



WEST MIDLANDS LDN & NHSE NEWSLETTER

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WELCOME

Welcome to the West Midlands LDN Newsletter

In this issue, we are focusing on some aspects of paediatric dentistry. The characters above are from the Birmingham City Council "Startwell" page -

<https://startwellbirmingham.co.uk>. The Startwell

programme is **based around 8 key characters and their messages** to help early years settings, parents and health professionals create a healthier environment for our children and families. If your practice is in the Birmingham area, and you have contacts with nurseries or playgroups, you could introduce them to the Startwell site. There are also evidence based printable advice sheets you can download and give to parents with young children. Other NHS Integrated Care Services (ICS) have similar initiatives and details will be provided in future newsletters.

CONSENT ISSUES IN PAEDIATRIC DENTISTRY

Dr Sheridan McDonald is a Consultant in Paediatric Dentistry and the Chair of the West Midlands Managed Clinical Network for Paediatric Dentistry. She writes...

Children... Those lovely little squiggly things or the screaming type, we need to know more about them all!

BACK TO BASICS... CONSENT FOR CHILDREN

- **Do you know who the child has attended the appointment with?**
- **Do you know who has parental responsibility?**

These questions are essential for making sure that you have informed consent for providing a child's dental care.

All too often, an assumption is made that the attending adult has authority to consent on behalf of a child. This may not be the case and leaves practitioners vulnerable. Asking a child "who have you come with today?" will give you this information and has the added bonus of giving you a good "opening line" to engage with the child.

Informed consent is legally required for all patients.



In dentistry we often rely on implied consent. For example, if a child attends with Grandma, Dad's partner etc, we assume that the parent has asked for the child to be brought for a dental check. But what if the child needs an x-ray, treatment or referral to Community/Hospital Services? Only the person with Parental Consent can agree to these.

For up to date advice on consent from the Gov.Uk website, click [here](#).

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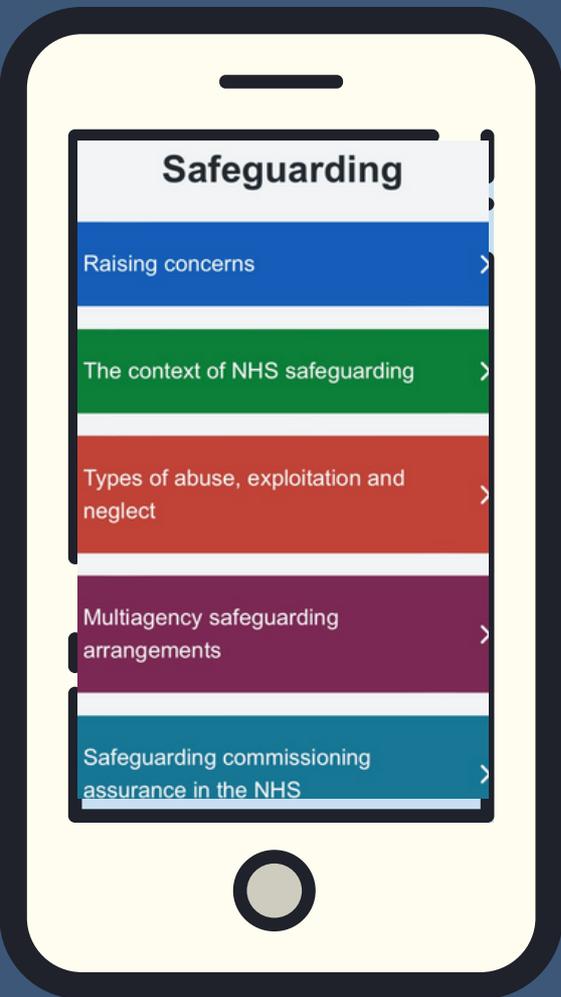
Consent cannot be delegated to someone else. For example, a mother cannot “allow” someone attending on her behalf to agree care, even if they write a letter and send it to the practice with the child. Marrying/Legal Partnerships do not give any rights over children i.e. “Step-parents” do not have authority to provide consent unless they have a Court Order.

