

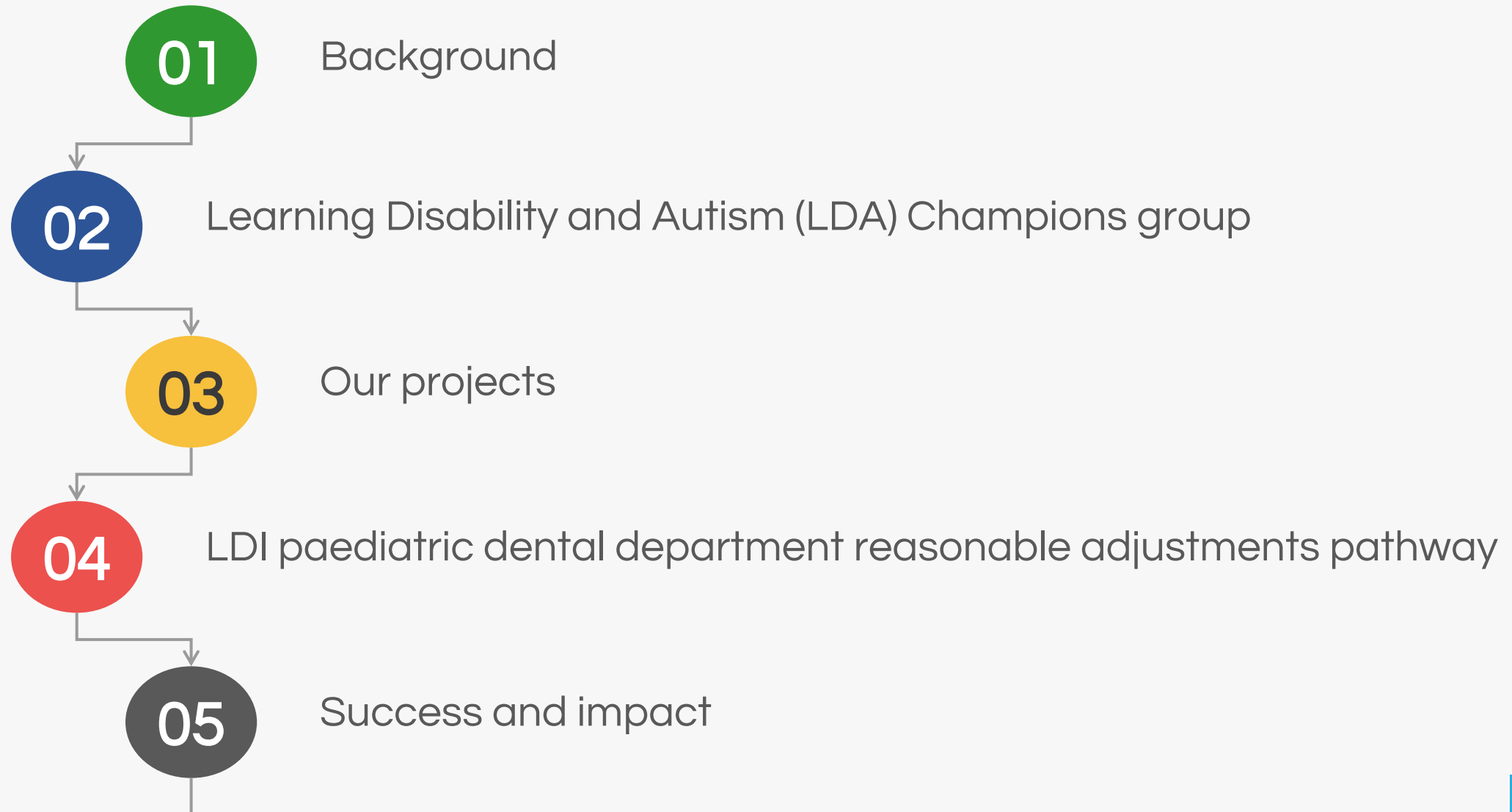
# Supporting Every Smile: Improving the patient journey for children and young people with neurodivergent conditions or additional needs at Leeds Dental Institute.

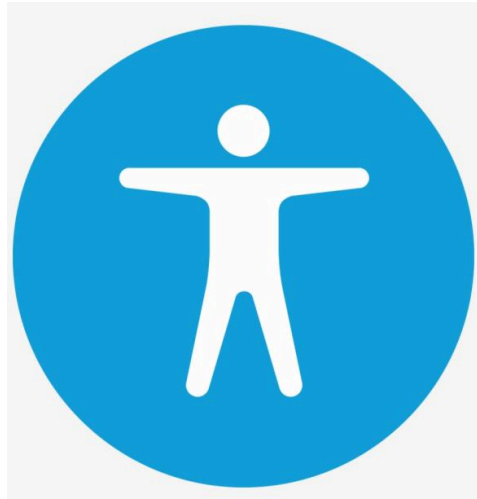
Sarah Barrow  
Paediatric Dental Registrar

