

Enter and View Visit Report
Birmingham Dental Hospital

1. Visit Details

Premises Visited:	Birmingham Dental Hospital St Chads Queensway Birmingham B4 6NN
Date of Visit:	29 th June 2015
Time of Visit:	9.30am - 1pm
Date of Report:	2 nd July 2015
Purpose of the Premises/Services:	Provider of Dental Services
Authorised Representatives:	Jason Mistry Mike Tye Margaret Sheikh Shelia Kenny
Contact Details:	Healthwatch Birmingham, Cobalt Square, 83 Hagley Road, Birmingham, B16 8QG



2. Acknowledgements

Healthwatch Birmingham would like to thank the service provider for their contribution to the Enter and View programme.

3. Disclaimer

Please note that this report relates to the findings found on the specific date and time specified above. Our report is a representative portrayal of our experiences on the date and time of our visit.

4. What is Enter and View

Enter and View is part of the local Healthwatch programme to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Enter and Views Reps are not intended to identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies. If at any time, an authorised representative observes anything that they feel uncomfortable about, they need to inform their lead who will inform the service manager, ending the visit. In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to CQC where they are protected by legislation if they raise a concern.

5. Background

Birmingham Dental Hospital (BDH) provides specialist dental services and is one of only 10 dental hospitals in England. It is also the only Dental Hospital in the West Midlands region and sees 115,000 patients per annum. The focus of the hospital is on service provision, education and research with undergraduate and postgraduate training for dental students, dental nurses, dental hygienists and therapists. BDH provides most of the clinical placements over four years, for approaching 300 dental students registered with the University of Birmingham. Approximately 70 - 75 dental students and 28 Therapy students graduate annually from the University of Birmingham. There are 35 dental nurse students per year completing a 2 year training course employed by BDH.

The dental hospital is open from 9am - 5pm for patients with booked appointments following referral from their doctor or dentist. A Walk In service is open from 7.30am Monday to Friday on a first come first served basis with patients queuing

from 6.30/7am. The Walk in service can see a limited amount of patients per day which averages to around 20-30 depending on patient's needs. Should patients walk in after all the tickets have been allocated, no further tickets are made available however there is a triage system and people may be accepted according to need. This service will be changing so that it is appointment based, following a phone call and triage by to NHS 111, removing the need for patients to queue in the mornings.

Outpatient services see approximately 3,000 patients per week.

The current building was built in the 1960's and would need major investment to be modernised. The Dental Hospital will be moving to a new £50m purpose built building in September 2015.

The hospital also has a transport service available with approximately 0.8% of patients using it per month.

6. Purpose of the Visit

With the Dental Hospital being the only one in the West Midlands region, it provides a unique and specialist service to patients.

Reviews on the services were overall positive however we also noted negative comments. We wanted to ascertain patient experience and service delivery.

7. Methodology

This was an announced Enter and View visit. We arranged with the service provider to visit on the aforementioned date.

Authorised representatives conducted short interviews with patients. Topics such as quality of care, safety, environment, interactions between patients and staff, dignity, use of external services and whether patients were satisfied with the care they received were explored. We also explored why patients chose to visit the Dental Hospital rather than their own local dental surgery.

A large proportion of the visit was observational, involving the authorised representatives observing the environment, communal areas and service delivery. This enabled us to gain an understanding of how the service actually works and how the service engaged with patients.

We were also provided with a tour of the building. However, we did not enter any spaces where patients would not normally be allowed access (e.g. staff rooms). Feedback from patients was conducted in reception areas.

During our visit, we spoke to 18 patients and 5 members of staff.

The visit lasted approximately 3.5 hours.

8. Results of Visits

Environment

The building comprises of 6 floors with treatment rooms being open plan design. As the focus is on the hospital being a teaching environment, qualified Dentists need to be able to supervise students. We were informed that patients can be surprised by this and sometimes expect to have their own private room for treatment. Depending on the treatment, there may be between 6-12 patients being treated in individual dental bays in one clinic area.

The environment was clean, neat and tidy with all of the rooms being well lit.

Although the décor was dated, the hospital's appearance was presentable and to an acceptable standard.

Over the years there has been significant changes to the building's layout as various demands have grown or been replaced. For example, a Student Library has now been included. Additionally, the hospital has a bariatric chair and state of the art scanning devices.

We noted that some waiting rooms were small and felt cramped during busy periods.

During our tour of the building, we noted that there were hand sanitisers on each of the clinic areas to reduce risk of infection. However we noted that the hand sanitiser on the second floor was empty.

Promotion of Privacy, Dignity and Respect

All of the patients that we spoke to told us that they were treated with dignity and respect.

Due to the Hospital being a learning and teaching environment, there are short side screens for privacy. Consultants and qualified dentists need to be able to supervise students and for this reason, privacy is limited. There are private dental bays if needed, for example for sedation treatment. A recent improvement in the ground floor Walk-In treatment area is to have opaque side screens in place. Patients were positive regarding the hospital's promotion of privacy, dignity and respect.

The Dental Hospital also provides services for children and educates parents on the need for good dental hygiene. On the children's clinics, staff adapt the wearing of uniforms to try and create an informal and less intimidating environment. There is also a small play area for children to play while they are waiting for appointments. Both of these measures support children to positively engage with dental services. Picture seen below:



Safety and Security

There is currently no formal security team in place however at the new building, security will be in place to support staff in case of any incidents.

