

<b>Report to:</b>	Barnet Health Overview & Scrutiny Committee
<b>Report from:</b>	Alice Benton, Regional Lead (London) Dental, Optometry & Pharmacy Commissioning, NHS England – <b>succeeded by Donal Markey in January 2016</b>
<b>Subject:</b>	Healthwatch: Barnet – Report of Access to Dental Services 2014/15
<b>Date:</b>	<b>8 February 2016</b>

## 1. Background

Following the presentation of a Barnet Healthwatch report by Cllr Arjun Mittra at the Barnet Health Overview & Scrutiny Committee on 6 July 2015 on the subject of dentistry in Barnet, NHS England were requested to provide a corresponding report in September 2015 to address the issues and recommendations outlined in the said report.

## 2. NHS England, London Region response

A report was received by NHS England, London Region in July 2015 from Healthwatch Barnet outlining the findings of a survey undertaken by them between December 2014 and January 2015.

NHS England, London Region provided a comprehensive response to Healthwatch Barnet on 18 August 2015 addressing the issues and recommendations outlined in their report.

## 3. Access / Availability of NHS Dental Services in Barnet

The following points were highlighted to Healthwatch Barnet:

3.1 Currently there are 62 practices providing NHS dental services in Barnet. It was not clear from the Healthwatch report whether *all* of the practices selected for the research were NHS providers or some purely private.

Healthwatch Barnet subsequently clarified that their research was not restricted to practices providing NHS Dentistry. The 50 practices selected in the Borough were from the Care Quality Commission website as opposed to from the NHS Choices website which would have provided the list of all NHS dental providers.

As the findings of the survey were not separated into NHS and private providers, it is not clear what actual percentage of *NHS providers* were complying with their contractual obligations by:

- accepting all patient groups
- providing NHS services
- displaying patient charges information
- providing treatment plans

3.2 The level of dental activity commissioned and delivered in Barnet since 2006 is as follows:

Year	Units of Dental Activity Commissioned	Units of Dental Activity Delivered	% of Delivery
2006/07	364,463.00	353,463.40	96.98%
2007/08	364,407.75	345,967.85	94.94%
2008/09	380,377.62	356,559.15	93.74%
2009/10	384,080.00	381,860.00	99.42%
2010/11	411,297.00	399,547.75	97.14%
2011/12	405,764.00	376,874.00	92.88%
2012/13	393,772.00	386,297.85	92.88%
2013/14	399,554.00	394,248.60	98.67%
2014/15	398,136.00	392,346.25	98.54%
2015/16	398,136.00	<b>392,614.75</b>	<b>98.61%</b>

It can be noted that contracted activity has not remained static as suggested in the report, but there has been an incremental increase since 2006. Any decrease is likely due to in year adjustments either because of rebasing contracts which have persistently underperformed or because there were decreased or no non-recurrent investments.

In years where there were considerable increases it should be noted that this was as a result of non-recurrent dental allocations. It can be seen that in 2010/11 where the level of investment increased substantially, resulted in a high level of under-performance.

The level of investment in dental services has been variable and based on historical priorities in any given borough.

It is important to note that increased investment does not always necessarily correlate to an increase in access, as there are instances where practices may use additional activity to recall the same patients unnecessarily. This is monitored on an ongoing basis by NHS England.

3.3 Up until 2013/14, the commissioning organisations received non-recurrent allocations from the Department of Health in the last quarter of the financial year which was required to be invested and delivered in that quarter. This non-recurrent funding is no longer available, and the only available resource currently is from contracts that are rebased or terminated which would then be reinvested back into services, usually through a procurement process.

3.4 When drawing conclusions from the data relating to access to dental services it should be noted that unlike doctors, people who wish to visit a dentist do not need to register with that dentist and people are free to use any dentist in the country. Additionally, uptake of services can be an issue whereby, people only attend when they need to rather than as a regular preventative measure.

Approximately a third of Barnet residents who access NHS dental services, receive dental treatment from outside the borough of Borough, either in neighbouring boroughs or counties such as Enfield, Hertfordshire, Harrow or other non- neighbouring areas.

Some graphs showing dental service use are included in Appendix 1.

