

Appendix 2

Report on patient engagement re: Proposal for dental contract merger 91 Skinner Street to Lanehouse Road Dental

1/11/18-31/12/18

Objectives –

1. The purpose of the engagement activity was to engage with patients/stakeholders of the proposed merger. We ensured patients were given full details of the merger plan via leaflets and practice posters that were displayed in the surgery reception/waiting area and in each surgery and all registered patients were sent the information leaflet via post. We have 3847 registered active patients of which there are 1283 households that we sent the proposal packs to. We saw 378 patients in the surgery of which 152 were adults and were asked to complete the questionnaires. An opportunity was given for them to feedback their thoughts and any objections or suggestions were considered. This took place between 1st November 2018 and 31st December 2018
2. The information leaflet provided to patients is enclosed. Along with this we included a map showing the proximity and directions to Lanehouse Road from Skinner Street Dental
3. An open day/evening was held on Thursday 29th November and all patients were invited to attend. The invite was displayed at the surgery and was included in the patient questionnaire. We had 18 attendees from Skinner Street. They were given a tour of the practice, met with all staff (receptionist/nurse and dentists). Patients were reassured re: continuity of care, increased opening hours, same day emergency slots, choice of dentists and better parking.
4. It was explained that we intended to offer a much broader service with extended hours, choice of 5 dentists (both male and female) and same day emergency appointments. We will endeavour to identify any hard-to-reach groups as well as high needs patients. We already offer a domiciliary service and have an excellent working relationship with our local community dental service to ensure high levels of patient care. We will look to minimise/eradicate any barriers to access patients may have including opening times, emergency slots, weekend appointments, adequate parking, disabled access, ground floor surgeries and language barriers.
5. By relocating the existing patient list to Lanehouse Road, patients will have improved access with longer opening times, Saturday appointments, same day emergency slots as well as an emergency call-out service. We have multiple dentists with a number of post-graduate qualifications including sedation, orthodontics, oral surgery and dental implants. This multi-disciplinary team offers a good support network and sickness/holiday cover to ensure contract delivery. It also allows for collaboration on cases allowing second opinions and a more thorough approach to patient care. Patients have a choice of dentist so they are able to choose their preference. We also have access to an on-site dental laboratory providing same day repairs/provision of dentures.
6. The main concerns highlighted during the open day/evening were uncertainty over travel, parking, constantly having appointments cancelled and not getting emergency

appointments at Skinner Street (whilst Mydentist was running the service) and continuity of care and transfer of notes etc. Patients were reassured that we are using the same software and that notes are easily transferred via the server. The map provided was very well received and reassured patients re: the proximity of Lanehouse Road. I investigated the distances that patients were travelling to come to the Skinner Street site from our patient records. Skinner Street is located very close to the town centre and is surrounded by commercial property. The greatest concentration of patients comes from the residential areas surrounding the town centre. This covers a radius of 2 miles. Most patients tended to rely on public or private transport to reach the practice with very few choosing to walk.

7. As Lanehouse Road is 0.9miles away this does not represent a significant change in the travelling distance for patients. There are good transport links to Skinner Street with Bus Stops on nearby roads and the train station 1 mile away. Lanehouse Road has a bus stop outside the practice and Thornaby train station is 1 mile away so is equally accessible by public transport. Thornaby train station is on the same mainline as Stockton and is the next stop. It takes approximately 5 minutes for the train to travel between stations. The number 15 bus from stand H on Stockton high street takes 5 minutes to get to Lanehouse Road and leaves every 15minutes. At Lanehouse there is ample free on-street car parking immediately outside the practice. At skinner street there are no parking yellow-lines outside the practice and a public pay and display car park close by. Patients could see the obvious parking advantages that Lanehouse has so all feedback therefore was very positive. Patients were shown the appointment diary with dedicated emergency slots that are available everyday am and pm at Lanehouse as well as the early and late openings.
8. We have had 84 responses to the questionnaires. Of these 78 were completed in surgery and 6 were sent back via post or handed into the practice. As mentioned above continuity of care and access slots were the main concern from 8 replies. 6 highlighted parking and travel as a concern and 32 wanted reassurance about continued NHS Dental provision. 5 wanted to be seen by the same dentist each time, 8 were unhappy about appointments being changed frequently at Skinner Street and 25 wanted to know about extended openings preferably after work. 15 were happy about the longer opening times and 36 were happy that we had emergency slots everyday. 18 appreciated the free parking as they had issues with being late for appointments at Skinner Street due to lack of parking in the past. 2 had been seen already at Lanehouse and were very positive about their experience. 2 also mentioned feeling vulnerable attending Skinner Street due to high crime rate in the area.
9. As the majority of the questionnaires were filled out at reception, we were able to allay any concerns that patients had there and then. Most of the concerns were addressed in the patient information leaflet and patients were encouraged to attend the open day/evening. They were also offered the opportunity to discuss further concerns with myself. Attached are copies of some of the questionnaire responses highlighting their concerns as well as the positive aspects of a merger. Patients were reassured re: increased access, better facilities, choice of dentist and use of hygienist. Patients were reassured also by the proximity of Lanehouse and ease of parking/public transport links.
10. The open day/evening on the 29th November was also open to existing Lanehouse patients. This coincided with the unveiling of the new surgery and waiting room which have now been completed. Patients were informed of the proposal to merge contracts via practice posters and information leaflets displayed throughout the practice and given to all patients as they attend the practice. Existing Lanehouse