Zoë Shrivastva  
Paediatric Specialty Dentist



# Outline

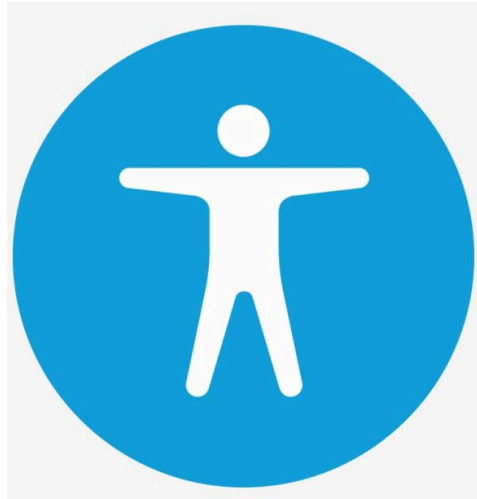




87  
autism

75  
learning disability

On paediatric NP waiting list in 7 months (April to November 2024)



## Failure to prepare.....

- Datix reportable incidents
- Decrease in staff and patient confidence
- WNB / cancellations (appointments / GA)

## Your Learning Disability and Autism Champions

Striving to improve access and experience for patients, their carers and staff with learning disabilities and autism.



**Susan Kindelan**  
Paediatrics  
Clinical Lead



**Sarah Barrow**  
Paediatrics  
Quality Improvement  
Lead



**Zoë Shrivastva**  
Paediatrics  
Chair



**Susan Hanslip**  
Paediatrics



**Jessica Talbot**  
Paediatrics



**Hiba Al-Diwani**  
Paediatrics



**Soumiah Alkandari**  
Paediatrics



**Harriet Payne**  
Paediatrics



**Lucy Scholey**  
Paediatrics



**Brogan Oakley**  
Paediatrics



**Hayley Buch**  
Oral Surgery &  
Radiography



**Yvonne Manning**  
Paediatrics



**Louise Cessford**  
Paediatrics &  
Orthodontics



**Jamie Choo**  
Admin  
(Paediatric &  
Orthodontic)



**Sally Elsworth**  
Restorative



**Elisabeth Green**  
One Day Unit



**Jennifer Gungor**  
Radiography



**Emmanuelle Blondiaux-Ding**  
Electronic Patient  
Records Team

ADC - 0113 3436212  
ODU - 0113 3436216  
Oral Surgery - 0113 3436223  
Orthodontics - 0113 3439959  
Paediatrics - 0113 3435667  
Radiography - 0113 3436213  
Restorative - 0113 3436251

For further information,  
or to discuss becoming  
a champion please  
contact Sarah Barrow  
or Zoë Shrivastva.

### LTHT Contact Details

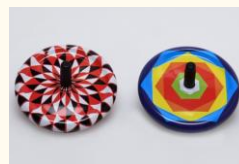
Telephone: 0113 2066836

Email: [leedsth-tr.lautism@nhs.net](mailto:leedsth-tr.lautism@nhs.net)

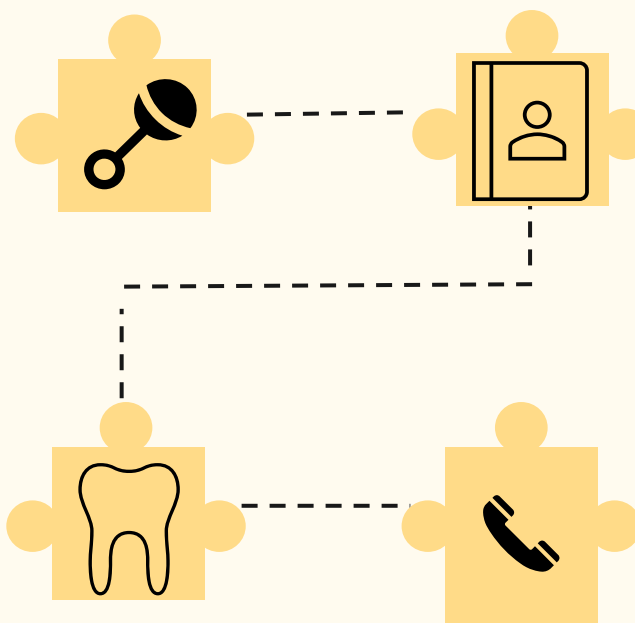
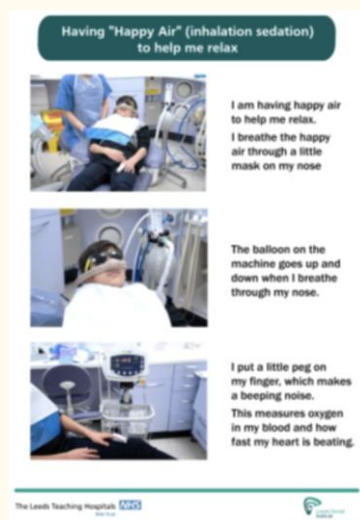
# LDI Learning disability and Autism Champions



