

Peninsula Dental

Social Enterprise

Social Audit Report 2017



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Introduction

Peninsula Dental Social Enterprise CIC (PDSE) is responsible for running the Dental Education Facilities (DEF) across the Southwest, with clinics in Exeter, Truro and two in Plymouth.

PDSE has been operating since 2013 when it took over the management of the four clinics from three separate NHS organisations.

Plymouth University Peninsula Dental School students provide the majority of the patient treatments while being supervised by a team of highly qualified dentists and supported by a dedicated staff of dental nurses, hygiene therapists and clinical support workers.

Both the school and the clinics were established to tackle oral health inequalities in the far Southwest, training dentists who may stay in the region once qualified, treating patients in the teaching clinics who may not otherwise have access to treatment and providing and promoting oral health education in the communities served.

PDSE's Community Engagement Team work closely with many of our local communities including schools, prisons, care homes and charitable organisations to promote and develop programmes for oral health education. Students work alongside the Community Engagement Team to deliver oral health projects within these local communities.

2016/17 was a transition year in PDSE, due to the change in the Dental Student programme from a 4 year graduate entry programme to a 5 year undergraduate entry programme there was no final year in the BDS programme. However the first cohort of Dental Hygiene Therapy BSc students graduated.

Vision, Mission, Values and Aims

Our Vision

To provide excellent primary dental care services to our communities, while providing the best clinical placement facilities for dental students of any UK dental school.

Our Mission

- To address oral health inequalities in the southwest, treating patients in our teaching clinics who may otherwise find it difficult to access services.
- To provide clinical training for dental students and other dental care professionals to the highest standards of clinical practise.
- To engage with our local communities, supporting health improvement agendas and working in partnership to promote positive lifestyle choices.

Our Values

- To put our patient's interests first
- To be clinically led, valuing the knowledge skills and experience of all our staff
- Promoting disease prevention and good oral health in our communities
- Delivering the highest quality service standards
- Driving improvement and innovation
- Honesty and integrity, promoting equality and diversity

Strategic aims

Over the next five years we will:

- Deliver more and improved levels of care for patients
- Enhance clinical training opportunities for dental care professionals and students
- Invest in our equipment and buildings to provide the best facilities
- Support the development of dental healthcare education and research
- Develop our community engagement activity and partnerships to expand access to services for disadvantaged groups

Operational Highlights

- 4,817 Patients seen and 16,167 appointments attended - helping to improve the oral health in the South West and reduce demand on local NHS services
- 229 Dental Students – supporting the need for local dentists with key community based dentistry skills
- 37 Dental Hygiene Therapy Students – adding to the depth of the South West Dental Teams
- Opening of New Exeter Dental Education Facility in the Wonford area of Exeter. This is a larger facility than the previous clinic, with 42 dental chairs and will allow PDSE to provide more services in the Exeter area. The facility was opened by the Chief Dental Officer, Sara Hurley and the local MP, Ben Bradshaw was also present.
- GDC approved Dental Hygiene Therapy programme
- First cohort of the Dental Hygiene Therapy BSc programme students graduated
- Dental Ambassador programme rolled out in Cornwall
- Awarded a third grant by the Wrigley Company Foundation to continue the community oral health project in the region and deliver it to more schools.

About Us

Board of Directors

PDSE's board consists of seven Directors. They meet regularly to plan and review PDSE's performance and activities.



Professor Robert Sneyd, Chair of the Board

Professor Sneyd is Dean of Plymouth University Peninsula Schools of Medicine and Dentistry, which is responsible for the education of all dental health profession students. He is also a practising anaesthetist and a clinical researcher.



Zoe Harrington, Director

Zoe is the Clinical Lead at Truro Dental Education Facility. She is also a Senior Lecturer in Restorative Dentistry at Plymouth University and holds an honorary Consultant contract with the Royal Cornwall Hospital Trust.



Dr Jane Luker, Director

Jane is a Consultant in Dental & Maxillofacial Radiology University Hospitals Bristol NHS Foundation Trust, an Honorary Clinical Senior Lecturer in Oral and Dental Sciences at the University of Bristol, Dental Postgraduate Dean for Health Education Southwest and Deputy Medical Director of the University Hospitals Bristol.



