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| **NHS GRAMPIAN ORAL AND DENTAL HEALTH MCN WORKPLAN 2018-2020** |

KEY TO INDIVIDUALS AND GROUPS (in alphabetical order)

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| --- | --- | --- | --- | --- | --- |
| CSG | Children’s Services Group | CL | Clinical Lead for MCN | CDPH | Consultant Dental Public Health |
| ETDG | Education, Training & Development Group | MCNM | MCN Manager | OHIG | Oral Health Improvement Group |
| OHIPIG | OHIP Implementation Group | PB | Project Board | SAMG | Sedation & Anxiety Management Group |
| SCG | Special Care Group | SDG | Surgical Dentistry Group |  |  |

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| December 2019 |

KEY TO PROGRESS STATUS LAST UPDATED

|  |  |
| --- | --- |
| Not yet started | RED |
| In progress but delayed | AMBER |
| In progress and on track | YELLOW |
| Complete | GREEN |
| On hold | BLUE |

This high level plan sets out the Oral & Dental Health MCN’s programme of work for 2018-2020, as directed in the NHS Grampian Dental Plan 2016-2022. This work programme is aligned to national priorities and those being progressed by NHS Grampian and the three Integrated Joint Boards (IJBs) of Aberdeen City, Aberdeenshire and Moray. It aims to consolidate and build on work previously undertaken or ongoing, and to drive forward continuous improvements in care, outcomes and patient experience.

In January 2018, the Scottish Government published their Oral Health Improvement Plan, which may have an impact on priorities in the future. The detail of the implementation of the plan is not yet available, therefore timescales for actions are not known at this time.

**High Level Aims and Objectives**

1. [Continuous improvements in the oral health of the Grampian population](#Aim1)
2. Maintain current emphasis on the two main oral health improvement programmes:
	* 1. Childsmile
		2. Dental Priority Groups – Caring for Smiles (Older People), Smile4Life (Homeless) and Mouth Matters (Prison)
	1. Seek improvements in the delivery and quality of the programmes with a focus on improving oral health in deprived and vulnerable populations in an effort to close the inequalities gap
	2. Re-engage with Health Visitors and their managers to enhance Health Visitors’ oral health improvement role and improve referrals of newborns to the Childsmile programme
	3. Develop and implement a child dental health surveillance programme to ensure children with poor dental health receive the treatment necessary to meet clinical needs and preventative interventions to reduce future caries risk
	4. Roll out the accredited Caring for Smiles training for carers to all Care Homes in Grampian following the success of the pilot
	5. Work with key stakeholders to implement an oral (mouth) cancer awareness campaign annually on the causes and symptoms of the disease
	6. Encourage opportunistic screening of high risk groups attending general dental practices (GDPs)
	7. Work with acute sector partners to embed preventative initiatives, such as smoking cessation and alcohol brief interventions, in clinical pathways
	8. Work with partners to advocate for national and local policies on tighter controls on advertising, promoting and labelling of sugary foods and drinks
3. [Improve access to high quality NHS dental services for all those who request and need routine and unscheduled dental care](#Aim2)
4. Undertake evidence-led registration campaigns to further improve NHS dental registration and participation rates in Grampian, with particular emphasis on trying to encourage the registration of very young children, the elderly and the vulnerable population
5. Work with Health Intelligence to develop an interactive database using geographic information system (GIS) for demonstrating NHS dental registration and participation rates patterns
6. Ensure the redesign and ‘rebalancing’ of Public Dental Services (PDS) creates increased opportunities for access to NHS dental care and oral health improvement for vulnerable groups
7. Implement recommendations of the Special Care Dentistry Needs Assessment to improve the special care dentistry service provided by PDS
8. Undertake a Grampian Adult Dental Health survey to provide information on the oral health status of adults in Grampian
9. Explore the feasibility of undertaking an oral health survey of dependent older people in Grampian, e.g. Care Home residents, to inform the design and provision of dental services for this population cohort
10. [Enhance and strengthen the role of the Oral and Dental Health MCN as a platform for delivery the vision of best possible oral health for all](#Aim3)
11. Undertake a review of MCN structures and processes to improve its effectiveness and ensure that it is fit for its future role
12. Carry out a review of the current model of care for surgical dentistry to ensure the care provided is of high quality, safe, effective and sustainable
13. Undertake a review of the Grampian Dental Emergency Services (GDENS) to ensure it is fit for purpose
14. Explore the feasibility of developing a pilot cognitive behavioural therapy (CBT) service to complement the provision of anxiety management dental services
15. Explore opportunities to strengthen engagement with general dental practitioners (GDPs) to increase participation in decision-making, care pathway and policy development, and implementation of evidence-based practice
16. Work with the North of Scotland Planning Group (NoSPG), Aberdeen Dental School & Hospital, NHSG Acute Sector and other stakeholders to develop solutions to address the shortage of paediatric dentistry specialist skills across the North of Scotland
17. Work with Aberdeen Dental School & Hospital, PDS and GDPs to develop an appropriate model of care for endodontic service provision in Grampian
18. Work with Aberdeen Dental School & Hospital, NHS Education for Scotland (NES) and other stakeholders to develop appropriate training programmes to close the skills gap in the local workforce in High level aims such as oral surgery, special care dentistry, sedation and endodontics
19. [Help and support people to maintain and improve their oral health by emphasising prevention and supported self care and management of oral diseases](#Aim4)
20. Update the Teeth TLC website to provide information on oral health for the Grampian population to support prevention, self care and management
21. Continue to develop the Teen TLC website with partners to provide an online platform for health and wellbeing information targeted at teenagers
22. Develop an oral health care management resource for the self management of long term conditions, such as diabetes
23. [Strengthen and improve the effectiveness and efficiency of the dental quality improvement and assurance framework](#Aim5)
24. Develop a Dental Performance Advisory Group to provide an overview of all dental performance concerns to ensure the proper and effective management of such concerns
25. Ensure the introduction of appropriate quality standards for primary care dental services, as currently being piloted by the Scottish Government
26. Recruit to a dental clinical effectiveness role to support audit, standards and performance management in Dental Services
27. Work with Scottish Government, Integrated Joint Boards (IJBs)/Health and Social Care Partnerships (HSCPs) and the local dental workforce to achieve the objectives of the Strategic Vision for e-Dentistry, particularly the management of the increased requirement for timely, good quality data and analysis to target health care improvement and meeting the clinical, governance and business support requirements of primary care dentists

