

Updates for primary care in the South West:

# Dental Bulletin

February 2017 - Issue SW14

## Included in this Bulletin:

- The Dental Assurance Framework General Contract Report
- PCSE February bulletin
- South West Local Dental Network
- Participate in a questionnaire on antimicrobial prescribing practices
- The Managed Clinical Networks announce a quick and easy to use IOTN app
- The Dental Services Ask Us button
- The new occupational health service for GPs and NHS Dentists
- Dental Complaints statement

## 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 question 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



- Andrew Harris – Contract Manager  
0113 824 8808 or 0790 909 9209
- Lynn Combes – Primary Care Support  
0113 824 8970 or 0746 768 9372
- Sarah McFarlane – Primary Care Support  
0113 824 8799 or 0790 022 0697

- Rachel Coke – Assistant Contract Manager  
0113 825 3581 or 0750 003 2229
- Debbie Freeman – Primary Care Support  
0113 825 3591
- Maxine Quantrill – Primary Care Support  
0782 445 1261

### DCIOS

Peninsula House, Kingsmill Rd, Tamar View Industrial Estate, Saltash, Cornwall PL12 6LE

### BNSSSG

4<sup>th</sup> Floor, South Plaza, Marlborough St, Bristol BS1 3NX

**Sent of the behalf of Chris Dawson, Client Engagement Manager, NHS Dental Services**

The **Dental Assurance Framework General Contract Report** is now available on CoMPASS.

Within the View Published Reports area, you can find it using the Report Type code: DAFGCR or by using the search function.

This report has been jointly developed with input from Commissioners, Clinical Advisors and Providers and is designed to allow Commissioners and Providers to drill down into DAF contract indicators at a performer level.

You will find full explanations of the report content within the report itself together with a link to the DAF framework NHS England published.

If you have any feedback regarding the report, please let us know at [nhsbsa.asdental@nhs.net](mailto:nhsbsa.asdental@nhs.net).

### SWLDN

The first meeting of the newly formed South West Local Dental Network was held at the recently opened Dental Educational facility in Exeter on Friday 9 December. See the attached document.

### Performers with zero or nominal Net Pensionable Earnings/Net Pensionable Earnings Equivalent

There are a number of performers currently in Compass who are submitting activity, but they have either a zero or nominal NPE/NPEE for 16/17. In order for the performer to submit a declaration through the Annual Reconciliation Report process due to commence on 1 April 2017, an NPE/NPEE figure needs to be entered for this financial year. Where only a nominal sum has been entered, this affects the performer's entitlement to SFE payments such as maternity/paternity/death in service. Please check Compass for all performers and notify us of any updates by 20 March at the latest. This will allow us time to process those changes.

### Research Project

Geet Hitch is a lecturer in Pharmacy at University of Sussex and is carrying out a research project on antimicrobial prescribing practices in dentists and nurses in England. If you are interested in participating in this work the questionnaire can be found at <https://sussex.onlinesurveys.ac.uk/knowledge-attitudes-and-perceptions-of-nurses-and-dentist> [G.Hitch@sussex.ac.uk](mailto:G.Hitch@sussex.ac.uk). Outcomes of the study will be used for a larger study to understand the rise in antibiotic resistance and how to address this.

### SWMCN

As part of the recent reorganisation of NHS dentistry, Managed Clinical Networks (MCN) have been established in the South West for the specialities of Orthodontics, Oral Surgery, Restorative Dentistry and Special Needs. MCN committees are made up of clinicians, public health advisors and commissioning staff and aim to advise the commissioner on delivering an excellent service.

As way of introduction, there will be 'roadshows' planned throughout 2017 with the first taking place on 3 May in Bristol. Please see details below under **Invitation to members of the Avon LDC – MCN presentation**. Talks will be given on relevant topics affecting the provision of specialist services such as referral protocols. Details will follow through the respective Local Clinical Networks (LCN).

Whilst on the subject of referrals, we'd like to bring to your attention the release of an excellent orthodontic app released by the British Orthodontic Society (BOS) called Easy IOTN which will guide you through the tricky topic of IOTN, especially when considering the eligibility of patients for NHS treatment. It's quick and easy to use and also provides CPD training. It's available through iTunes store. In addition, the BOS has also published a quick reference guide you may also find helpful (attached to this newsletter).

