

Trust Board

Paper Title:	Patient Story & Service Overview
Section:	Public
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Agenda Item:	4

Learning from complaints

Synopsis story

Background

In June 2018 an incident was reported by a BDCFT Health Visitor (HV). The HV was undertaking a planned home visit for a routine 9-12-month review. The HV was aware that there was an older sister in the home aged 23 months. The HV took an additional 2-year Brushing for Life (BFL) pack to the visit, supplied from BDCT Community Dental Service (CDS) for this purpose.

The HV took the 2-year-old BFL pack to prevent the older child becoming possessive over their sibling's pack. The toothbrush pack was opened by the HV and the brush was given to the older child to hold. The child pretended to clean her teeth with the toothbrush which had 2 suction type feet placed at the end of the brush. The 2-year-old child bit one of the feet off the toothbrush. The parent immediately removed the brush from the child.

On returning to the clinic the HV escalated the potential choking risk incident with the HV lead and a member of the oral health improvement team.

- **What did the service do?**

. The following actions were undertaken:

1. IRE completed
2. Distribution of BFL packs ceased with immediate effect
3. BFL packs recalled from all HV clinics.
4. 4000 recall letters sent out to all parents that had received a pack from March 2018
5. National PHE Oral Health Lead informed
6. Bradford Local Authority commissioner informed
7. Informed NHS supplies
8. MHRA report completed

- **What difference did the service make?**

- Prevention of further potential choking incident.
- Provided reassurance to HV teams working out in the District.
- Immediate responsive action led to the escalation of a potential serious incidents.
- Strengthened close working relationships with HV and the CDS.

Key Learning

- Partnership working key to resolving incidents immediately to reduce the risk to children.
- Effective communication key to the fast response to cease the distribution of packs.
- Key role in providing crucial feedback to national buyers within NHS supplies.

Actions/outcomes

- Removal of the product until reassurance has been received on the safety of the BFL pack.
- A further incident has occurred which has now led to the national stop on this product across England.
- New supplier sourced to ensure that the disruption can resume and the programme delivery can resume.

Patient Consent obtained to share story At Trust Board

On Website

Is the story likely to be of interest to local media Yes No

If Yes does the Patient wish to share their story with local press Yes No

Overview of team

Team name:

Service Profile:

Key Service Objectives: