

# Dental Bulletin

May 2018 - Issue SW 21

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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 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.

## The new Dental Policy Booklet has been published

The refreshed Policy Book for Primary Dental Services (and appendices) was published in April 2018 and is in force.

Please follow the link to access on the NHS England website:

<https://www.england.nhs.uk/commissioning/primary-care/dental/dental-policies-2/>

The booklet includes detailed guidance around provider/commissioner expectations and updated information including processes for changing partnership/incorporation arrangements, closures, contract types, contract management, 24 hour retirement process, Orthodontics and much more.

## **NEW combined Compass Authorisation Form with pension allocation form for performer changes on Compass**

A new CAF form is now available on the [NHSBSA website](#), which replaces the former Compass Authorisation and Contract Allocation forms, combined into a single spread-sheet. This reduces the number of separate authorisation forms you will need to complete for multiple changes.

Practices/providers should now be making changes such as adding and removing performers to contracts, or changing NPE/NPEE values themselves, then forwarding the CAF form for us to authorise. NHS England will only make changes where there are exceptional issues, so please follow guidance, both on the CAF form itself and at the following link for help:

<https://www.nhsbsa.nhs.uk/compass/compass-help-and-guidance>

We have still been receiving a number of requests to update performer records and many without the necessary authorisation forms. This creates delay and additional correspondence, so please ensure the new CAF spread-sheet is completed in full on both tabs, and send to [england.swdental@nhs.net](mailto:england.swdental@nhs.net) once you have made the changes on Compass. Thank you for your assistance with this. A copy of the new CAF form is also attached to this bulletin email for info.

## **PCSE Notifications regarding new performers**

For entry or changes in circumstance to the national performers list, there is still a requirement to complete the necessary NPL paperwork and send to Primary Care Support England (PCSE) - additional to any Compass changes.

The PCSE process regarding new performers is going to be changing from a paper system to an online form, described in attachment to this bulletin ref. **ATT1** or via the following link:

<https://pcse.england.nhs.uk/about/what-s-changing/national-performers-lists-changes/>

Until informed when the new online system is live, please continue to notify using the current NPL forms available via the PCSE site along with guidance on the process:

<https://pcse.england.nhs.uk/services/performers-lists/>

## **Notice on the restrictions of use and disposal of dental amalgam**

The Office of the Chief Dental Officer England has notified that a new European Union Regulation (2017/852 on mercury) has been published, regarding the use and disposal of mercury.

Specifically Article 10 of the regulation introduces provisions that need to be implemented by all dental professionals in the UK.

Please read the notification attached to the cover email for this bulletin reference **ATT2**.

## Provider Changes notification to NHS England – note to all providers

We have recently had a number of changes notified to us retrospectively e.g. partnership changes. Can we please remind you that any change to the contracting party requiring a variation to your contract should be notified to us at NHS England. In many cases such changes will also require a variation to the registration condition with the CQC.

Change of status should be notified to NHS England with no less than 28 days of notice from the date on which the notice is served on us, however the commencement of the new contract entity is **conditional on the new contractor being CQC registered**. If this step is not completed, you cannot commence seeing patients until you have received the new registration certificate with the regulated activities included. It should be noted that the registration process can be quite lengthy, and should be factored into the timescales for the change of contracting party to take place.

Please see the link to the new Dental Policy Book for the latest guidance and annexes for notification of any such changes to NHS England.

<https://www.england.nhs.uk/publication/policy-book-for-primary-dental-services/>

## ***Devon practices only*** – revised Adult Oral & Maxillofacial Surgery Referral Form and email address for Devon referrals

The email address to be used to send Devon referrals for Adult Oral & Maxillofacial surgery to the **Devon Referral Management Service** has now changed to [d-ccg.drss-admin@nhs.net](mailto:d-ccg.drss-admin@nhs.net) and the revised referral forms (PDF and electronic versions Forms 1 and 1a) have been uploaded to the NHS England website at the following page: <https://www.england.nhs.uk/south/info-professional/dental/dcis/forms/>

Please ensure the new form is used and Devon referrals are sent to the correct email address.

## **Friends and Family Test Data**

Friends and Family Test (FFT) gives patients the opportunity to submit feedback to providers of NHS funded care or treatment, using a simple question which asks how likely, on a scale ranging from extremely unlikely to extremely likely, they are to recommend the service to their friends and family if they needed similar care or treatment. Data on all these services is now published at NHS Choices on a monthly basis (shown two months in arrears) - information via: <https://www.england.nhs.uk/fft/friends-and-family-test-data/>

Practices which have less than five FFT responses have their data suppressed to protect against the possible risk of disclosure. If data is suppressed, it means the practice has submitted their return but there are less than five responses. Publications can be checked here: <https://www.england.nhs.uk/publication/?filter-category=fft>

## Change to Primary Care Significant Event/Incident (SEA) reporting

NHS England South West has streamlined and improved the reporting process of Primary Care Incidents.

The process to date has been focused on the actual incident with limited feedback to the reporters. We wish to improve the identification of themes/best practice and, most importantly share the learning with primary care.

Please see the relevant documents attached to this bulletin email:

- The SEA form (Excel spreadsheet) is the one form to be completed which will include the learning and actions from that incident. This needs to be sent to the following mail box: [england.devcorn-incidents@nhs.net](mailto:england.devcorn-incidents@nhs.net)
- ***NB Incidents will only be processed on the fully completed electronic form, so please delete all previous forms and only use the new version.***
- The SI v SEA document also attached, contains more detailed guidance on reporting with links to National guidance.

NHS England South West will collate anonymised thematic reviews and share the learning on a quarterly basis via meetings and newsletters. The objective of this process change is to improve patient care in all practices and prevent similar incidents occurring in the future.

Where significant wide spread learning is identified, NHS England may lead learning events or use other methods to enhance learning, and embed change.

## Paediatric/special care related courses available on Maxcourse

A number of paediatric and special care related courses are available with more being added across the region regularly. You can search and book via the Maxcourse website <https://www.maxcourse.co.uk/swdentalpg/guestHome.asp>

These currently include:

- Thu 14 Jun 2018 Medical emergencies in dental practice - The Barn Function Centre, Glos.
- Thu 14 Jun 2018 A prescription for success: encouraging pharmacists and dentists to work together - Engineers' House, Bristol & N Somerset
- Wed 27 Jun 2018 Managing the care of the medically - compromised elderly dentate patient in general practice - The Barn Function Centre, Glos.
- Wed 4 Jul 2018 Anticoagulants, Endocarditis, Bisphosphonates, And All That!! - Holiday Inn Taunton, Somerset (repeat course anticipated later in 2018)
- Tue 23 Oct 2018 Preserving the primary dentition - Clinical Skills Lab, Bristol & N Somerset (repeat courses anticipated in Plymouth and Barnstaple in autumn).



## General queries

Many of the queries that we receive from providers, such as needing help with Compass, 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.

For queries on processing, for example the ARR process, FP17 processing and payments or performer pensions you can contact NHS Dental Services via <https://www.nhsbsa.nhs.uk/contact-nhs-dental-services>, or telephone 0300 330 7348.

### 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 your primary 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.

### 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 \*please note  
Lynn is currently unavailable so please email  
enquiries initially to the generic inbox.\*
- **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

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).