

# Dental Bulletin

September 2018 - Issue SW23

## Included in this bulletin:

- Latest CAF form and tips on completion
- Services to vulnerable adults engagement event on 24 October
- Take part in survey of Socially Inclusive Dental and OHP Services
- NHS Choices – now NHS UK
- Management change of Yeovil orthodontic & oral surgery and maxillofacial services
- Oral and maxillofacial referrals to Royal Devon & Exeter Hospital updates
- Special Care referrals to West Country Dental
- LDC Levy collection in DCIOS
- Welcome James Warren to the NHSE dental team
- NHSmail portal available for dentistry

## 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.

## Latest Compass Authorisation Form (CAF) and completion tips

NHSBSA have recently updated the CAF form, which must be completed in full and sent to us at [england.swdental@nhs.net](mailto:england.swdental@nhs.net) when you make any performer changes on Compass (additions, leavers, NPE/NPEE changes). Please ensure the latest version is used which can be found at: <https://www.nhsbsa.nhs.uk/compass/compass-help-and-guidance>

The form now combines a single authorisation form on tab 1 which covers all changes, and the pension allocations on tab 2. **Both parts must be completed and match the changes you have made on Compass**, then email it to us to authorise the changes. If the form is not received or completed correctly your whole submission may be rejected.

**TIP 1:** If you find the calculations on tab 2 don't operate, on the Excel menu go to > Formulas > Calculation options > and check that the setting is on 'Automatic' (select from the drop down list) > then save the file before completing and it should now calculate the max pensionable pay and balances.

**TIP 2:** There is no longer need for separate forms for each performer - add all the performer details across on tab 1, and down on tab 2 indicating the reasons for change. For new performers please ensure all the declarations are ticked to confirm acceptance on tab 1, or they cannot be authorised.

## Engagement event on services for vulnerable adults – 24 October, London

NHS England is working on a Commissioning Standard to support commissioning of dental services for vulnerable adults. As part of the process we are seeking the views and ideas of dental stakeholders. NHS England will be running a workshop on 24 October at 10.30am, Avonmouth House, 6 Avonmouth Street, London, SE1 6NX. To see the agenda and book a place visit: <https://www.events.england.nhs.uk/events/vulnerable-people-workshop-37751>

If you can't attend but would like to pass on any ideas or best practice examples related to this subject, please email: [england.ocdo-pmo@nhs.net](mailto:england.ocdo-pmo@nhs.net) for the attention of Janet Clarke.

## Survey of Socially Inclusive Dental and OHP Services

Whilst on the issue of vulnerable populations, the Office of Chief Dental Officer, England, and King's College London, are working in collaboration to run a survey to map and find out more about existing dental services involved in providing targeted dental care, or oral health promotion initiatives for socially excluded populations in England.

This primarily includes dental services designed to reach homeless and vulnerably housed populations, sex workers, vulnerable migrants, Gypsy or Roma Travellers, people with substance use disorders and other groups that may be considered to be marginalised or socially excluded. Contributors to the development of the survey questionnaire include representatives from King's College London, the BDA England Community Dental Services Committee, the British Association for the Study of Community Dentistry, PHE London, Groundswell, Queen Mary's University London and researchers in the field of social exclusion.

Dental service providers and oral health promotion providers working with socially excluded populations are invited to complete the survey. Such providers may include Community Dental Services, General Dental Services, NHS, private, third sector and other organisations.

The survey is found at the following link, and can be accessed until the **closing date of Wednesday 31st October 2018**:

[https://kclidental.qualtrics.com/jfe/form/SV\\_4VHLQqFpL1sLht3](https://kclidental.qualtrics.com/jfe/form/SV_4VHLQqFpL1sLht3)



**NHS Choices – now NHS UK**

**nhs.uk**

Improvements have been made to the information on NHS Choices, which is now NHS UK.

Please visit this link <https://health-info.service.nhs.uk/3IW9-FUO2-5738UG7IE2/cr.aspx> for details on what this means for you and take a look at the refreshed site at <https://www.nhs.uk/>.

## **Management of Yeovil (Somerset) orthodontic and oral surgery and maxillofacial services to transfer to Musgrove**

The management of Yeovil Hospital's orthodontic and oral surgery and maxillofacial services (OMF) is transferring to Musgrove Park Hospital from 1 October 2018.

This follows recommendations in the Somerset sustainability and transformation plan (STP) that the services fall under a lead provider for the county to provide greater resilience, as well as more timely access for patients.

Patients won't notice any difference, except a different logo on the top of their appointment letter, and their actual appointments will take place at the same location as before.

Please note it is only the management that has changed, activity will continue to take place at Yeovil Hospital as normal and there will be no change to the referral process.

Contact for further information: Amber Wadham-Sharpe  
Email: [amber.wadham-sharpe@tst.nhs.uk](mailto:amber.wadham-sharpe@tst.nhs.uk) or telephone 01823 343062.

## **Oral and maxillofacial referrals to Royal Devon & Exeter Hospital - DCIOS: Revised form as fax discontinued**

Royal Devon & Exeter Hospital have clarified that they no longer use fax for **2 Week Wait referrals**, these are now only accepted by email to: [rde-tr.opafastrackteam@nhs.net](mailto:rde-tr.opafastrackteam@nhs.net) and the fax number is no longer in operation.

