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Acknowledgements

Healthwatch Oxfordshire would like to thank the service provider, people we spoke to and heard from, and staff for their contribution to the Enter and View visit.

Visit details

Details of Visit

Service Address	Unit 4 Westbury Court Wesley Lane, Bicester OX26 6JU
Service Provider	Damira Dental Studios Limited
Date and Time	Wednesday 2 nd November 2022, 2:00 – 5:00 pm
Authorised Representatives	Amier Alagab, Vicky Tilley
Healthwatch Oxfordshire Contact Details	01865 520520

Disclaimer

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.

What is Enter and View?

The Health and Social Care Act 2012 legislation allows Enter and View activity to be undertaken on premises where health and social care is publicly funded such as hospitals, residential homes, GP practices, dental surgeries, optometrists, and pharmacies. We visit:

- To gather the views of health and social care service users, families, and carers'
- To report what we see and hear to improve the quality of health and care services.

More details about Enter and View visits can be found on our website:

www.healthwatchoxfordshire.co.uk/our-work/enter-and-view-visits

Purpose of the visit

- To observe how the facility operates and provides its services
- To collect views from patients, volunteers, and staff on services
- To identify 'Best Practice' and highlight any areas of concern.

Strategic drivers

To contribute to a wider local Healthwatch programme of work that focuses on patient experience within health and social care, and to hear about dentistry experiences of people living in Oxfordshire. We wanted to hear what is working well as well as where things could be improved.

Summary of findings

Please note these findings represent a portrayal of what we observed and heard about the experiences of the service users and staff on the day that we visited:

- The clinic is run by clinical and administrative staff who are keen to deliver excellent patient care services.
- The Practice Manger was working on reception when we entered the building due to staff shortages – on the day there was no receptionist available at the clinic.
- Every patient we spoke to felt listened to by the staff and other medical professionals.
- Staff were approachable and friendly to patients, and easy to talk to.
- Comments from patients about the environment and efficiency of the services, and the attitudes of staff, were generally very positive.
- Improving internal communications between staff and senior management may lead to a better work environment.
- No translated materials are available at reception informing patients about the interpreting service on offer.
- We noticed some boxes of catheters and towels were stored outside the cupboard in a corner at the waiting room.
- The patient waiting room could be more friendly by playing music or television.
- There is no hearing loop available at the reception.

- More staff need to be recruited to reduce the workload on present staff and maintain work sustainability.

Recommendations

- Staff recruitment should be one of the main priorities at this time.
- Ensure notices are patient focused, such as a 'Welcome' sign at reception.
- Provide additional accessible and patient focused information including translated and large print, and Easy Read materials to inform patients about the availability of the interpreting service and Language Line, and how they can access these services.
- The patient waiting room could have something to occupy patients while waiting, such as television or music.
- Sustainability of work environment requires improvement in terms of communications between staff and senior management.
- For health and safety, stocks should be stored in a proper storage area.
- Keeping a hearing loop on the reception desk to help those with hearing difficulty.
- Care Quality Commission report should be displayed as per the attachment:
<https://www.cqc.org.uk/sites/default/files/2015024%20Guidance%20for%20providers%20on%20meeting%20the%20regulations.pdf>

Service response to recommendations

- Staff recruitment is more stable now with the start of our new receptionist and one of our nurses returning to the practice.
- Welcome sign installed at reception.
- Interpreting services displayed at reception

- New management in place to ensure better communication between staff and senior management
- Stock is now stored away in a locked cupboard
- Hearing loop displayed in a more obvious place on reception to help those with hearing difficulties
- CQC report displayed on patient information board next to entrance of practice

Many thanks

Ellie Horne

Acting Practice Manager- Bicester

Response received by email on 22.12.2022



Report on visit to Damira Bicester Dental Studios – 02.11.2022

A. Methodology

We follow Healthwatch England guidelines for Enter and View visits. The steps below summarise this process:

- Plan
 - Appoint an Enter and View lead for the visit
- Communicate
 - Inform the provider of the visit, and relevant details including the purpose, date, time, estimation of how long it will take, how many people will be carrying out the visit, and the name of the lead person.
 - Prepare visit posters including the purpose of the visit, time and date, and dispatch these to the provider for display, so that people using the service are clear why the visit is taking place.

- Include information about how members of the public can contact Healthwatch Oxfordshire if they are not able to when the visit is taking place.
- Preparation
 - Prepare resources such as surveys and questionnaires.
 - Identify any requirements for special support necessary to facilitate the visit such as access or security.
 - Meet with the service provider before the visit
- Report
 - On completion of the visit a draft report is shared with the service provider requesting comments on factual accuracy and responses to any recommendations within 20 working days.
- Follow up
 - The final report is published on Healthwatch Oxfordshire website and shared with the Care Quality Commission (CQC) and service provider.

B. About Damira Bicester Dental Studios

Damira Bicester Dental Studios is one of the 26 clinics which form part of Damira Dental Studios Limited, which includes practices in Oxford and Banbury, and offers NHS and private dental services.

