



## HEALTH AND WELLBEING BOARD 17<sup>th</sup> January 2019

# ITEM 12

Report sponsor: Steve Studham, Chair –  
Healthwatch Derby.  
Report author: James Moore, Chief Executive  
Officer, Healthwatch Derby.

## Healthwatch Derby Dentists report - Smilewatch 2018

### Purpose

- 1.1 To raise awareness of local Dental services in the city.
- 1.2 To highlight the barriers to achieving good oral care.
- 1.3 To ensure that the Health and Wellbeing Board (HWB) is aware of the five recommendations made in the report:
  - There needs to be improvement in raising the awareness of oral health and how to achieve it.
  - There needs to be improvement in raising awareness of current initiatives and resources such as DCHS oral health portal  
<http://www.dchs.nhs.uk/ohpwelcome>.
  - There needs to be a targeted approach to raise the need for oral health and regular check-ups particularly for those under 25.
  - There needs to be improvement in the local capacity for new patients to access an NHS dentist.
  - The NICE Standards QS139 and QS151 should be adopted across the whole of the local health and social care network.

### Recommendation

- 2.1 To note the content and recommendations of the Smilewatch 2018 report produced by Healthwatch Derby.

### Reason

- 3.1 To ensure that the HWB is aware of oral health within the city and the impact of poor oral health; access and provision; and the perspectives of local people. This supports the HWB in its role in improving the health and wellbeing of the local population.

## Supporting information

- 4.1 Good oral health is important and is a key part to everyone's health and wellbeing. Tooth decay and periodontal disease which affects the gums and surrounding area is largely preventable through good oral health behaviour, such as reducing sugar consumption and brushing teeth with fluoride toothpaste twice a day.
- 4.2 Poor oral healthcare is not only painful; it can possibly lead to other health complications. It is also costly to the NHS and the wider community.
- 4.3 Derby city has a higher prevalence of children under five with tooth decay than the national average and there is a higher level of tooth decay in the more deprived areas.
- 4.4 There are initiatives underway to help educate and improve oral health care both locally and nationally. However, there is still a large percentage of the population that do not seek regular check- ups. The reasons given:
  - They were unable to get a dental appointment in a reasonable time frame.
  - They do not think they need to see a dentist (highest in 18-24 age group).
  - They are nervous of seeing a dentist.
  - They thought it was expensive.
- 4.5 There are capacity issues locally particularly for new patients trying to find a NHS dentist with only about half of the service providers available to take on NHS patients.
- 4.6 For those in residential care there are issues in finding a dentist to visit the home and a reliance on family, friends or staff members taking patients to where they are already registered or to the emergency provision.
- 4.7 This puts added pressure on the Emergency provision at Coleman Street and Royal Derby Hospital.
- 4.8 The majority of people rate the services as good after they have received dental treatment; whether from a dental practice or through the emergency services.
- 4.9 There are still some barriers when it comes to language and translation services
- 4.10 The report has five recommendations:
  - There needs to be improvement in raising the awareness of oral health and how to achieve it.
  - There needs to be improvement in raising awareness of current initiatives and resources such as DCHS oral health portal <http://www.dchs.nhs.uk/ohpwelcome>.
  - There needs to be a targeted approach to raise the need for oral health and regular check-ups particularly for those under 25.
  - There needs to be improvement in the local capacity for new patients to access

an NHS dentist.

- The NICE Standards QS139 and QS151 should be adopted across the whole of the local health and social care network.

- 4.11 Healthwatch England Access to NHS Dental Services report is available at:  
[https://www.healthwatch.co.uk/sites/healthwatch.co.uk/files/access\\_to\\_nhs\\_dental\\_services\\_-\\_what\\_people\\_told\\_local\\_healthwatch\\_0.pdf](https://www.healthwatch.co.uk/sites/healthwatch.co.uk/files/access_to_nhs_dental_services_-_what_people_told_local_healthwatch_0.pdf)
- 4.12 Healthwatch Derby Specialised Enter & View Derbyshire Community Health Services Coleman Street Emergency Dental Access which can be accessed at:  
[https://www.healthwatchderby.co.uk/sites/default/files/dchs\\_hwd\\_report\\_0.pdf](https://www.healthwatchderby.co.uk/sites/default/files/dchs_hwd_report_0.pdf)

### **Public/stakeholder engagement**

- 5.1 As part of the process of producing the Smilewatch 2018 report, the following public/stakeholder engagement activities have been undertaken:
- Enter and View at local care homes.
  - Surveys, mystery shopper exercises.
  - Face-to-face outreach at dentist surgeries.

### **Other options**

- 6.1 N/A

### **Financial and value for money issues**

- 7.1 None

### **Legal implications**

- 8.1 None

### **Other significant implications**

- 9.1 None

This report has been approved by the following people:

Role	Name	Date of sign-off
Legal		
Finance		

**Service Director(s)**  
**Report sponsor**  
**Other(s)**

Steve Studham, Chair – Healthwatch Derby