

**Details of visit**

**Service Provider:**

**Service address:**

**Date and Time:**

**Authorised**

**Representatives:**

**Contact details:**

**Dental Practice Enter & View**

**Manor Park Family Dental Centre**

**1a Motehall Road, Manor Park , Sheffield, S2  
1RA**

**8th December 2015, 12-2pm**

**Tony Blackburn, Penny Lewis**

**Healthwatch Sheffield, The Circle, 33  
Rockingham Lane, Sheffield, S1 4FW**

## Acknowledgements

Healthwatch Sheffield would like to thank the management and staff of the surgery for facilitating this visit and giving their time and thanks also to the patients who took time to talk to us on the day for sharing their experiences.

## Disclaimer

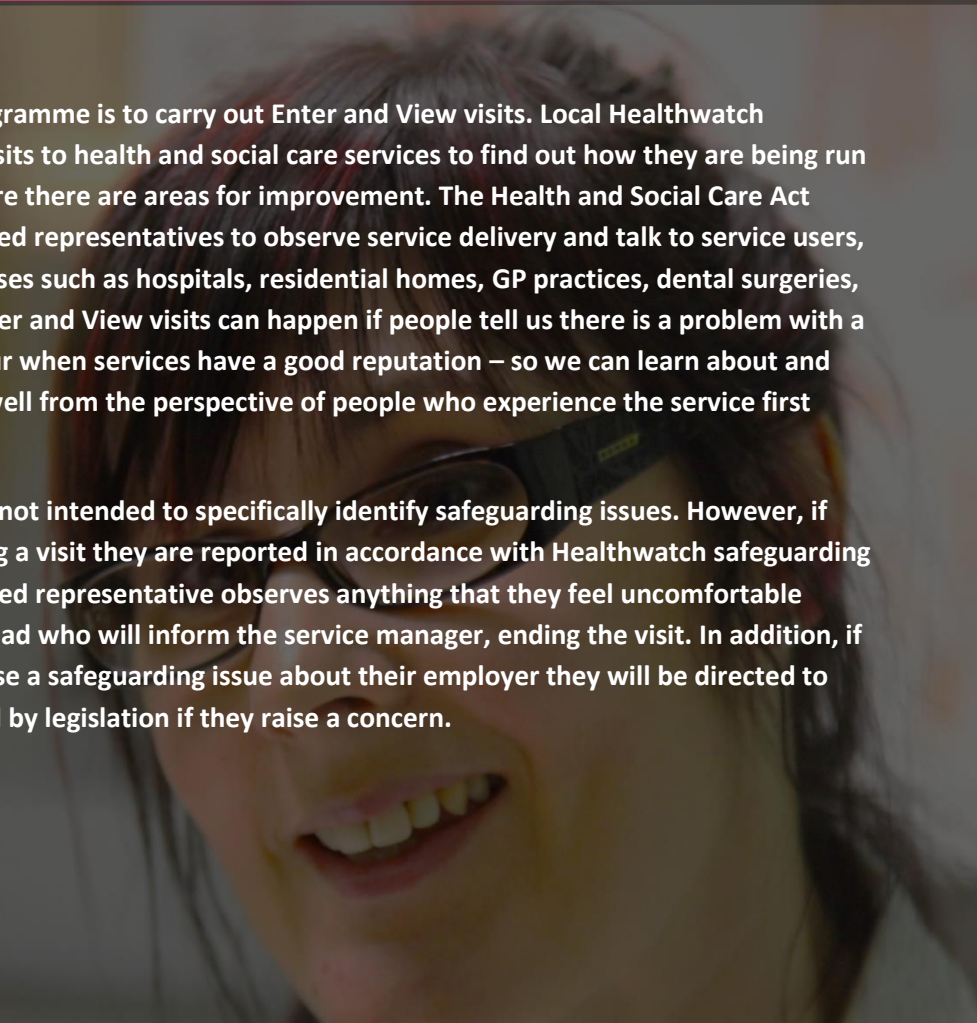
Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.



## What is Enter and View?

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation – so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit. In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the CQC where they are protected by legislation if they raise a concern.





## Purpose of the visit

- To gather information to inform us about how the practice addresses access issues in general and with reference to those with particular needs.
- To identify examples of good working practice.
- To observe the environment and processes in the public areas during a surgery session.
- To identify any areas for improvement and make suggestions if appropriate.