Alastair Matthews, Director

Alastair Matthews is the Chief Financial Officer at the University of Plymouth. Immediately prior to that he was Finance Director and Deputy Chief Executive at University Hospital Southampton NHS Foundation Trust from 2007. He has worked in Board level roles in both the Private and Public sectors having initially trained with and worked at Price Waterhouse. He is a Fellow of the Institute of Chartered Accountants in England & Wales.



Ewen McColl, Director

Ewen McColl is the Clinical Lead at Devonport Dental Education Facility and the Director of Clinical Dentistry. He undertook three years of Specialist Training in Periodontology and is an accredited Restorative Consultant.



Professor Christopher Tredwin, Director

Professor Tredwin is Head of Plymouth University Peninsula Dental School, Professor of Restorative Dentistry and a GDC registered specialist in Endodontics, Periodontics, Prosthodontics and Restorative Dentistry.



Dr Robert Witton, Director

Rob is Director of Social Engagement and Community-Based Dentistry at Plymouth University Peninsula Schools of Medicine and Dentistry, and a consultant in dental public health to Public Health England

Operations Management Team



Clare Featherstone, Commercial Manager

Clare is a Chartered Management Accountant who has over twenty years' experience working in the NHS and Further and Higher Education in senior financial management roles. Clare supports the Board of Directors with strategic planning and supports other senior staff with operational running of the four dental clinics on a day to day basis.



Wendy Smith, Strategic Lead for Community Engagement

Wendy is the Strategic Lead for Community Engagement at the Peninsula Dental Social Enterprise. With a background in community education and health promotion she brings a mix of skills which enable effective outreach and development work. She heads up a team of 5 who deliver projects across Devon and Cornwall bringing oral health education to communities.



Christine Bedford, Clinical Assistant to the Director of Community Based Dentistry

Christine is the Clinical Assistant to the Director of Community Based Dentistry. Christine is a qualified, registered Dental Nurse who has spent many years assisting with the treatment for children and nervous adults. Her role is to produce the clinic timetables for students, plan events in the Dental Education Facilities and ensure the Facilities are safe for the students, the staff and the patients.



Nathan Findlay, Governance and Compliance Manager

Nathan joined PDSE in April 2015 and has taken on the responsibility for Clinical Governance and Compliance issues within the organisation. His role includes the Governance roles of Senior Information Risk Owner (SIRO), Information Asset Owner (IAO) and Health and Safety Lead.

Social Responsibility

Equality and Diversity

Equality and Diversity training is part of the PDSE mandatory programme, ensuring all staff complete this annually. PDSE's Honorary Contract staff complete their mandatory training through the University of Plymouth and are required to complete Equality and Diversity training every 3 years.

Governance

During the year PDSE has continued to work closely with all stakeholders to strengthen the organisations clinical and corporate governance.

Patient safety

Patient safety is always a priority. PDSE operates an effective report, review and action process with a sophisticated incident reporting system and dedicated lead to prompt immediate action and investigation where necessary

This process ensures any learning from an event is cascaded through the organisation to staff, students and clinical supervisors via the most appropriate route. This includes a Patient Safety and Governance Report, distributed monthly and covers incident trends and statistics as well as any other governance information such as results of audits, and updates from NHS or other bodies.

Safeguarding

Each Clinic has a designated Safeguarding co-ordinator, the co-ordinator is the main point of contact on all safeguarding issues and is responsible for ensuring all local policies are relevant and up to date.

Corporate

The board has met regularly throughout the year and continued to review process in the development of PDSE's CIC objectives. As part of this process PDSE has developed a mission statement and expressed its values and strategic aims this will continue to be reviewed in response to stakeholder feedback and strategic opportunities.

Staff

As of 31st July 2017, PDSE had 77 members of Staff. This includes a cohort of 6 Trainee Dental Nurses, who commenced their apprenticeship training in the November 2015 and gained their qualification in July 2017.