So who can provide Parental Consent?

- Mothers- unless a Court has removed this right
- Fathers- if they are on the birth certificate and the Court has not removed this right
- Person with a Court Order for parental responsibility - this may be a relative or social services. They **must** have a written Court Order which should be copied into the clinical record.
- Foster Carers and Social Workers are in a unique position. They are given some parental responsibilities for children they care for as part of the supervision of Looked After Children (LAC), sometimes called Children in Care (CiC). The delegated responsibilities are from the Authority responsible for the Child e.g. Local Authority or Children’s Trust. Foster Carers will not be able to consent for all treatments however it does vary between children and Foster Carers. **The Foster Carer will have a copy of the authorities they have**, which should be copied for practice records– so always check the paperwork from the Foster Carer.
- Social services- when allocated through Court. In this situation a child is known as a “Looked After Child”. A senior manager in Social Services will need to consent to any sedation or general anaesthetic care whilst a Social Worker may be able to consent to lesser treatments e.g. dental extractions.

Have you downloaded the NHS Safeguarding App?

It's a very helpful tool and it provides details of who to contact if you have a concern. You can download it from <https://www.england.nhs.uk/safeguarding/nhs-england-safeguarding-app/> or search for NHS Safeguarding Guide in the App store.



So, what do you do if a child needs to have that x-ray, treatment or onward referral? It depends on how urgently you need consent. A telephone conversation may be enough to explain why you need a radiograph or to refer a child – always check who you are speaking to and ask them to provide the child's full name, date of birth, address as confirmation that they know the child; take the person's full name and record the name and conversation in your notes. You will also need this information referring as many services ask who has parental responsibility for a child.

When it comes to treatment, is it urgent and must be done today e.g. child in pain/ acute dental trauma? In this case, it is good practice to try to contact the person with parental responsibility by phone. If you cannot do this, a dentist does have the ability to act in a person's best interest however always include the attending adult in this process and arrange to speak to the person with parental responsibility as soon as you can; the responsibility is yours, not the attending adults, so always act in the clinical best interests of the child to stabilise the situation until you can get informed consent.

When a child needs regular dental treatment, consent can be confirmed at the next appointment. Just make sure to request that the person with responsibility attends next time.

Looked After Children (Children in Care) may need consent for some procedures to be authorised by their Social Worker. This can be challenging to co-ordinate as you are both busy people. It is useful to ensure that you have contact details of the Social Worker before the Foster Carer leaves the practice. It may be easier to ask your Practice Manager to arrange a telephone consultation with the Social Worker or even a virtual meeting between the two of you. Remember, if you are using email communications, there are regulations about patient confidential information being sent and it is essential to ensure you are compliant with these regulations.

If you do need to refer a child to Community/Hospital Services, include the name of the adult with Parental Responsibility and tell them they must attend the assessment appointment; if they fail to attend care will be delayed for the child as the Community/Hospital Service will have to rebook the child too. When waiting lists are long, it is essential to minimise the number of wasted appointments.

Finally, remember... things can change! Keep your information up to date!

Essential Tips for Safeguarding Children in Dental Practices

Remember: children cannot fail to attend an appointment - it is the adult who fails to bring them.

Child failed attendance is now known as “Was Not Brought” (WNB). This simple change in nomenclature helps all staff to understand where responsibility for the failed attendance lies. The GDC require all team members to be aware of safeguarding and how to act when there are concerns ([Standards For the Dental Team, Section 8](#))

The Care Quality Commission will look for evidence that the practice is safeguarding its patients when they inspect practices. [Click this link for details](#)

Basic information template for when you first see a child:

- Who has Parental Responsibility
- What school do they attend?
- Who is their General Medical Practitioner?
- Is there any Social Care involvement (Foster carer, social/family support worker?)

