

# Dental Bulletin

October 2017 - Issue SW18

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## About this Bulletin

To minimise the number of emails sent to practices across the South West, NHS England is using this monthly bulletin as its main method of communication with Dental Practices.

The bulletin contains important information for Dental Practices, which might include requests for information and deadlines, as well as updates on issues relating to dental contracts. We are currently reviewing our processes across the South West and will keep you informed through this bulletin.

Copies of previous editions of the Dental bulletin, useful forms and links to helpful websites and resources can be found on our webpages - <http://www.england.nhs.uk/south/publications/dcis-prof/dental/>

If you have any questions or wish to provide feedback, please contact your dental team.

## NHS England Dental Team Contacts

**First Point of Contact:** - [england.swdental@nhs.net](mailto:england.swdental@nhs.net) – PLEASE NOTE NEW CORRESPONDENCE EMAIL ADDRESS (since October 2016)

- Fiona Clace – Primary Care Administrator – 0113 824 8820



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## Are you changing your email address?

Email is the preferred method of communication used by the dental team to send providers both confidential and business critical information. Examples of the types of information sent are: - Year End reconciliation letters, dental bulletins, Occupational Health provider letter. If you have recently changed email address, please contact us with the updated details (please note that we are only able to hold one email address for this purpose).

Please email [england.swdental@nhs.net](mailto:england.swdental@nhs.net) quoting your contract number.

## Taunton Deane Patient Survey

NHS England has recently received the resignation of two local dental practice contracts that provide NHS dental services in the Taunton Deane area.

We are in the process of conducting a full needs assessment to inform the future planning of services within this area. As part of this, we would like residents from the Taunton Deane area to take part in a survey to have their say about where they go for dental care and the ease of access to routine dental care.

The survey is available online at NHS England's website:

<https://www.engage.england.nhs.uk/survey/f87c1be2>. The survey only takes a few minutes to fill in and can be done anonymously. It must be completed by Thursday 30 November 2017.

## Important Information

### Dentists on the Welsh performers List who want to work in England

You may be aware that if a dentist is included on the English Dental Performers List and applies for inclusion on the Welsh Dental Performers List, they can work in Wales for up to three months whilst their application is being processed. However, please note that the **same does not apply** to dentists who are included on the Welsh Dental Performers List and want to work in England. Dentists cannot commence work in England whilst their application to the English Dental Performers List is being processed, and must receive confirmation of inclusion on the English Dental Performers List before they start work. To commence provision of NHS General Dental Services in England prior to inclusion on the English Dental Performers List is illegal, and likely to invalidate any indemnity arrangement that is in place. The only exception to this rule is for dental practitioners undertaking foundation training, who can work for up to three months whilst their applications are being processed.

A number of recent incidents have identified that some dentists and locum agencies do not fully understand the differences between applying to the Welsh and English Dental Performers Lists, and therefore this reminder is being circulated to raise awareness.

## **A message from the South West Orthodontic clinical network**

### **NHS Orthodontics standardise referral forms**

In preparation for the planned future digitisation of referrals the Orthodontic MCN have, in conjunction with the NHS England local office agreed to standardise referral forms for NHS orthodontics. The format will be similar to existing forms used within the region but there will be additional information required including the inclusion of the referred patient's NHS number when available to dental practices. In addition, it is likely that future electronic referral forms such as those currently in use in the South East will require an estimation of the patient's Index of Treatment Need (IOTN) and as such a simple guide will be included in the new referral form to familiarise referrers with the process. The new referral form has been piloted in a number of areas and the intention is to roll out over the region's specialist practices in the coming months subject to agreement with the NHS England local office. Orthodontic referrals to secondary care units are likely to follow thereafter but this will need further detailing. Once established, NHS referrals received using previous forms or by other means will not be accepted. This will not affect private referrals to orthodontic practices. Negotiations with NHS England and the Chief Dental Officer are ongoing with regards to the introduction of electronic referrals across the country. What this space.

In times of limited resources early and inappropriate referrals to orthodontic services continue to be a concern across our region. However, the subtleties of IOTN can confuse even an orthodontist (!) and as such we encourage referring colleagues to use the Easy IOTN app which is available free for Apple and Android devices. This is an excellent tool to help discuss the appropriateness of a NHS referral with an interested patient or parent and is also a very useful diagnostic tool which carries some verifiable CPD as part of the app's function. We encourage all of colleagues to download and use this.

