

Updates for primary care in the South West:

# Dental Bulletin

March 2018 - Issue SW 20

## Included in this bulletin:

- Welcome – new NHS England Dental Team Admin Support
- NHSE Dental Team Contacts
- Change of Email Address
- General Queries
- Devon & Cornwall Practices only – Dental Helpline Patient Waiting List
- Bristol Stop Smoking Service – How to refer to Live Well Hub
- Adult Oral health - Adults in Practices survey
- Year End 2017/18 - claims relating to delays by PCSE
- General Practice and Dental Complaints data collection K041b coming soon
- Safeguarding Children and Adults

## About this bulletin

To minimise the number of emails sent to practices across the South West, NHS England is using this regular 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.

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.



Welcome to a new member of the dental team – Stephen Bennett-Troake has joined the dental team as Admin Support and will supporting the South West team, based centrally at South West House in Taunton, Somerset. Stephen’s contact details are included below.

## NHS England Dental Team Contacts

**First Point of Contact:** - [england.swdental@nhs.net](mailto:england.swdental@nhs.net)

Admin Support: **Stephen Bennett-Troake** 0113 825 3039  
South West House, Blackbrook Park Avenue, Taunton, Somerset, TA1 2PX



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

- **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

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

- **Rachel Coke – Assistant Contract Manager**  
0113 825 3581 or 0750 003 2229
- **Debbie Freeman – Primary Care Support**  
0113 825 3591 or 07825 421 800
- **Maxine Quantrill – Primary Care Support**  
0782 445 1261
- **Rhea Boland – Senior Administrator**  
0113 825 5122

## 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.

## General Queries



Many of the queries that we receive from providers could easily be resolved by accessing the NHS Business Services Authority Knowledge Base. The link to this is [https://contactcentreservices.nhsbsa.nhs.uk/selfnhsukokb/AskUs\\_Dental/template-group.do](https://contactcentreservices.nhsbsa.nhs.uk/selfnhsukokb/AskUs_Dental/template-group.do). Please use this in the first instance before you contact one of the team.

## **Devon & Cornwall practices only – Dental Helpline Patient Waiting List**

Access Dental is commissioned by NHS England to manage the waiting list for patients across Devon and Cornwall who are looking for an NHS dentist to provide routine treatment.

Please remember to contact the team on: **0333 0063 300** or **accessdentalhelpline@nhs.net** to request a list of patients, rather than hold your own in practice waiting list. This way we can ensure that those patients who have been waiting the longest are able to secure an appointment first. If you are unsure of the process, **please see the flowchart attached to the bulletin cover email (Att1)**, which the team have put together for information and guidance.

## **Bristol stop smoking service – how to refer to the LiveWell Hub**

LiveWell Bristol is supporting local people to become 'smoke free' in 2018. Dental Practices in Bristol can refer their patients to this service. Instructions on how to do this and how to use Quit manager/logging in) for referral, are attached to the cover email – **see Att2 and Att3**.

Smokers can also self-refer via this link -> [https://www.bristol.gov.uk/en\\_US/web/live-well-bristol/be-smoke-free](https://www.bristol.gov.uk/en_US/web/live-well-bristol/be-smoke-free)

## **Adult Oral health - Adults in Practices survey (a survey of oral health and service use among adults attending general dental practice, 2017/18)**

This survey is now well underway with trained fieldwork teams, mainly from community dental services across the country, contacting dental practices and running the survey with volunteer adult patients.

General dental practitioners are encouraged to respond positively if they are contacted by fieldwork teams and host the survey in their practices. Many NHS and private practices have already done this and more are needed to take this welcoming approach. All practices are being asked to do is host a trained fieldwork team of two or three people for a day or so when a surgery is free and the team do the rest.

Further information can be found on the Public Health England communication (**Att4**) attached to the cover email.

## Year end 2017/18 - Claims relating to delays by PCSE

You will be aware that in the financial year 2016/17, NHS England agreed some specific arrangements which could be applied in cases where providers contracted delivery had been adversely affected by delays caused by capita/PCSE (with regard to the the processing of performer list applications). There was also a blanket agreement that no breach notices would be issued for contract underperformance.

Please be aware that there is no blanket agreement in place for similar issues for 2017/18 and where contracts have delivered less than 96% of contracted activity, a breach notice would be issued and dealt with in line with the regulations and the NHS England policy handbook.

Providers who consider they have been adversely affected, **would need to apply on an individual basis under the force majeure provision** which is provided for within the contract and explained in the policy handbook.

## General Practice and Dental Complaints Collection: K041b

The next General Practice and Dental K041b complaints data collection for 2017/18 will run between Tuesday 8th May and Friday 8th June at 17:00.

As with previous years for GP practices a submission will be made using the primary care webtool and for Dental providers via the NHS BSA portal.

Next steps: a gateway application is underway for a letter to inform GP practices and Dental providers of the next collection. NHS BSA will issue notification to dental providers. We anticipate clearance from gateway to be received very soon.

We would like to thank you in advance for supporting the K041b complaints data return

## Safeguarding – Children and Adult Dental Patients

The NHSE Deputy Safeguarding Lead in the South West, Nick Rudling, has written an extremely useful article that gives contractors information and guidance surrounding the safeguarding of their patients.

*‘Those working in a dental practice are in a position where they may either directly observe the signs of child or adult abuse or neglect, or they may hear something that causes them concern about a child or an adult at risk’s welfare. The General Dental Council (GDC) states that a dental team has an ethical and legal obligation to take appropriate action if concerned about the possible abuse of a child or adult at risk; and also to ensure that children and adults are not at risk from members of staff. Therefore, it is vital that the dental team are not only aware of the signs of abuse and neglect but also know how to report them.’*

**The full article can be found attached to the bulletin cover email (Att5).**

This information can be made available in alternative formats, such as easy read or large print, and may be available in alternative languages, upon request. Please call 0300 311 22 33 or email [england.contactus@nhs.net](mailto:england.contactus@nhs.net).