Shifting the Balance of Care: Transforming Oral Surgery Services
Nicola Cross
Public Dental Service, Glasgow Dental Hospital & School

The Challenge
Oral surgery services are in high demand, with large volumes of patients referred to secondary care for treatment.

Causes
- Ageing population: complex dental needs
- GDP referrals
- Teeth retained longer

Effect

Aims
- To reduce the ever-increasing demands on secondary care Oral Surgery services
- To allow a more effective distribution of resources by shifting Oral Surgery into primary care
- To allow patients to be treated in an environment appropriate to their needs
- To conform to the Government’s 2020 Vision for Health and Social Care

Proposed Solution
Shifting of care by setting up a new Oral Surgery service within primary care

Methods
The service was developed within an existing primary care clinic in Glasgow Dental Hospital, allowing redistribution of staff and resources, thus minimising set up costs.

Phase 1
- Set up
- Surgery adaptation
- Instrument and stock ordering
- Nurse training
- Protocols

Phase 2
- Referral pathway
- Referral guidelines devised
- Based on Guide for Commissioning Oral Surgery NHS England
- Educating referrers

Phase 3
- Database
- Log of all patients’ journeys
- Quality improvement
- Audit

Outcomes/Results
- Reduction in number of secondary care waiting list clinics
- Shorter referral to treatment time for patients
- Positive patient experiences
- Comprehensive database to measure outcomes

Benefits
- Cost effective
- Relieves pressures on secondary care
- Appropriate use of services
- Improved patient care
- Reduced waiting times
- Continuity of care
- Flexibility
- Nurses utilised to full potential
- Personal development
- Increasing skill set
- More efficient service

Support for PDS dentists
- Advice
- Clinical input
- Theatre lists

Training opportunities
- PDS dentists
- Core trainees
- Undergraduates

Conclusions
The route map to 2020 vision has a triple aim: quality of care, health of the population and value and sustainability. This service has improved quality of care by providing accessible services within the community by a recognised Specialist in Oral Surgery, with reduced waiting times for patients. Effective use of resources and generation of revenue via patient payments have accomplished value and sustainability of the service.

References
1. Adult Dental Health Survey 2009
2. The 2020 Vision for Health and Social Care in Scotland