




Healthwatch Worcestershire - Going to the Dentist


Action Plan in Response to the Report

Recommendation	Action	Timescale	Review Date /Target
<p>Annual LD health check to incorporate Oral health</p>	<p>Review of LD annual health assessment form has identified the oral health questions focus on 'do you attend a dentist' and 'if so when was the last appointment'.</p> <p>To highlight this with GP's responsible for health check to improve oral health input to annual check and to influence questions asked by GPs. Director of Nursing and Quality and Clinical Director for Community Dental Services/ Associate Medical Director to discuss and agree actions at the Clinical Quality Review meeting with the CCG.</p> <p>Identify and develop opportunities to strengthen referral pathways from General Practice into Community Dental Services eg on-line referrals – Clinical Director</p>	<p>Clinical Quality Review Meeting June 2019</p> <p>September 2019</p>	<p>To be agreed following June 2019 CQRM</p>

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Inclusion of oral health message within LD e learning material	<p>Learning Disabilities programme being developed by Head of Education and Clinical Development and Clinical Director for Community Dental Services to develop e-learning programme to include oral health advice specific to people with a learning disability.</p> <p>To include High Impact Actions.</p>	E learning launch September 2019	March 2020 Evaluation of impact and roll out of e-learning package
	Recent Document received regarding Oral care and Learning disabilities to be worked through	 <p>Oral care and people with learning disabilities To arrange meeting between Community Dental Service and Worcestershire County Council Learning Disability teams to develop a plan to implement the recommendations.</p>	<p>Implementation September 2019.</p> <p>Agree method of measurement of impact</p>
	<p>Easy read information on gum disease and tooth decay – ‘Looking after my teeth and gums’ being developed within the Community Dental Service. Potential to use existing easy read resources in Oral Care for people with Learning Disabilities document.</p> <p>Feedback from young people has suggested a preference for use of pictorial information and</p>	<p>Involve service users and carers in the development of the information September 2019</p> <p>Launch October 2019</p>	Review impact with service users, carers and staff – March 2020

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	<p>easy read (Healthwatch feedback 11.04.19)</p> <p>Clinical Director for Community Dental Services</p>		
	<p>Staff training on learning disability to be organised for community dental team with contributions from people with a learning disability and learning disability nurses. Oral Health Educator to lead</p>	<p>Oral Health Educator - November 2019</p>	<p>Community Dental Service evaluation of training and impact December 2019</p>
<p>Outreach sessions targeted at vulnerable groups</p>	<p>Community Dental Service staff attend Magg's day centre once a month to meet and assess the homeless population. A drop-in service is promoted for these patients specifically 2/3 sessions/month.</p> <p>Identify outreach resources elsewhere in the county to support/promote oral health. Plan developed with voluntary organisations/outreach providers eg Maggs/Citizens Advice/ Salvation Army and other outreach pathways</p> <p>Confirm 'non-attendance' process (Healthwatch feedback 11.04.19)</p> <p>Oral Health Educator meeting with Swanswell to improve understanding of services and oral health messages. Develop oral health training approach and resources.</p>	<p>Contact with relevant services June 2019</p> <p>October 2019</p> <p>June 2019</p>	<p>Model agreed and plans developed</p> <p>Training for service users and professional staff December 2019.</p>

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		September 2019	
<p>Outreach sessions targeted at children under 5</p>	<p>Oral health Co-ordinator chairs the Children and Young people's Oral Health Group with representation from School Health Nurses, Health Visitors and Special School Nurses.</p> <p>Further distribution of the High Impact advice cards to be given to health professionals</p> <p>Looking after Children's teeth. Review information with parents and provide in different formats. Include links to online resources for young children – Oral health Co-ordinator</p> <p>Survey Monkey to Health Visitors, Nursery Nurses, Paediatric staff to ascertain use and response to leaflet. Children & Young People's Oral Health group</p>	<p> HIA Oral Health (3).pdf</p> <p>October 2019</p> <p> Looking after childrens teeth-web (3) October 2019</p>	<p>Analysis of survey results and development of associated actions September 2019</p> <p>Parent feedback survey March 2020</p>
<p>Oral health promotion as part of developmental check at 2/2½ years of age</p>	<p>Continue to discuss and record oral health at the mandated 2.5 year check and direct to the Red Book and online resources. Identify and target parent and toddler support</p>	<p>Oral Health Co-ordinator will continue to deliver training and out-reach sessions</p>	

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	<p>groups within areas of poor oral health.</p> <p>Reference to areas of poor oral health (Early Years Needs Assessment) and Oral Health Strategy Group</p>	October 2019	
	<p>Strengthen pathways to enable ease of referral to Community Dental Service to give advice to all Public Health Nurses regarding pathway for referral to dentist</p> <p>Oral Health Co-ordinator</p>	<p>Regular meetings for Public Health Nurses to outline update staff on the oral health message – 3 monthly</p>	
<p>Consider including oral health as mandatory in the 9-month developmental check undertaken by Health Visitors.</p>	<p>Oral health including when to visit your dentist is discussed in the 9 month developmental check. Written information is included in the Red Book</p> <p>NHSE campaign for ‘A little trip to the dentist ‘All relevant health care teams are being contacted and provided with resources. Delivered planned training including all resources.</p> <p>To provide online information to support parents including ‘myth busting’ messages eg when to go to the dentist/when a child should independently clean their teeth) (Healthwatch feedback 11.04.19)</p> <p>Contact Maternity Services to promote oral health during pregnancy and at delivery</p>	<p>NHSE in conjunction with CDS services to launch in April 2019</p>  <p>A Little Trip To The Dentist toolkit - Starti</p> <p>Oral Health Co-ordinator Ongoing</p> <p>Oral Health Co-ordinator Review October 2019</p>	

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		Oral Health Co-ordinator September 2019	
	<p>With Public Health Nurses review most effective ways to target parents with information in innovative ways rather than reliance on reading red book/leaflets.</p> <p>Review of promotional online resource and how to enable parents to access this. e.g. Oral Health Foundation Online Resource.</p> <p>Development of Worcestershire Community Dental Service Online website.</p>	<p>December 2019</p> <p>On line resources examples: Hey Duggee tooth brushing https://www.bbc.co.uk/iplayer/episode/m00030n9/hey-duggee-series-3-3-the-tooth-brushing-badge</p>	