

# DENTAL AND ORAL HEALTH CONGRESS

May 13-14, 2019 Osaka, Japan

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### A completed audit cycle on urgent care in general dental practice

**Introduction & Aim:** It has been well documented that a high level of inappropriate antibiotic prescribing has been observed among GDPs. Features of the healthcare environment, such as clinical time pressures have been associated with inappropriate antibiotic prescribing. However, to our knowledge there is very little literature documenting the cause for these time pressures. The aim of this study is to establish improvements to the way that patients are triaged and managed in practice.

**Method:** The problem is approached in a primary care dental practice using an audit design, with the strategy of retrospective data collection followed by an analysis, implementation of changes and re-audit. Data was collected from 01.05.2016 to 01.12.2017 for the first cycle. Two weeks post-implementation of findings, data was collected for the second audit cycle from 14.12.2017 to 31.06.2018.

**Results:** Post-implementation of the triage recommendations, a greater number of urgent appointments increased in duration. The response time following the initial telephone consultation also increased. The data from the second cycle audit illustrates that across all clinicians, there was a reduction in antimicrobial prescribing. The proportion of patients attending urgent appointments in pain that was alleviated by pain relief measures decreased. An 11% reduction in re-categorization between reception staff at phone triage and clinician following appointment was also documented.

**Conclusion:** Practices may consider using this dental algorithm and patient information leaflet to improve the efficiency of triage.

### Biography

Claudy Henein has completed her graduation in dentistry and runs her own private dental clinic.

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