

Dental Bulletin

July 2018 - Issue SW 22

Included in this bulletin:

- Andrew Harris retires after 42 years
- Emergency (band 4) treatment clarity
- Dental amalgam further notice
- Improved dental complaints signposting
- LDC Levy in BNSSSG
- Easy IOTN App for ortho referrals
- End of year contract position letters
- General Queries – Knowledge Base
- Change of Email Address
- NHSE Dental Team Contacts

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.

Thank you to Andrew Harris

NHS England dental contracts manager Andrew Harris, is retiring on the 27 July 2018, and we'd like to thank him for his long contribution to the NHS and in particular to dentistry.

Andrew has worked tirelessly in the NHS for over 42 years. Many of those years have been spent helping to shape primary care dental services and working for improved services for patients, collaborating closely with stakeholders, local dental networks, practices, providers and dental professionals.

He will be sorely missed and we're sure you'll join us in wishing him the very best for his retirement and future endeavours. We are currently recruiting to find a replacement for Andrew and hope to be able to announce when an appointment is made in the near future.

Emergency (Band 4) treatment reminder

Please see below a reminder of treatment which applies to Band 4 urgent treatment and falls under a band one charge (currently £21.60). This is also listed in the regulations at:

<http://www.legislation.gov.uk/ukdsi/2005/0110736400/schedule/4>

Regulation 4(5)

SCHEDULE 4

Urgent Treatment under Band 1 Charge

- (a) examination, assessment and advice
- (b) radiographic examination and radiological report
- (c) dressing of teeth and palliative treatment
- (d) pulpectomy or vital pulpotomy
- (e) re-implantation of a luxated or subluxated permanent tooth following trauma including any necessary endodontic treatment
- (f) repair and refixing of inlays and crowns
- (g) refixing a bridge
- (h) temporary bridges
- (i) extraction of not more than 2 teeth
- (j) provision of post-operative care including treatment of infected sockets
- (k) adjustment and alteration of dentures or orthodontic appliances
- (l) urgent treatment for acute conditions of the gingivae or oral mucosa, including treatment for pericoronitis or for ulcers and herpetic lesions, and any necessary oral hygiene instruction in connection with such treatment
- (m) treatment of sensitive cementum or dentine
- (n) incising an abscess
- (o) other treatment immediately necessary as a result of trauma
- (p) not more than 1 permanent filling in amalgam, composite resin, synthetic resin, glass ionomer, compomers, silicate or silico-phosphate including acid etch retention

Improved signposting around dental complaints will help patients and providers

A new dental complaints joint statement is set to help patients, providers and other health organisations involved in this area of work.

Produced by the Regulation of Dental Services Programme Board (NHS England, the NHS Business Services Authority, the Department of Health, the Care Quality Commission, the General Dental Council and Healthwatch England), it will help ensure there is a shared understanding of the correct route for complaints among regulators, commissioners and providers.

Previously the dental complaints system has been seen as complex and confusing, experienced overlap and revealed a lack of consistency across organisations.

A copy of the joint statement is attached to this bulletin email for reference, but the above outline and link to download is on the [NHS England Website](#).

Restrictions of use and disposal of dental amalgam

In the May 2018 (Issue 21) bulletin we circulated a notice from the Office of the Chief Dental Officer England, concerning a new European Union Regulation, regarding restrictions of use and disposal of mercury.

On 29 June a further notice was issued to dental contract holders by the Chief Dental Officer and this is attached in the bulletin cover email for reference.

Please ensure you have read this notification for implementation by all dental professionals in the UK and follow any links in the document for further guidance.

LDC Levy – Bristol, North Somerset, Somerset, South Gloucestershire

You may have noticed on your most recent schedule that there is a deduction for Statutory Levy.

This is the statutory levy for the Local Dental Committee (LDC). For 2018/19, this will be collected over a 9 month period, commencing in July 2018 until March 2019. Avon LDC collect the levy on behalf of both Avon and Somerset LDCs. If you wish to find out more about your respective LDC, please contact them directly: -

Avon LDC

Email: avonldc@gmail.com Tel: 01934 522251

Somerset LDC

Email: alouw@btinternet.com or gsworall@gmail.com

Easy IOTN app available for Orthodontic referrals

Part of the criteria for NHS Orthodontic treatment referrals is that patients meet the requirements of the Index of Treatment Need (IOTN) 5, 4 or 3 with an aesthetic component of 6 or above.

The 'Easy IOTN' app is now available for download to aid your grading of the IOTN, available for iPhone and Android:

iPhone: <https://itunes.apple.com/gb/app/easy-iotn/id1144560762?mt=8>

Android: https://play.google.com/store/apps/details?id=com.vincentharding.EasyIOTN&hl=en_GB

End of year contract position letters

Before the end of July, letters will be sent to providers confirming year-end contract delivery position for 2017/18, in accordance with National Health Service (General Dental Services Contracts) Regulations 2005, using data provided to us by NHS Dental Services. The letters will include details of any remedial action that may be required if under or over performance applies.



General queries: Have you checked the Knowledge Base?

Many of the queries that we receive from providers such as needing help with Compass, e.g. adding/removing performers or changing NPE values, could be easily resolved by accessing the NHS Business Services Authority Knowledge Base. The link to dental pages on this is https://contactcentreservices.nhsbsa.nhs.uk/selfnhsukokb/AskUs_Dental/en-gb/9689/nhs-dental-services/. Please use this in the first instance before you contact one of the team.

For queries on processing, for example 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 england.swdental@nhs.net quoting your contract number and the new email address (please note that we are only able to hold one email address for this purpose). You can also apply for an NHS mail account via the NHS mail portal at <https://portal.nhs.net/Registration#/dentistry> (BNSSSG/DIOSC) or local registration (DIOSC only at present) – see the Joining NHSmail page > Registering Dentists.

NHS England Dental Team Contacts

First Point of Contact: - 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 - 4th Floor, South Plaza,
Marlborough St, Bristol BS1 3NX**

- **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
- *Please note **Rachel Coke** (Assistant Contract Manager) is on secondment for 12 months away from the dental team – please contact your P.C Support

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.