A Was Not Brought (WNB) policy for the practice:

1. Did the appointment letter get sent?
2. Telephone the person with responsibility to find out why the child WNB.
3. Is the reason plausible and reasonable?
4. Is the person with Parental Responsibility happy to re book the appointment?
5. How many times has the child not been brought to their appointment?
6. Are there outstanding dental treatment needs? How serious is that need e.g. history of pain, swelling or is it fissure sealants that need completing.

SOME TOP TIPS

A policy and delegation to other team members will make this whole process easier for busy dentists, just make sure you, as the dentist, get the final decision. Template letters will also ease the process; some suggestions are:

1. Child not brought to appointment first time – contact practice within 14 days

2. Letter to GMP saying how many appointments the child has not been brought to – it is good practice to copy this letter to the person with Parental Responsibility, as it is for all healthcare correspondence.

There is a very useful resource provided by the British Dental Association [here](#)

You may well find that when you have referred a patient to Community /Hospital services you receive a letter to say the child has not been brought to their appointment and asking you to follow up. Please do this! As you have seen the child to make the referral you will have that essential information which the Community/Hospital Service will not have, making follow up easier.

This is a difficult area for all dentists, wherever we work. At the heart of it is the principal that we are safeguarding children so when you are flagging (which we all do), just remember your little bit of information may tip the scales for a child in need to gain access to the support they need and deserve.

Newsflash



On the 1st September the Regional Chief Nurse wrote to Dental Practices to recommend that mask wearing should now revert to provider led risk assessments. Review your hierarchies of control for Covid. Where indicated patients and visitors should be encouraged to wear facemasks when visiting high risk healthcare settings or extremely clinically vulnerable patients.

It is impossible to provide specific advice about how to handle failed attendance as there are so many factors at play. The information above will help the dentist make decisions about how to proceed, they must make the final decision.

School and the Social Care team (if involved) are excellent resources. It is good practice to share information when there is a concern about a child. A simple call to the Safeguarding Lead at a school will often help a practitioner to explain concerns and ask if personal details have changed. A call to the Local Authority Safeguarding Team will also tell you whether the child has any input from Social Services which you can link in with to support the child. **These are called MASH now – Multi Agency Safeguarding Hub and are easy to find on the internet for your local area.**

If you deem the dental treatment important and serious, e.g. untreated infection and cannot get the adult to return with the child, it is essential that the child's needs be put first. In this instance, a referral to the local MASH team is essential. Give them a call and they will provide advice and signpost you to the form required to complete the process. The form will always ask if you have Parental Consent to refer – if you cannot get hold of the adult, it is quite reasonable to say no and explain why you do not have consent. Where you have been able to speak to the parent, this is a difficult conversation. Explain that you have a professional duty of care towards the child (which you do) to ensure the child's needs are met; thus, you have no alternative but to refer the child (in my experience many parents will suddenly start engaging with you when you explain this!)

In another example, if the child is not being brought for dental examinations when you have never had concerns before, it becomes more challenging. No one has the resources to keep chasing adults. However you must do your due diligence too. When you have exhausted your options – e.g. telephoned person with Parental Responsibility/called school to check details/ ensured there are no other safeguarding concerns, write a letter to the GMP about the nonengagement with dental care. GMPs act as gate keepers of health care information. If necessary, the GMP should then make a referral to MASH.

Phew... exhausting stuff!

In Memory of Bob Morgan

With great sadness we report that Robert Leslie Morgan BDS LDS FFGDP, FDS RCS, has passed away aged 69.



Bob graduated from Birmingham Dental School in 1975 and worked at Morgan Dental Practice in Halesowen, with his wife Sue, from 1977 until his retirement from clinical dentistry in 2012.

Many colleagues will remember with appreciation Bob's help in the progression of their careers, and his passion for inspiring younger dentists and dental care professionals. In the West Midlands Bob was a post-graduate tutor, co-ordinator for dental access training and Associate Dental Dean for Health Education England, overseeing and running over 100 courses per year. He was very active in the Faculty of General Dental Practitioners (now the College of Dentistry), where he was Deputy Chief Examiner with responsibility for the OSCE circuit. He was instrumental in the merger of the MFGDP and MFDS examinations into the MJDF.