Whilst on the subject of early referrals, attached with this bulletin is a guide designed to assist colleagues when deciding if to refer in the mixed dentition.

As discussed above, when considering the nature of inappropriate referrals we often think of younger patients or those below the NHS IOTN threshold. However, poor oral hygiene and active areas of tooth decay are also considered so and therefore it is worthwhile taking this opportunity to remind our referring colleagues that patients sent for orthodontic assessments must have excellent oral hygiene.

### **Dental Helpline Waiting List – Devon and Cornwall**

A reminder to all practices in Devon and Cornwall to signpost any members of the public enquiring about access to a NHS Dentist to the Dental Helpline. The Helpline manages the waiting list for the Devon and Cornwall area to ensure equitable access to services and helps to identify priority areas requiring further investment. Contact the Helpline Team to access a list of patients waiting in your area.

Contact details are: 03330 063 300 or email: [accessdental.helpline@nhs.net](mailto:accessdental.helpline@nhs.net).

## GDP Skills Audit

Thank you to all those performers that have taken the time to complete the skills audit. We have received over 100 responses so far and they are still coming in. These have been logged and details provided to the MCN Chairs. Please continue to highlight this survey to all performers within your practice and through your networks, regardless of what basis they work on (NHS/private), as the MCN Chairs are keen to hear from anyone in the Southwest that has a particular interest in their MCN specialist area.

It is worth referring to the MCN guides when considering what skills you have to offer (i.e. what levels of care you are currently providing). The commissioning guides can be found by clicking the following link: -

<https://www.england.nhs.uk/commissioning/primary-care/dental/dental-specialities/>

To assist with the collation of the audits, we would appreciate it if you can send a Word version back rather than a PDF. Thank you.



## We need you!!! Clinician wanted!

The Local Dental Network has been reviewing the Unscheduled Dental Care pathway across the South West. We have held several working groups with out of hours providers and NHS111 colleagues. We are now looking to specifically review the current service provision in the Bristol, North Somerset and South Gloucester area. In order to do this effectively, we would like to set up a short life working group and for this to have GDP clinical representation. Please email Debbie Freeman in the first instance if you are interested, via the generic email address: - [england.swdental@nhs.net](mailto:england.swdental@nhs.net)

## Directory of Service Update – BNSSG only

We will be writing to practices in Bristol, North Somerset and South Gloucestershire in the next few weeks to confirm that the details we hold on the Directory of Services are current. NHS111 uses this information to inform patients of where to seek dental treatment. Keeping this information up to date is particularly relevant to those practices that have previously been highlighted as 'specialist practices'. 'Specialist practices' are those practices that have agreed that they can offer urgent care appointments, when patients do not routinely attend a practice. These practices return first so that the call handlers can refer the patient to the most appropriate service. Information will be gathered via an online survey; the link to this will be sent out in the next few weeks.

## Frome Patient Survey

NHS England has recently received the resignation of a dental practice that provides NHS dental services in the Frome area.

We are in the process of conducting a full needs assessment to inform the future planning of services within this area. As part of this, we would like residents from the Frome area to take part in a survey to have their say about where they go for dental care and the ease of access to routine dental care.

The survey is available online at NHS England's website:-

<https://www.engage.england.nhs.uk/survey/3f35b8eb> .

The survey only takes a few minutes to fill in and can be done anonymously. It must be completed by Thursday 30 November 2017.

## New Pilot Proforma for Adult and Paediatric Dentistry referrals

### Primary Care Dental Service – NHS England South (South West) Referral Form Request for Assessment of Patients with Additional Needs

We are now piloting a new referral form created by the South West Special Care and Paediatric Dentistry MCN for use by practitioners who wish to refer their patients to the local Primary Care Dental Services.

The pilot trial will be carried out from November 1<sup>st</sup> for referrals in the Plymouth and Avon areas. The referral document does contain sections which can be completed electronically but at this time will still require presentation to the service in a paper form.

These referrals will be triaged on receipt in a similar way to the old forms and we would ask that you refer to the local protocols for acceptance criteria in your area before submitting the referral. This guidance is provided by your local PCDS service and should also be available on your local Trust website

We are asking practitioners to complete an online questionnaire about the completion of these referrals as this will help us modify the format if required for the potential future roll out across the South West. The eventual aim is to have these forms completed and presented as a fully electronic referral document to the appropriate care provider.

We would like to take this opportunity to thank you in advance for your help with this pilot.