9. There has been no consultation needed to produce this accompanying report for the Board. Healthwatch York consults extensively to produce their reports.

Options

10. There are no specific options in relation to this report; however Health and Wellbeing Board are asked to agree to receiving an

Oral Health Improvement Strategy and action plan at a future meeting

11. Those Health and Wellbeing Board organisations with recommendations against their organisation's name are asked to formally respond to Healthwatch York by no later than the end of August 2018.

Analysis

12. Not applicable.

Strategic/Operational Plans

13. The work from Healthwatch contributes towards a number of the themes, priorities and actions contained within the Joint Health and Wellbeing Strategy.

Implications

14. There are no implications associated with the recommendations set out within this report. However there may be implications for partners in relation to the recommendations within the Healthwatch York report.

Risk Management

15. There are no known risks associated with the recommendations in this report.

Recommendations

16. Health and Wellbeing Board are asked to:
 - receive and comment on the report
 - receive an Oral Health Improvement Strategy and action plan at a future meeting
17. Additionally those Health and Wellbeing Board organisations with recommendations against their organisation's name are asked to formally respond to Healthwatch York by no later than the end of August 2018.

Reason: To keep members of the Board up to date regarding the work of Healthwatch York.

Contact Details

Author:

Tracy Wallis
Health and Wellbeing
Partnerships Co-ordinator
Tel: 01904 551714

Chief Officer Responsible for the report:

Siân Balsom
Manager
Healthwatch York
Tel: 01904 621133

Gillian Laurence
NHS England Health and Wellbeing
Board Representative

Sharon Stoltz
Director of Public Health

Report
Approved



Date 26.02.2018

Specialist Implications Officer(s) None

Wards Affected:

All

For further information please contact the author of the report

Background Papers:

None

Annexes

Annex A – Healthwatch York Report: Filled to Capacity: NHS Dentistry in York