

# Dental Bulletin

May 2016 - Issue SW9

## 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 communicating 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 webpage -

<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.

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## Items for all Practices

### Dental Team Contact Details:

Devon, Cornwall and Isles of Scilly			
Name	Position	Telephone Number	Mobile Number
Andrew Harris	Dental Contracts Manager	0113 8248808	07909 099209
Devon			
Sarah McFarlane	Primary Care Support	0113 8248799	07900 220697
Cornwall and Isles of Scilly			
Lynn Combes	Primary Care Support	0113 8248970	07467 689372
Generic email	<a href="mailto:england.primarycaredental@nhs.net">england.primarycaredental@nhs.net</a>		

Bristol, North Somerset, Somerset and South Gloucestershire			
Name	Position	Telephone Number	Mobile Number
Rachel Coke	Assistant Contract Manager	0113 8253581	07500 032229
Bristol and Somerset			
Debbie Freeman	Primary Care Support	0113 8253591	07825 421800
North Somerset and South Gloucestershire			
Maxine Quantrill	Primary Care Support		07824 451261
Generic email	<a href="mailto:england.bnsssg-dental@nhs.net">england.bnsssg-dental@nhs.net</a>		

Departmental Support		
Name	Position	Telephone Number
Wendy Vincent	Primary Care Support	0113 8248977

- **NHS Dental Charges from 1<sup>st</sup> April 2016**

From 1<sup>st</sup> April, NHS dental charges were increased by 5% to the following rates:

Band 1 course of treatment - £19.70

Band 2 course of treatment - £53.90

Band 3 course of treatment - £233.70

The Dental Charges poster can be downloaded from:

[www.nhs.uk/NHSEngland/AboutNHSservices/dentists/Pages/nhs-dental-charges.aspx](http://www.nhs.uk/NHSEngland/AboutNHSservices/dentists/Pages/nhs-dental-charges.aspx)

- **Change to Management of Alerts**

From 1st January 2016, South Central and West CSU took over managing the distribution of all alerts for the South West. This refers to the CAS Alerts, patient alerts and also missing prescription alerts to all contractors as appropriate. Existing templates will continue to be used.

The alerts mailbox address has changed to: [alerts.scwcsu@nhs.net](mailto:alerts.scwcsu@nhs.net)

Please add this to your Safe Senders list to ensure the emails do not go to your junk folder. For instructions on adding emails to your safe senders list in outlook please follow the link below:

<https://support.office.com/en-ca/article/Add-names-to-the-Junk-Email-Filter-lists-98b3c0f2-81aa-46cc-b198-20b9faa9e831>

- **NHS Mail Accounts**

A reminder to you all to register for your NHS net email account in order to safely and securely exchange patient or sensitive information with other health and social care organisations and for secure communication with NHS England. You should not be sending patient identifiable information to/from non NHSmail accounts. We have upgraded NHSmail to allow practices to quickly and easily register and activate an account. Please fill in the attached application form. One generic email account for the practice will suffice, individual accounts will only be created if absolutely necessary. Once complete, email the form to one of the generic email accounts above.

Before you are registered you will need to have completed the Information Governance toolkit. For generic email accounts, only one person per Practice needs to do this. If you are registering as part of a group of Practices, only one nominated headquarters needs to do this. This is an accreditation that is required for access to any NHS national service to ensure that these services remain secure. Please see: <http://www.igt.hscic.gov.uk>

- **NHS Choices**

NHS Choices is undertaking a validation exercise to ensure that the information displayed on their website is current and correct for your practice. NHS England no longer has the facility to edit the information, and it is the practice's responsibility to do so.

It is really important that if you do not already have access to NHS Choices for your practice that you contact the service desk in order to arrange this. You will then be able to update opening hours, acceptance policy information, as well as add any additional patient information. It is also really important for you to have the ability to respond to patient feedback left on the site. The link to the necessary information is: -

<http://www.nhs.uk/aboutNHSChoices/professionals/Pages/manage-profiles-faq.aspx>

It would also be helpful where you do already have editor access, that you refresh the list of those that have access, and again this can be done easily through the NHS Choices helpdesk.

Your prompt co-operation in this matter is appreciated, as we are keen to ensure that NHS Choices is reflective of the services provided by all of our dental practices across the region.

- **Claiming of Business Rates for 2016/17**

Claims for reimbursement of Business Rates for 2016/17 should be made within 3 months of the claim becoming due and all completed claims must be sent to NHS Dental Services, SFE Payments Team, PO Box 3179, Eastbourne, BN21 9PN. Please do not send your claims to the NHS England local offices, as this may lead to a delay in your claim being processed.

For further information and guidance please see the Dental Services website: [https://contactcentreservices.nhsbsa.nhs.uk/selfnhsukokb/AskUs\\_Dental/template.do?name=Non-domestic+rates+-+information+for+GDS+and+PDS+practices&id=16395](https://contactcentreservices.nhsbsa.nhs.uk/selfnhsukokb/AskUs_Dental/template.do?name=Non-domestic+rates+-+information+for+GDS+and+PDS+practices&id=16395)

- **Premium Rate Telephone Numbers – updating NHS Choices**

Since July 2015, Ofcom rules state that every provider in the UK using a premium telephone number (084, 087, 09 and 118) is required to display the service charge where ever your service is advertised. We noticed that some primary care contractors still display premium numbers on their NHS Choices profile without details of the service charge. Please see attached letter for guidance on how to update your profile.

- **Activating Your Compass Account**

Have you activated your Compass Account? In order to view your schedules and complete time sensitive activities such as ARR please ensure you have activated your account. Guidance can be within the **Ask Us** section on the NHS BSA website under the Compass Activation and Access section.