92.2% of our employed staff are female and 7.8% are male, those aged 50+ represent 22% of the workforce. There are 93 staff who hold an Honorary Contract with PDSE. They comprise of Dentists, Hygienists and Hygiene Therapists who act as Clinical Supervisors and Academic staff to the students. 53.2% of staff on a PDSE Honorary contracts are male and 46.8% are female.

PDSE now has a dedicated Dental team, who deliver dental services in the Plymouth area and has appointed a new dentist and Hygiene Therapist who will join the team in August 2017.

Awards

Wrigley Foundation

A third grant has been awarded by the Global Wrigley Oral Fund to support the “open wide and step inside” community oral health education project for children aged 4-5 years. The team have now engaged with approximately 25 schools (approximately 2,500 children) with less affluent areas of the city being targeted, the film is currently being redeveloped with the ambition to develop a product, which has a sustainable element, being delivered within the school setting.

Healthy Workplace Award

Cornwall Healthy Workplace Award, this is an award for employers in the county includes oral health as part of the award criteria. A variety of Cornwall based businesses both large and small, are involved in the initiative, which is recognised as one of the best in the country. The community engagement team deliver workshops which ensure companies reach the criteria required and are able to offer advice and support in their workplace.

Stakeholder Engagement

Staff



PDSE have a Staff Consultative Committee that meets termly. It is chaired by the Commercial Manager with external human resource consultancy support. The committee has representatives from each of the Facilities and each of the staffing subgroups.

Through the Staff Consultative Committee the company communicates organisational information, shares views and consults with the staff representatives. The aim is for mutually acceptable solutions to be sought through the exchange of views and information to maintain and improve the Company's business development, quality of service provision and working experience.

During the year PDSE held two company away days, these give the staff an opportunity to meet their colleagues from all four clinics and meet the Directors. The agenda comprises of a variety of items suggested by both Directors and staff including Continuous Professional Development (CPD).

The Directors visit each facility termly for a staff lunch to give the staff an opportunity to speak to them face to face. Staff also have the opportunity to ask questions and express views through the PDSE HR mailbox on an ongoing basis. A termly newsletter keeps staff up to date along with more frequent communication via email bulletin when appropriate.



Patients



From August 2016 to July 2017 PDSE students and staff treated over 4,000 patients, with over 16,000 appointments attended. Through the new PDSE Dentists and Hygienists PDSE has been able to offer Dental Services to an increased patient base.

PDSE collects feedback from patients via patient satisfaction surveys and through Family and Friends Test. These consistently demonstrate a high level of satisfaction with the quality of patient care, clinical treatment staff interaction and our facilities at Peninsula.

Our most recent survey saw over 99% of participants give a positive response to the family and friends question "How likely are you to recommend the Peninsula Dental School to your friends and family if they needed similar care or treatment?" All patient responses are evaluated and areas of potential improvement highlighted and discussed. Any learning or necessary actions are implemented across all sites promptly.

Local Communities



Community Engagement Team

The team work closely with local organisations promoting oral health as well as making them aware of the facilities and dental services that are available to them through PDSE. From 2017/2018 this service will be provided by a specifically created charity, Creative Connected Communities Trading As Well Connected.

Wrigley Community Foundation

During the year PDSE was awarded a third grant from the Global Wrigley Oral Fund to support the “open wide and step inside” community oral health education project for children aged 4-5 years. The team has now engaged with 25 schools (approximately 2,500 children) from areas who experience inequality and disadvantage, the film is currently being redesigned with a view to deliver it within the school setting.

CHICKS Children’s Charity

The community engagement team works in partnership with Wrigley Community Foundation to deliver fun and engaging dental themed workshops for children who attend the Wrigley sponsored weeks. Country Holidays for Inner City Kids (CHICKS) is a charity that provides respite holidays for vulnerable disadvantaged children.

Dental Ambassadors

The Dental Ambassador training programme was delivered in Cornwall in partnership with the health promotion service.