patients can see the investment we have undertaken, the increased access slots and extra sessions dentists are now working and have welcomed the proposed merger as they can see little negative impact on their ability to access NHS Dental services. Feedback was very positive especially with regards to the new surgery and better waiting areas facilities. Again some examples of feedback from questionnaires are attached.

11. To allow easier transition upon merging, patients were reassured we would keep all existing team members to ensure continuity of care, keep the same telephone numbers and offer re-direction of calls to Lanehouse Road. We have a new website (www.lanehouseroadaddental.co.uk), and have added information regarding the merger on our practice website as well as providing a section of FAQs to try to answer any queries that patients may have regarding the merger.
12. Patients have the ability to see our service online, book emergency and routine appointments and contact us online. We have found this to be a very popular service amongst our patients.
13. Since the summer, we have provided cover for the area. Patients are already aware that Lanehouse Road is an affiliated practice to Skinner Street and on occasion have been happy to be seen there for emergency treatments or to use our hygienist services. Due to this ease of access we have had many positive responses and feedback especially on social media (facebook) recommending our service.
14. Our staff are all fully behind the merger and have spent time already working between the 2 sites in order to see how the merger would work. They have all been on hand to handle any patient enquires and provide reassurance about the proposal.
15. I am confident that I have accounted for any possible issues that may arise from the merger and have adequately consulted with patients and staff to ensure a smooth transition. The risks that we may encounter during the merger, include the possibility of patients missing appointments or being delayed for appointments as they will be travelling to an unfamiliar practice. We intend to address this by ensuring all patients are notified with plenty of notice of the proposed change. We will provide directions and invite patients to come to visit the practice on one of our open days to familiarise themselves with the practice and staff. We will also be flexible with our appointments to account for possible late arrivals.
16. I have the dentists in place to deliver the contract without issue and would be more than happy to increase the contract value in future if additional funding is made available. I believe that merging the contracts would be in the best interest of those patients registered at Skinner Street.
17. In summary, they would have better access to dental care (due to the number of dentists at the Skinner Street site and the extended opening hours), a reduction in cancelled appointments (as sickness would mean patients could see another dentist), easier parking (no restrictions directly outside the practice), and would benefit from their being able to get a second opinion instantly if required as well as having the advantage of seeing a team of dentists with postgraduate qualifications under their belt who endeavour to deliver the best possible patient care
18. We have had a very good response during the engagement with no objections being raised.

19. If we do discover any negative responses we will look at how best we can overcome these. This may be as simple as talking through the proposal in more detail with the patient concerned and allaying any concerns they may have. If this is not possible we will look at ways we can tailor our service to meet their specific demands.

20. The Patient questionnaire and the patient information leaflet/poster that was used is shown below:

Proposed merger between Skinner Street Dental and Lanehouse Road Dental

Please take a few minutes to fill out this questionnaire. Skinner Street Dental/Lanehouse Road dental welcomes your feedback and your answers will be kept confidential. Thank you for your participation.

General Patient Information

Are you an existing or new patient to the practice?

Existing patient new patient

How did you hear about us?

website leaflet recommended
 Nhs choices/direct social media (eg. Facebook) passing by

How often have you visited [Healthcare facility name] within the past year?

First Visit 2-5 Visits More than 6

Are you aware of the proposed merger plan between Skinner Street Dental and Lanehouse Road Dental?

Yes..... No.....

Have you received the information leaflet detailing why we are proposing the merger?

Yes..... No.....

Do you have any concerns about this merger? Eg. Travel, parking, scheduling appointments?

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Do you see any benefits from this merger?

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Would you be interested in attending an open day/evening on 29th November to tour Lanehouse Road and meet with our staff there?

Yes.....

No.....

Additional Comments?