He lectured and taught throughout the UK as well as in Hong Kong, India, Gibraltar, Singapore and Nepal on legislative and practice management topics as well as aspects of the MFGDP and MJDF. He became a lecturer at the University of Warwick, as well as Senior Lecturer at the University of Kent. He contributed to the FGDP's Legislation and Good Practice Guidelines in their Key Skills Elearning package, and published several articles in their Primary Dental Journal.

Bob was an active member of the BDA and on Dudley LDC for over 30 years. He was actively involved in the community outside of dentistry, and was a member of Belbroughton Parish Council and Chairman of the local Round Table.

Most of all, Bob was the kindest, most welcoming man, with a cheeky smile and strong sense of humour. He passed away on the 14 July 2022 at Worcester Royal Infirmary with Sue and his daughter Sarah by his side. He will be sorely missed by us all and we offer our condolences to Sue, Sarah and family.

Newsflash

ESSENTIAL INFORMATION TO GET YOUR PATIENTS SEEN

Use the referral form for all referrals to BCHC paediatric dental service (hospital and community)

<https://www.bhamcommunity.nhs.uk/patients-public/dental-services/community-paediatric-dental-service/>

Check the referral criteria to ensure you are referring appropriate patients (see above link)

Be a good referrer:

- **Always complete all sections of the referral form**
- **State who the legal guardian is and their phone number**
- **Include school (this is required for safeguarding children if they are not brought to their appointment)**
- **As much information as possible about the reason for referral - this aids prioritisation of your patient**
- **Include xrays and the date they were taken**

If clinical things change, let the booking office know so that the patient can be re-triaged. **DO NOT** submit another referral.

REFERRALS FOR PAEDIATRIC DENTISTRY TO BIRMINGHAM COMMUNITY HEALTHCARE NHS FOUNDATION TRUST (BCHC)

Community Dental Services

- BCHC provides Community Dental Services (CDS) in several health centres across Sandwell, Dudley, Walsall and Birmingham.
- All paediatric dentistry referrals are centralised and administered from Birmingham Dental Hospital (BDH). Referrals **MUST** be directed to the Booking Office.
- Parents/Carers will be offered the next available appointment in one of the health centres where BCHC provides dental services however they can also request to be seen closer to home.
- Children from other areas may receive care closer to home if they are referred to their local CDS

Consultant Paediatric Dental Services

- BCHC continues to receive referrals for consultant opinion from across the Midlands
- Consultant clinics are offered in sites across Sandwell, Walsall, Dudley and Birmingham.
- All paediatric dentistry referrals are centralised and administered from Birmingham Dental Hospital (BDH). Referrals **MUST** be directed to the Booking Office.
- Parents/ carers will be offered the next available appointment which may be at BDH, Oldbury Health Centre (Sandwell), Brace Street Health Centre (Walsall), Brierley Hill Health and Social Care Centre (Dudley).
- Wherever the appointment is, the same standards are in place for assessment.
- Please be aware that Worcestershire CDS also has a Consultant Paediatric Dental Service too and patients in this area may wish to be seen within this service.

Services are still under significant strain and there has been an increase in referrals. If the child has asymptomatic caries of the primary dentition, they are best managed within the practice with prevention, silver diamine fluoride, Hall crowns, fluoride applications every 3 months and monitoring (as clinically appropriate for each individual).



INFECTION PREVENTION AND CONTROL (IPC) ASSURANCE FOR DENTAL PRACTICES – NHS ENGLAND- MIDLANDS

NHS England-Midlands, have produced an Infection Prevention and Control (IPC) Toolkit to support practices with the provision of IPC. This toolkit can also support any CQC inspections.

NHS England will require an annual submission of a self-assessment audit tool, the first return is due by **30 September 2022** at 13:00. We will use this feedback to identify any common themes to proactively support practices to improve IPC standards across the region, ensuring the delivery of safe care to protect our people and our patients.