#### **4. Specific issues arising from the report:**

4.1 Children not being accepted for treatment – this is unusual as most practices are more likely to accept child patients on the NHS with a view to offering private treatment for their parents. In order for NHS England to address this issue with the relevant practices, we would require information from Healthwatch Barnet as to which practices the findings relate to.

As the survey was undertaken by Healthwatch Barnet by way of a mystery shopping exercise, they feel unable to share this information so as not to compromise their relationship with practices.

4.2 Charges information not being provided or displayed – as NHS England is not party to the information on which practices this relates to and given that some practices were private practices, it is difficult to address contractually with individual practices. However, for NHS providers, this is a contractual requirement and NHS England will follow this up with all providers to ensure that they are complying with their contract in this way.

4.3 Provision of treatment plans – as above, NHS England can only follow up as a general point with all NHS dental providers as a contractual requirement whereby patients receiving Band 2 and Band 3 treatments specifically, must receive a treatment plan.

#### **5. Conclusion**

It was unfortunate that Healthwatch Barnet were unable to obtain input from NHS England in time for the publication of their report due to the lack of appropriate contact being established, however we have agreed to work together on any future projects.

Whilst it was important to obtain the views of the Local Dental Committee, contribution from NHS England would have been beneficial in understanding the commissioning perspective, thereby enabling a balanced view of service provision.

NHS England will be sharing the findings of the report with all Barnet providers with a view to ensuring that the concerns are addressed albeit on a general level.