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Scheduling Your Appointment

Did you schedule an appointment by phone or did you drop in?

Scheduled by phone

Dropped in

How easy was it to make an appointment by telephone?

Outstanding

Very difficult

How long did you wait to speak to a scheduling staff member?

0 to 2 minutes

3 to 5 minutes

5 to 7 minutes

Longer

Was the person who scheduled your appointment courteous and helpful?

Very courteous

Rude

If you scheduled an appointment, was your appointment date later than you expected?

Yes | No

If you were seeking a referral to a specialist, was your request handled in a timely manner?

Yes | No

Day of Your Appointment

How would you rate the courtesy of the staff at the reception desk?

Very courteous Rude

How long did you wait in the reception area beyond your scheduled appointment time?

0 to 5 minutes 5 to 10 minutes 10 to 20 minutes Other

Which department(s) did you visit during your appointment?

Dentist Therapist Hygienist

The Nursing Staff

How would you rate the competence of the nurse who helped you?

Outstanding Good Adequate
 Needs improvement Poor N/A

How would characterize the concern that the nurse showed for your problem?

Outstanding Good Adequate
 Needs improvement Poor N/A

Did the nurse respond to your requests within a reasonable period?

Yes | No

The Dentist

Were you able to see the dentist of your choice?

Yes | No | N/A

Did you feel that your dentist spent an adequate amount of time with you?

Yes | No | N/A

Mark the boxes that characterize the demeanor of your dentist:

Attentive Concerned Friendly
 Distracted Rushed Inconsiderate

How would you rate the competence of your dentist?

Outstanding Good Adequate
 Needs improvement Poor N/A

Did you feel that your dentist's examination was thorough?

Yes | No | N/A

Please rate the clarity of the dentist's explanation of your condition and treatment options:

- | | | |
|--|-------------------------------|-----------------------------------|
| <input type="checkbox"/> Outstanding | <input type="checkbox"/> Good | <input type="checkbox"/> Adequate |
| <input type="checkbox"/> Needs improvement | <input type="checkbox"/> Poor | <input type="checkbox"/> N/A |

How well did your dentist include you in healthcare decisions?

- | | | |
|--|-------------------------------|-----------------------------------|
| <input type="checkbox"/> Outstanding | <input type="checkbox"/> Good | <input type="checkbox"/> Adequate |
| <input type="checkbox"/> Needs improvement | <input type="checkbox"/> Poor | <input type="checkbox"/> N/A |

Were your questions answered to your satisfaction?

- Yes | No | N/A

Would you recommend this practice and its staff to your family and friends?

- Yes | No | N/A

If you were a former patient at Skinner Street Dental practice are you satisfied with how the merger has been conducted? Please provide feedback below.

Feedback

Please list any areas in which our service could be improved.

Please share any additional comments.

Personal Information

Providing the following information is optional.

First Name	Last Name	Gender	Age
Address	City	State	ZIP Code
Email	Phone		

Would you like someone to contact you regarding your responses on this survey?

Yes | No

Thank you for taking the time to fill out our survey. We rely on your feedback to help us improve our services. Your input is greatly appreciated.

21. Information leaflet given to patients at Skinner Street:

Important Patient information

Dear Patient,

As you are aware this dental surgery has recently been taken over by Mr. Jasdeep Ladhar. I am sure you have been aware of recent unfortunate deficiencies in our service provision at the practice leading to numerous appointment cancellations, delays in treatment and difficulty in obtaining appointments. One factor that has also contributed in it being difficult to get appointments has been that he struggled to recruit new dentists to offer a full NHS dental service at these premises. Please accept our sincere apologies for this.

Mr. Jasdeep Ladhar is also the principal at Lanehouse Road Dental Practice situated at 77 Lanehouse Road, Thornaby (0.9mile away). It is his intention to merge both of the practices and relocate this NHS Dental service there in order to provide you with a full NHS Dental service. Please be assured there will be minimal disruption to your service. We intend to offer a much broader service with extended hours, choice of 5 dentists (both male and female) and same day emergency appointments. Our specialties include sedation, dental implants, hygiene services and orthodontics. You will find a newly refurbished practice with plentiful free on-street parking with multiple bus routes. We have invested heavily in the latest state of the art equipment in order to offer you a first-rate NHS Dental service. We are fully computerised and for your convenience, will be able to use our email and text messaging reminder service. We also have an on-site laboratory allowing same day denture repairs and additions for patients.

We propose to relocate the service within the next couple of months.

Please visit our website for further information about our Lanehouse road surgery:
www.lanehouseroaddental.co.uk

We will be holding an open day at Lanehouse Road for you to view our facilities on THURSDAY 29th NOVEMBER and meet the team there as well as the current team from Skinner Street.