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| **High level aim** | 1. **Continuous improvements in the oral health of the Grampian population**
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| **Objective**  | 1. **Maintain current emphasis on the two main oral health improvement programmes: (i) Childsmile and (ii) Dental Priority Groups – Caring for Smiles (Older People), Smile4Life (Homeless) and Mouth Matters (Prison)**
 |
| **Specific Actions** | **Measurable Deliverable** | **Timescale** | **Network Lead** | **Stakeholders** | **Status** |
| Monitor activity and performance within the programmes | Programme activity as per HSCP plansOutcomes Framework reporting | Ongoing | OHIG | PB / SCG / CSG |  |
| Escalate issues and/or variation in outcomes | Programme activity as per HSCP plansOutcomes Framework reporting | Ongoing | OHIG | PB / SCG / CSG |  |

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| **Objective** | 1. **Seek improvements in the delivery and quality of the programmes with a focus on improving oral health in deprived and vulnerable populations in an effort to close the inequalities gap**
 |
| **Specific Actions** | **Measurable Deliverable** | **Timescale** | **Network Lead** | **Stakeholders** | **Status** |
| Support MEOC engagement with dental services | Evaluation from pilot(s)Number of services engaging | March 2020 | PB | OHIG |  |
| Facilitate links to other services/ organisations involved with these groups | Programme activity as per HSCP plans | Ongoing | OHIG | PB / SCG |  |
| Realignment of Childsmile programme towards deprived/vulnerable populations | Programme activity as per HSCP plansOutcomes Framework reporting | Ongoing | OHIG | PB / CSG |  |

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| **Objective** | 1. **Re-engage with Health Visitors and their managers to enhance Health Visitors’ oral health improvement role and improve referrals of newborns to the Childsmile programme**
 |
| **Specific Actions** | **Measurable Deliverable** | **Timescale** | **Network Lead** | **Stakeholders** | **P** |
| Monitor referrals to Childsmile | Number of Childsmile referrals from Health Visitor teams | March 2020 | OHIG | CSG |  |

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| **Objective** | 1. **Develop and implement a child dental health surveillance programme to ensure children with poor dental health receive the treatment necessary to meet clinical needs and preventative interventions to reduce future caries risk**
 |
| **Specific Actions** | **Measurable Deliverable** | **Timescale** | **Network Lead** | **Stakeholders** | **P** |
| Develop an action plan | Action plan agreed and in place | March 2019 | CSG | OHIG |  |
| Report on implementation | Implementation report produced | March 2020 | CSG | OHIG / PB |  |

