

What happens next?

The deadline for you to respond and tell us what you think to our proposals is **26 July 2019**. All feedback we receive will be considered before any final decisions are made. Results and feedback will also be put on our website: www.leedscommunityhealthcare.nhs.uk/ in early August.



Travel information

By bus from Leeds city centre:

Clinic	Bus numbers	Approximate journey time from city centre (Please allow more time to travel to clinic during rush hour)
Yeadon	34, 97, 757	45 minutes
Middleton	2, 13A	25 minutes
Reginald	2, 36	6 minutes

Bus numbers and routes can change please visit: www.wymetro.com/howtogetto or call MetroLine on **0113 245 7676** before making your journey.

Any questions?

If you have any questions about the information in this leaflet please either speak to a member of the service or contact the Patient Experience Team at Leeds Community Healthcare on tel: **0113 220 8585** email lch.pet@nhs.net

Have your say on...

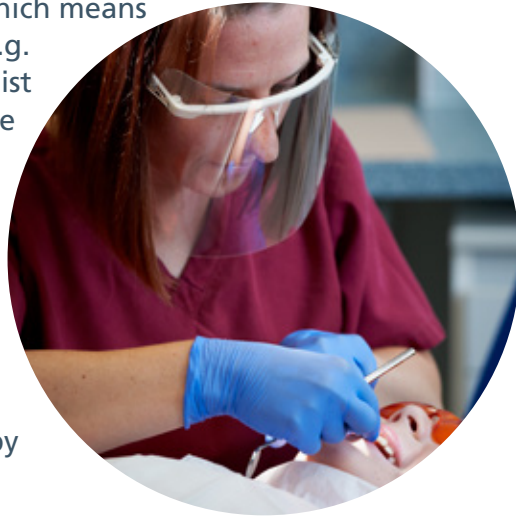
The future of **Community Dental Services** in Leeds



Leeds Community Healthcare NHS Trust provides a Community Dental Service for children and adults whose dental treatment needs cannot be met by their regular NHS dentist.

We are a referral-only service, which means that a healthcare professional (e.g. family dentist, GP or 0-19 Specialist Public Health Nurse) or social care professional will send you to us for an assessment appointment.

It is important that we deliver community dental services from places that are easily accessible and best meet patients' needs. We think that we can improve the Community Dental Services by making some changes.



This leaflet tells you what we want to do and why. We would like to know what you think about these changes and there's a questionnaire at the end of this leaflet to help you.

How the service works now

First appointments are always at one of our assessment centres: Beeston Community Clinic for children under 16 or The Reginald Centre in Chapeltown for adults.

If you need any further treatment, appointments are offered between 8.45am and 5pm at one of our five clinics across Leeds, based on need and the equipment available at each site:

- 1. Armley Moor Health Centre** 95 Town Street, Armley LS12 3HD
- 2. Beeston Community Clinic** 123 Cemetery Road, Beeston LS11 8LH
- 3. Middleton Health Centre** Acre Close, Middleton LS10 4HT
- 4. The Reginald Centre** 263 Chapeltown Road, Leeds LS7 3EX
- 5. Yeadon Clinic** 17 South View Road, Yeadon LS19 7PS