The Toolkit comprises of the following:

·An IPC Dental IPC self-assessment audit tool in two different formats.

- A simple word document. This is for dental practices to use for internal auditing and for your own assurance purposes.
- A Microsoft Forms document, (click [here](#)) which we require you to **complete this by 30 September 2022**.
- An Excel Spread sheet

This has 5 spot check audits tools for use within the practice, to support your IPC assurance processes. There is also an action plan template included.

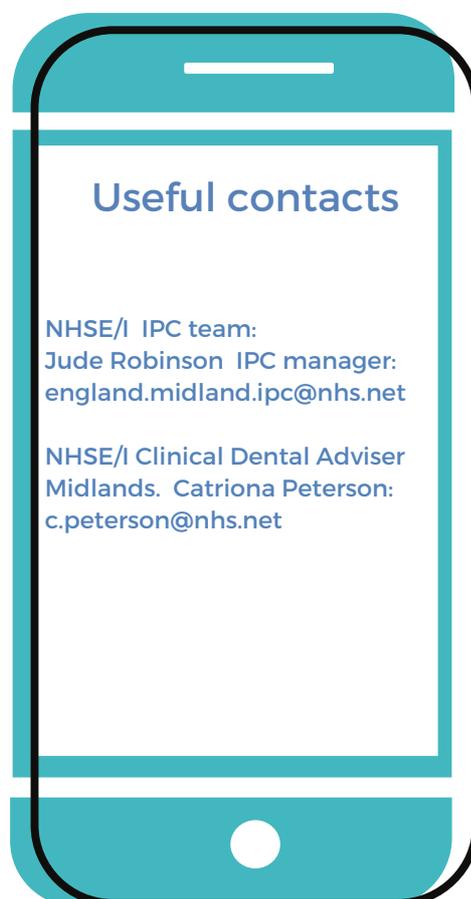
Using the toolkit

We recommend the assurance document is completed annually. It can be utilised to identify areas where you require further support and will enable you to approach the regional team with any specific requests for support.

The spot check audits are for quarterly internal auditing, as part of your regular assurance processes, or more frequently if a concern is identified. E.g. sharps safety.

SUPPORTING DOCUMENTS

- Dental Framework supporting guidance. Issued 1st June 2022 to support dental practices implement the hierarchy of controls for preventing spread of respiratory infections. Click [here](#).
- National standards of healthcare cleanliness. Dental practice must be compliant with these by November 2022. Click [here](#).
- The Health and Social Care Act (2008, revised 2015) Use this to help understand the IPC assurance request from NHSE. Click [here](#).
- HTM 01-05 Click [here](#).
- A programme of e-learning - 'Cleaning for Confidence' - has been developed to support staff in furthering their knowledge of good cleaning practice, as well as helping to reinforce other actions that help to stop the spread of infection. Click [here](#).



STUDY CLUBS - CLICK ON THE COURSE FOR A DIRECT LINK TO THE BOOKING FORM

[Dental Technicians and Clinical Dental Technicians Study Club](#)

[Dental Hygienists and Dental Therapists Club](#)

[Orthodontic Therapists Club](#)

We also have a Dental Practice Managers and a Dental Nurses study club - if you are interested in joining please contact:

jo.dalby@hee.nhs.uk

When registering and booking onto a session please ensure your delegate type is set at Dental Care Professional and Organisation is set at Midlands & East. If you have any difficulties booking onto the course please contact sodicsdwd@contacts.bham.ac.uk

Jo Dalby, Regional Dental Care Professional Lead, Advisor for Projects (DCP) Midlands and East Health Education England

jo.dalby@hee.nhs.uk

For a list of all relevant courses between October and December 2022, with clickable links, see page 12. Please circulate to your team.