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| **Objective** | 1. **Roll out the accredited Caring for Smiles training for carers to all Care Homes in Grampian following the success of the pilot**
 |
| **Specific Actions** | **Measurable Deliverable** | **Timescale** | **Network Lead** | **Stakeholders** | **P** |
| Promote training opportunities to care homes | All Care Homes aware of the accredited training and how to undertake | Ongoing | OHIG | PB / SCG |  |
| Gain PDS commitment to participation in programme | All Care Homes have dedicated PDS provision and are aware how to access | Ongoing | PB | OHIG / SCG |  |
| Consider options for programme evaluation locally | Options for evaluation discussed and best option implemented | March 2020 | OHIG | PB / SCG |  |

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| **Objective** | 1. **Work with key stakeholders to implement an oral (mouth) cancer awareness campaign annually on the causes and symptoms of the disease**
 |
| **Specific Actions** | **Measurable Deliverable** | **Timescale** | **Network Lead** | **Stakeholders** | **P** |
| Develop public campaign | Campaign plan agreed | June 2018 | OHIG | PB |  |
| Implement and evaluate public campaign | Campaign deliveredCampaign evaluation | November 2019March 2020 | OHIG | PB |  |

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| **Objective** | 1. **Encourage opportunistic screening of high-risk groups attending general dental practices (GDPs)**
 |
| **Specific Actions** | **Measurable Deliverable** | **Timescale** | **Network Lead** | **Stakeholders** | **P** |
| Consider ways to engage with GDPs to encourage screening | GDP contacts | March 2020 | PB |  |  |
| Use engagement to understand additional education needs | Specific education needs around screening fed into wider education needs assessment | March 2020 | ETDG |  |  |
| Feed into national direction of travel  | NHS Grampian represented in national work | Ongoing | CDPH | PB |  |

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| **Objective** | 1. **Work with acute sector partners to embed preventative initiatives, such as smoking cessation and alcohol brief interventions, in clinical pathways**
 |
| **Specific Actions** | **Measurable Deliverable** | **Timescale** | **Network Lead** | **Stakeholders** | **P** |
| Link in with Health Promoting Health Service (HPHS) in acute sector  | Influence of HPHS projects | Ongoing | OHIG | PB |  |

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| **Objective** | 1. **Work with partners to advocate for national and local policies on tighter controls on advertising, promoting and labelling of sugary foods and drinks**
 |
| **Specific Actions** | **Measurable Deliverable** | **Timescale** | **Network Lead** | **Stakeholders** | **P** |
|  Influence relevant local policies, including provision of drinks on hospitals sites via HPHS and with partner organisations | Tighter controls on advertising, promoting and labelling of sugary foods and drinks taken into account in local policies | Ongoing | OHIG |  |  |
| Work with RACH on catering provision guidelines | Healthier options taken into account in RACH catering provision | Ongoing | OHIG |  |  |
| Support national initiatives as necessary | NHS Grampian represented in national work | Ongoing | CDPH |  |  |

[Back to top](#Contents)

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| **High level aim**  | 1. **Improve access to high quality NHS dental services for all those who request and need routine and unscheduled dental care**
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| **Objective** | 1. **Undertake evidence-led registration campaigns to further improve NHS dental registration and participation rates in Grampian, with particular emphasis on trying to encourage the registration of very young children, older people and vulnerable groups**
 |
| **Specific Actions** | **Measurable Deliverable** | **Timescale** | **Network Lead** | **Stakeholders** | **P** |
| Further develop registration campaigns to target accordingly | Deliver targeted campaign | March 2020 | OHIG | PB / CSG / SCG |  |
| Evaluate success of targeted approach | Evaluate targeted campaign and circulate report | TBC | OHIG | PB / CSG / SCG |  |

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| **Objective** | 1. **Work with Health Intelligence to develop an interactive database using geographic information system (GIS) for demonstrating NHS dental registration and participation rates patterns**
 |
| **Specific Actions** | **Measurable Deliverable** | **Timescale** | **Network Lead** | **Stakeholders** | **P** |
| Initiate conversations around various options for database | Conversations in progress with preferred option identified | March 2019 | CDPH | PB |  |

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| **Objective** | 1. **Ensure the redesign and ‘rebalancing’ of PDS creates increased opportunities for access to NHS dental care and oral health improvement for vulnerable groups**
 |
| **Specific Actions** | **Measurable Deliverable** | **Timescale** | **Network Lead** | **Stakeholders** | **P** |
| Monitor redesign and rebalancing of PDS in effect on MCN workstreams | Updates provided and discussed | Ongoing | PB | ETDG / SCG |  |
| Escalate issues and/or variation | Updates provided and discussed | Ongoing | PB | ETDG / SCG |  |
| Support and share good practice | Updates provided and discussed | Ongoing | PB | ETDG / SCG |  |

