



**Response to Daws Hill Resident Association**

**Dental access**

Across Buckinghamshire there continues to be good availability of NHS dentists in that there are more NHS appointments available than there is demand to fill them. Within High Wycombe a new surgery was opened in the Sands area about 2 years ago and this continues to have capacity to take on new NHS patients.

Under the rules of the dental contract urgent cases are expected to be seen by the dental practice they are registered with within 24 hours on weekdays. At weekends there is an Out-of-hours service based in Aylesbury (Brookside clinic) which provides urgent appointments. Urgent cases are those where the patient is in severe pain. Patients who are not registered with a dental practice will be directed to an NHS dentist with availability.

Access to services is one of the criteria measured as part of the monitoring of the overall NHS dental contract. Patients who experience difficulty getting an emergency appointment should contact the Patient Experience team who will discuss the issue with the dental practice concerned.

**GP Access**

For urgent issues GPs should offer patients an appointment or triage from a duty doctor (ie telephone consultation) within 24 hours. In the past the Government set targets for GPs to achieve this target but it is now considered to be embedded practice within primary care and is not specifically monitored. Therefore, we no longer have statistics on this item.

It should be recognised that practices do their best to accommodate competing demands of booking appointments in advance and having sufficient appointments available on the day to meet demand for urgent appointments. Most practices do have in place additional systems which enable them to ensure that any patient who needs to see a doctor does so on the day they contact the surgery either through adding extra appointments at the end of the day, offering telephone triage or employing nurse practitioners to further increase capacity.

KW  
27<sup>th</sup> July 2012



*Buckinghamshire and Oxfordshire Cluster*

**Press Statement – Hanover / Lynton House**

The PCT has been served notice by The Practice plc on the Medical Services contract currently running from Hanover House and Lynton House surgery. The contract will cease on Monday 31<sup>st</sup> December 2012.

A procurement exercise is currently underway, the advert published on Monday 23<sup>rd</sup> July, to secure new contract holders for this GP practice with a view to the replacement service being established on 1<sup>st</sup> January 2013.

NHS Buckinghamshire is working with The Practice plc to ensure continuity of service for all their registered patients and letters will be sent to patients advising them of the change.

Once the procurement process is complete, patients will receive a second letter advising them of the new contract holders.

NHS Buckinghamshire and The Practice plc would like to assure all patients that they will continue to be able to access services at both Hanover House and Lynton House as usual during this time and that continuity of care is of paramount importance to us all.

24<sup>th</sup> July 2012