The referral form 'Form1. Adult Oral Max Form' has now been revised accordingly and is attached to this bulletin email for reference.

## **Special Care referrals to West Country Dental - DCIOS**

Smile Together Dental C.I.C. is contracted through NHS England to provide specialist and community dental services to the population of Cornwall and the Isles of Scilly through its West Country Dental Care service (WCDC).

There are currently challenges in terms of demand, specialist recruitment and appropriate referrals, so if you refer to this service please read the explanatory letter and referral information attached to the bulletin email.

## **LDC Levy collection - DCIOS**

You may have noticed on a recent schedule that there is a deduction for Statutory Levy. This is the statutory levy for the Local Dental Committee (LDC) for 2018/19. For the period April – July 18 this was collected at a fixed rate across all performers and from August 18 to March 19 it will be collected at a rate of 0.15%, as in previous years. If you wish to find out more about your respective LDC, please see the website for your area for further details:

**Cornwall and Isles of Scilly LDC:** <http://www.cornwall-ios-ldc.co.uk/>

**Devon LDC:** <https://devonldc.org/>

## Welcome to James Warren – Assistant Contract Manager



We're pleased to welcome James Warren who joined the SW dental team at NHS England on 3<sup>rd</sup> September as assistant contract manager, replacing Rachel Coke who is on a secondment.

In his role James covers the whole of our operating region (DCIOS and BNSSSG) and has joined us from BNSSG CCG where he was a Senior Contract Manager, managing acute contracts for the NHS.

James brings with him a wealth of knowledge around secondary care contract management to the team but will be learning this new area of Dental Contract Management.

## Has your practice got an NHS Mail address? New national portal live

All dental practices in England, both NHS and private, are being asked to sign up for NHS Mail, a secure system for sharing patient data.

NHSmail is a secure email service, freely available to all dental practices in England and aims to give you a secure platform for sharing patient identifiable and sensitive information where necessary, as well as providing a more joined-up service between health and care organisations. NHSmail is approved for clinical use and will improve data security across the profession as well as reduce dependence on paper processes.

The intention is that all communications from NHS England to dental practices will only sent to NHSmail accounts in future, so if you don't already have one, please sign up as soon as possible and advise your main practice NHS email to [england.swdental@nhs.net](mailto:england.swdental@nhs.net), so records can be updated in due course. Each dental practice can register for one shared practice mailbox, and up to a maximum of 10 individual user mailboxes per practice.

### How do I register?

To start the registration for your dental practice, you will need to have completed the Information Governance Toolkit v14.1 (valid until 31 March 2019) or, its successor, the Data Security and Protection Toolkit. You will also need to have your Care Quality Commission (CQC) Location ID to hand. Visit the portal at: <https://portal.nhs.net/Registration#/dentistry>

### Need help?

A dedicated support team is available to help dental professionals join and use the NHSmail service – if you require assistance you can contact them by email to [dentistadmin@nhs.net](mailto:dentistadmin@nhs.net) or visit the [NHSmail portal help pages](#). Training resources and a [user-guide for NHSmail](#) are also available on the portal's website. We cannot offer technical help at the local NHS England dental team so please direct any support requests to [NHSmail](#).



## 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/](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 1348.

### Are you changing your email address?

NHS Email is the preferred method of communication used by NHS England 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](mailto: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 only if you are in Devon or Cornwall – see the Joining NHSmail page > Registering Dentists.

### NHS England Dental Team Contacts

<b>First Point of Contact: -</b> <a href="mailto:england.swdental@nhs.net">england.swdental@nhs.net</a>	<b>TAUNTON OFFICE:</b> South West House, Blackbrook Park Avenue, Taunton, Somerset, TA1 2PX
<b>DCIOS – SALTASH OFFICE</b> Peninsula House, Kingsmill Rd, Tamar View Industrial Estate, Saltash, Cornwall, PL12 6LE	<b>BNSSSG – BRISTOL OFFICE:</b> 4 <sup>th</sup> Floor, South Plaza, Marlborough St, Bristol, BS1 3NX
<ul style="list-style-type: none"> <li>➤ <b>James Warren – Assistant Contract Manager</b> 0113 824 8808 or 0790 909 9209 (Taunton)</li> <li>➤ <b>Lynn Combes – Primary Care Support</b> 0113 824 8970 or 0746 768 9372 (St Austell)</li> <li>➤ <b>Sarah McFarlane – Primary Care Support</b> 0113 824 8799 or 0790 022 0697 (Saltash)</li> </ul>	<ul style="list-style-type: none"> <li>➤ <b>Debbie Freeman – Primary Care Support</b> 0113 825 3591 or 07825 421 800 (Bristol)</li> <li>➤ <b>Maxine Quantrill – Primary Care Support</b> 0782 445 1261 (Bristol)</li> <li>➤ <b>Rhea Boland – Senior Administrator</b> 0113 825 5122 (Bristol)</li> <li>➤ <b>Stephen Bennett-Troake – Admin Support</b> 0113 825 3039 (Taunton)</li> </ul>

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).