

<b>SCRUTINY COMMISSION FOR HEALTH ISSUES</b>	<b>Agenda Item No. 4</b>
<b>14 July 2009</b>	<b>Public Report</b>

## **Report of the Peterborough Primary Care Trust**

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## **NEW DENTAL INITIATIVES**

### **MINOR ORAL SURGERY ENGAGEMENT STRATEGY**

#### **1. PURPOSE**

To provide an update to members as requested. There will be a presentation at the meeting (copy of slides attached).

#### **2. RECOMMENDATIONS**

The Commission is recommended to review the information and make any appropriate recommendations.

#### **3. BACKGROUND**

In May 2007 a Project Mandate was approved by the Board of Peterborough PCT regarding the establishment of a Community Based Intermediate Oral Surgery Service, (subsequently known as the Minor Oral Surgery (MOS) Pilot Service) to operate for one year at the Peterborough Dental Access Centre (PDAC) from August 2007. This service was initiated to provide an appropriate, cost effective, alternative setting to secondary care in which patients could access minor oral surgery procedures. Minor oral surgery is a specialised branch of dentistry and involves such procedures as the removal of buried wisdom teeth, roots and teeth that cannot easily be removed with forceps. In March 2007 the demand for minor oral surgery procedures at Peterborough and Stamford Hospitals Trust (PSHFT) outstripped capacity to an extent that the 18 week pathway was in danger of being breached. The Pilot Service reduced waiting times for patients and supported the delivery of the 18 week referral to treatment care pathway.

A patient satisfaction audit conducted in February 2008 revealed that the MOS Pilot Service was very well received by patients accessing the service.

A Clinical Review of minor oral surgery referrals to the MOS Pilot Service and PSHFT carried out by a Consultant in Dental Public Health and a Clinical Lead Dentist working for Peterborough Community Services was completed in September 2008. This Review assessed whether patients who require minor oral surgery procedures were being treated in the most appropriate setting. The Review found that 80% of patient referrals made to the MOS Pilot were appropriate compared to 52% of referrals to PSHFT, and that use of a Referral Form by dentists to refer patients to the Pilot service resulted in their referrals being more complete as regards administrative and clinical details of the patient. Its findings supported a report that was taken to the Professional Executive Committee and Board of NHS Peterborough in which it was proposed that a primary care Minor Oral Surgery Service be procured for the population of Peterborough.

This report was approved by the Board in January 2009 and the procurement process was initiated. The Pilot Service operating at PDAC has been extended until March 2010 to ensure ongoing patient care whilst the new Service is procured.

An engagement exercise is taking place between January and July 2009 with a wide range of

stakeholders

The aim/purpose of this strategy is therefore:

- To ensure that the PCT meets its statutory duty in relation to Section 242 of the National Health Service Act of 2006.
- To ensure communication and engagement is integral to decision making regarding the future development of the Minor Oral Surgery Service
- To ensure that all communication and involvement material is consistent, accurate and timely.
- To ensure that all communication material is designed for the intended audience in line with the PPCT Producing Information for the Public policy.

The purpose of this strategy is to support this process and explain how identified stakeholders will be consulted.

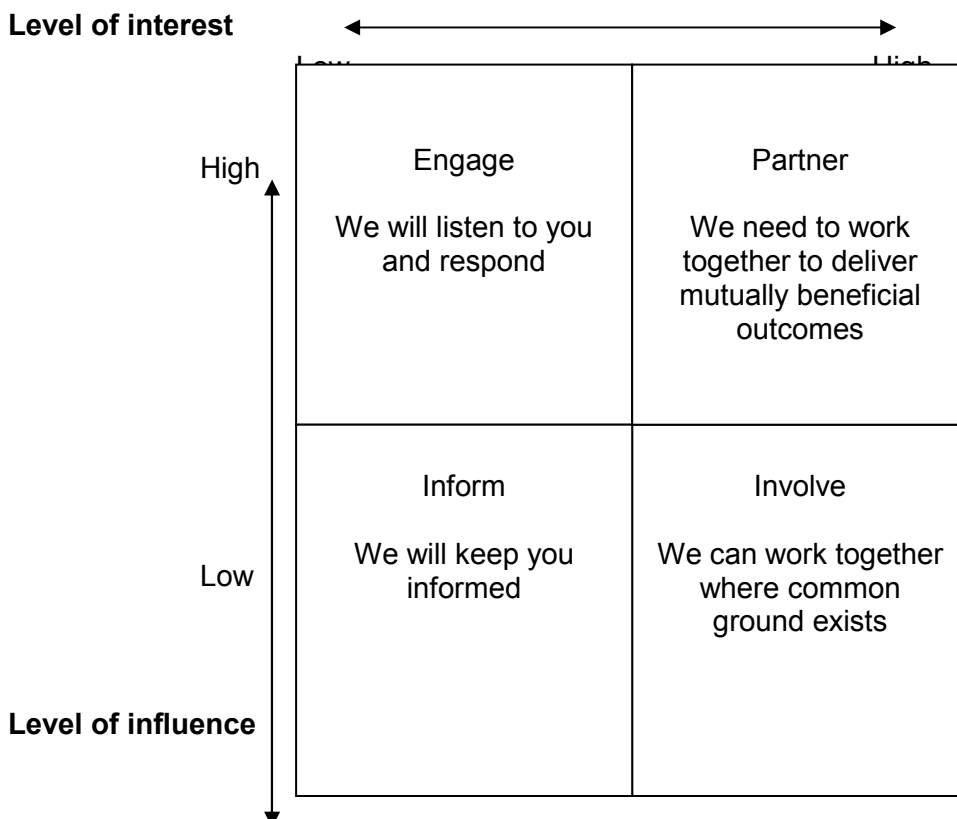
## 1. Communication engagement and involvement objectives

- To ensure that key stakeholders, partners, and staff are kept fully up-to-date and have the opportunity to be involved in the Minor Oral Surgery Service
- To manage, through engagement, expectations of stakeholders, partners and staff in the relation to the Minor Oral Surgery Service
- To reduce the risk of misinformation.

## 2. Stakeholders

A stakeholder mapping exercise was conducted against the following chart developed by Johnson, G, Scholes, and K Whittington (2005).

The chart maps stakeholders into four groups: consult, partner, inform, involve, which determines the level of communication and involvement with them. Stakeholders may move as the consultation proceeds, so it will be important to regularly review communication with them.



### 3. Timeframe

Activity	Date
Pre-consultation briefings	September 2008 – January 2009
Public consultation	January – July 2009
Board decision	January 2009
Implementation of Board decision	March 2010

NB: The above timeframe may be subject to change

### 4. Messages

Peterborough Primary Care Trust (PCT) is exploring the establishment of a Minor Oral Surgery Service along the following lines:

Patients who require minor oral surgery procedures, such as the removal of buried wisdom teeth, roots and teeth that cannot easily be removed with forceps, can receive their treatment

- from a Specialist Practitioner
- working in a non-hospital setting
- in a timely, cost-effective manner

### 5. BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

None

### 6. APPENDICES

**Appendix 1 – Stakeholder Mapping**

**Appendix 2 – Approach**

**Appendix 3 – Resources**

**Appendix 4 – Evaluation**

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