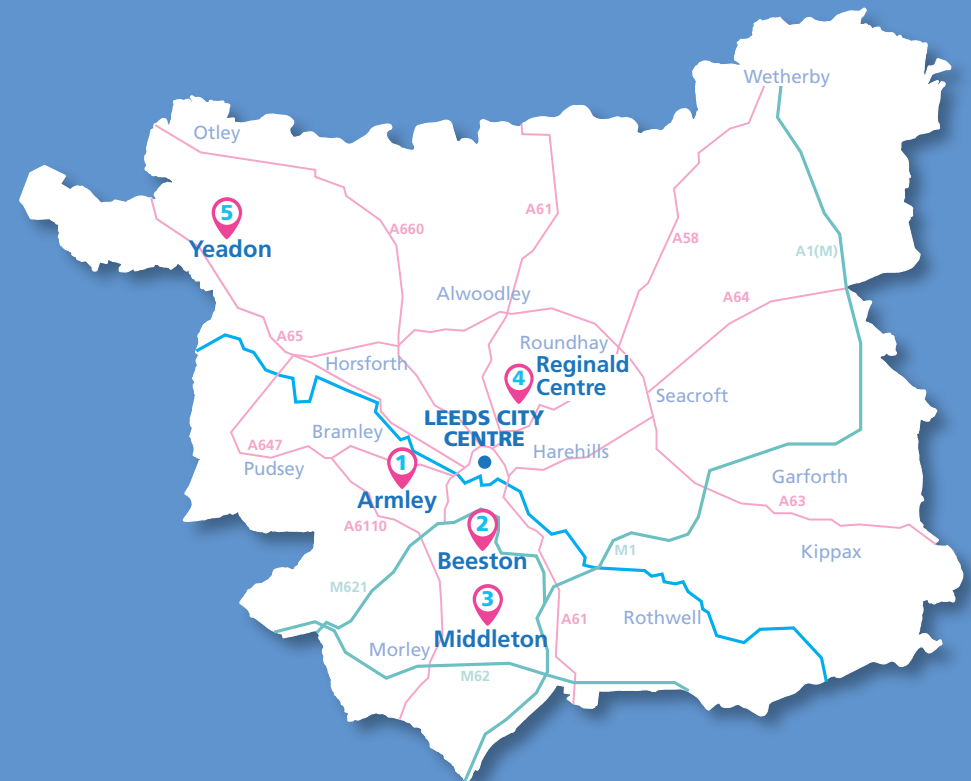
How we would like the service to work

We want to give you the best care possible by offering convenient appointments with our dental experts, in fit-for-purpose clinics which have specialist equipment to meet specific patient needs.

We will look at extended opening times and introduce new services:

- We will offer **sedative injections** alongside our existing gas and air sedation for patients who are nervous about treatment. This will mean that fewer people need to go to hospital for treatment under a general anaesthetic.
- We will develop our home/domiciliary care offer to support patients who find it difficult to attend a dental clinic and look at ways we can provide this.

To allow us to make these service improvements and make best use of staff time, we need to base our clinics in fewer sites.



Have your say on...

The future of Community Dental Services in Leeds



Leeds Community
Healthcare
NHS Trust

You can tell us what you think about our proposed changes to Community Dental Services by filling in this short questionnaire. It's also online at <https://www.surveymonkey.com/r/LCHCommunityDental> if you'd prefer to give us your views online. Please let us have your response by 26 July 2019.

Q1: Are you completing this questionnaire as a...

- New patient who has been referred but not had an appointment yet
- Existing patient of community dental services
- Carer/parent of a patient who uses community dental services
- A member of the public
- A referrer to community dental services
- A member of staff at Leeds Community Healthcare
- Other (please state)

Q2: If you are an existing patient (or parent/carer of an existing patient) where do you currently go to receive community dental care? (tick all that apply)

- Armley Reginald Centre, Chapeltown Middleton Beeston Yeadon

Q3: Do you understand why Leeds Community Healthcare (LCH) wants to change the way it provides Community Dental Services?

- Yes No

Q4: When would you prefer your dental appointment to be?

- Morning between 7-12am
- Afternoon between 1-4pm
- Early evening between 4-6pm
- Saturday morning between 9am-1pm

About you

Ethnicity

- White Mixed/multiple ethnic groups Asian/British Asian Black/Black British
- Any other ethnic group (please specify)

Gender

- Male Female Other

Disability (please specify)

Age (please specify) **Postcode** (please specify)

Moisten here

Moisten here

Moisten here

Is there anything else about the proposed changes you would like to say?

Thank you for taking the time to let us know what you think. We really value your feedback.
Once you have completed the questionnaire, pull out, moisten the gummed edges, fold in half and post.

Community Dental Services Feedback
Freepost RSSX-YCET-GYST
Leeds Community Healthcare NHS Trust
First Floor Stockdale House
8 Victoria Road
Leeds LS6 1PF



Why we need to change

Leeds Community Healthcare, like the rest of the NHS, is reviewing how we provide the best possible care within the resources we have available.

