

**BIRMINGHAM COMMUNITY HEALTHCARE NHS
FOUNDATION TRUST**

DENTAL SERVICES DIVISION

WALSALL COMMUNITY DENTAL SERVICES

PROPOSED RELOCATION OF SERVICES

DISCUSSION PAPER

FEBRUARY 2020

1. Introduction

The following paper set out the rationale and benefits of the proposed relocation of Community Dental Services (CDS) in Walsall to a purpose-built, functional and accessible location in the centre of Walsall.

CDS services in Walsall currently provide Paediatric Dentistry, Special Care Dentistry as well as hosting a Dental Access Centre. The services are provided from a number of single surgery sites with 2 sites having 2 surgeries:

- Brace Street (2 Surgeries) –Paediatric Dentistry
- Brownhills (2 Surgeries) –Special Care Dentistry
- Darlaston (1 Surgery) – Paediatric Dentistry
- Pinfold (1 Surgery) – currently no services are being provided from this site
- Blakenhall Village Centre (1 Surgery) –Dental Access as well as being utilised for Out of Hours Emergency Dental Services. This is due to cease 31/03/2020.

2. Capacity and Demand Model

A full review of demand and capacity of CDS was carried out over the last 12 months (to capture most recent clinical activity and needs). This analysed all patients being seen within Walsall CDS over this period by patient postcode for both Paediatric and Special Care Dentistry. This is summarised below in a table of actual activity this represents and overleaf in a heat map that illustrates the location of patients being referred to the service.

Table 1: Patient Activity by Walsall patient postcode

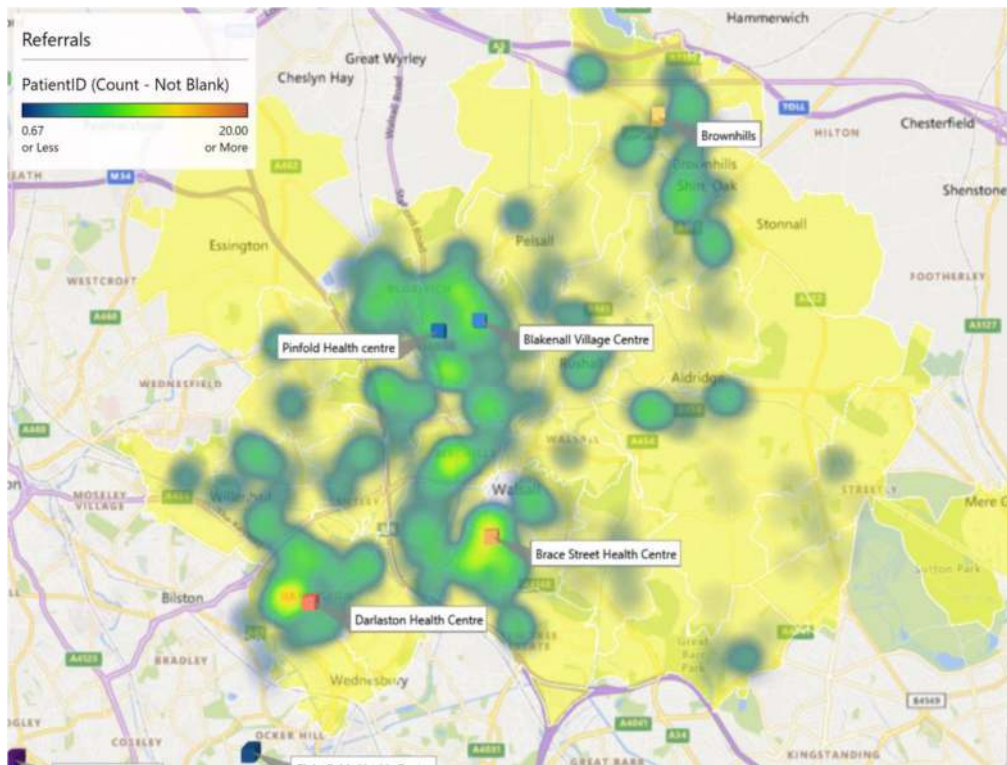
2019/2020	New	Follow up	RA	IV	Total
Special Care	210	771	96	105	1182
Paediatrics Dentistry	874	1446	998	2	3320
Total	1084	2217	1094	107	4502

Table 2: Referrals by Area by Specialty

Referral Heat Map - WALSALL

Row Labels	PAEDIATRIC DENTISTRY	Special Care Dentistry	Grand Total
Walsall			
Aldridge-Brownhills	132	61	193
Walsall North	244	68	312
Walsall South	284	67	351
Walsall Total	660	196	856
Grand Total	660	196	856

Heat map illustration of referrals



Based on known appointment slot timings we are able to convert this activity into required clinical sessions and therefore surgeries required to fulfil this activity taking into account cancelations and appointments not attended (DNAs). This can be seen below:

Table 2: *Sessions required per week

2019/2020	New	Follow up	RA	IV	Emergency	Total
Special Care	2	4	1	1		8
Paediatrics Dentistry	8	7	5	0		20
Dental Access Centre					10	10
Total	10	11	6	1	10	38

Table 3: Session requirement based on Activity per week

	Special Care	Paediatrics Dentistry	Dental Access Centre	Total
Walsall	8	20	10	38

The data above identifies that there is a need for 4 dental surgeries to be made available in Walsall based current demand. Currently there are 7 surgeries across the five locations.

To meet the demand of the local population and allow for future expected population growth an additional chair would be required. Therefore, a 5–chair surgery option would be required. This would allow a 25% increase in demand to meet any expected population growth.

Where services have developed in the past with more localised satellite clinics, it is important to understand that this does not automatically represent the best configuration for service delivery. The high number of single surgery clinics in Walsall presents issues and risks which are highlighted in the SWOT analysis:

- Fragmented patient journeys i.e. patients travelling to different sites as they progress through their treatment.
- Lone working which has implications for specialist treatment such as sedation;
- Less practical to provide reception in those clinics to meet and greet patients.
- Inconsistent access to specialist equipment
- Lack of peer support and cross-cover
- Lack of coherent team working

Moreover the nature Community Dental Services has changed over time and become a more specialised service. This in itself lends itself more to greater team working and cross cover within a purpose built centre of excellence.

Therefore an option has been pursued to enable the CDS service in Walsall to be provided in one fully equipped and resourced clinic in the best location for residents. Brace Street Clinic offered this option by

- Being centrally located in Walsall City Centre with better transport links and travel options
- Having vacant space immediately adjacent to existing surgeries on the same floor to enable the development of a purpose built fully functional clinic that could accommodate the required 5 chairs.

Walsall Clinic Options Appraisal

An option appraisal has been carried for all clinic locations across Walsall. This was completed with a heavy focus on quality. The scores were weighted 70% quality and 30% financial. Appendix A provides the full analysis of this option appraisal. This is then summarised in table below:

Walsall Clinic Location Option Appraisal

Clinic	Quality (%)	Chiar cost ranking	Combined score (70/30%)	Number of chairs	Overall Ranking
Brace Street Centre new plans	56	3	77	5	1
Brace Street Centre current	54	2	75	2	2
Brownhills	51	1	74	2	3
Darlaston	51	4	72	1	4
Pinfolds	47	6	69	1	5
Blakenall Village Centre	44	6	66	1	6

The outcome of the option appraisal indicates strongly that the best environment to deliver and receive care for both patients and staff is the development of Brace Street Health Centre.