Some patients told us that the new location of the hospital may cause significant difficulties in them being able to access the Dental Hospital. We informed these patients that there is a transport service available and it could support them with travelling to appointments, should they be eligible.

Other patients were pleased that the Dental Hospital was moving as they found parking and the location of the hospital difficult.

Interaction between Patients and Staff

We observed staff interacting with patients in a positive manner.

Patients told us that they found staff approachable and friendly. Some patients told us that they were undergoing a series of treatment and had good relations with their student and their consultant tutor.

Patients used words such as “good”, “excellent” and “helpful” to describe their experience of using the service.

Patients told us that they would recommend the service to their friends and family.

One patient told us that he was referred to the Walk In Service following an accident. The patient was too late to be given a ticket for the emergency service however after triaging the patient; the hospital invited him to stay so that he could receive the necessary dental work. The patient told us that he expected to be told to come back the next day however he was delighted when he was informed that he would be receiving treatment, despite there not being any tickets left for the walk in service. We would like to highlight this as an excellent example of the service being responsive and putting patient needs first.

However 3 patients that we spoke to had significant delays to their appointment times whilst waiting. The 3 patients that experienced delays had been waiting between 1-2 hours from their original appointment time. Other patients that we

spoke to confirmed that they had either been seen on time or within 10 minutes of their appointment time. Whilst we noted some inconsistencies in waiting times, patients told us that they were generally seen on time.

There were posters and leaflets which displayed information about the hospital moving. Information is also displayed on the Dental Hospital's website to inform patients of the move. (Note - the move date has been postponed, at this time a new date is still to be announced.)



Use of External Services

The Dental Hospital receives referrals from a wide range of sources - local dental surgeries, walk in centres, 111 etc.

The Dental Hospital is linked to University of Birmingham and supports the hospital with research. The School of Dentistry also provides students with a place to learn and qualify in dentistry.

Involvement in Key Decisions

The service does not hold patient forum meetings however comment cards are given to patients.

We were informed from patients requesting to be sedated, the service changed its previous practice on this issue and is now able to sedate patients if they request. We would like to highlight this as good practice as the service demonstrated an ability to act on patients concerns and requests.

Staff

Staff were positive about the service and praised the management for being supportive and approachable. Staff told us that should they have queries or concerns, they can openly talk to their line manager.

Staff confirmed that they received regular supervision and had good support in place.

Staff told us that they did not like the queuing system for the Walk In Service and found turning people away difficult. They told us that they were looking forward to moving to the new model through 111 as it will largely remove this issue.

Staff receive a week long induction and includes training about the Trust and its different services. Staff also receive standard training such as data protection, safeguarding, health and safety etc. Staff were positive about the training programme and said they found it helpful. We also saw an example of the training induction programme during our visit.

Staff told us that they had the necessary resources and training to do their jobs.

Staff told us that one of their biggest difficulties is answering the telephone due to the volume of calls. We were informed that the Dental Hospital receives approximately 7 phone calls per minute. Staff told us that they would benefit from a review of the telephone system.

Complaints Procedure

During our visit, we saw evidence of complaints leaflets and policies being advertised in the service.

We were pleased to see that details of an advocacy service and Healthwatch Birmingham contact details being advertised to support individuals to make complaints. The posters were displayed on every floor in accessible locations. We would like to highlight this as a positive aspect of the service.

We also noted that comment boxes were displayed and available for patients to leave feedback confidentially.

During our visit, we noted that patient experience feedback was promoted and displayed throughout the building. It appeared the service was aiming to engage with patients and be transparent.

We also noted that the Dental Hospital is responsive to comments left on NHS Choices and responds to individual comments and complaints. It was evident that the service engages with patients to hear their comments and resolve any complaints. We would like to highlight this as a positive aspect of the service.

Summary of Findings

At the time of the visit, it was evident that the Dental Hospital offers patients an excellent service and is focused on providing patient focused care. We saw positive examples of the service being responsive and meeting patients' needs. Patients told us that they were very pleased with the treatment that they received and found processes straightforward.

Staff were also positive about the service and appeared to take great pride in their work. Staff told us of how difficult it is to turn patients away. This tells us that

staff are focused on patient care and committed to supporting patients to gain help.

We noted that some patients had significant delays for the appointments however the majority of the patients told us that their appointments were on time.

A new, modern building will further promote and enhance the reputation of the Dental Hospital.

9. Recommendations

- We recommend that the service monitors appointment waiting times within waiting room areas to ensure significant delays do not regularly occur.
- We recommend that you review your system to handle telephone calls.
- We recommend hand sanitisers are re-filled and made available at all times.

10. Comments from Provider:

We were very pleased to welcome the Healthwatch Enter and View team members to the Dental Hospital & School of Dentistry. Their visit supports us to focus on what needs to be done and review our priorities. It is another opportunity for us to respond to patient/public feedback in our mission to deliver an excellent service.

Thank you for your time and it is heartening to hear about the many positives you found on your visit to our patients, staff and students.

We look forward to welcoming you again to our new Hospital & School, which will further contribute to a positive experience for all.

Helen Fisher
General Manager

Anne Smith
Governance Manager

Healthwatch Birmingham