---

## Strategic drivers

- Citywide reporting of difficulty accessing Primary Care in a timely manner
- Healthwatch Sheffield's focus on access for excluded groups
- To explore ways of improving responses to the Friends of Family Test

---

## Methodology

**This was an announced Enter and View visit.**

Manor Park Family Dental Centre is part of a group of practices owned by Nationwide Healthcare Providers Limited, which has its headquarters in Nottingham. The group has four separate practices within Sheffield, of which Manor Park Family Dental Centre is one. It is a two-surgery practice.

The visit was arranged via the Practice Management team. We were given access to the reception and waiting areas and the Practice ensured there was a private area available for confidential discussion if required. The visit was advertised by a poster in the waiting room area. The time agreed coincided with a normal clinic.

The practice manager, the Support practice manager, and the receptionist all made themselves available for interview, as well as the dentist on duty and his GP dental nurse (only one surgery was in use on the day of the visit) . We also saw two patients. All responses were in reply to questions posed by the authorised representatives. No patients attended the surgery to speak to us specifically as a result of the pre-publicity. A private room was used for interviews.

---

## Summary of findings

- Manor Park Family Dental Centre is a small, well organised practice offering good patient care.
- There is no wheelchair access to the practice. Patients that have physical access issues are being referred on to other practices within the group. Hillsborough Family Dental Centre & Abbeydale Road Family Dental Centre are the only ones in the group that cater for disabled patients.
- The practice's on-line presence is currently being developed.
- Patients spoken to were very positive about their treatment and availability of appointments

## Results of Visit



### General

The practice is owned by Nationwide Healthcare Providers Limited, whose headquarters are in Nottingham. There are three other practices run by the group in Sheffield, at Hillsborough, Norfolk Park and Abbeydale Road, and Manor Park Family Dental Centre works collaboratively with these. The practice offers General Dental Services to people who are largely NHS funded (98%).

There are two regular dentists at the practice, who rotate between there and the other Sheffield and Barnsley surgeries. Manor Park Family Dental Centre has two surgeries, only one of which is used daily by the single dentist on-site. The list size is roughly 3000 -4000, with 800-900 aged over 65.

### Access and the Physical Environment

The practice is in a small semi-detached house, in an area of dense housing, just off the main ring road and close to the Manor Park shopping centre.

There is an adequate car park around the building. Both surgeries are up a steep flight of stairs, so access is not possible for wheelchair /physically disabled patients. There are security shutters on the windows, but no panic buttons (but staff reported feeling 'safe' in the day). The premises are covered by CCTV cameras.

**Opening Hours:** The Surgery is open on every weekday from 9 am to 6 pm. All out-of-hours treatment is referred to 111 Emergency services. Within normal hours, emergencies can usually be seen within an hour.

The staff speak a range of community languages, including Punjabi, Urdu, Romanian, Polish and Arabic. Professional translators are also used when required.

There is a hearing loop available although this was not obvious. The practice manager has since agreed that this will be indicated more clearly to patients attending the practice.

The surgeries and sterilisation room have recently been refurbished, and were clean, bright and well decorated. On the notice boards in reception there was a range of information, including Fail-to-Attend (FTA) numbers. There was also a very useful range of leaflets, in English, on the practice, and on dental issues.

'Family and Friends' questionnaires were clearly available, as was their collection point, but little feedback was reported.

### Practice Processes



- **Registration:** this is done in person, at the patient's first consultation, at which a history and dental plan is discussed.
- **Attendance:** Appointments can be booked by telephone, or practice attendance. There is no on-line booking. Before each appointment is due, patients are sent a reminder letter and where possible, a text /phone reminder. An effort is made to offer patients appointments at similar times of day to previous appointments, for their convenience and hopefully to reduce FTAs.
- FTAs (failed to attends) are high, around 20 per week, which is a considerable proportion of the single dentist's time. Patients reported minimal delays in getting appointment: one said 'about a week'.
- **Hygiene:** on the first floor there was a small decontamination room, where the practice cleans and sterilises its own dental instruments. This had been refurbished to high standards: there was a clear dirty-to-clean flow, and colour coding and logging of instruments. Each dental nurse is responsible for their own instruments. The Practice do not keep big stocks as they receive weekly deliveries and can access other supplies at short notice.

