



Diagnosing clinic Disparities in Specialist Dental Services

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Problem

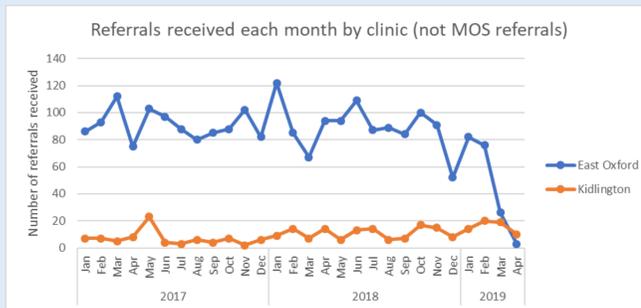
There are number of specialist dental clinics that run services across Oxfordshire, in 2016 a new clinic was opened in Kidlington to help cope with the demand of the central clinic in East Oxford just 7.4 miles away. However three years later there remains disparity in the referrals between the Kidlington and East Oxford clinics. The objective of the project is to undertake a piece of diagnosis work to examine why there continues to be such differences between the clinics considering their geographical closeness.

Background

The Oxfordshire Community Dental Service provides specialist dentistry services to a wide range of both children and adult patients who are unable to receive care from a general dental practitioner. Patients access these services for a wide range of reasons including medical conditions, learning or physical disabilities, anxiety or phobia, mental health issues and special care dentistry, including orthodontics.

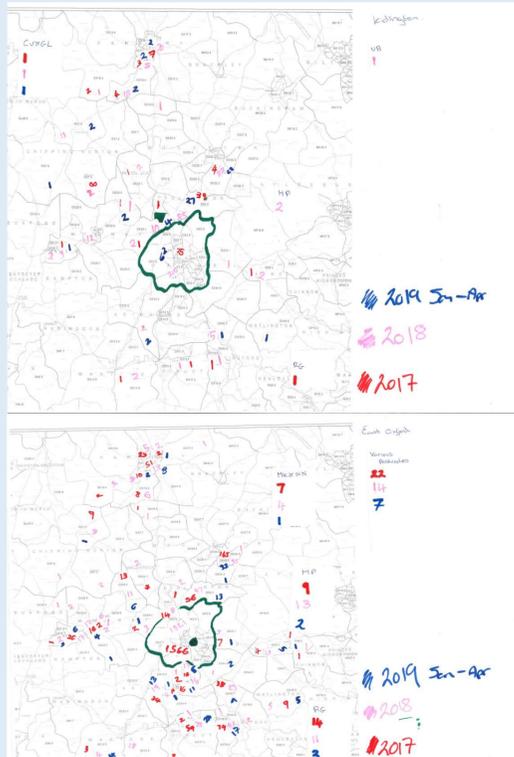
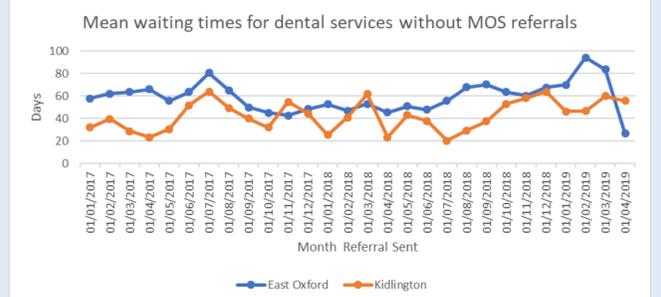
Initial analyses

- MOS (oral surgery) data was removed and will be looked at separately as these referrals are limited by clinician.
- Analyses around number of referrals and waiting times for each clinic were conducted.
- Waiting time for referral reason were looked at.
- Waiting times by postcode were plotted.
- A map of the area to see where referrals were coming from for each clinic was made using the patient postcodes.
- A process map was made of the process through which referrals are allocated to either clinic.
- A brief analysis of the Kidlington clinic appointments was conducted.

