

minutes of meeting



**Kensington & Chelsea
Local Involvement Network**

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| project title | Kensington & Chelsea Local Involvement Network | | |
| meeting type | Physical Disabilities Sub-Group Public Meeting | | |
| minute no | M-7 | Ref | LINK |
| held at | Isaac Newton Centre 108a Ladbroke Grove, London, W11 1QS | held on | 13 th July 2010 |

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| | <p>Amina Abdi Bronislaw Mocko Gaenor Holland-Williams Jeannie Lamb Margaret Cairns-Irven</p> <p>Patricia Gani</p> <p>Guest: Alan Keane</p> <p>Host: Paula Murphy Simmons Hall</p> | <p>K&C LINK Member Action Disability Kensington & Chelsea Kensington & Chelsea LINK member Kensington & Chelsea LINK member Chair of Kensington & Chelsea LINK Physical Disabilities Sub-Group K&C LINK Management Group member</p> <p>Commissioning Manager, NHS Kensington & Chelsea</p> <p>LINK Co-ordinator LINK Administrator</p> |
| apologies | Sheila Hicks | |

| Item | Welcome & Introductions | Action |
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| 1.0 | Margaret Cairns-Irven welcomed those attending the | |

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| | meeting and reminded the group about the ground rules for all meetings. All agreed to follow the ground rules. | All |
| 2.0 | Rolling out the ‘Access to GPs Project’ Questionnaire: Identifying the target audience, circulating the questionnaire, timeline and outreach | |
| | <p>Margaret provided the background to the questionnaire and asked the group for their comments on how it should be distributed, the timeline, location and role of volunteers in helping to distribute the survey.</p> <p>Discussion took place and the group agreed on the following:</p> <ul style="list-style-type: none"> - The questionnaires to be distributed through various public places e.g. voluntary, private and statutory organisations, community groups and at public events. - 400 questionnaires to be distributed using the identified distribution channels and in the post. - Distribution to start week commencing 26th July. - All questionnaires to be returned by 31st October 2010. <p>The group agreed for the following addition to the questionnaire before distribution:</p> <ul style="list-style-type: none"> - Add strap line offering the option to receive the survey in an alternative format. | |
| 3.0 | Presentation on ‘Access to Dentistry’ – Alan Keane, Commissioning Manager, NHS Kensington & Chelsea | |
| | <p>Alan Keane gave a presentation on Access to Dentistry. He informed the group that NHS Kensington & Chelsea is running a campaign to increase the number of people in the borough registered with a NHS dentist. The NHS vision is to increase access to and to improve the quality of NHS dentistry in Kensington & Chelsea.</p> | |

The Goal of the NHS is to build confidence in the availability of NHS dental services and to increase the number of residents visiting the dentist. So far the NHS has distributed posters and leaflets in outlets such as pharmacies and GP surgeries and asked people to complete the leaflets stating their needs. The information collected will be used to match services to the needs of individuals.

There are also plans to introduce a mobile dental unit in September 2010 for use across Kensington & Chelsea. This will allow greater access to dental service.

The group was asked for their suggestions on how the NHS dental service can be better promoted. A discussion followed and the following comments and questions were made.

Discussion

Comment. A member of the group commented that her dentist stopped working on NHS patients because he did not agree on the quality of the crown that was provided by the NHS.

Ans. Alan Keane – Dentist are not allowed to place restrictions on NHS patients. In terms of the realm of their contract the dentist should see NHS patients and allow patients to pay to ‘top up’ to a superior crown.

Comment. A member of the group commented that dentists can be fierce about late/missed appointments and this will exclude patients from the practice as a result.

Ans. Alan Keane – That behaviour is not condoned; dentists are wrong to dismiss patients because of lateness. Patients can now register with any dentist, not just their local dentist. This creates more patient choice.

Q. For people receiving chemotherapy, can they receive dental treatment from home?

Ans. This type of visit falls under medical criteria and is arranged by the community dentist instead of the NHS dentist.

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| | <p>Q. Does the NHS runs research programmes for the marketing and hospitalisation side of dentistry?</p> <p>Ans. The NHS runs a social marketing exercise. This is a bespoke piece of work looking at the needs of the population of Kensington & Chelsea. This research targets local residents and promotes the use of dentistry and also looks at teeth.</p> <p>Q. A diabetic member of the group commented that she broke two teeth at gum level; she was turned away from hospital dentistry and was not told where she could obtain emergency treatment. Is there any way to address this?</p> <p>Ans. In Kensington & Chelsea there is an 'out of hour triage service' which will signpost to services available and will provide information about appropriate services that are available outside of office hours.</p> <p>Q. Are there local dentists with wheelchair access?</p> <p>Ans. There are local dentists in the borough that are accessible to wheelchair users. The NHS leaflet - Looking at NHS dentist in Kensington and Chelsea – should highlight these.</p> <p>Q. Are there special NHS dental services for people with a phobia?</p> <p>Ans. There are dental services which use techniques such as 'calming.' To treat a severe phobia this is seen as a medical need and is referred to the Community Dentist. In the first instance referral is done through GP's.</p> | |
| 7.0 | Date and venue of next meeting | |
| | <p>Date: Thursday, 9th September</p> <p>Time: 1pm -3pm</p> <p>Location: Church of St Phillips Earls Court Road London, W8 6QH</p> | |