The below SWOT analysis summarises the relevant attributes of the preferred option:

Brace Street – Single Clinic Location

Strengths	Weaknesses
<ul style="list-style-type: none"> One location providing a better welcome area and consistent service for patients Investment in high quality facilities to improve patient outcomes Better knowledge sharing by having consultants and nursing teams in one site Easier to staff and less travel Good x-ray facilities Cross skilling as all in one location. Supports transition of patients from paediatrics to special care Central location Can accommodate all current clinics Close low quality clinics Investment of £400,000 in 2020/21 	<ul style="list-style-type: none"> Financial input to expand Distance from North of Walsall
Opportunities	Threats
<ul style="list-style-type: none"> Expand SCD services (homeless) Better clinic configuration (e.g. x-ray etc.) 	<ul style="list-style-type: none"> 84% occupancy on current staffing model. DAC; future provision.

<ul style="list-style-type: none"> • Future proof service • Increase quality score across Walsall 	
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To enable the delivery of the consolidated community dental services within Walsall at Brace Street Health Centre, the Trust will invest just over £400,000. The investment will deliver 3 new surgeries, in addition to the 2 existing surgeries at the site. This will bring the total to surgeries available to the required 5. The financial commitment will also ensure that the current space is brought up to modern standards and provide equity within all clinical environments used (please refer to Appendix E for an indicative plan/layout).

The consolidation will ensure a more effective space to deliver the clinical activity, ensuring that the clinical and working environment complies with health and safety requirements; is functionally suitable and fit-for-purpose.

The new site is more accessible for both patients and staff due to its central location and is well served by all forms of public transport – train and bus. The nearest bus stops are located on Vicarage Place (services 11, 11A, 13, 34, 37, 45, 334, 401E and 700) and Hart Street (services 4, 4H and 4M); and Walsall train station is 0.8 miles from Brace Street Health Centre.

There are a number of healthcare services close to Brace Street that can support the patients with their dental treatment when necessary. This includes local pharmacies to obtain painkillers and prescription medication and local dental practices when patients are discharged and referred to for continuing care.

Healthcare Services	Distance (miles)
Pharmacies	0.1
Local Dental Practices	0.6
General Medical Practices	0.1
Opticians	0.4
Walsall Manor Hospital	1.0

Patient Engagement

A patient engagement exercise has been undertaken whereby all current patients of the service have been contacted and asked to provide feedback, electronically. Each clinic has asked patients to complete a paper-form questionnaire on site. A copy of the feedback received from patients is included in Appendix B.

Community Paediatric and Special Care Dentistry patients have a wide range of complex needs and disabilities. Many patients are non-verbal, they may be blind, deaf, have profound learning disabilities or physical disabilities. Listening to their views is an important part of the work that we do.

To provide both a digital via SMS and a traditional form of feedback, nursing teams asked for feedback from patients when they visited their appointments during January.

The focus of the surveys was placed on impact of travel times as this is the key change which is taking place. Patients relayed their views that they were pleased to see that a dedicated base for Walsall Community dental was being designed. The increased investment at Brace Street would lead to improvements in quality, and the service could design appointments and delivery with the patient at the heart of their care.

In the coming months, we will continue to meet with individuals who access the service, both face-to-face during appointments, and also at informal coffee morning style events where we can ask patients their views on elements of the service which they would like to improve. A team of specialists from estates have listened to the clinical views of dental consultants to ensure that considerations around facilities for Special Care Dental patients are being included in the plans. For example, toilets, lighting, and signage.

The impact for most patients will be that rather than attend a clinic with no real welcome area, or organisational presence, the new enhanced facilities at Brace Street will provide more opportunities for a high quality community dental service.

The patient experience team has also spent time listening to patients in one of the morning clinics in January. Patients who attend Walsall clinics are often brought to their appointment by their residential home care provider, or via patient transport. Having access to parking is always something which comes up when clinics are relocating, and this is why the survey focussed so heavily on the patients' journey.

The key for Walsall Community Dental services was to speak to patients before any changes happened. This has provided a temperature check regarding the proposed relocation, and to get a sense of patient views on the planned changes. Reflecting on this, we understand that the most important thing for individuals is the person-centred, high quality care which is delivered by the nursing and dental team. However, whilst many individuals see Brace Street as a positive relocation, there will be a small number of patients who are used to visiting the service at their local clinic who may have slightly longer journey times.

The division had sent out 1160 SMS to patients who had an appointment in the Walsall clinics in the past two years with a link to the survey and paper survey were completed with patients who attended during January 2020. There have been 71 responses from patients or their carers. The prime response received from the surveys was for Brace Street to have good access to parking close to the clinic and good disabled access.

Further engagement can be completed in regards to sending out paper surveys to patient's addresses and communicate to the Walsall population who does not currently access the services e.g. emergency services. Please note that the purpose

of patient feedback at this stage has been focussed on impact of the particular patient population. This is not a generic dental service which members of the public can access, such as the out-of-hours. We are committed to a continual process of engagement, and as a trust, are part of national measures led by NHS England to change the way that we listen to patients and will be rolling out a new approach to the friends and family test in the coming weeks.

As the division prepares for the new clinics, further engagement and communication campaign involving local people and patients will be done to inform them of the timescales. This will include patient letters, phone calls and communication materials about the service.

Whilst relocation of accommodation can at times be considered a significant service change, we would point out the high level of complexities around our special care and paediatric dental service. The consultant dentists, nursing and NHS team have worked with patients in Walsall for many years, listening to patient views and in doing so developed our plans to create a service which meets the needs of a specialist group of patients. This is not a dental service which the general public can access.

The referral criteria means that we are looking after people with truly complex needs and disabilities. We will be continuing to deliver a service to the same number of patients each year, and also allowing room for growth in our plans. The new facility will house a multi-disciplinary team, who can welcome patients in a central location, under the umbrella of a single NHS organisation and service. We are investing heavily in facilities to support enhance patient care. These investments and improvement are not possible in the current model, which is why the relocation will be to the advantage of the large majority of patients. Journey times and parking times are a consideration, but this in itself doesn't constitute a huge change of service. Our service is not a walk in service, so the general public, and our own service users, carers and patients will not be adversely affected by coming to a different appointment once or twice a year.

Travel Implications for Patients

BCHC Patient Engagement team also carried out an exercise whereby they undertook the journey of a patient from the outskirts of Walsall (Great Barr) on public transport during rush hour traffic and document the journey and the time taken. The journey started at 08:00 and by 08:43 they had arrived at Brace Street Clinic. Please see Appendix C for Geeta's Journey.

Detailed below is the distance from each clinic location to Brace Street:

From	To	Miles	Time by Car	Time by Bus
Blakenall Village Centre	Brace Street	3.8	15 mins	29 mins
Brownhills	Brace Street	6.4	19 mins	42 mins
Darlaston	Brace Street	2.9	11 mins	20 mins
Pinfold	Brace Street	3.6	15 mins	28 mins
Travel from local area				
Walsall Train Station	Brace Street	0.8	17 mins walk	

Walsall City Centre	Brace Street	0.6	13 mins walk	
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Travel Implications for Staff

By centralising CDS for Walsall in Brace Street it will have an overall positive impact for staff who support the service, particularly nursing staff, who are currently required to travel between clinic locations throughout the day. This will also offer the Division a saving of both staff time as well as the cost of travel expenses and will ensure that staff are always able to get the breaks they are entitled too without having a detrimental impact on patient care or add any delays into the clinical session. The staff will benefit from working in one location and provide patients with multi-disciplinary consultations when necessary.