## Appendix 2 – NHS Dental Providers in Barnet

Dental Practice Name	Practice Address 1	Practice Address 2	Practice Address 3	Postcode	Telephone Number
East Barnet Village Practice	19 Longmore Avenue	East Barnet	London	EN4 8AE	020 8441 4213
Cat Hill Dental Practice	108 Cat Hill	East Barnet	London	EN4 8HX	020 8440 2204
East Barnet Dental Practice	37-39 East Barnet Road	E. Barnet	London	EN4 8RN	020 8441 8000
York Road Dental Practice	7 York Road	New Barnet	London	EN5 1LJ	020 8449 0235
Mona Lisa Smiles	83 STATION ROAD	New Barnet	London	EN5 1PX	020 8449 2798
Barnet Smiles Dental Care	87 Cedar Lawn Avenue	Barnet	London	EN5 2LP	020 8441 6201
Barnet Orthodontic Practice	27 Wood Street	Barnet	London	EN5 4BE	020 8449 3022
Wood Street Dental Surgery	28, Wood Street	Barnet	London	EN5 4BW	020 8449 4378
A Langdon	177 High Street	Barnet	London	EN5 5SU	020 8440 9828
Grove Dental Practice	236 High Street	Barnet	London	EN5 5TD	020 8449 5931
High Barnet Dental Care	59 High Street	Barnet	London	EN5 5UR	020 8275 2980
Finchley Dental Care Practice Partnership	200 BALLARDS LANE	Barnet	London	N3 2NA	020 8343 0480
Broadway Dental Surgery	198 Burnt Oak Broadway	Edgware	London	HA8 OAS	020 8952 3323
Angle House Orthodontics	Elizabeth House, 54-58 High Street	Edgware	London	HA8 7EJ	020 8952 4596
Promenade Dental Prac.	11a The Promenade	Edgware	London	HA8 7JZ	020 8958 9966
Edgwarebury Surgery	66 Edgwarebury Lane	Edgware	London	HA8 8LX	020 8905 4849
Kandlers Practice	150 Broadfields Avenue	Edgware	London	HA8 8SS	020 8958 7056
Deansbrook Dental Care	107 Deansbrook Road	Edgware	London	HA8 9BP	020 8959 2069
Katz & Madhok Orthodontist	165 Hale Lane	Edgware	London	HA8 9QN	020 8906 8660
Friern Barnet Dental Clinic	21 Queens Parade	Friern Barnet	London	N11 3DA	020 8368 7676
The Green Dental Practice	701 High Road	North Finchley	London	N12 0BT	020 8446 6694
G W Cooper	80 Southover	Woodside Park	London	N12 7HB	020 8446 4943
Dental Care Centre	787a High Road	North Finchley	London	N12 8JT	0208 445 5954
N12 Dental Care	753 High Road	Finchley	London	N12 8LG	020 8492 9710
The Smile Team	831a High Road	Finchley	London	N12 8PR	020 8445 2994
London Day Surgery Centre	Gloucester House	150 Woodside Lane	London	N12 8TP	020 8445 1199
A. Stellman	126 Ashurst Road	Finchley	London	N12 9AB	020 8446 0550
Woodhouse Dental Practice	229a Woodhouse Road	Friern Barnet	London	N12 9BD	020 8368 9229
Hampden Square Clinic	3 Onslow Parade	Southgate	London	N14 5JN	020 8368 1782
Prais Dental Care	Suite 2, Lyttelton House	2 Lyttelton Road	London	N2 0EF	020 8201 8877
Cavendish House Dental surgery	240 East End Road	East Finchley	London	N2 8AX	020 8883 1182
East Finchley Smiles	144 High Road	East Finchley	London	N2 9ED	020 8444 3436 07737 921129
Aron Marcus & Associates	19 Oakleigh Road	Whetstone	London	N20 9HE	020 8445 6353
Toebridge House	1279 High Road	Whetstone	London	N20 9HS	020 8446 9878
Church End Dental Clinic	313 Regents Park Road	Finchley	London	N3 1DP	020 8346 3826
Nether St Dental Practice	393 Nether Street	Finchley	London	N3 1QG	020 8346 5397
The Dental Practice	113a Ballards Lane	Finchley	London	N3 1XY	020 8346 0983
Bliss Dental Practice	3 Temple Fortune Parade	Bridge Lane	London	NW11 0QN	020 8455 1171
Dental Surgery	1005A Finchley Road	Golders Green	London	NW11 7HB	0208 458 1611
G I Gilbert	710 Finchley Road	Golders Green	London	NW11 7ND	020 8455 3224
The Clock Tower Dental practice	9 North End Road		London	NW11 7RJ	020 8455 6800
The Garden Dental Practice	610 Finchley Road	Golders Green	London	NW11 7RX	0208 455 3310
Family Dental Practice	103a Golders Green Road	Golders Green	London	NW11 8EN	020 8458 2311
Gental Dental Care	2B Golders Green Road	Golders Green	London	NW11 8LH	020 8455 9580
A.M. Cohen	20 Armitage Road	Golders Green	London	NW11 8RA	020 8455 5705
Golders Green Dental Care	192 Golders Green Road	Golders Green	London	NW11 9AL	020 8455 8202
Excel Dental Care	289 Cricklewood Lane	Barnet	London	NW2 2JL	020 8458 3330
Bell Lane Dental practice	19 Bell lane	Hendon	London	NW4 2BP	020 203 3155
Brace Place	65A Brent Street	Hendon	London	NW4 2EA	020 8201 5111
Approach Dentistry	5 The Approach	Hendon	London	NW4 2HS	020 8202 9767
Elite Dental Care	86 Audley Road	Hendon	London	NW4 3HB	020 8202 7216
Dental Art Studio	41-43 Vivian Avenue	Hendon	London	NW4 3UX	020 8202 7038
Hendon Dental Practice	125 Station Road	Hendon	London	NW4 4NL	0208 202 9910
Apex Dental Care	647 Watford Way	Mill Hill	London	NW7 3JR	020 8959 2299
Broadway Dental Studio	Broadway Dental Surgery	1 Broadway House, The Broadway	London	NW7 3LJ	020 8959 2497
Mill Hill Dental Practice	8 Millway	Mill Hill	London	NW7 3RE	0208 8959 1208
Balcombe Practice	51 Goodwyn Avenue	Mill Hill	London	NW7 3RJ	020 8959 1908
Colindal Dental Practice	49 Colindale Avenue	Colindale	London	NW9 5EP	020 8205 0337
The Gainsborough Centre	The Concourse	Colindale	London	NW9 5UN	0208 205 0090
Corner House Dental Practice	2 Colin Park Road	Colindale	London	NW9 6HS	020 8205 8300
Kamlesh Shah Dental Practice	3a Sheaveshill Avenue	Colindale	London	NW9 6SH	020 8205 6690
The Ivory Dental Practice	158 West Hendon Broadway	West Hendon	London	NW9 7AA	0208 202 5346