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| **Objective** | 1. **Implement recommendations of the Special Care Dentistry Needs Assessment to improve the special care dentistry service provided by PDS**
 |
| **Specific Actions** | **Measurable Deliverable** | **Timescale** | **Network Lead** | **Stakeholders** | **P** |
| Quarterly reports provided on progress, escalating issues as necessary | Quarterly reports submitted | Ongoing | SCG | PB  |  |

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| **Objective** | 1. **Undertake a Grampian Adult Dental Health survey to provide information on the oral health status of adults in Grampian**
 |
| **Specific Actions** | **Measurable Deliverable** | **Timescale** | **Network Lead** | **Stakeholders** | **P** |
| Evaluate results from survey | Survey results evaluated and shared with appropriate colleagues | October 2019 | CDPH | PB |  |

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| **Objective** | 1. **Explore the feasibility of undertaking an oral health survey of dependent older people in Grampian, e.g. Care Home residents, to inform the design and provision of dental services for this population cohort**
 |
| **Specific Actions** | **Measurable Deliverable** | **Timescale** | **Network Lead** | **Stakeholders** | **P** |
| Protocol in development for undertaking survey | Protocol agreed | March 2018 | CDPH  | PB / SCG |  |
| Protocol implemented | Survey carried out | March 2019 | CDPH / MCNM | PB / SCG |  |
| Evaluate results from survey | Survey results evaluated and shared with appropriate colleagues | March 2020 | CDPH / MCNM | PB / SCG |  |

[Back to top](#Contents)

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| **High level aim** | 1. **Enhance and strengthen the role of the Oral and Dental Health MCN as a platform for delivery the vision of best possible oral health for all**
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| **Objective** | 1. **Undertake a review of MCN structures and processes to improve its effectiveness and ensure that it is fit for its future role**
 |
| **Specific Actions** | **Measurable Deliverable** | **Timescale** | **Network Lead** | **Stakeholders** | **P** |
| Develop charter as part of NHSG review of MCNs | Charter developed and approved | September 2019 | CL / MCNM | PB |  |

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| **Objective** | 1. **Carry out a review of the current model of care for surgical dentistry to ensure the care provided is of high quality, safe, effective and sustainable**
 |
| **Specific Actions** | **Measurable Deliverable** | **Timescale** | **Network Lead** | **Stakeholders** | **P** |
| Develop action plan for implementing recommendations of capacity review | Action plan agreed and implemented | October 2019 | SDG |  |  |
| Quarterly reports provided on progress, escalating issues as necessary | Quarterly reports submitted | Ongoing | SDG | PB  |  |

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| **Objective** | 1. **Undertake a review of the GDENS to ensure it is fit for purpose**
 |
| **Specific Actions** | **Measurable Deliverable** | **Timescale** | **Network Lead** | **Stakeholders** | **P** |
| Implement recommendations as appropriate | Recommendations considered and implemented as appropriate | June 2018 | MCNM | PB |  |

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| **Objective** | 1. **Explore the feasibility of developing a pilot CBT service to complement the provision of anxiety management dental services**
 |
| **Specific Actions** | **Measurable Deliverable** | **Timescale** | **Network Lead** | **Stakeholders** | **P** |
| Pilot delivered and evaluated with recommendations for future | Evaluation of pilot | March 2020 | SAMG | PB |  |

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| **Objective** | 1. **Explore opportunities to strengthen engagement with general dental practitioners (GDPs) to increase participation in decision-making, care pathway and policy development, and implementation of evidence-based practice**
 |
| **Specific Actions** | **Measurable Deliverable** | **Timescale** | **Network Lead** | **Stakeholders** | **P** |
| Undertake stakeholder engagement and scoping exercise as part of education needs assessment | Engagement and scoping undertaken and recommendations made for way forward | October 2018 | EDTG | PB |  |

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| **Objective** | 1. **Work with NoSPG, Aberdeen Dental School & Hospital, NHSG Acute Sector and other stakeholders to develop solutions to address the shortage of paediatric dentistry specialist skills across the North of Scotland**
 |
| **Specific Actions** | **Measurable Deliverable** | **Timescale** | **Network Lead** | **Stakeholders** | **P** |
| Business case presented at Regional Programme Board for consideration | Business case submitted and presented | May 2018 | CDPH | CSG |  |