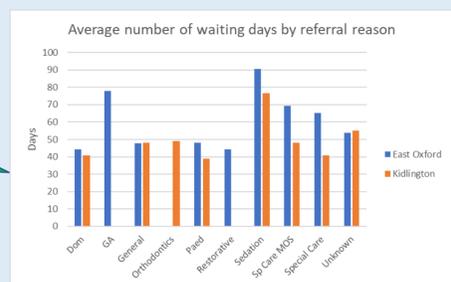


East Oxford Clinic was receiving significantly MORE referrals each month compared to Kidlington Clinic Until April 2019

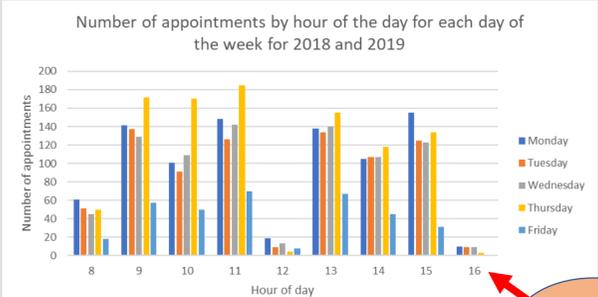
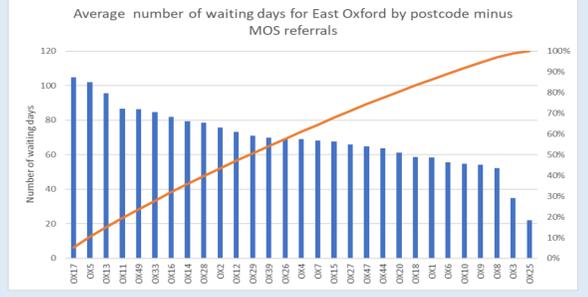
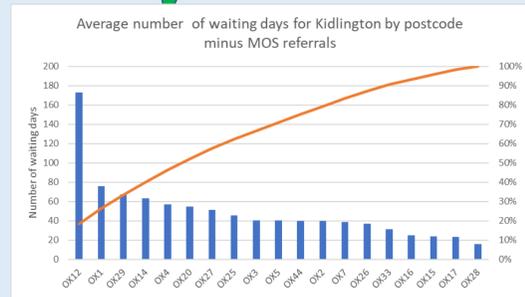
Despite significantly different numbers of referrals waiting times for both clinics were similar in both length of waits and variation



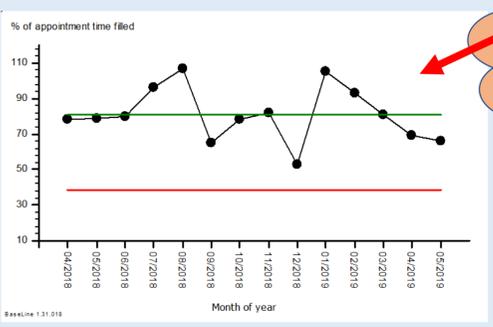
The maps showed that referrals Kidlington received referrals from far fewer geographical locations than East Oxford. East Oxford was also receiving referrals from just outside the Kidlington Clinic. Nearly all the out of county referrals since 2017 were sent to East Oxford.



There was little difference between the two clinics.

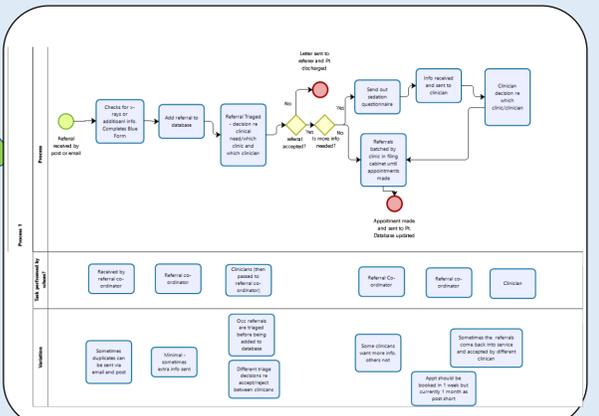


Postcodes with the highest average waiting times were identified



The average % of filled appointment time each month for Kidlington Clinic was 85%. Friday's were shown as the least filled day and appointment numbers at 8.00, 12.00 and 16.00 were low.

Completing the process map revealed that Friday's are smaller numbers as there is only 1 clinician working who has home visits in the afternoon.



- ### Next steps
- Look at in further depth the variation identified in the triaging process.
 - Set an aim and create a driver diagram to identify change ideas.