Health Education England Midlands & East

DCP Study Clubs Pilot

During the latter part of 2021 HEE commissioned a pilot to support DCP Study Clubs in the Midlands & East Region. The purpose of these Study Clubs is to provide an opportunity for members of a workforce group to come together in an informal supportive setting to share knowledge and experience and to identify areas in which changes can be made to improve the quality of service offered to their patients. The group members define their learning goals and select the relevant topics. It is hoped that after the initial sessions organised by HEE delegates will break out into smaller more local groups throughout the region.

Each group meets every 3-4 months and the majority are currently being delivered online unless the session includes a practical demonstration or hands-on element.

Benefits of a Study Club:

- A method of sharing knowledge between colleagues
- A stimulus for individual learning
- A tool to change and improve practice performance
- A method of supporting daily practice activities
- A method for agreeing clinical standards for a clinical audit
- A vehicle to improve communications and build relationships between local practices

Participants role:

- Actively participate in group discussion
- Review aspects of their own practice and share this information
- Be open to implementing changes within their own practice to improve the quality of service offered to patients
- Be responsible for keeping their own records

CPD Certificate:

This will be provided by HEE

If you are interested in joining any of the study groups in the left panel, or starting a local group within your own region please contact jo.dalby@hee.nhs.uk or click on the course to go straight to the booking form

Health Education England Midlands & East Autumn Courses 2022

DATE	COURSE CODE	COURSE TITLE & LINK TO BOOKING SYSTEM	DELIVERY
04.10.22	BDH101	<p>Paedodontic Peer Review for Aspiring Level 2 Practitioners - Cohort 3 - Session 1</p> <p>https://accent.hicom.co.uk/CourseManager/Live/HEE/Web/sys_pages/Delegate/DelegateCourseEventDetail.aspx?filterCourseEventID=1d77f73c-86b6-4b85-847d-494795bc4b03&MenuIndex=0</p>	Online
10.10.22	BDH102	<p>Paedodontic Peer Review for Aspiring Level 2 Practitioners - Cohort 4 - Session 1</p> <p>https://accent.hicom.co.uk/CourseManager/Live/HEE/Web/sys_pages/Delegate/DelegateCourseEventDetail.aspx?filterCourseEventID=6af2660d-197a-4e03-bac2-ad59ba4dfe80&MenuIndex=0</p>	Online
11.10.22	BDH089	<p>Endodontic Peer Review for Aspiring & Current Level 2 Practitioners</p> <p>https://accent.hicom.co.uk/CourseManager/Live/HEE/Web/sys_pages/Delegate/DelegateCourseEventDetail.aspx?filterCourseEventID=ae117498-b32f-49be-936a-7fd10b0b1df8&MenuIndex=0</p>	Online
12.10.22		<p>Paediatric Level 1 Consolidation Programme - Part 1 - Interested delegates should contact jo.dalby@hee.nhs.uk for further details</p>	Online
22.10.22	BDH112	<p>Dental Hygienists and Dental Therapists Club</p> <p>https://accent.hicom.co.uk/CourseManager/Live/HEE/Web/sys_pages/Delegate/DelegateCourseEventDetail.aspx?filterCourseEventID=1f1562de-bfe5-4d78-9f8d-839e5c46dc2a&MenuIndex=0</p>	Online
31.10.22	STA009	<p>Clinical Governance - a team approach</p> <p>https://accent.hicom.co.uk/CourseManager/Live/HEE/Web/sys_pages/Delegate/DelegateCourseEventDetail.aspx?filterCourseEventID=cea73eed-2453-4a8c-8863-aab625c0e12e&MenuIndex=0</p>	Online
02.11.22	BDH096	<p>Dental Photography for Clinicians</p> <p>https://accent.hicom.co.uk/CourseManager/Live/HEE/Web/sys_pages/Delegate/DelegateCourseEventDetail.aspx?filterCourseEventID=e431c82b-f127-4569-bbf5-d49899f50dd7&MenuIndex=0</p>	F2F
08.11.22	TEL015	<p>Dealing with Patient Complaints</p> <p>https://accent.hicom.co.uk/CourseManager/Live/HEE/Web/sys_pages/Delegate/DelegateCourseEventDetail.aspx?filterCourseEventID=5595eb76-c719-4e8f-85a2-9657d9af9993&MenuIndex=0</p>	Online
09.11.22	BDH115	<p>Indications for radiographs in children and tips for "the small mouth"</p> <p>https://accent.hicom.co.uk/CourseManager/Live/HEE/Web/sys_pages/Delegate/DelegateCourseEventDetail.aspx?filterCourseEventID=61e4273b-556d-4c01-a58d-1be7df950b5e&MenuIndex=0</p>	Online
15.11.22	WOR013	<p>Child Safeguarding</p> <p>https://accent.hicom.co.uk/CourseManager/Live/HEE/Web/sys_pages/Delegate/DelegateCourseEventDetail.aspx?filterCourseEventID=dc6b3ddb-361c-4d5c-b64a-4c5c714cd95b&MenuIndex=0</p>	Online