Our thinking about our specialist Community Dental Services has been influenced by conversations we had with patients in Leeds during 2017. We learned that:

- Most patients were willing to travel for additional specialist treatment.
- Patients would like to see reduced waiting times between appointments. This was more important to people with extreme dental anxiety, who were willing to travel if this meant quicker access to services.
- Seeing the same dentist and team was important.



We believe that by offering expert-led, age-appropriate assessment clinics from two sites for new patients and delivering specialist community dental clinics for further appointments from three sites will:

- Provide access to all the specialist dental experts you need to see for your assessment and start of treatment under one roof.
- Allow us to deliver a full range of dental services from the best buildings available to us, with increased access to resources and specialist equipment for e.g. hoists and gas and air sedation.
- Make the best use of our staff time so they can be in the right place, at the right time to meet your needs in the best way possible.

- Provide modern, fit-for-purpose clinics with a dedicated reception area at each site.
- Allow us to introduce new services such as intravenous sedation treatments and a home/domiciliary care offer.

We believe that these changes will also mean that we can treat patients in fewer appointments - which will be good news for anxious patients. In turn this will help us to see new patients more quickly.

What changes are we proposing?

1. Relocate existing assessment clinics

First appointments with children would relocate to The Reginald Centre in Chapeltown because it is being developed as a children's services hub and may already be familiar to our younger patients.

First appointments for adults would relocate to Middleton Health Centre because this clinic is on the ground floor and is easily accessible by wheelchair.

2. Three specialised Community Dental Clinics

We know that we can still offer the same number of appointments as we do now from fewer clinics. Three sites would be open every day and equipped to treat a wider range of patients, but some would still need to travel to the clinic which best meets their individual needs.

The three dental clinic sites would be: The Reginald Centre in Chapeltown, Yeadon Clinic in Yeadon and Middleton Health Centre.



The Reginald Centre



Yeadon Clinic



Middleton Health Centre

3. New opening times

We are considering changing our clinic opening times to offer more flexibility and some Saturday mornings. We would like to know what you think would best meet your needs – please tell us when you complete the questionnaire.

What would these changes mean?

- Patients will still have access to the same level of expert care from the same healthcare professionals.
- The same number of appointments will be available and waiting times will not increase.
- Patients will still have their first appointment at an assessment centre suitable to their age group.
- Further appointments, dependent on treatment plans, would then be offered at the specialised community dental clinic which best meets a patient's needs.
- We would close community dental clinics at Armley and Beeston.
- Three clinics open every day.



Meeting your needs

We are confident The Reginald Centre, Middleton Health Centre and Yeadon Clinic are the best possible options to deliver Community Dental service from as they are modern, accessible buildings and have the right resources to provide the full range of services and meet patient demand and need.

We also checked that their locations are right for our patients and made sure we met the requirements of the Equality Act.

What do you think?

Do our proposals and our reasons for making these changes feel right to you? Are you confident that the people of Leeds will benefit from the improved services even if there are fewer clinic locations?

We would really welcome your views and feedback or other ideas you have. There's a short, pull out questionnaire in the middle of this leaflet to help you tell us what you think, or you can complete the questionnaire online at:

<https://www.surveymonkey.com/r/LCHCommunityDental>

All feedback we receive will be used to assess how well our plans will meet patients' needs and to consider any possible adjustments to the changes.

If you would like to provide more in-depth feedback we'll be holding drop-in sessions about the proposals on the following dates:

Tues 2 July, 9 - 11am - Room BF44, Beeston Community Clinic

Tues 2 July, 3 - 5pm - Meeting Room 1 and 2, The Reginald Centre

Fri 5 July, 2 - 4pm - Room AS05, Armley Moor Health Centre

Fri 5 July, 10am - 12pm - Room A and B, Middleton Health Centre

Mon 8 July, 9 - 11am - Therapy Room, Yeadon Clinic