[http://contactcentreservices.nhsbsa.nhs.uk/selfnhsukokb/AskUs\\_Dental/template-group.do](http://contactcentreservices.nhsbsa.nhs.uk/selfnhsukokb/AskUs_Dental/template-group.do)

- **Annual Reconciliation Report**

From 1<sup>st</sup> April 2016, your Annual Reconciliation Report (ARR) for 2015/16 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 2015/16. 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 2016.

[http://www.nhsbsa.nhs.uk/Documents/DentalServices/Your\\_guide\\_to\\_completing\\_Annual\\_Reconciliation\\_Reports\\_for\\_2015\\_16.pdf](http://www.nhsbsa.nhs.uk/Documents/DentalServices/Your_guide_to_completing_Annual_Reconciliation_Reports_for_2015_16.pdf)

- **Checking a Performer is on the Performers List**

A reminder that you can check to make sure a performer is included on the Performers List at: [www.performer.england.nhs.uk/](http://www.performer.england.nhs.uk/). Enter the name under 'Performer Quick Search'.

- **Primary Care Support England – Ordering Supplies – New Online Portal**

You may have already registered for the new online process recently launched for ordering and tracking supplies such as prescription pads and other stationery, pre-printed forms,

etc. If you haven't yet, you will need to register your practice to access the portal, details of how to do this are attached and the link you will need is: [www.pcse.england.nhs.uk](http://www.pcse.england.nhs.uk)

- **Online CPD offered through Health Education England – South West**

Health Education England – South West are currently offering an e-learning package from Healthcare Learning: Smile-On, at reduced rates. Please see attached flyer for further information or link: <http://www.maxcourse.co.uk/swdentalpg/guestHome.asp>

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## Items for Bristol, North Somerset, Somerset and South Gloucestershire Practices only

- **NHS111**

In the Bristol, North Somerset and South Gloucestershire region, we have experienced some issues where patients have been directed to a practice that has agreed to offer 111 slots on Saturdays, only to be advised on the day that there is no dentist available. We understand that arrangements can go awry at short notice, however this scenario is both distressing for the patient, and causes issues within the Directory of Service system. It would be really helpful that you can keep the dental team updated with the following information:

- Practice Closure
- Changes to opening times
- Change to contact information

- **Dental Assurance Framework**

In the BNSSSG area, we have been analysing the Dental Assurance Framework (DAF) reports since March 2014. Although there are still just as many contracts flagged over two consecutive quarters, we have seen the practices change over this time, as well as a reduction in the number of flags. Fluoride varnish and fissure sealants still seem to be a common flags for most of those flagged' contracts.

We have worked closely with practices to understand why they are outliers against the England and local averages. They have embraced the ability to use this information during practice meetings to understand their position, and in some cases to improve their working practices. We have also been using the DAF as a basis for contract review meetings with the corporates.

Quarter 4 data has only just been published due to issues with the validation of the data following the migration to Compass.

## Items for Devon, Cornwall and Isles of Scilly Practices only

- **Dental Assurance Framework Update – Quarter 3**

Each quarter NHS Dental Services produce a Dental Assurance Framework (DAF) report. This report looks at a standard range of indicators for each contract and compares the figures for each against the England and local area averages. Each of these indicators are 'flagged' Red where they differ significantly by comparison to the averages.

Last Summer, in Devon and Cornwall, we first began working with practices who were flagged in 4 or more indicators for 2 consecutive quarters. Fast forward 3 quarters, and we are starting to see changes in the indicators for the majority of those practices.

Attached is a summary of the position of all contracts in Devon and Cornwall for quarter 3. At present reports are not routinely available to contractors but should be available to access on Compass from this Summer.

- **Dental Helpline Waiting List**

A reminder to all practices 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 details are: 03330 063 300 or email: [accessdental.helpline@nhs.net](mailto:accessdental.helpline@nhs.net).

The attached information will give you an idea of the numbers currently on the list and includes a list of practices who are on the open list. If your practice is not on this list and you are accepting new patients, please let the Helpline know.

- **Domiciliary Services**

Please find details of domiciliary care providers in Devon and Cornwall.

## CORNWALL Practices only

- **Referral to PCH Dental for Community/Special Care patients**

PCH Dental Ltd is commissioned by NHS England to provide Community Dental services to the population of Cornwall & the Isles of Scilly. The great majority of our services are provided on a referral only basis. We accept referrals for Oral surgery, Orthodontics and Community Dental Services (Adults and children).

During the last year we have seen the referral rates into our service increase significantly and this has led to inevitable delays for patients. I would take this opportunity to urge everyone to reassess every referral before sending it to the Referral Management Service (RMS) to ensure that the referral is appropriate for our service. The Community Dental Service is primarily a service that is here to provide dental care for the disadvantaged and vulnerable population of Cornwall & the Isles of Scilly.

As part of an on-going service improvement plan we are amending the referral forms for our Community Dental Service. These changes are relatively minor and are necessary to improve the referral pathway for our patients and will allow PCH Dental to be more efficient in our service provision. The amended forms are now available on the NHS England South dental website and should be used for all future referrals.

<https://www.england.nhs.uk/south/info-professional/dental/dcis/forms/>

We will only be accepting referrals on this form and any referrals sent on the other versions of the referral forms will be returned to the referring practice. This will inevitably lead to a delay for your patients, therefore I urge you to ensure the amended forms are used. Thank you for your continued support.

**Christopher Roberts, Clinical Director**