## Dental Services 'Ask Us'



On the main Dental Services Home page there is an icon called 'Ask Us'.

<http://www.nhsbsa.nhs.uk/DentalServices.aspx>

We receive a large number of enquiries that could be answered by using this search facility, rather than contacting the dental team. Topics include claim related queries, charge bands, schedule enquiries, Compass use, details about SFE payments, to name but a few.

Please consider using this facility before you send your email to the dental team. Thank you in advance for your co-operation.

### Claiming for treatment under another dentist's performer number

Due to the delays in the addition of new starters to contracts (NPL3 notifications) and the processing of new performers joining the performer list for the first time (NPL1 processing), we have been asked on several different occasions whether the claims could be put through on another dentist's performer number. Here is the link to the guidance on the Dental Services 'Ask Us' section:

[https://contactcentreservices.nhsbsa.nhs.uk/selfnhsukokb/AskUs\\_Dental/template.do?name=Can+I+temporarily+submit+my+claims+under+another+dentist%27s+performer+number+until+I+receive+mine%3F&id=43909](https://contactcentreservices.nhsbsa.nhs.uk/selfnhsukokb/AskUs_Dental/template.do?name=Can+I+temporarily+submit+my+claims+under+another+dentist%27s+performer+number+until+I+receive+mine%3F&id=43909)

Can I temporarily submit my claims under another dentist's performer number until I receive mine?

No, under no circumstances can you submit your FP17 claims under another dentist's performer number.

In absolutely **no circumstance** should any dental practitioner be providing NHS services if they do not hold a performer number.

[Click here](#) for details on performers.

[Click here](#) for details on NHS England policy.

### Compass Data Cleanse

Dental Services have developed a number of tools for commissioners to use to identify contracts that might need attention, including Performers with no or minimal NPE/EE but activity, Contracts with notional TCV but significant activity generating debt from PCR, open contracts that are not paid and have no activity and Identifying Providers and Performers who still have not activated Compass accounts so would not be able to view their performance or complete ARR.

We have a session booked with our Customer Liaison Manager in February so that he can explain all the reports available to us. Following that, we will prioritise the different data cleanse exercises, to ensure that Compass is as accurate as possible for all our contractors and performers alike.

## **Provider selected for new occupational health service for GPs and NHS Dentists**

This follows plans announced by NHS England in September 2015 to introduce a new national service specification for an occupational health service, to ensure all GPs and NHS dentists across England have access to a consistent and equitable service.

Following a procurement process, NHS England (South) has appointed Heales Medical Group to provide the new occupational health service to GPs and NHS dentists across the region. Heales Medical is an established provider of occupational health services to both private and public sector organisations. The new service will be available from 1 April 2017 and will include the following services:

- Occupational health assessments for doctors and dentists on the National Performers List (NPL) and virology, vaccinations and immunisations for doctors (GPs), dentists and optometrists on the National Performers List
- Advice on exposure to Blood Borne Viruses for all primary care staff (including trainees) including specialist management of those that have Blood Borne Viruses.
- Where doctors and dentists applying to join the National Performers List need additional occupational health clearance due to a specific health need/s, NHS England will fund an enhanced occupational health assessment and fund support for work related health issues once individuals are on the list.

A copy of the national service specification for the new service is available on the 'Primary Care Resources' section of the NHS England website if you wish to find out more information about the new service: [www.england.nhs.uk/commissioning/primary-care-comm/resource-primary](http://www.england.nhs.uk/commissioning/primary-care-comm/resource-primary)

Primary care providers, as employers, will continue to have a responsibility to ensure any of their staff who are not covered by this service, are well supported.

Further information about how to access the new occupational health service from 1 April 2017 will be made available in due course. Any existing local arrangements for the provision of occupational health services to GPs and dentists will remain in place until the new service starts on 1 April.

Heales Medical is a specialist Occupational Health provider with experience in providing health solutions to a diverse range of public and private sector clients including NHS Trusts, Higher Education establishments, Local Authorities and Industry. Services are tailored to the client's needs with the aim of reducing sickness absence and improving employee's health and well-being. They deliver effective, result focused services including specialist EAP and Musculoskeletal assessment and treatment to support employees in returning to or remaining in work. They are delighted to have the opportunity to provide Occupational Health services to NHS England, Doctors and Dentists on the National Performers List (NPL), entrants to the NPL (self-funded) and GP/Dental clinic staff (Clinic funded). In the next few weeks they will be providing a link to a secure online service for NPL entrants and GP/Dental clinics for referral and receiving information. They work in partnership with their clients and will work with both NHS England and GP/Dental clinics throughout the contract to ensure the service meets your needs.