Parking Facilities at Brace Street

There is onsite parking at Brace Street as well as an overflow carpark which accommodates a total of 46 parking spaces (inclusive of 3 disabled parking spaces). There is recognition that this is a busy site with other healthcare providers based within the same building, however, there are several other parking options within the vicinity of Brace Street as note below (and illustrated in Appendix F):

1. Mount Street - 34 free car parking spaces
2. St Michael Street – 38 free car parking spaces



The Trust is also pursuing securing additional parking spaces at the nearby Mosques on Mount Street and Camden Street to alleviate any potential parking issues at Brace Street Health Centre. Should the Trust be successful in securing these spaces, it would allow access to an additional 60 parking spaces.

Staff will be encouraged not to park on site at Brace Street and instead for this space to be made available for patients and service users.

Clinical Benefits of Brace Street:

- Continuity of Care - transition from Paediatrics Dentistry to Special Care – better for patients coming to one clinic. Provides familiarisation and routine to patients with special needs.
- Shared learning from all clinicians from different specialties working in one location – providing multi-disciplinary care
- In the event of a medical emergency greater staffing numbers and therefore improved patient care during the day
- Equality Analysis Screening (Appendix D)

Summary and Conclusion

The Trust has conducted a comprehensive qualitative appraisal of service facilities for Community Dental Services for Walsall. This has been completed in conjunction with the Paediatric and Special Care Dentistry consultants and specialist staff who are fully supportive of the change and are confident it represents the best way to provide a service for a highly vulnerable group of patients now and well into the future for Walsall. We have also conducted an extensive patient engagement exercise to support the proposed relocation. The Trust is therefore confident that the new development for Brace Street represents a positive step and the best service configuration for patients.

CDS Property Scoring Matrix
Non-Financial Summary (70%)

Scoring		
Score	Performance	Judgement
1	Fails to meet the standards in most aspects	Less than satisfactory information provided
2	Partially meets the standards	Satisfactory information provided
3	Meets the standards exactly as specified	Excellent level of information provided

Weighted
Score
0%
50%
100%

						Blakenall Village Centre		Brace Street Health Centre - Current		Brace Street Health Centre - New plan		Brownhills		Darlaston Health Centre		Pinfold Health centre	
Sub criteria	Prompt Questions	Sub Criteria weighting	Prompt question weighting	Overall non-financial weighting		Score	Weighted Score	Score	Weighted Score	Score	Weighted Score	Score	Weighted Score	Score	Weighted Score	Score	Weighted Score
Other Medical Equipment	Can you access hoists in the clinic within STP/area?	5%	25%	1%		1	0%	1	0%	3	1%	3	1%	1	0%	1	0%
Other Medical Equipment	Do you have Sedation access in all surgeries in the STP/area (do we need it in all surgeries)	5%	75%	4%		3	4%	3	4%	3	4%	3	4%	3	4%	3	4%
Reception/Waiting area	Is the Dental reception area adjacent to the clinic	8%	30%	2%		2	1%	3	2%	3	2%	3	2%	2	1%	2	1%
Reception/Waiting area	Is there enough seating for the size of the clinic	8%	20%	2%		1	0%	3	2%	3	2%	2	1%	3	2%	2	1%
Reception/Waiting area	Is the waiting area suitable for all patient group	8%	50%	4%		1	0%	3	4%	3	4%	1	0%	2	2%	2	2%
Clinical Area	Is the clinic IPC compliant - evidence of compliant practices and procedures?	12%	100%	12%		2	6%	2	6%	2	6%	2	6%	2	6%	3	12%
Transport links	Are the clinics accessibly by public transport? - bus routes, trains, tram	8%	100%	8%		1	0%	2	4%	2	4%	3	8%	2	4%	2	4%
Wheelchair access	Is the clinic accessible to wheelchair users?	8%	33%	3%		3	3%	3	3%	3	3%	3	3%	2	1%	2	1%
Wheelchair access	Is the dental chair accessible to wheelchair users?	8%	33%	3%		3	3%	3	3%	3	3%	3	3%	3	3%	2	1%
Wheelchair access	Is the building accessible to wheelchair users?	8%	33%	3%		3	3%	3	3%	3	3%	3	3%	3	3%	2	1%
Security	Is the Property/clinic access controlled - digilock/fob/card etc?	5%	55%	3%		3	3%	3	3%	3	3%	2	1%	1	0%	3	3%
Security	Can the property be accessed outside the normal core hours for OOH, WLI or admin work?	5%	35%	2%		3	2%	3	2%	3	2%	2	1%	3	2%	3	2%
Security	Does the property have CCTV coverage inside/outside	5%	10%	1%		3	1%	3	1%	3	1%	2	0%	2	0%	2	0%
Car Park	Is staff car parking available?	8%	25%	2%		2	1%	2	1%	2	1%	2	1%	3	2%	2	1%
Car Park	Is there a Patient car park	8%	40%	3%		3	3%	3	3%	2	2%	3	3%	3	3%	3	3%
Car Park	Is disabled car parking available?	8%	25%	2%		3	2%	3	2%	3	2%	3	2%	3	2%	3	2%
Car Park	Is there on road parking available?	8%	10%	1%		3	1%	2	0%	2	0%	1	0%	1	0%	2	0%
Access (patient group)	Is there access for high risk patients (forensic)	5%	10%	1%		1	0%	2	0%	2	0%	3	1%	3	1%	1	0%
Access (staff)	Are there staff toilets/changing area and beverage area for staff to use	5%	90%	5%		3	5%	2	2%	2	2%	3	5%	2	2%	1	0%
Building Management	Is the décor to a reasonable standard?	10%	20%	2%		2	1%	3	2%	3	2%	2	1%	2	1%	1	0%
Building Management	Is the property well maintained?	10%	50%	5%		2	3%	2	3%	3	5%	2	3%	2	3%	2	3%
Building Management	Ventilation Is the temperature at the regulated temperature of 16C	10%	30%	3%													
	Is the space (room or building) naturally ventilated i.e. openable windows?					3	3%	1	0%	1	0%	2	2%	3	3%	3	3%
	Is there mechanical ventilation i.e. grills on ceiling/floor pumping air into the room/building and/or extracting air from the room/building.																
Clinical/office desk space	Is there hot desking space in department?	5%	50%	3%		2	1%	2	1%	2	1%	1	0%	3	3%	2	1%
Clinical/office desk space	Is there hot desking space available in the building?	5%	50%	3%		1	0%	1	0%	1	0%	1	0%	1	0%	1	0%
IT	WiFi connectivity	15%	10%	2%		1	0%	1	0%	1	0%	1	0%	1	0%	1	0%
IT	Access to the Dental Systems (single sign on) inc BDH systems	15%	10%	2%		1	0%	1	0%	1	0%	1	0%	1	0%	1	0%
IT	Time to log in	15%	10%	2%		2	1%	2	1%	2	1%	2	1%	2	1%	3	2%
IT	Multiple computers (desktop/laptops) in surgeries / ergonomic suitable	15%	50%	8%		1	0%	2	4%	2	4%	1	0%	2	4%	1	0%
IT	Printing / Scanning /data links available and networked	15%	20%	3%		1	0%	1	0%	1	0%	2	2%	1	0%	1	0%
Postal services to DH	Internal mail or local post box/office	3%	100%	3%		1	0%	1	0%	1	0%	1	0%	3	3%	1	0%
						44%		54.092%		56.242%		51%		54%		47%	