The programme provides training for adults with learning difficulties building skills and confidence to share key messages with other adults in residential homes, special schools, etc. As part of the project the Dental Ambassadors recorded a dental rap; <https://www.youtube.com/watch?v=l-l2Sxu7dK0>

NHS

PDSE works closely with NHS organisations and commissioners to ensure that the services we provide are in line with community needs and to enable the organisations to respond to any necessary requirements in an effective manner. During the year PDSE provided support to our local Dental Access Centre (DAC) by providing emergency appointments for patients who were unable to get an appointment at the DAC. This provided help to our NHS colleagues to relieve demand pressures as well as enabling Dental Students to have first-hand experience of treating emergency patients.

Dental Students and Dental Therapy Hygiene Students



The environment we have created means that we are a popular choice for training to become dentists and hygienist therapists through the courses offered through the University of Plymouth.

The academic year of 2016/2017 saw 266 students being trained in PDSE facilities (229 Dental students and 37 Hygiene Therapy students). This was the third year that the BSc (Hons) Dental Therapy & Hygiene course was offered, and saw the first cohort graduate as fully qualified Dental Hygiene Therapists.

This was the last transition year for the dental student programme from a four year graduate entry to a five year programme open to school leavers. It has meant that we have had no final year graduating students in our clinics this year, but we look forward to this year's fourth years entering their final year of study in September.

Trainee Dental Nurses

During the year, two cohorts of apprentice nurses completed their training. The first cohort of apprentices gained their GDC registration in the autumn of 2016 and have now all gained employment in the local area. The second cohort of apprentice have successfully completed their training and are currently waiting for their GDC registration applications to be accepted. We aim to continue to offer an apprenticeship programme, widening access to the dental professions.



Staff Training

During the year staff have expanded their skill base by obtaining new qualifications and developing existing knowledge and experience, with the support of PDSE. Seven Dental Nurses obtained their qualification in Dental Radiography; one Dental Nurse obtained her qualification in Oral Health Educator, one Dental Nurse completed the City & Guilds certificate in education & training. Our HR Officer completed CIPD Level 5 in Human Resource Management and a member of staff achieved a Diploma in Management Accounting.

Site Locations

PDSE has four Dental Education Facilities, two in Plymouth, one in Truro and one in Exeter. Each contains state-of-the-art dental clinical facilities, where students of the various dental professions are trained to the highest standards while providing free treatment to NHS patients.

In September 2016 PDSE opened its new Exeter Dental Education Facility to the public. This facility has 42 chairs, and for the next academic year will host year 3 BDS students and final year students undertaking dental practice experience. It has been an incredibly positive year, with the facility providing over 1800 patient appointments, and supporting the local population through PDSE's community engagement activity.



The new facility also has a 16-chair Simulated Dental Learning Environment, where students can hone their clinical skills on 'phantom heads'.

Derriford DEF

Plymouth Science Park, 20 Research Way,
PL6 8BT



Devonport DEF

Damerel Close, Madden Road, Devonport,
PL1 4JZ



Truro DEF

Knowledge Spa, Royal Cornwall Hospital,
TR1 3HD



Exeter DEF

Exeter DEF, Veysey Close, Exeter, EX2 4SG



Patient and Treatment Data

Having Dental Education Facilities located across the peninsula has enabled patients from Taunton, Exeter, Torquay, Plymouth and Truro to receive treatment. During the year and across all four Dental Education Facilities, over 4,000 patients have been seen in over 16,000 appointments, resulting in over 70,000 service items provided.

