

Dental Bulletin

June 2017 - Issue SW16

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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 – PLEASE NOTE NEW CORRESPONDENCE EMAIL ADDRESS (since October 2016)

- Fiona Clace – Primary Care Administrator – 0113 824 8820



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| <ul style="list-style-type: none"> ➤ 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 | <ul style="list-style-type: none"> ➤ 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 |
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Annual Reconciliation Report

From 1st April 2017, your Annual Reconciliation Report (ARR) for 2016/17 was available to complete in Compass, there is no facility for this to be completed on paper. See the link below to access information on how to complete your ARR for 2016/17. To complete the process successfully, providers and performers will work together to discuss and agree the ARR figures using Compass. All providers and performers must complete this by 30 June 2017.

Guidance can be found here; <http://www.nhsbsa.nhs.uk/2026.aspx>

Recruitment – Clinical Chair for South West Local Dental Network

NHS England South (South West) is looking to recruit a clinical chair for the South West Local Dental Network. The successful applicant will hold a current dental qualification and be working within the South West region. For further details please see the Job Description and Person Specification attached to the bulletin.

CVs and supporting statements should be emailed to england.swdental@nhs.net by close of play on 14th August 2017. Interviews will be held on 6th September 2017.

If you wish to discuss this position please contact Andrew Harris on 07909099209 or Peter Howard-Williams on 07793062317.

CQC's Next Phase of Regulation

The Care Quality Commission has launched the second consultation on their proposed changes to regulation.

They are seeking views on specific proposals for how they will:

- regulate primary medical services and adult social care services
- improve the structure of registration, and clarify our definition of registered providers
- monitor, inspect and rate new models of care and large or complex providers
- use our unique knowledge to encourage improvements in the quality of care in local areas
- carry out our role in relation to the fit and proper persons requirements

Further details available on the following link: <http://www.cqc.org.uk/get-involved/consultations/our-next-phase-regulation-consultation-2>

The consultation closes on Tuesday 8th August 2017.

New occupational health service for GPs and dentists

A new occupational health service is now available to NHS GPs and dentists working across the South of England.

The Heales Medical Group, an established provider of occupational health services, started work on 1 April 2017, following a procurement process led by NHS England's regional team for the South.

The new arrangements include:

- A comprehensive occupational health service for all GPs and dentists delivering NHS services in the South of England
- Needlestick injury advice and support to NHS GPs, dentists and healthcare workers, including trainees
- Occupational health screening/clearance services for GPs and dentists wishing to join the National Performers List

Practices will need to register online to make referrals.

Further information is set out in the service specification on [NHS England's website](#)

Please see contact information for Heales below:

Telephone: 0844 842 1755

Email: info@heales.com

Website: <http://www.heales.com/>

Adding performers to contracts

Providers are now able to add **current** performers to open contracts and amend performers' Net Pensionable Earnings/Equivalent (NPE/E) . Guidance on how to add and remove performers and amend NPE/E is available [here](#).

Once you've added a performer to a contract you will need to submit a Compass authorisation form, and a Contract allocation form showing your changes to england.swdental@nhs.net, to enable us to approve any changes. These forms should be received within seven days of you making any changes. Both forms are available on the [BSA website](#).

The requirement to complete NPL2 or NPL3 applications still remains but this process will run in tandem.

AVON LDC

The LDC are trying to collate the email addresses of dentists in Avon.

'Our aim is to make this LDC more effective in assisting and benefiting local dentists by improving our use of IT.

At present we have the email addresses of less than 10% of dentists in the area. Having your email will allow us to help you in a more managed and effective manner. For example, we can help you with some CPD requirements for free.

Please also include contact information for your dental practice, GDC number, together with your interests and any areas of expertise from the contact section on the home page. Alternatively email your details direct to avonldc@gmail.com

This information could be used to help you setup and run informal study groups, that conform with current verifiable CPD requirements, with other dentists to cover your common educational needs and share expertise. Meeting up with colleagues in a relaxed environment in this kind of group is an excellent way to share issues and problems and helps with general well-being in the work environment.

We have a new webpage: <http://www.avonldc.org.uk>
It has a lot of useful dental resources including information on the future online referral pathways.