Creating an Inclusive Community Dental Service for Walsall

1. Important Information:







1. Please can you let us know who is completing this questionnaire?							
						Response Percent	Response Total
1	I am the patient					18.31%	13
2	I am the patients carer/representative					81.69%	58
Analysis	Mean:	1.82	Std. Deviation:	0.39	Satisfaction Rate:	81.69	answered
	Variance:	0.15	Std. Error:	0.05			skipped
							71
							0

2. What dental clinic do you currently/did attend for your dental treatment?							
						Response Percent	Response Total
1	Blakenall Village Centre					0.00%	0
2	Brace Street Health Centre					30.99%	22
3	Brownhills (Parkview) Clinic					53.52%	38
4	Darlaston health centre					15.49%	11
5	Pinfolds Clinic					0.00%	0
Analysis	Mean:	2.85	Std. Deviation:	0.66	Satisfaction Rate:	46.13	answered
	Variance:	0.44	Std. Error:	0.08			skipped
							71
							0

3. In the last 12 months, how often have you visited the community dental services?							
						Response Percent	Response Total
1	Never					5.63%	4
2	1-2					64.79%	46
3	3-4					21.13%	15
4	5+					8.45%	6
Analysis	Mean:	2.32	Std. Deviation:	0.71	Satisfaction Rate:	44.13	answered
	Variance:	0.5	Std. Error:	0.08			skipped
							71
							0

4. How do you travel to that clinic for treatment?							
						Response Percent	Response Total




4. How do you travel to that clinic for treatment?

						Response Percent	Response Total
1	Bus					11.27%	8
2	Car					70.42%	50
3	Train					0.00%	0
4	Taxi					7.04%	5
5	Hospital Transport					1.41%	1
6	Walk					8.45%	6
7	Other (please specify):					1.41%	1
Analysis		Mean:	2.48	Std. Deviation:	1.41	Satisfaction Rate:	24.65
		Variance:	2	Std. Error:	0.17		
							answered 71
							skipped 0




Other (please specify): (1)

1	04/02/2020 13:18 PM ID: 135155579	Both bus and car
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5. To get to that clinic how many miles do you have to travel?

						Response Percent	Response Total
1	0-5					61.97%	44
2	5-10					32.39%	23
3	10+					5.63%	4
Analysis		Mean:	1.44	Std. Deviation:	0.6	Satisfaction Rate:	21.83
		Variance:	0.36	Std. Error:	0.07		
							answered 71
							skipped 0






6. To get to that clinic how long did it take you?

						Response Percent	Response Total
1	Up to 30 mins					81.69%	58
2	30-60 mins					16.90%	12
3	Over an hour					1.41%	1
Analysis		Mean:	1.2	Std. Deviation:	0.43	Satisfaction Rate:	9.86
		Variance:	0.19	Std. Error:	0.05		
							answered 71
							skipped 0

7. We want to find out how you would travel to your dental appointment once the clinic moves to Brace Street Health Centre, Walsall, WS1 3PS?

						Response Percent	Response Total
1	Bus					11.27%	8

7. We want to find out how you would travel to your dental appointment once the clinic moves to Brace Street Health Centre, Walsall, WS1 3PS?

						Response Percent	Response Total
2	Car					66.20%	47
3	Train					0.00%	0
4	Taxi					11.27%	8
5	Hospital Transport					1.41%	1
6	Walk					5.63%	4
7	Other (please specify):					4.23%	3
Analysis		Mean:	2.59	Std. Deviation:	1.52	Satisfaction Rate:	26.53
		Variance:	2.3	Std. Error:	0.18		
						answered	71
						skipped	0
Other (please specify): (3)							
1	09/01/2020 13:39 PM ID: 133695041	Not sure if not on bus route					
2	09/01/2020 14:09 PM ID: 133697118	Lift					
3	04/02/2020 13:18 PM ID: 135155579	Either bus and car					

2. Feedback:

8. Please use this space to provide us with any ideas about how we could improve community dental clinics:

						Response Percent	Response Total
1	Open-Ended Question					100.00%	71
1	06/01/2020 16:06 PM ID: 133538745	to be seen on time like the way you would like your patients to come on time					
2	06/01/2020 16:29 PM ID: 133540358	Not sure					
3	06/01/2020 20:45 PM ID: 133551221	All's been fine as it is					
4	06/01/2020 20:58 PM ID: 133551583	For kids there should be a fun waiting room so they dont get bored and look forward to there visits					
5	07/01/2020 13:29 PM ID: 133580729	Be good if it stayed at darlaston health centre					
6	07/01/2020 13:31 PM ID: 133580650	By bringing consultant appointments back to Birmingham - I'm having to travel to Walsall for appointments which is time consuming and expensive, especially if I can't find anyone to take me by car! Travelling 12 miles is a long way when there are clinics much closer, but these don't have appointments with a consultant which has been what I've needed!					
7	07/01/2020 13:45 PM ID: 133582088	Parking is atrocious. If there are going to be more services there, how are we all expected to locate safely? My daughter has autism so public transport is a big no.					
8	07/01/2020 13:49 PM ID: 133582306	I am very happy with the dental clinic.					
9	07/01/2020 15:38 PM	Ensure good disabled access and on site services to people in nursing homes					

8. Please use this space to provide us with any ideas about how we could improve community dental clinics:

			Response Percent	Response Total
	ID: 133591436			
10	07/01/2020 23:19 PM ID: 133615687	More car parking spaces, especially when the mosques are in attendance.		
11	09/01/2020 13:21 PM ID: 133694004	There isn't anything		
12	09/01/2020 13:27 PM ID: 133694352	In GP surgeries		
13	09/01/2020 13:28 PM ID: 133694423	We have no problems so no improvement needed		
14	09/01/2020 13:31 PM ID: 133694551	Brace street in caldmore gas small carpark and narrow roads to drive to with a wheelchair accessible vehicle. Brown hills is easier to get to.		
15	09/01/2020 13:34 PM ID: 133694645	I can only see my present dentist so I have to travel to wherever he practices		
16	09/01/2020 13:39 PM ID: 133695041	Easy accessable and all in one building		
17	09/01/2020 13:41 PM ID: 133695112	Stop closing the clinics you have.		
18	09/01/2020 13:44 PM ID: 133695268	Parking is a nightmare because its also used for gp patients...physio patients etc and the area is really not safe to park away from thw clinic and walk. Its a cert deprived and diverse area with well known gangs etc and is very intimidating. This site needs security for its visitors and morw suitable secure parking		
19	09/01/2020 14:09 PM ID: 133697118	If you could send appts every 6 months as a normal dentist does . That would help as she has so many appts i sometimes forget .		
20	09/01/2020 14:26 PM ID: 133698206	The Brace st clinic will be closer.		
21	09/01/2020 15:03 PM ID: 133701111	Stop moving them about and stay in same place would be very helpful		
22	09/01/2020 15:53 PM ID: 133704080	Sort out the charging system as we have had several fines		
23	09/01/2020 16:36 PM ID: 133707191	More frequent checks.		
24	09/01/2020 18:03 PM ID: 133711621	Ground floor facilities for wheelchairs		
25	09/01/2020 18:36 PM ID: 133711884	I currently use park view health centre & I am very satisfied with the care. The only problem is that I have to travel so far.. I live in short heath and I have to travel to brownhills. The reason is because I am disabled & parkview is the nearest clinic that can cope with my wheelchair.		
26	09/01/2020 23:22 PM ID: 133721036	I suffer from PTSD, depression, anxiety and severe panic attacks, I can only be seen by a female dentist and nurses, in my view it would be a really good idea to have more female dentists.		
27	10/01/2020 06:58 AM ID: 133723478	Stop moving the clinics it keeps getting further away each time! And also the amount of new dentists is ridiculous, each time my daughters due an appointment we have to wait 2-3 months overdue because of no dentist available or awaiting new dentist to start		
28	10/01/2020 13:37 PM ID: 133743836	Easy to get to		
29	11/01/2020 22:36 PM ID: 133795954	By keeping the clinic at the same place to ensure continuity for patients. We have gone from Brownhills to Pinfold, back to Brownhills and now Brace Street		