The new occupational health service is in addition to the new NHS GP Health Service which has been announced by NHS England to improve access to mental health support for GPs and trainee GPs. This is part of the broader package of support being made available as part of the General Practice Forward View. Further information about the new NHS GP Health Service is available at [www.gphealth.nhs.uk](http://www.gphealth.nhs.uk).

## **Dental Foundation Trainees application to the National Performers List**

NHS England continues to work with Capita to support the recovery of the performer list administration they provide. We continue to provide additional, temporary, expertise into the Primary Care Support England team.

We are seeing progress but there is still much to do. We review progress on a weekly basis and continue to adapt our support to ensure the greatest progress possible can be made.

As you will remember, in order to continue to support the needs of patients and to preserve the training period for the current cohort of DFTs, the NHS England Board has granted an exceptional extension to the grace period until 31 January 2017.

There are 866 DFTs confirmed by HEE in this cohort.

NHS England local teams (London, Greater Manchester, South Central, Wessex and Yorkshire & Humber) are providing additional support to Capita by processing their DFT applications internally, this equates to 347 applications. These will all have been considered by 31 January 2017. In most cases PCSE will continue to provide the inclusion letters, which will be sent by 31 January 2017. Updates to the performers list website will be completed shortly after the letters are sent.

The remainder of cases (519) are being processed by PCSE with support from nationally co-ordinated PLDPs. There are 217 that are fully completed with a large number of applications going to panels between now and 31 January, However there are a smaller number of cases that may not be ready for panel consideration before the 31 January 2017. NHS England has therefore decided to further extend the grace period by two weeks to 14 February 2017.

NHS England will be supporting Capita on a case by case basis with each outstanding application to ensure they can be considered before this final grace period ends.

There are a small number of applicants who are consistently failing to engage with the application process. We will write to these applicants directly, copied to the relevant Dental Dean, outlining what is required and that they will be unable to work if the actions they need to take are not completed by 7 February 2017.

We are writing to the British Dental Association and to other stakeholders to ensure that DFTs and their practices are informed of this decision.

I would be grateful if you could bring this information to the attention of dental foundation trainees and other interested parties in your area.

Please accept my thanks for yours and your team's on-going support as the recovery of PCSE continues.

Jill Matthews, Managing Director, Intensive Expert Management Team

## Invitation to members of the Avon LDC – MCN presentation

Dear Member

You are invited to attend the next meeting of the Avon LDC.

**Topic:** Managed Clinical Networks - The Future of NHS Dental Commissioning  
**Venue:** Future Inns, Cabot Circus  
**Date:** Weds 3 May 2017  
**Format:** Buffet 18.30, presentations at 19.00 with a Q&A. Expected finish time 21.00  
**Parking:** 50% off parking in Cabot car park  
**Details:** The Managed Clinical Networks are tasked by NHS England to develop models of commissioning of dental services in each of the specialties in both primary and secondary care. The Chairs of the MCNs would like to share with contractor what they have developed in the early stages and how they envisage the services developing over the next few years. Presentations will be given by the four chairs:

Chris Bell, MCN Chair Oral Surgery and Oral Medicine  
Tony Brooke, MCN Special Care Dentistry and Paediatrics.  
Matt Jerreat, MCN Chair Restorative  
Joe McGill, MCN Chair, Orthodontics

If you wish to attend, please confirm by email to [secretary@avonldc.org](mailto:secretary@avonldc.org) by Tues 18 April.

## Statement on dental complaints

It is important that dental patients give feedback about their experiences, so that services know what they are doing well and where they can improve.

If you are not happy with the treatment or service you have had, it is usually best to tell the practice directly that you're unhappy, and give them a chance to put things right. They may be able to sort out the problem there and then.

If you do need to make a more formal complaint to the practice, ask for a copy of the policy that explains what you need to do. See the attached document which has been jointly produced by the above bodies for more details.

### **The February edition of your PCSE bulletin is attached and In this bulletin, you'll find updates on:**

- Performers list
- Compass queries
- Managing call and email queries

See attached for the full edition, including Primary Care Support England contact details.