

NHS Ayrshire & Arran



Meeting:	Ayrshire and Arran NHS Board
Meeting date:	Monday 30 November 2020
Title:	Patient Experience: Accessing Emergency Dental Care
Responsible Director:	Eddie Fraser, Director of East Ayrshire Health and Social Care Partnership
Report Author:	Laura Harvey, Quality Improvement Lead

1. Purpose

This is presented to the Board for:

- Awareness

This paper relates to:

- Government policy/directive
- Local policy

This aligns to the following NHSScotland quality ambition(s):

- Safe
- Effective
- Person Centred

2. Report summary

2.1 Situation

This story outlines Colin's experience of accessing urgent dental care via 111. As Colin has complex health needs, input from an ENT specialist was required as well as the on call dentist and dental nurse.

2.2 Background

Colin presented in a significant amount of pain but was reassured immediately by the staff, making him feel valued and respected, which was important to him at such a vulnerable time.

The story highlights that whilst it may be necessary to involve a number of professionals in healthcare decisions, the patient presentation and level of discomfort is an important part of the clinical assessment and when disagreement on the correct course of action may occur, there is still a way to move forward and make the right decision without it having a negative impact on the patient experience.

2.3 Assessment

This story demonstrates the importance of clear, concise and compassionate communication with patients and their families, especially when they are presenting in pain or distress.

It also highlights the importance of how professionals communicate with each other on a professional level and the lasting impact it can have on a patient if this isn't achieved.

Ultimately, the patient received appropriate management in a way that made him feel that he mattered.

2.3.1 Quality/patient care

In this case, the care received was excellent and Colin is extremely grateful for the assistance of all those involved.

2.3.2 Workforce

This story highlights the positive impact of effective cross professional communication where more than one practitioner is contributing to a patient's care

2.3.3 Financial

No financial impact

2.3.4 Risk assessment/management

No identified risk

2.3.5 Equality and diversity, including health inequalities

An impact assessment is not required as the individual sharing the story has given consent and any impact on others will be individual

2.3.6 Other impact

- **Best value**

Demonstrates good use of resources to achieve safest patient outcome

- **Safe, Caring & Respectful**

This story fully complies with our corporate objectives and highlights the importance of applying them to every patient or loved one conversation.

2.3.7 Communication, involvement, engagement and consultation

This patient story is presented for awareness and to support learning and improvement in relation to patient and family communication and clinical staff decision making

2.3.8 Route to the meeting

This is the first time this story will be shared outside of the staff directly involved. The story will be shared locally initially, then wider to support improvement

2.4 Recommendation

For Awareness. Members are asked to read this story for their information