8. Please use this space to provide us with any ideas about how we could improve community dental clinics:

			Response Percent	Response Total
30	13/01/2020 14:43 PM ID: 133855790	Very happy with the service they provide. My son is happy to go which is the main thing.		
31	16/01/2020 20:50 PM ID: 134113463	.		
32	17/01/2020 16:11 PM ID: 134161676	My experience although limited has always been very good. Very minimal waiting time for appointments usually the same day. With any treatment been provided immediately where symptoms/ ailment allowed. Also any referral required has been immediate and any further treatment or appointments in a very quick time. Absolutely no complaints at all from me.		
33	22/01/2020 11:28 AM ID: 134388264	The patients need the continuity of going to the same place and seeing the same dentist as far as is possible. We have been to Brownhills then Pinfold, back to Brownhills and now we'll be going to Caldmore and we have seen numerous dentists.		
34	23/01/2020 16:33 PM ID: 134479349	Quite happy with all the appointments we have had at brace street clinic but the roads to access the clinic are very narrow & the cars parked near the clinic can make accessing & exiting sometimes difficult parking on the car park can sometimes be a bit difficult		
35	29/01/2020 16:08 PM ID: 134848112	More available appointments		
36	29/01/2020 16:16 PM ID: 134848766	None		
37	29/01/2020 16:18 PM ID: 134848706	I'm not sure, my two visits to the dental staff have been fantastic!		
38	29/01/2020 16:22 PM ID: 134849256	Bus routes		
39	29/01/2020 16:38 PM ID: 134850552	More appointments		
40	29/01/2020 18:35 PM ID: 134857491	N/a		
41	30/01/2020 12:33 PM ID: 134895260	The facility at Brace Street is wonderful and on our most recent visit made use of the overflow car park - which was absolutely fine but at 9am the normal car park was already full so it may be worth considering how much parking there is		
42	04/02/2020 13:04 PM ID: 135154265	Not sure		
43	04/02/2020 13:05 PM ID: 135154394	Little to no difference		
44	04/02/2020 13:06 PM ID: 135154500	It will be much closer to brace street		
45	04/02/2020 13:08 PM ID: 135154602	It will be much closer for us to get to brace street so will be great		
46	04/02/2020 13:09 PM ID: 135154789	Easier journey for me to Walsall than Brownhills		
47	04/02/2020 13:11 PM ID: 135155016	Water fountain would be nice		
48	04/02/2020 13:13 PM ID: 135155118	Na		
49	04/02/2020 13:14 PM ID: 135155200	Would need plenty of parking		

8. Please use this space to provide us with any ideas about how we could improve community dental clinics:

			Response Percent	Response Total
50	04/02/2020 13:15 PM ID: 135155290	Don't always receive a letter as a reminder		
51	04/02/2020 13:15 PM ID: 135155379	No		
52	04/02/2020 13:16 PM ID: 135155471	No		
53	04/02/2020 13:18 PM ID: 135155579	Will need to get the lift as wheelchair that is large and a tilt chair. But will be close to get to		
54	04/02/2020 13:23 PM ID: 135155806	5 minutes to brownhills If it isn't broken don't try to fix it. The brownhills is modern well equipped. Has good parking facilities. Excellent staff and is the heart of the local community. The new centre was set up at great expense and is a barely a decade old to close it and move to brace street is financially irresponsible		
55	04/02/2020 13:25 PM ID: 135156278	No stretcher access Lack of parking Harder to travel there		
56	04/02/2020 13:26 PM ID: 135156433	Na		
57	04/02/2020 13:27 PM ID: 135156540	Na		
58	04/02/2020 13:28 PM ID: 135156667	Take 2 hours to get to brownhills Brownhills is on bus route		
59	04/02/2020 13:30 PM ID: 135156847	Maybe put on ground floor because sometimes when I've had an appointment the lift hasn't been working. And maybe we could be informed if the lift is out of order before my appointment as I am a wheelchair user		
60	04/02/2020 13:31 PM ID: 135157040	Na		
61	05/02/2020 12:05 PM ID: 135217377	Allow more appointment time with patients so that special needs patients do not feel anxious/ rushed when visiting.		
62	13/02/2020 10:30 AM ID: 135665161	Parking is an issue. When bringing a child with a disability its vital you can park safely near by.		
63	13/02/2020 10:30 AM ID: 135665198	More free car parking		
64	13/02/2020 10:35 AM ID: 135665660	No all staff are nice and friendly and in clean environment		
65	13/02/2020 10:40 AM ID: 135665221	An area to keep the children entertained and their minds off the coming dental check up.		
66	13/02/2020 11:05 AM ID: 135668175	The waiting time is far too long and then when my son gets an appointment I book time off work, then it's cancelled and have to wait even longer.		
67	13/02/2020 17:39 PM ID: 135699679	N/A		
68	13/02/2020 19:12 PM ID: 135704322	No..Don't use brace street dentist any longer		
69	13/02/2020 19:20 PM ID: 135704726	.		
70	13/02/2020 19:46 PM ID: 135705773	None		

8. Please use this space to provide us with any ideas about how we could improve community dental clinics:

			Response Percent	Response Total
71	13/02/2020 23:57 PM ID: 135713288	.		
			answered	71
			skipped	0

3. Patient Demographics

9. What is your Postcode?

			Response Percent	Response Total
1	Open-Ended Question		100.00%	71
1	06/01/2020 16:06 PM ID: 133538745	ws2 8rd		
2	06/01/2020 16:29 PM ID: 133540358	B448pu		
3	06/01/2020 20:45 PM ID: 133551221	Ws67bx		
4	06/01/2020 20:58 PM ID: 133551583	WS13NX		
5	07/01/2020 13:29 PM ID: 133580729	WS10 8PE		
6	07/01/2020 13:31 PM ID: 133580650	B19 1ED		
7	07/01/2020 13:45 PM ID: 133582088	Ws8		
8	07/01/2020 13:49 PM ID: 133582306	WS10 8TS		
9	07/01/2020 15:38 PM ID: 133591436	WS3 3ST		
10	07/01/2020 23:19 PM ID: 133615687	WS9 0EE		
11	09/01/2020 13:21 PM ID: 133694004	Ws9 9ng		
12	09/01/2020 13:27 PM ID: 133694352	WS1 2QP		
13	09/01/2020 13:28 PM ID: 133694423	Ws4 1lf		
14	09/01/2020 13:31 PM ID: 133694551	WS9 0SH		
15	09/01/2020 13:34 PM ID: 133694645	Ws109ap		
16	09/01/2020 13:39 PM ID: 133695041	WS41Tb		