It has been open for three and a half years and has three well-equipped surgery rooms and one decontamination room. There is one toilet with disabled facilities and a baby change space. There is also a store cupboard, office, and staff room.

There were two dentists on duty on the day of our visit and they are recruiting more but finding this hard, in line with the national picture. Where possible they do use locums, but this isn't always easy. They also employ three nurses and a new practice manager, and there is a new receptionist due to start soon.

The day before our visit the practice had taken on 60 patients from its waiting list but there are still around 250 - 300 on the waiting list. They aim to take at least five patients off the waiting list every day and are prioritising children.

The clinic was very calm. We noted one dentist being very reassuring with a patient who was visiting for the first time and was very nervous.

In the waiting rooms there were leaflets explaining what treatment and services the practice offered and in the treatment rooms there was information about eligibility for NHS dental treatment. On the doors to each treatment room there was a notice about abuse to staff not being tolerated.

Opening hours	
Monday:	8:30am—5:30pm
Tuesday:	8:30am—5:30pm
Wednesday:	8:30am—5:30pm
Thursday:	8:30am—5:30pm
Friday:	8:30am—5:30pm
Saturday:	closed
Sunday:	closed

More details about the clinic can be found at the website below:

<https://damiradental.co.uk/practice/bicester-oxfordshire>

C. The clinic environment

There is no on-site parking, but two hours free parking is available at the nearby shopping centre car park.

The clinic follows a zero tolerance policy towards patients who abuse the staff verbally or physically. In return, they reserve the right to refuse treatment to any patient who behaves in an inappropriate manner.

The building was modern, bright, and very clean. The internal decorations showed great care had been taken to create a pleasant environment.

There were no restrictions about COVID-19 on wearing face masks and no masks available at the reception. There were signs on the floor inside the clinic highlighting social distancing.

There was plenty of seating areas for patients waiting to be seen.

There was a notice at the reception asking patients to share their feedback by scanning the QR code with their phones, with no other alternative way.

Displays on the patient waiting room notice board included:

- Practice complaints procedure
- Employers' liability certificate
- Quality assurance statement

- Details of the Information Commission's Office (ICO).

The Healthwatch poster advertising our visit was not displayed when we entered the clinic but by the end of our visit it was on display.

The clinic's Care Quality Commission report was not displayed.

The service informed us that Language Line interpreting service was available, however there were no signs or information to inform the visitors that this service was on offer.

D. Patient feedback

During our visit we spoke to six patients. Patients we met said that they had made their appointment by phone, via online services or by coming to the reception.

Out of six patients, only one was visiting for the first time, the rest had all visited the clinic before. One patient had been registered as an NHS patient but had been taken off the list during COVID without being told. They only discovered this when they rang for an appointment as they needed treatment after losing part of a tooth. They were having to get treatment on the day as a private patient.

We heard from patients that the service was good. One person who had needed emergency treatment had been seen within a couple of hours.

Patients said the building is nice, clean, and bright, and was easy to get to, with parking nearby.

Patients said that staff are friendly, helpful, and welcoming.

Some noted that it would be good to have some music and TV for patients while waiting. Patients felt COVID safe, and chairs were spaced out and were reasonably comfortable.

Few patients we spoke to knew how to make a complaint about the service, but most of them mentioned they haven't needed to do this.

E. Staff Feedback

On the day of our visit, only two dentists were there, one regular staff and the other a locum. No receptionist was available - the practice manager was covering the reception. Two nurses were working.

We spoke to five members of staff, including the new Practice Manager who joined on the same day of our visit as well as the current Practice Manager whose last day was the day of our visit.

The staff we met were working from: 08:30 am - 05:30 pm, Monday - Friday.

A member of staff mentioned that the best thing in their job is giving people new smiles, working with people and being able to offer services to the community.

Staff said most of the patients made appointments through a routine booking system, online, emergency calls or face to face by coming to reception.

Staff frustrations included things not going to plan, staff shortages, patients not showing up and that they can't see as many patients as they would like to.

The challenge for staff seems to be common - fulfilling patient's expectations, dealing with staff shortages and not enough NHS dentists.

We heard from staff that they think the head office should treat staff better so good people would stop leaving and that internal communication could also be improved.

Staff described having heavy workloads and being under pressure, and that they often had to do more than one job at a time such as reception duty, instruments cleaning and sanitisation as well as their regular clinical job.

Staff expressed frustration at patients not turning up for their appointments.

We heard frustration about both the impact of staff shortages and challenges around staff recruitment.

The clinic staff operational team meet monthly, and suggestions could be raised at these meetings for changes or improvements.

The branch manager meets quarterly at the head office in London to discuss and raise any suggestions.

Most staff enjoyed the challenges they faced day to day and always tried to get the best possible outcome for the patients.

Every member of staff we spoke to felt fully supported in their role and said they were comfortable raising any issues or concerns to managers.