

NHOSC meeting at County Hall on Thursday November 10 2022

NHS England and NHS Improvement Report for General Dental Services (Norfolk and Waveney).

A key item was the issue of dentistry provision in the county. Members of the Committee and I we asked why was it that the local schools were not visited anymore to try and find out what children needed to have work done, but also to make sure that the children are shown how to clean their teeth properly and to show what happens if they don't keep their teeth clean.

We were told that Special Education Needs schools were on the school list to have school visits, and we asked the team if you're still looking into your strategy and looking at prevention and school oral needs. They also said that Norfolk County Council were the authority that looked after the school dentistry and that the NHSEI had been given monies to do this. So, we they were taking away that they would look into what they could do for schools in our districts, to see if children's oral health could be fitted into their plan, maybe they should actually ask our schools rather than people who are telling them what they think is best for our children's health.

They are looking at DCP (Dental Clinical Prevention) which is where nurse practitioners could take on some of the jobs of the dentists. One dentist attended the meeting and spoke saying that one of the Long Stratton dentists had closed (one he owned years ago) and he had asked if he could buy it again and had no response at all. The committee did ask why was this when you had someone ready to take it on, why hadn't there been a response to him.

Even though lots of us had had loads of emails and phone calls from residents who just can't get on a waiting list or get an appointment. We were told that there isn't such a thing as a waiting list for dentistry but many of us in the meeting said we were on such a waiting list. Our residents have been told to call 111 for assistance only to find that the dentist they call is full and can't help them.

We did ask about having a dentistry school in Norwich and Kings Lynn as there was info that it would cost 20 million to have one in Norwich at the University hospital. But the officer from the NHSEI said it would take 10 to 11 years to create this and that it took 5 years to become a Dentist so in the short term this wasn't the answer

They had also been doing a primary care pilot to improve oral health care for residents in care home and this was done in April 2022. I've asked that this is brought back to NHOSC when it I completed so we can see how many care homes are actually looking at the oral health of older people.

Also, by January the four Commissioned additional NHS practices in Norfolk and Waveney will start being open 8-8pm 365 days a year. These are:
Kings Lynn Norfolk – Smile care Norfolk Limited
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Norwich Norfolk – Smile Care Norfolk Limited
Lowestoft – Suffolk Dental Design Studio Limited.

Lastly, we were told it isn't so much that there is a shortage of dentists but the fact that the government doesn't pay the dentist correctly because the contract isn't right for dentists.

Norfolk and Suffolk NHS Foundation Trust

Stuart Richardson the CEO of the Trust told us that they had started to hold themselves into account and had been learning from Queen Elizabeth Hospital looking how to fix the problems that the users are looked after.

They told us that there were additional things they were doing for their staff due to the cost-of-living crisis and how hard it is for them at the present time.

- The lower banding staff were finding ways to support people.
- They were supported increased mileage allowance.
- Every band 2-5 were receiving £150 of super market vouchers.
- Pool cars were being used more effectively to release workers using their own cars.
- And people can sell annual leave after their 22 days leave and 6 days bank holidays.

They also said they were working with network partners so that people who might need wellbeing could be signposted elsewhere.

People on the wards

We were told that people are not being discharged into B&Bs they are staying in the ward until they can be released in to a sufficient place which is an appropriate accommodation

Agency and bank staff

The team were asked about Agency and Bank staff and we told they all have an induction.

Staff

There are always lots of people leaving their jobs, so staff retention is one of the top priorities. People were leaving because of bullying at work also. The new induction that they have in place supports their staff and centres around their needs. And they are encouraging people to report abuse whenever it happens. When people leave, they are having someone from the top team sit in and try and find out why they are leaving – quite intimidating I would imagine. They are also managing a new monthly star award where colleagues can put people in to gain an award. In the last month 150 people have put people forward for this award.

Assessments

We asked about why were assessment being done on the phone. Surely you cant see how the person is feeling as you can't see them. The officer from NSFT said that they always encourage face to face but, if that cant be done then by Skype. Making sure that some one from their family or friend is with them.

Januarys NHOSC topic is Menopause if you have any questions let me know. There will be another topic as well but it hasn't come on the forward plan as yet.

Julie BC