



# Unscheduled Care Birmingham Dental Hospital

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# Background

From service specification aim:

- To provide triage and treatment service for patients who are in pain and/or seeking emergency and urgent care who cannot access a GDP
- Demand driven (capped in line with contract)
- To provide a steady stream of patients for University dental student teaching clinics whilst acting as a 'safety net' for unregistered patients

# Historic Provision

- Ticket system, capped numbers first come first served
- Reality - patients started to queue from very early morning in all weathers and may not be seen
- Triage for those who didn't get tickets
- Numerous complaints

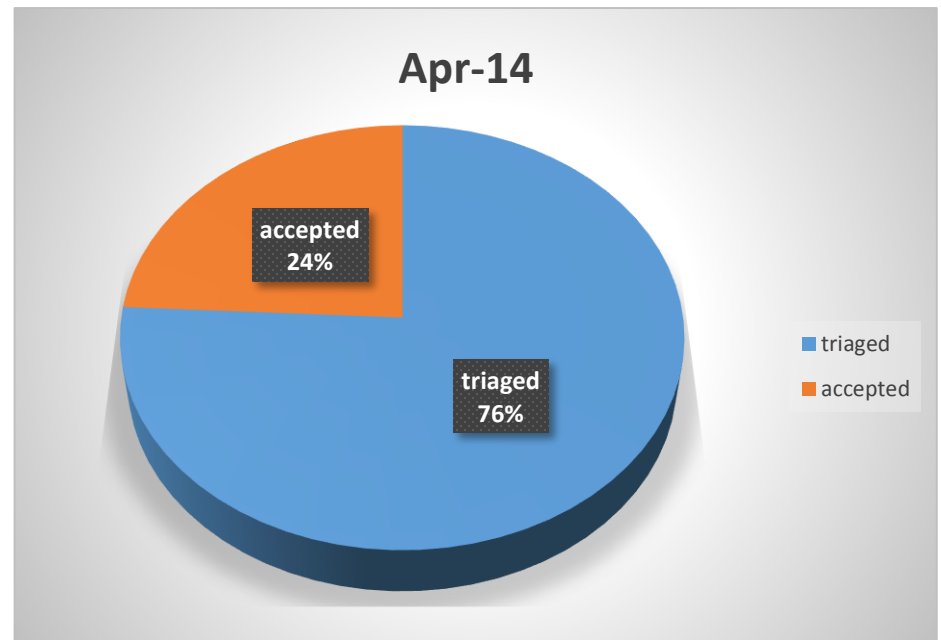
# Examples of Numbers booked and triaged

April 14:

- tickets 528

in addition

- 570 triaged,
- 182 accepted



# Staged Change

- Review of service in light of Francis report and planning for new build
- Initial employment of a triage dental nurse
- Work with 111
- Communication with Commissioners, LDC and GDPs

# Current System

- Service change from 10/8/15 in line with recommended process.
- Access via 111 triage into available 'slots', appointments dependent on capacity
- On site triage still available in certain circumstances

# Department set up

- Exam/diagnostics and dressings
- Staffing duty officer, experienced and junior staff and students
- Teaching opportunities
- Variety of outcomes – primarily relief of pain

# Journey So far - Challenges

Numbers seen and the type of treatment remains unchanged.