9. What is your Postcode?

			Response Percent	Response Total
17	09/01/2020 13:41 PM ID: 133695112	Ws78qa		
18	09/01/2020 13:44 PM ID: 133695268	Ws99jz		
19	09/01/2020 14:09 PM ID: 133697118	Ws10 8ed		
20	09/01/2020 14:26 PM ID: 133698206	WV13 2RL		
21	09/01/2020 15:03 PM ID: 133701111	Wv12 4nl		
22	09/01/2020 15:53 PM ID: 133704080	WS1 2HU		
23	09/01/2020 16:36 PM ID: 133707191	WS1 4AS		
24	09/01/2020 18:03 PM ID: 133711621	Ws10 8sd		
25	09/01/2020 18:36 PM ID: 133711884	WV12 5PH		
26	09/01/2020 23:22 PM ID: 133721036	Wv12 5bx		
27	10/01/2020 06:58 AM ID: 133723478	Ws33QQ		
28	10/01/2020 13:37 PM ID: 133743836	WS31NR		
29	11/01/2020 22:36 PM ID: 133795954	WS3		
30	13/01/2020 14:43 PM ID: 133855790	WS109SH		
31	16/01/2020 20:50 PM ID: 134113463	Ws3 1fa		
32	17/01/2020 16:11 PM ID: 134161676	WS1 2HS		
33	22/01/2020 11:28 AM ID: 134388264	Ws3		
34	23/01/2020 16:33 PM ID: 134479349	Ws8 7bh		
35	29/01/2020 16:08 PM ID: 134848112	WS31NR		
36	29/01/2020 16:16 PM ID: 134848766	WS10 8UX		
37	29/01/2020 16:18 PM ID: 134848706	WS54BU		
38	29/01/2020 16:22 PM ID: 134849256	Ws74te		
39	29/01/2020 16:38 PM ID: 134850552	WS3, 4an		

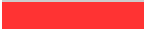


9. What is your Postcode?

			Response Percent	Response Total
40	29/01/2020 18:35 PM ID: 134857491	WS5 4NE		
41	30/01/2020 12:33 PM ID: 134895260	WS9 9JR		
42	04/02/2020 13:04 PM ID: 135154265	WS9 0JU		
43	04/02/2020 13:05 PM ID: 135154394	WS4 1HF		
44	04/02/2020 13:06 PM ID: 135154500	WS2 0EP		
45	04/02/2020 13:08 PM ID: 135154602	WS2 0EP		
46	04/02/2020 13:09 PM ID: 135154789	WV13 2LJ		
47	04/02/2020 13:11 PM ID: 135155016	WS5 4JJ		
48	04/02/2020 13:13 PM ID: 135155118	WS9 OEU		
49	04/02/2020 13:14 PM ID: 135155200	WV12 5ER		
50	04/02/2020 13:15 PM ID: 135155290	WS10 8ED		
51	04/02/2020 13:15 PM ID: 135155379	WS1 3EJ		
52	04/02/2020 13:16 PM ID: 135155471	Ws1 4bt		
53	04/02/2020 13:18 PM ID: 135155579	WS2 8SU		
54	04/02/2020 13:23 PM ID: 135155806	Ws8 6hu		
55	04/02/2020 13:25 PM ID: 135156278	WS3 3ST		
56	04/02/2020 13:26 PM ID: 135156433	WS5 3RA		
57	04/02/2020 13:27 PM ID: 135156540	B74 3RD		
58	04/02/2020 13:28 PM ID: 135156667	WV13 2PW		
59	04/02/2020 13:30 PM ID: 135156847	WS2 8SU		
60	04/02/2020 13:31 PM ID: 135157040	WS9 9PE		
61	05/02/2020 12:05 PM ID: 135217377	Ws9 0hf		
62	13/02/2020 10:30 AM ID: 135665161	Ws9		



9. What is your Postcode?

			Response Percent	Response Total
63	13/02/2020 10:30 AM ID: 135665198	Ws12jx		
64	13/02/2020 10:35 AM ID: 135665660	Ws10		
65	13/02/2020 10:40 AM ID: 135665221	WS2 8QN		
66	13/02/2020 11:05 AM ID: 135668175	WS33ND		
67	13/02/2020 17:39 PM ID: 135699679	WS2 9UT		
68	13/02/2020 19:12 PM ID: 135704322	Ws33ja		
69	13/02/2020 19:20 PM ID: 135704726	WS3 4HD		
70	13/02/2020 19:46 PM ID: 135705773	WS10 8UX		
71	13/02/2020 23:57 PM ID: 135713288	WS2 9PU		
			answered	71
			skipped	0





10. What is your gender?

			Response Percent	Response Total
1	Male		30.00%	21
2	Female		68.57%	48
3	Transgender		1.43%	1
4	Prefer not to disclose		0.00%	0
5	Other (please specify):		0.00%	0
Analysis			answered	70
	Mean:	1.71	Std. Deviation:	0.48
	Variance:	0.23	Std. Error:	0.06
	Satisfaction Rate:	17.86	skipped	1
Other (please specify): (0)				
No answers found.				











11. What is your age?

			Response Percent	Response Total
1	Under 16		8.45%	6
2	16 - 24		8.45%	6


11. What is your age?

						Response Percent	Response Total
3	25 - 34					14.08%	10
4	35 - 59					52.11%	37
5	60 - 74					14.08%	10
6	75+					2.82%	2
7	Prefer not to disclose					0.00%	0
Analysis	Mean:	3.63	Std. Deviation:	1.17	Satisfaction Rate:	43.9	answered
	Variance:	1.36	Std. Error:	0.14			skipped

12. What is your ethnic group?

						Response Percent	Response Total
1	Asian or Asian British - Bangladesh					5.80%	4
2	Asian or Asian British - Indian					2.90%	2
3	Asian or Asian British - Pakistan					7.25%	5
4	Any other Asian background					1.45%	1
5	Black or Black British African					0.00%	0
6	Black or Black British Caribbean					0.00%	0
7	Any other Black background					0.00%	0
8	Chinese					0.00%	0
9	Mixed White & Asian					0.00%	0
10	Mixed White & Black African					0.00%	0
11	Mixed White & Black Caribbean					2.90%	2
12	Any other mixed background					1.45%	1
13	White British					66.67%	46
14	White Irish					4.35%	3
15	Any other White background					5.80%	4
16	Any other ethnic group					0.00%	0
17	Prefer not to disclose					1.45%	1
Analysis	Mean:	11.28	Std. Deviation:	4.24	Satisfaction Rate:	64.22	answered
	Variance:	17.94	Std. Error:	0.51			skipped

13. What is your Sexual Orientation?

						Response Percent	Response Total
1	Heterosexual					72.46%	50

13. What is your Sexual Orientation?

							Response Percent	Response Total
2	Gay						0.00%	0
3	Lesbian			<div><div></div></div>			2.90%	2
4	Bisexual						0.00%	0
5	Prefer not to say			<div><div></div></div>			18.84%	13
6	Other (please specify):			<div><div></div></div>			5.80%	4
Analysis	Mean:	2.1	Std. Deviation:	1.83	Satisfaction Rate:	22.03	answered	69
	Variance:	3.37	Std. Error:	0.22			skipped	2

Other (please specify): (4)

1	06/01/2020 16:06 PM ID: 133538745	straight
2	09/01/2020 15:03 PM ID: 133701111	WHY?
3	04/02/2020 13:28 PM ID: 135156667	Not stated on paper survey
4	13/02/2020 23:57 PM ID: 135713288	.