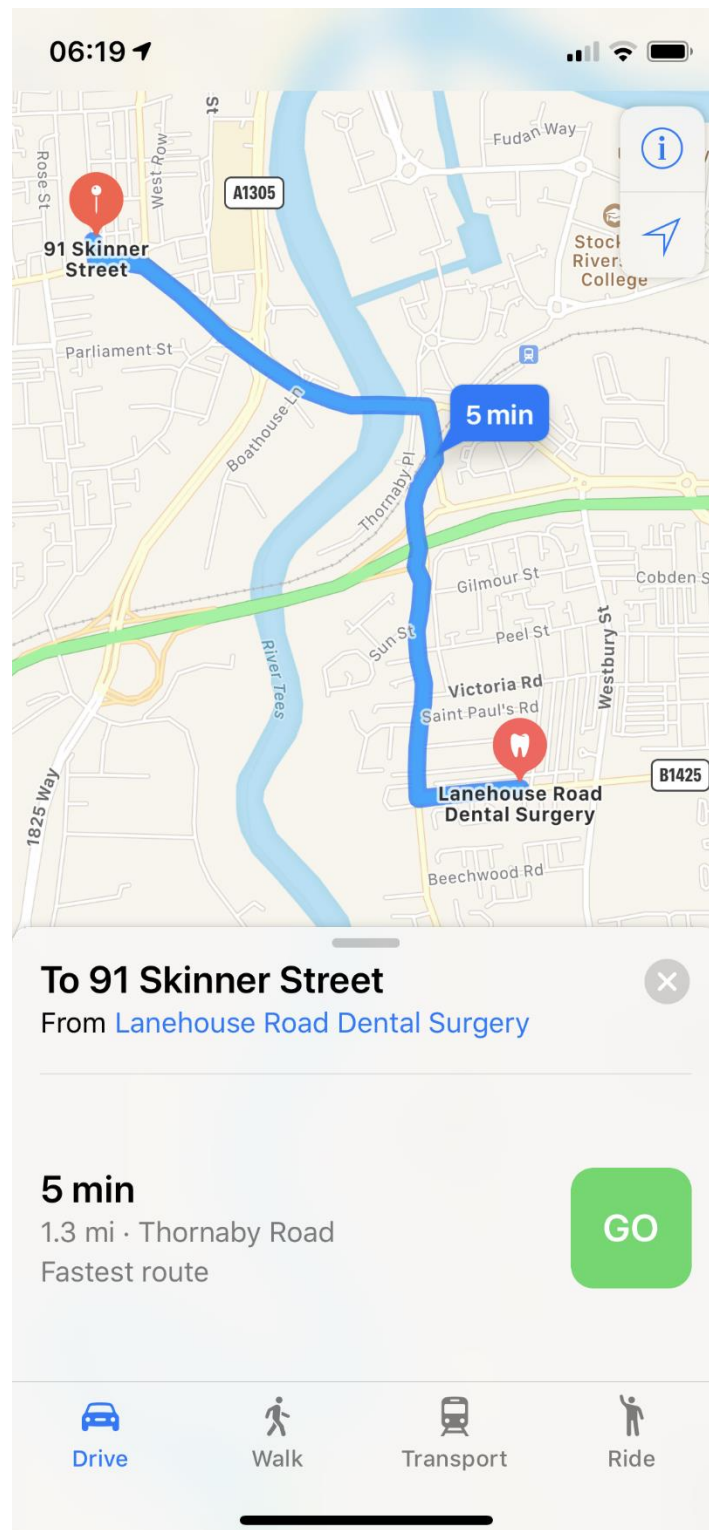
It is our intention to move all future appointments to Lanehouse Road for which you will be sent reminders to ensure a smooth transition.

If you have any queries/concerns or wish to discuss these plans any further please do not hesitate to speak to Mr. Ladhar or any member of the team, who will be happy to answer any questions you may have.

Kind regards

Mr. Jasdeep Ladhar

Distance between sites:





Sample of comments received in patient surveys:

Will there be more emergency appointments?

Will there be early morning and late evening appointments?

Hope there is better parking – always have problems at Skinner Street and sometimes late for my appointments

More dentists much better as always being cancelled at Skinner Street

Are surgeries on the ground floor as I'm in a wheelchair?

How far is the new practice? Is parking available?

Late evening appointments are better as I work

Been to Lanehouse Road and happy to go there in future. Dentist was lovely and was easy to get there.

Want less cancelled appointments as I'm missing work to come to appointments

More emergency slots, more late nights, hygienist.

After work appointments