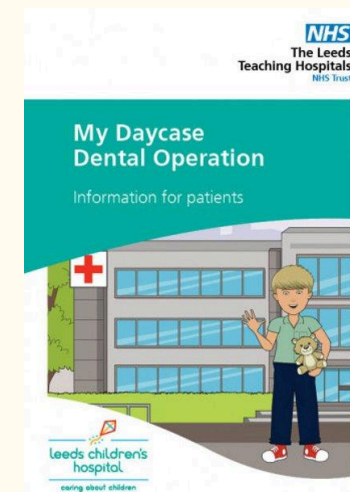
# Our Projects



## Sensory items STARLIGHT



## Posters of procedures



## PILs / social stories

## Reasonable Adjustment clinic



# Reasonable Adjustments Project - Aims



Identify all new or existing CYP with confirmed or suspected diagnosis of learning disability / autism and offer a “reasonable adjustments” telephone call (RA call)



Develop a SOP and call template for reasonable adjustments telephone clinic



Set up virtual clinic

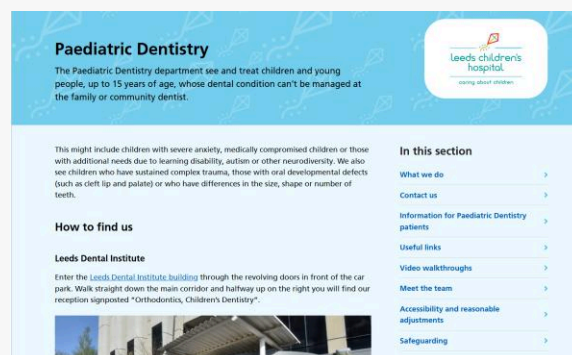
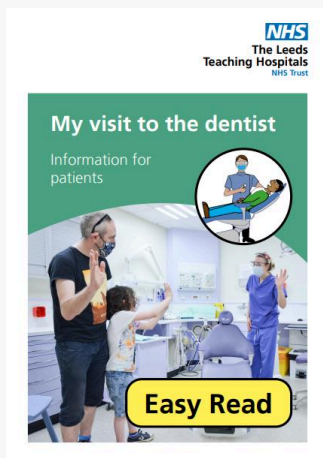


Provide additional resources to support an enhanced patient journey

**BE PREPARED!**



# Reasonable Adjustments Project – Additional Resources





# Success and impact



## Outcomes

- Patient, caregiver and staff feedback and questionnaires.
- Patient stories.
- Reduction in datix incidents (6 in 2024, reduced to 2 in 2025 to date).
- Reduction in cancellations for GA admissions (8% to 2%).
- Documentation of reasonable adjustments improved (43% in 2024, 85% in 2025 – confirmed diagnosis).
- Increased staff satisfaction and confidence.

# Parent Feedback



"I received a call from Zoe who listened to what we had been through before, understood my son's needs and reassured me the team would do whatever they could to make sure it wasn't a repeat experience.



Before the appointment we were provided with social stories and sent over a 360 degree video tour of the ward, which gave my son a much better idea of what to expect. This time we weren't going into the unknown, we knew what was happening on the day.



We felt supported every step of the way and well prepared, and this experience means that my son has had a much more positive experience when visiting the hospital for check ups.

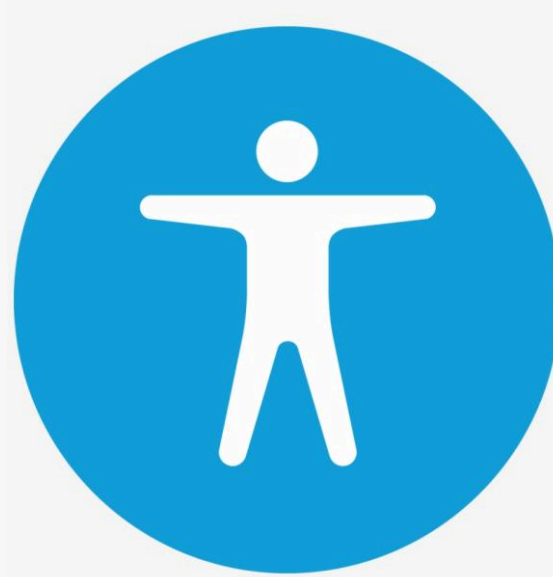


My husband and I both said what a huge difference this made and we were so glad this service is available, without it I don't even think we would have been able to get our youngest son through the doors and he wouldn't have been able to have the treatment he needed. We're so grateful!"

# THANK YOU

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*With special thanks to Dr Susan Kindelan, the LD&A Champions group, Sam Hardaker and Andrea Leech for their ongoing support with these projects*



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