14. What is your religion and belief?

							Response Percent	Response Total
1	No religion			<div></div>			28.17%	20
2	Buddhist						0.00%	0
3	Christian			<div></div>			42.25%	30
4	Catholic			<div></div>			1.41%	1
5	Hindu			<div></div>			1.41%	1
6	Jain						0.00%	0
7	Jewish						0.00%	0
8	Islam			<div></div>			12.68%	9
9	Sikh			<div></div>			4.23%	3
10	Any other religion or belief			<div></div>			1.41%	1
11	Prefer not to disclose			<div></div>			8.45%	6
Analysis	Mean:	4.14	Std. Deviation:	3.27	Satisfaction Rate:	31.41	answered	71
	Variance:	10.68	Std. Error:	0.39			skipped	0

Geeta's Journey – a lived experience

As part of transforming Community Dental Services in Walsall, Geeta from patient experience did a real life patient journey by bus, from the outskirts of Walsall, on the border of Great Barr, to illustrate that even in rush-hour traffic the journey time was acceptable for patients.

This is a record of Geeta's journey.

At 8am Geeta caught the X51 from Great Barr Supermarket - Central England Co-operative - 606-608 Walsall Road, Great Barr, Birmingham, B42 1EZ.



The bus journey took approximately 17 minutes into Walsall:



Geeta then got off the bus at Walsall 6 Ways - Walsall Bus station, walked through the market and on to Saddlers island to wait for the number 4 bus.



After this Geeta caught the number 4 at 8.35am and got off just a couple of stops later at Coldmore Green stop on West Bromwich Street.



When Geeta got off the number 4 bus, she turned around, walked up the road, crossed over and turned left onto Brace Street. 20 metres and she was at Brace Street Health Centre within 2 minutes.



Brace Street Health Centre

63 Brace Street,
Brace Street Health Centre,
Walsall,
West Midlands,
WS1 3PS

Telephone

(01922) 605 967



At 8.43am, Geeta had arrived at Brace Street, so even in rush hour traffic it had taken her around 45 minutes and this is from the border of Great Barr / Walsall.

Equality Analysis Screening Form

Title of Proposal	Estates Rationalisation Walsall – One Clinic Location (Brace Street)		
Person Completing this proposal	Leanne Black	Role or title	General Manager
Division	Dental Services Division	Service Area	Community Dental Services
Date Started	November 2019	Date completed	January 2020
Main purpose and aims of the proposal and how it fits in with the wider strategic aims and objectives of the organisation			
<p>The aims of this proposal are to provide staff and patients utilising Walsall Community Dental Services with adequate, fully IPC compliant clinical space in one location within Walsall that has good transport links. It is anticipated that the centralisation of Community Dental Services within Walsall will meet the Trust's four strategic objectives:</p> <ol style="list-style-type: none"> 1. Safe, High Quality Care <ul style="list-style-type: none"> • By rationalising the estate portfolio within Walsall and centralising services to Brace Street it will remove single surgery clinics as well as removing clinics that scored and ranked lowly on the quality matrix. • By housing all services within one clinic location there will be increased learning opportunities for staff and cross-fertilisation of skills • Higher number of staff available in one location for the safe delivery of sedation 2. Great Place to Work <ul style="list-style-type: none"> • Significant reduction in the requirement for staff to travel between clinic locations on a daily basis, which in turn would ensure that all staff can take breaks without having an impact on clinic running times • Improved working environment for staff, including ambient temperature • Increased team working and access to colleagues • Provision of dedicated administration space for clinical staff (Dentists, Therapist, Nurses, Admin and Management) 3. Integrated Care in Communities <ul style="list-style-type: none"> • By centralising all services to Brace Street it would allow for better continuity of care and transition of patients who are managed long term by the service from Paediatric Dentistry to Special Care Dentistry. • Improved IT network connections to one site, allowing BCHC to implement a direct connection to our services rather than being reliant upon a 3rd party provider 4. Making Good Use of Resources <ul style="list-style-type: none"> • Greater stock control by only needing to order supplies for one location 			

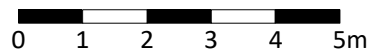
<ul style="list-style-type: none"> • Full reception and administration support provided for patients and staff which isn't the case currently (only available at Brace Street) • Increased activity in one location will mean that kit and equipment will be better utilised (e.g. OPG X-Ray) • Financial savings due to less travelling for staff between different clinic locations as well as the savings due to the reduction in the number of clinic locations 				
Who will benefit from the proposal?				
Patients, Carers and Staff				
Impacts on different Personal Protected Characteristics – Helpful Questions:				
<i>Does this proposal promote equality of opportunity?</i> <i>Eliminate discrimination?</i> <i>Eliminate harassment?</i> <i>Eliminate victimisation?</i>			<i>Promote good community relations?</i> <i>Promote positive attitudes towards disabled people?</i> <i>Consider more favourable treatment of disabled people?</i> <i>Promote involvement and consultation?</i> <i>Protect and promote human rights?</i>	
Please click in the rant impact box or leave blank if you feel there is no particular impact.				
Personal Protected Characteristic	No/Minimum Impact	Negative Impact	Positive Impact	Please list details or evidence of why there might be a positive, negative or no impact on protected characteristics.
Age	✓			
Including children and people over 65 Is it easy for someone of any age to find out about your service or access your proposal? Are you able to justify the legal or lawful reasons when your service excludes certain age groups				
Disability		✓		There will be an impact for a small number of Special Care patients who require transportation via a stretcher; the lift facilities at Brace Street do not allow for a stretcher to fit within it. Those patients are transported via Hospital Transport and will be seen at Birmingham Dental Hospital.
Including those with physical or sensory impairments, those with learning disabilities and those with mental health issues Do you currently monitor who has a disability so that you know how well your service is being used by people with a disability? Are you making reasonable adjustment to meet the needs of the staff, service users, carers and families?				


Gender	✓			
This can include male and female or someone who has completed the gender reassignment process from one sex to another Do you have flexible working arrangements for either sex? Is it easier for either men or women to access your proposal?				
Marriage or Civil Partnerships	✓			
People who are in a Civil Partnerships must be treated equally to married couples on a wide range of legal matters Are the documents and information provided for your service reflecting the appropriate terminology for marriage and civil partnerships?				
Pregnancy or Maternity	✓			
This includes women having a baby and women just after they have had a baby Does your service accommodate the needs of expectant and post natal mothers both as staff and service users? Can your service treat staff and patients with dignity and respect relation in to pregnancy and maternity?				
Race or Ethnicity	✓			
Including Gypsy or Roma people, Irish people, those of mixed heritage, asylum seekers and refugees What training does staff have to respond to the cultural needs of different ethnic groups? What arrangements are in place to communicate with people who do not have English as a first language?				
Religion or Belief	✓			
Including humanists and non-believers Is there easy access to a prayer or quiet room to your service delivery area? When organising events – Do you take necessary steps to make sure that spiritual requirements are met?				
Sexual Orientation	✓			
Including gay men, lesbians and bisexual people Does your service use visual images that could be people from any background or are the images mainly heterosexual couples? Does staff in your workplace feel comfortable about being 'out' or would office culture make them feel this might not be a good idea?				
Transgender or Gender Reassignment	✓			
This will include people who are in the process of or in a care pathway changing from one gender to another Have you considered the possible needs of transgender staff and service users in the development of your proposal or service?				