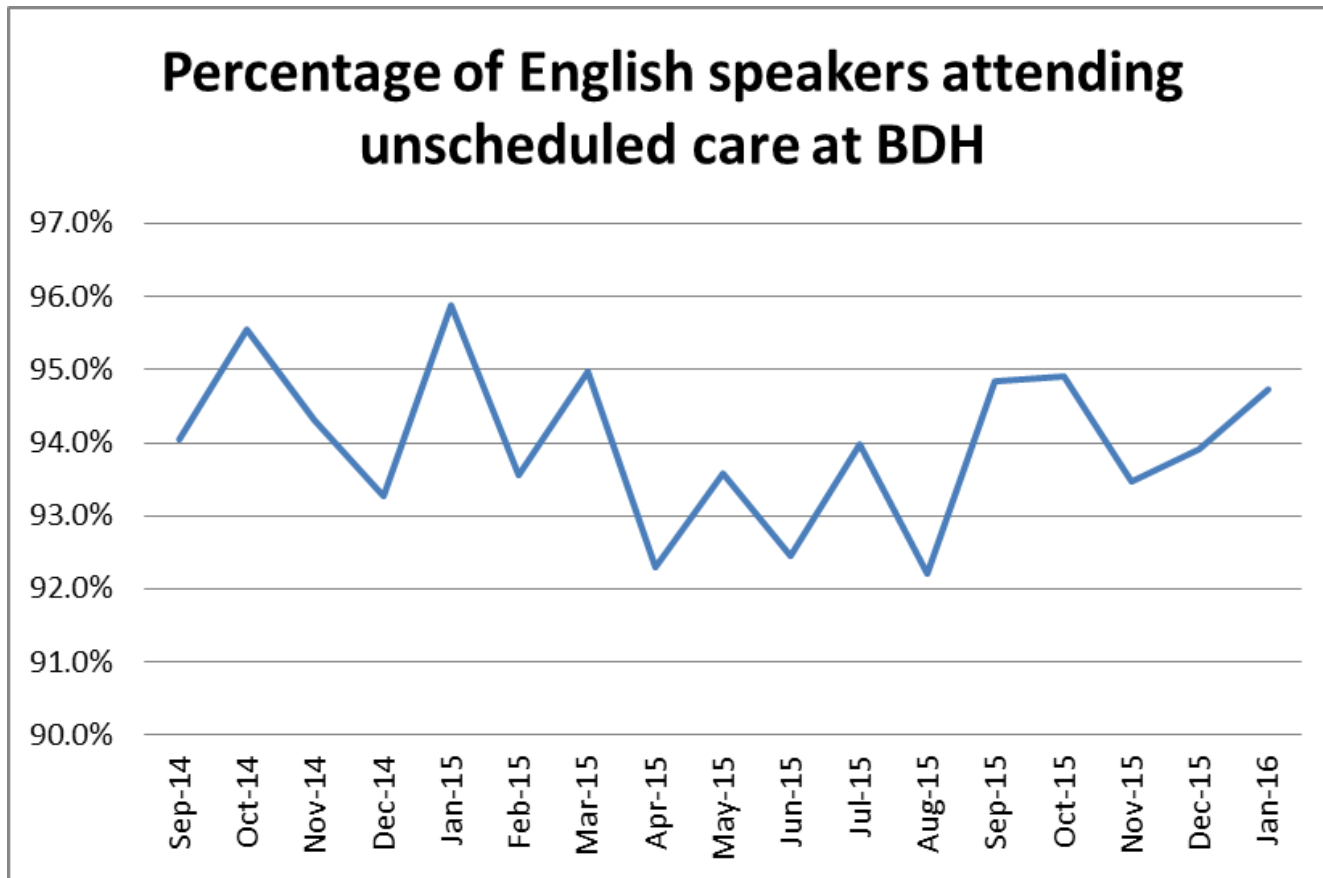
- Change
- Expectations public/staff/managers
- IT
- Hard to reach groups ( commissioning guide)
- Established Dispositions /pathways



# Journey so far - Benefits

- No early morning queues in bad weather
- All patients are triaged
- All patients coming to the hospital have appointments – no wasted journeys
- Less complaints
- Quicker treatment for patients in greatest need
- Less inappropriate cases

# Demographics



# Next Steps

- Hard to reach groups
- Continuous improvement process
- Ongoing monitoring of demographic data and case mix
- Further work on clinical elements of the 111 triage algorithm including dental nurse triage

The care and the numbers seen remain  
the same and the service is better.

Thank you for listening.

Questions?