Health Education England Midlands & East Autumn Courses 2022

DATE	COURSE CODE	COURSE TITLE & LINK TO BOOKING SYSTEM	DELIVERY
16.11.22	BDH078	Composite Restorations Simplified (Hands-On) https://accent.hicom.co.uk/CourseManager/Live/HEE/Web/sys_pages/Delegate/DelegateCourseEventDetail.aspx?filterCourseEventID=3882b8df-8ddc-48d3-9f29-35bb4612d20b&MenuIndex=0	F2F
16.11.22	STA010	Oral Malignancy https://accent.hicom.co.uk/CourseManager/Live/HEE/Web/sys_pages/Delegate/DelegateCourseEventDetail.aspx?filterCourseEventID=000db0cc-7235-4c84-a5a8-4aa5bf0ffdb3&MenuIndex=0	Online
17.11.22	BDH104	Dental Nurse Study Club - Details to be confirmed - please contact jo.dalby@hee.nhs.uk if you are interested in attending	Online
22.11.22	BDH116	Prevention reminder from DBOH, Regular F applications, sealants https://accent.hicom.co.uk/CourseManager/Live/HEE/Web/sys_pages/Delegate/DelegateCourseEventDetail.aspx?filterCourseEventID=fcbd18d9-276c-453f-832a-3fa4dd56f640&MenuIndex=0	Online
25.11.22	BDH093	Practical Endodontics 3 day programme (Hands-on) Please contact jo.dalby@hee.nhs.uk if you would like more details about this 3 day hands-on course Day 2 will be held on 01.12.22 Day 03 will be held on 02.12.22	F2F
25.11.22	BDH114	Prosthetic Dentistry for the General Dental Practitioner (Part 1) Part 2 will be a hands-on session delivered at Birmingham Dental Hospital 30th Nov 2022 https://accent.hicom.co.uk/CourseManager/Live/HEE/Web/sys_pages/Delegate/DelegateCourseEventDetail.aspx?filterCourseEventID=e66db124-3cf9-46bf-83e4-9b9adeacdc32&MenuIndex=0	Online/F2F
26.11.22	BDH108	Dental Technicians and Clinical Dental Technicians Study Club https://accent.hicom.co.uk/CourseManager/Live/HEE/Web/sys_pages/Delegate/DelegateCourseEventDetail.aspx?filterCourseEventID=1ddd04c1-b72c-4227-8a08-86d69ee235f0&MenuIndex=0	F2F
14.12.22		Reflective Practice for Level 2 Practitioners Details to be confirmed - please contact jo.dalby@hee.nhs.uk if you are interested in attending	Online

If you experience any difficulties in booking on a course please contact the local administrator:

- for courses beginning with code WOR natasha.allmont@nhs.net
- for courses beginning with code BDH sodicsdwd@contacts.bham.ac.uk
- for courses beginning with code STA kate.cavanagh@uhnm.nhs.uk
- for courses beginning with code TEL rosie.heath1@nhs.net

Details of how to use the accent system were included in the July/August Newsletter. Contact peter.thornley@nhs.net for copies.