There are numerous free online resources and, as mindfulness is very much in vogue, this course started on May 15, but it's easy to catch up:
<https://www.futurelearn.com/courses/mindfulness-wellbeing-performance>

A dental course on clinical photography that could help with personnel presentation, referrals and marketing starts on June 5:
<https://www.futurelearn.com/courses/dental-photography-in-practice>

Remember, the LDC is a service you pay for. With enough interest in specific issues we could organise workshops to enable the LDC to benefit and assist all dentists. Also, why not join the LDC? It's your LDC and some of us are about to draw our pensions and are acutely aware that our concerns do not fully represent the younger dentists.

As a group we can try to improve our daily work-life balance.

Any feedback is appreciated.'

John Cantwell
Avon LDC secretary

Brad Hall
Avon LDC chairman

The purpose of the Serious Incident (SI) and Significant event (SE) reporting and learning process

Serious Incidents (SI's) in healthcare are rare, but when they do occur, everyone must make sure that there are systematic measures in place to respond to them. These measures must protect patients and ensure that robust investigations are carried out, which result in organisations sharing learning from serious incidents to minimise the risk of the incident happening again. The purpose of the serious incident reporting and learning process is:

- To demonstrate assurance of good governance and safety for the most serious incidents;
- To facilitate the wide sharing of learning arising from serious incidents, locally, regionally, and nationally where appropriate;
- To help prevent reoccurrence where the incident occurred and reduce the chance of a similar incident happening elsewhere;
- To support health service improvement by providing information, guidance and recommendations to support health care managers in directing resources where they are most needed to improve quality and safety.

When something goes wrong all staff should have the confidence to be open; focusing on the 'what', 'how' and 'why', rather than necessarily 'who'. Responses should be supportive of individuals, proportionate and robust. The investigation process should focus on the learning that is to be gained from the incident.

What to Report? Serious Incidents & Significant events

The definition of a 'Serious Incident' is set out in the [Serious Incident Framework \(March 2015\)](#).

There is no definitive list of events/incidents that constitute a serious incident and lists should not be created locally as this can lead to inconsistent or inappropriate management of incidents.

All Primary Care Incidents (both SI's and SEs) should be reported using the attached SEA – Excel form, and a description of both types of classification can be found at the end of the form, however a basic rule of thumb would be that **Serious Incidents** cause **serious harm** to the patient or the reputation of the NHS, and also include *NEVER* events. An example of a Never event would be the extraction of the wrong tooth.

Significant events are where the practitioner can identify an opportunity for making improvements, either because the outcome was substandard or because there was a potential for an adverse outcome ('near miss'), but these incidents involve a lower level of safety concern than a 'serious incident' eg wrong patient - documentation incidents, IT or phone issues causing difficulties for patients to access to services, accidents involving patients within the practice environs, delays to non-urgent referrals, cold chain where medication has to be destroyed.

The Significant event form should be returned to NHS England SSW Incident email - england.devcorn-incidents@nhs.net

NB If you think your incident is serious then please put Serious incident in the Subject header and flag the email.

If you require further information please contact: Karen Ford, Quality and Safety Lead – Tel 0113 8248818 EM england.devcorn-incidents@nhs.net

General Dental Practitioner Skills Audit

A key drive for the South West is to improve access to enhanced skills/specialist services in all disciplines related to the work streams of the three MCNs - Oral Surgery, Restorative and Special Care. To help identify individuals that are keen to be part of these new networks, we would be grateful if you could encourage as many of the performers within your practice as possible to complete the Skills Audit attached to this bulletin.

Responses should be sent back to Debbie Freeman - Primary Care Support Lead by email to england.swdental@nhs.net

Unscheduled (urgent) dental care – South West Consultation

NHS England – South (South West) is reviewing unscheduled dental care services across the South West and would like to hear patients' views on their experiences of unscheduled dental care, as well as the availability of services and ease of access.

The online survey can be accessed using the following link:
<https://www.engage.england.nhs.uk/survey/548a9d48/>.

The survey is live and will be open until 14 August 2017. The Dental Team would be grateful of your support in bringing this survey to patients' attention and have attached a flyer that you can display in your waiting areas.

Thank you in advance for your co-operation.

Premises Fire Prevention Advice – Fire and Smoke Dampers

In 2014 the Department of Health issued an alert about the testing of fire & smoke dampers and ensuring the integrity of fire stopping (alert attached to bulletin). The information in this alert is current and in light of recent events it is being recirculated. We ask that you review this information, or forward it to a building manager, fire officer or other such individual to determine whether the requirements of this alert are relevant, and if so whether they have been implemented.

We do not require any feedback from you in response. Thank you for your cooperation.