Human Rights	✓			
Affecting someone's right to Life, Dignity and Respect? Caring for other people or protecting them from danger? The detention of an individual inadvertently or placing someone in a humiliating situation or position?				
If a negative or disproportionate impact has been identified in any of the key areas would this difference be illegal / unlawful? I.e. Would it be discriminatory under anti-discrimination legislation. (The Equality Act 2010, Human Rights Act 1998)				
		No		
What do you consider the level of negative impact to be?	High Impact	Medium Impact	Low Impact	No Impact
			✓	
If the impact could be discriminatory in law, please contact the Equality and Diversity Lead immediately to determine the next course of action. If the negative impact is high a Full Equality Analysis will be required.				
If you are unsure how to answer the above questions, or if you have assessed the impact as medium, please seek further guidance from the Equality and Diversity Lead before proceeding.				
If the proposal does not have a negative impact or the impact is considered low, reasonable or justifiable, then please complete the rest of the form below with any required redial actions, and forward to the Equality and Diversity Lead .				
Action Planning:				
How could you minimise or remove any negative impact identified even if this is of low significance?				
Patients who require the use of stretcher who live in Walsall will not be disadvantaged and will still be able to access Community Dental Services, however, they will be required to travel outside of Walsall. There are less than 10 patients per year that this would have a potential impact upon and those patients would be seen by the Special Care team at Birmingham Dental Hospital.				
How will any impact or planned actions be monitored and reviewed?				
Patient feedback, staff feedback. The service will seek further, expert, advice should the above measures not be sufficient.				
How will you promote equal opportunity and advance equality by sharing good practice to have a positive impact other people as a result of their personal protected characteristic.				
The Division will actively engage with patients, carers and staff to promote equal opportunity and advance equality. The Division has a patient user group which is chaired by the Divisional Director of Nursing & Therapies, which is a great opportunity for two				

way conversation. Additionally the Division actively encourages staff to participate in training that is available, this is targeting and monitored on a monthly basis. Guidance and support would always be provided for any necessary adjustments.

Please save and keep one copy and then send a copy with a copy of the proposal to the EDHR Team carol.cooper@bhamcommunity.nhs.uk The results will then be published on the Trust's website. Please ensure that any resulting actions are incorporated into Divisional or Service planning and monitored on a regular basis.

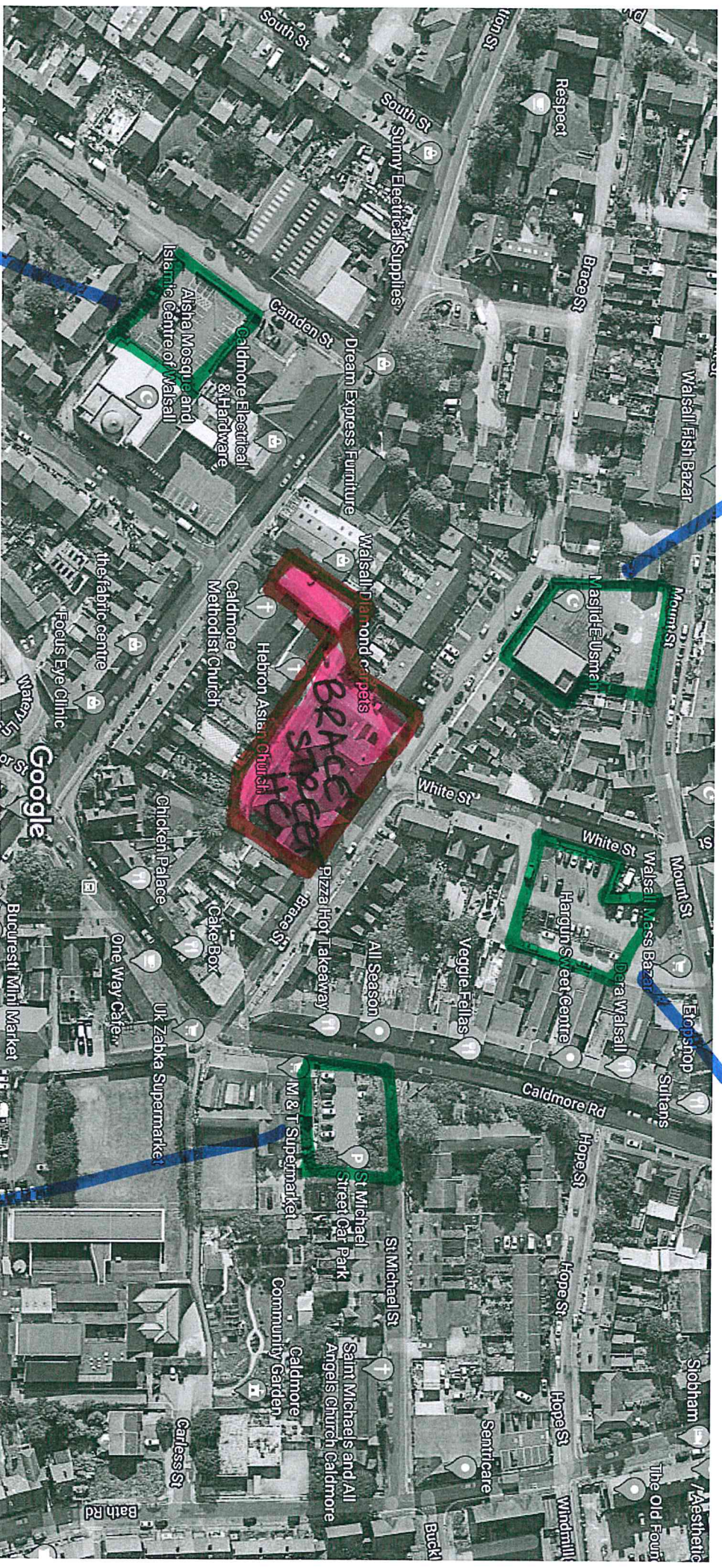


DESIGNER			CLIENT / CONTRACTOR/ OPERATOR			CLIENT / CONTRACTOR/ OPERATOR			REV	DESCRIPTION	DATE	BY		
 DRAWING TITLE Proposed GA Plan			SCALE : NTS			DRAWING SIZE : A3			DATE PRINT ISSUED			PROJECT TITLE		
												Brace Street Dental Centre		
												DRAWN BY : JcL	POSITION A.Dir	DATE : 28.5.19
												CHECKED BY :		POSITION
									APPROVED FOR ISSUE BY :		POSITION	DATE :		
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									Feasibility		P0828	DR-1-006	(-)	
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- Masjid-e-Usman Mount Street 20 Parkings

1. Mount Street car park
34 free parking spaces



- ASHA nos que - CAMDEN STREET
- 40 PARKING SPACES

2. ST. MICHAELS STREET
CAR PARK
38 FREE CAR PARKING
SPACES