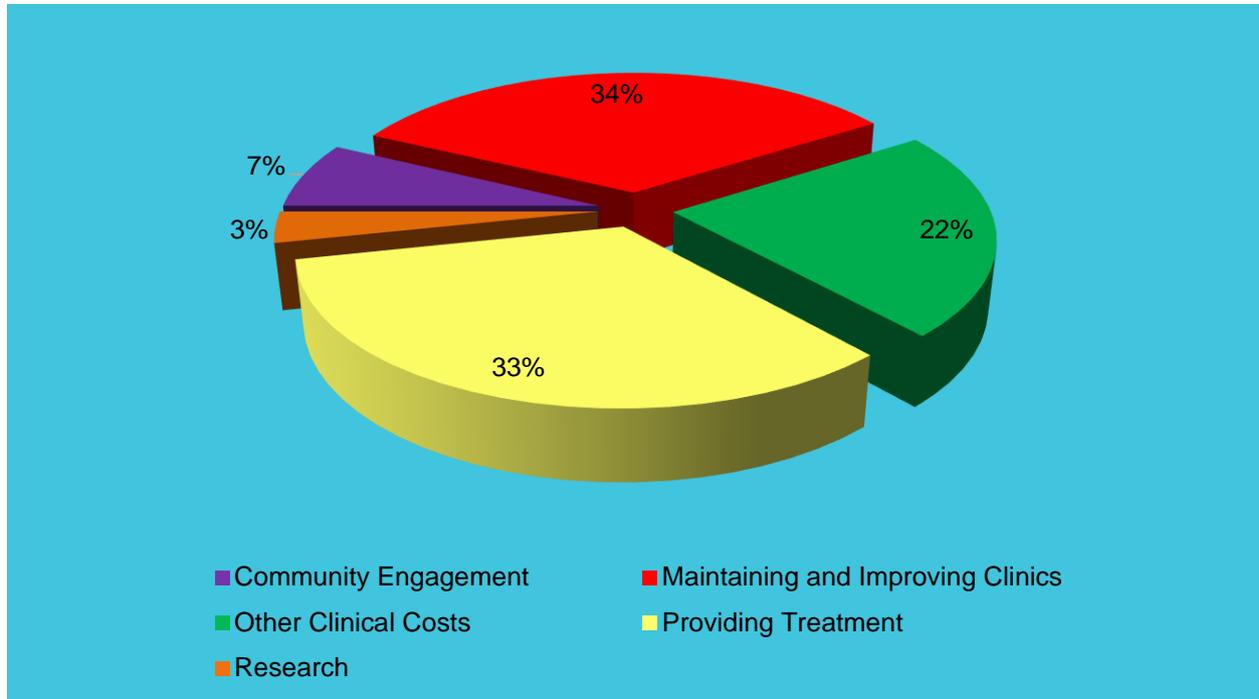
Patient numbers

Clinic	Patients treated	Appointments attended	Service items provided
Derriford	1,187	3,016	13,613
Devonport	2,105	7,380	30,383
Exeter	922	1,833	9,125
Truro	603	3,938	17,537
Total	4,817	16,167	70,658

Treatment numbers

Procedure	Total
Full Examination/Assessment	4,037
Radiographs	3,395
Fissure Sealant	837
Periodontal part I: Supragingival Scaling	2,888
Periodontal part II: Periodontal Debridement	1,230
Amalgam	627
Adhesive Restorations	3,523
RCT	120
Prosthodontic fixed	184
Resin Retained Bridge	33
Denture Fit	418
Orthodontic Assessment	94
Paediatric 0-12 yrs Management Technique	1,796
Paediatric Operative Procedure (exc extraction)	349
Paediatric Extraction	331
Dental Emergency	1,056
Prevention (OH, Smoking Cessation, Fluoride Treatment, Diet)	5,875
Anaesthesia	4,587
Prescription	405
Referral Letter (internal or external)	244
Extraction	1,073
Periodontal Assessment	1,055
Special Investigations and Diagnosis	3,248
Total	37,405

Peninsula Dental Social Enterprise CIC Funding



Peninsula Dental Social Enterprise had Turnover of £7.6 million for the year ending July 2017.

Providing Treatment to Patients

33% of PDSEs income was used to provide treatment to patients, from providing clinical staff to purchasing dental materials and dental laboratory fees.

Clinical Facilities

34% of this income was used to maintain and improve our clinics this includes all estate costs such as rent and facility management and equipment repair and maintenance.

Other Clinic Costs

22% was spent on other clinic running costs such as postage, insurance, telephones, Human Resources, Finance and IT.

Community Engagement

7% directly supported our Community Engagement Team, covering staff pay and general expenses. Many of their activities include students and make use of the clinics.

Research

3% was spent on research, this includes a contribution to the University of Plymouth Dental School to support the performance of dental research and the appointment of the Post Doc to Peninsula Dental School to evaluate the impact of the Peninsula Dental School (PDS) and PDSE on oral health inequalities (OHI) in the Southwest.