## Staff and Training

There are two regular dentists who work between groups practices, each have their own dedicated dental nurse, which they reported as being useful. Due to small numbers of staff they feel they are able to get to know the patients and their families.

We spoke to one member of staff, who reported that they were part of 'a good team' and that the training provided was good. Another staff member spoke very positively of the group's willingness to fund their training and further career development. The group provide training at the Nottingham headquarters, and it was reported that this is seen as a 'treat' and a 'day out' as well as very useful.

The practice has the Investors in People award, all induction and other training is formally monitored and logged. Practice Manager's response: "I am delighted and proud that the practice has achieved the prestigious Investors in People Gold Award and believe that patients should be apprised of our dedication and commitment to both our patients and practice team".

There is a formal practice meeting once a month. Due to the small size of the practice business issues are usually dealt with informally, so this meeting time is often used for updating training. There is a Practice Manager and then an Area Manager who looks after all practices across South Yorkshire and carries out visits to each branch on a weekly basis.

## Services

- **Information:** there were no photographs of staff in reception. We did not see staff wearing badges. The surgery had a range of pamphlets and information available. None of this paper information was available electronically.
- Prior to the visit we found it difficult to access about the individual practice online. NHS Choices redirected us to the main office (Nottingham) website which didn't provide much information about the Manor Park Family Dental Centre. Practice Manager's response: "I can confirm that the NHS Choices website for Manor Park Family Dental Centre conveys transparent practice information and of which includes our achievements, practice staff, opening hours, out of hours emergency telephone number and services provided. The website provides you with the date it was last updated which was in December 2014 and January 2015. We reply to any comments posted on NHS Choices".

### Feedback on services:

We met with two patients, who were very positive about their treatment and ease of getting appointments: *'the guy knows what he's doing', 'they know their job', 'I've got no complaints at all', 'I've brought my family here'*. One spoke positively about the *'warmth'* of reception staff.

Clinical staff reported satisfaction with the premises and equipment: all surgeries in the group are laid out in the same way so as to make it easier for the staff who move between surgeries. One member of staff reported difficulty with complying with the time requirements for root canal work as a 'Band 2' treatment - *"we have to do far more work than is funded"*.

---

## Immediate Service Improvements

None noted

---

## Recommendations

1. To carry out further analysis of Fail to Attends (FTA's) and the patient list to identify strategies for reducing these
2. To make availability of Hearing Loop more visible for visitors
3. Review information available to patients on staff members individual roles and the community languages offered by the practice
4. Staff members to wear name badges
5. To review the Practices online presence and to have a single page on the group website for each practice, so patients can access information about their own practice online. Support will be needed from the larger group for this.

6. Information systems are reviewed in the practice as practice staff did not have available information on active patient data
7. A process should be developed enabling immediate support for reception in case of an emergency.

## Service Provider Response

- Recommendation 1 - I can confirm that an analysis of Fail To Attends and the patient list has been completed and we are campaigning to Go Green in a bid to collate all patient emails so that we may send email reminders alongside the text messages, letters and phone calls that we currently do.
- Recommendation 2 - I can confirm that we do have a hearing loop available and it is located behind our reception desk. Thank you for pointing out that we may need to make the hearing loop more visible for patients attending the practice.
- Recommendation 3 - I can confirm that our practice leaflet depicts the roles of our practice team and details the languages that our dental team are conversant in.
- Recommendation 4 - I can confirm that our practice staff have been provided with name badges and I would like to thank you for bringing to our attention that they had been overlooked.
- Recommendation 5 - We are delighted to announce that our practice website is now available at [www.manorparkdental.co.uk](http://www.manorparkdental.co.uk) . We are really pleased with the final result and hope that everyone accessing our site will find it both easy to use and informative. Naturally, we welcome any feedback as this ultimately allows us to continually strive to provide the Gold Standard in all that we do.
- Recommendation 6 - Information systems have been reviewed and the practice team are kept updated regarding active patient data by our I.T. Claims & Data Administrator.
- Recommendation point 7 - I can confirm that a process is in place to enable immediate support to our reception team in the event of an emergency and that the practice is under 24/7 surveillance by a monitoring company.

As a dedicated and focused NHS dental practice and committed healthcare professionals, we continually evaluate the services that we provide through audit and feedback. We are grateful for the impartial commentary provided by Healthwatch, which we find to be equally useful and auspicious, as we endeavour to champion the high standard of dental care that we so provide.