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| **Objective** | 1. **Work with North of Scotland, Aberdeen Dental School & Hospital, PDS and GDPs to develop an appropriate model of care for endodontic service provision in Grampian**
 |
| **Specific Actions** | **Measurable Deliverable** | **Timescale** | **Network Lead** | **Stakeholders** | **P** |
| Maintain links with and provide support to this development as necessary | Endodontic service pilot implemented and evaluated | March 2020 | PB |  |  |
| Educational needs identified from evaluation fed into wider education action plan | Wider education action plan incorporates any specific needs identified | TBC | ETDG | PB |  |

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| **Objective** | 1. **Work with Aberdeen Dental School & Hospital, NES and other stakeholders to develop appropriate training programmes to close the skills gap in the local workforce in High level aims such as oral surgery, special care dentistry, sedation and endodontics**
 |
| **Specific Actions** | **Measurable Deliverable** | **Timescale** | **Network Lead** | **Stakeholders** | **P** |
| Undertake stakeholder engagement and education needs assessment | Results from engagement and needs assessment collated | May 2018 | ETDG | PB |  |
| Develop recommendations for training provision | Recommendations considered and implemented as appropriate | November 2018 | ETDG | PB |  |
| Agree a way to monitor and evaluate on an ongoing basis | Process in place | June 2019 | ETDG | PB |  |

[Back to top](#Contents)

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| **High level aim** | 1. **Help and support people to maintain and improve their oral health by emphasising prevention and supported self care and management of oral diseases**
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| **Objective** | 1. **Update the Teeth TLC website to provide information on oral health for the Grampian population to support prevention, self care and management**
 |
| **Specific Actions** | **Measurable Deliverable** | **Timescale** | **Network Lead** | **Stakeholders** | **P** |
| Agree update plan for implementation | Teeth TLC website updated | March 2020 | OHIG | CSG |  |

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| **Objective** | 1. **Continue to develop the Teen TLC website with partners to provide an online platform for health and wellbeing information targeted at teenagers**
 |
| **Specific Actions** | **Measurable Deliverable** | **Timescale** | **Network Lead** | **Stakeholders** | **P** |
| Develop website | Website live | March 2020 | OHIG | CSG |  |
| Ongoing evaluation of site usage | Site usage evaluated and used to inform future updates as necessary | Ongoing | OHIG | CSG |  |

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| **Objective** | 1. **Develop an oral health care management resource for the self management of long term conditions, such as diabetes**
 |
| **Specific Actions** | **Measurable Deliverable** | **Timescale** | **Network Lead** | **Stakeholders** | **P** |
| Link in with NHS Grampian’s supported self-management agenda | Oral health care included in supported self-management agenda | Ongoing | OHIG |  |  |

[Back to top](#Contents)

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| **High level aim** | 1. **Strengthen and improve the effectiveness and efficiency of the dental quality improvement and assurance framework**
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| **Objective** | 1. **Develop a Dental Performance Advisory Group to provide an overview of all dental performance concerns to ensure the proper and effective management of such concerns**
 |
| **Specific Actions** | **Measurable Deliverable** | **Timescale** | **Network Lead** | **Stakeholders** | **P** |
| Feedback any common themes in barriers that MCN could help address | Link between two groups in place | Ongoing | CDPH | PB |  |

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| **Objective** | 1. **Ensure the introduction of appropriate quality standards for primary care dental services, as currently being piloted by the Scottish Government**
 |
| **Specific Actions** | **Measurable Deliverable** | **Timescale** | **Network Lead** | **Stakeholders** | **P** |
| Share learning from Scottish Government pilot | Learning shared with all relevant stakeholders | TBC | CDPH | PB |  |
| Support local implementation of standards as necessary | Support provided as necessary | TBC | PB |  |  |
| Monitor educational needs arising from quality standards reporting | Educational needs fed into workplan as appropriate | TBC | ETDG | PB |  |

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| **Objective** | 1. **Recruit to a dental clinical effectiveness role to support audit, standards and performance management in Dental Services**
 |
| **Specific Actions** | **Measurable Deliverable** | **Timescale** | **Network Lead** | **Stakeholders** | **P** |
| Continue to make links where appropriate | Group aware of scope of input and how to feed in as appropriate | Ongoing | CDPH | PB |  |

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| **Objective** | 1. **Work with Scottish Government, IJBs/HSCPs and local dental workforce to achieve the objectives of the Strategic Vision for e-Dentistry, particularly the management of the increased requirement for timely, good quality data and analysis to target health care improvement and meeting the clinical, governance and business support requirements of primary care dentists**
 |
| **Specific Actions** | **Measurable Deliverable** | **Timescale** | **Network Lead** | **Stakeholders** | **P** |
| Support local activities undertaken to achieve the vision | Group aware of activities and provide support as appropriate | Ongoing | PB |  |  |

[Back to top](#Contents)