

# Dental Bulletin

November 2018 - Issue SW24

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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 or learning.

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.

## Post 2017/18 ARR facility now available on Compass

The Post ARR facility is now available to providers and performers in Compass should they need to amend their 2017/2018 declared net earnings.

Where an under performance for 2017/2018 has occurred on a contract, providers may be asked to undertake a Post ARR review to reduce the declared NPE/NPEE to take into consideration the reduced total contract value if they haven't already done so.

If you are making changes to the contract and receive the error message 'NPE ceiling exceeded for 17/18' then the NPE/NPEE will need to be reduced via the Post ARR process before the current changes can be submitted.

The Post ARR facility will be available until the end of March 2019.

## Requirement for practices to use an NHS.net email address – ACT NOW

Have you obtained and/or notified NHS England of your NHS email address yet? If your practice didn't receive this bulletin to an NHS.net address for example, you need to please ACT NOW.

All dental practices are expected to use NHS mail for communications with NHS England, and also for readiness for paper referrals becoming a thing of the past. An example of this, is the Oral Surgery MCN wish to move to electronic referrals only by 2019. If you don't have an NHS email you may not be able to make appropriate referrals in future.

NHSmail is approved for clinical use such as referrals and will improve data security across the profession, as well as reduce dependence on paper processes.

### If you haven't already done so please:

- Obtain at least one NHS.net address for communications to your practice
- Tell us your main NHS.net address by emailing [england.swdental@nhs.net](mailto:england.swdental@nhs.net). Please include your relevant contract number(s) when you contact us. You can also let us know any additional NHSmail addresses held for other key practice staff for our records.

### 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, also attached to this bulletin email for reference.

This is a national system, so we cannot offer technical help at the local NHS England dental team. Please direct any support requests to [NHSmail](#) in the first instance. Thank you to all practices who have already responded with their NHSmail details.

## Pay uplift approved

The Review Body on Doctors' and Dentists' Remuneration (DDRB) uplift has been approved.

Providers will see the 1.68% pay increase and associated foundation dentist uplift (backdated to 01 April 2018) in their December 2018 pay statement. The December pay statement will be available on 31 December 2018 and the pay date is 2 January 2019. A further uplift of 0.65% will be applied from 01 April 2019.

NHS Business Services Authority will be publishing a further communication to providers directly.

## Christmas and New Year arrangements 2018

In October we contacted practices to request completion of a return sheet detailing in-hour arrangements for provision and opening hours over the coming holiday period, if planning to be open for less than your contracted opening hours. This is so we can review to ensure there are suitable alternative arrangements being made for patients and the communication advised that as a minimum these could be:

- Buddying arrangement with another practice, which must be an NHS contracted dental surgery, who will provide emergency appointments on your behalf. (Please ensure these arrangements have been discussed and agreed with the buddy practice in advance)
- or
- A dedicated emergency mobile phone number may be used for patients to access emergency care and/or advice during normal contracted surgery hours

In addition, please ensure that:

- Answerphone messages are set to reflect the arrangements put in place
- Notification of changes are clearly displayed on the door of the practice, at least 4 weeks prior to Christmas so people with active courses of treatment are forewarned
- Arrangements you have made for cover do not disadvantage the patient who is undergoing an open course of treatment (i.e. through patient charges).

If providers haven't completed and returned a sheet to NHS England, it is assumed that relevant practices will be open as usual for patients during normal contracted hours. A practice must not be closed without alternative arrangements put in place, or redirect patients to the out of hours (OOH) service during contracted hours, nor refer patients to NHS 111. To do so would be considered a breach of contract.

Should you need to advise us of your alternative arrangements still or have changes, please send these via [england.swdental@nhs.net](mailto:england.swdental@nhs.net) as soon as possible quoting your contract number(s). Template return forms can be emailed on request.

## Orthodontic Procurement

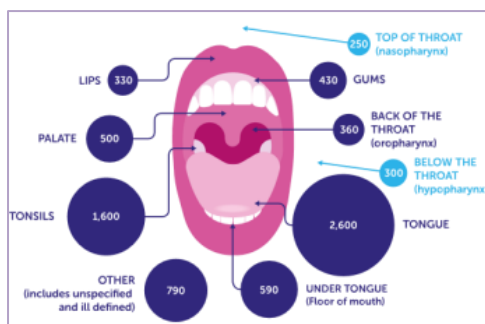
Final contract negotiations are now under way with the incoming providers, to enable smooth transfer from 1 April 2019.

Where providers are changing – if the current practice failed in its bid or did not bid, then new orthodontic patients will be referred to the incoming provider from next April. Current patients whose treatment is due to end by next March will be unaffected.

Current patients whose treatment is due to continue after next March will be able to stay with their practice if that practice wishes to complete its NHS caseload. If an outgoing practice does not wish to complete its NHS caseload after next March, then patients under continuing treatment will transfer to a new provider. Patients affected by a change in provider will be written to about new arrangements.

GDPs should continue to refer to current orthodontic providers until such time as new referral information is circulated.

## Oral Cancer Toolkit - Improve your ability to prevent and detect oral cancer



The new Oral Cancer Toolkit, a collaboration between the British Dental Association and Cancer Research UK is now live for use by dental professionals at [doctors.net.uk/oct](https://doctors.net.uk/oct).

The toolkit provides valuable resources, case studies and learning, to increase awareness and sharpen your existing skills in helping to prevent and detect oral cancer in patients.

## Rubber dam placement (Endodontics) – updated Standards in Dentistry

Indemnity providers have said for many years that if a patient swallows or inhales an endodontic instrument because the dentist has failed to protect the oropharynx from ingestion of foreign bodies, it will be difficult to defend any claim successfully<sup>1,2</sup>.

The Faculty of General Dental Practice (UK) recently updated their “Standards in Dentistry” publication<sup>3</sup>. This informative document includes an Endodontics section and classifies rubber dam placement for endodontics as a minimum acceptable standard, and when rubber dam is not placed it is classified as unacceptable.

The Faculty of General Dental Practice guidelines and standards publications are available to order online, and some are free to download. <https://www.fgdp.org.uk/guidance-standards>

1. Rupert Hoppenbrouwers. DDU Journal May 2005 - General Dental Practitioner. Risk Management in Endodontics Page 9.
2. Claire Renton, Dental Adviser at MDDUS. Soundbite: Slipping standards. December 2012.
3. Standards in Dentistry. Faculty of General Dental Practice (UK). Updated 2018.

Nathan Brown, Clinical Adviser - NHS Dental Services

## Learning from Dental incident – Infection Control

The following learning has been identified for sharing across the South West Dental Practices. It was reported via the Serious Incident (SI) Reporting procedure and then discussed at the NHS England South West South Primary Care Quality and Sustainability Hub.

### Infection Control

Dentist failed to change the instruments over and used the dirty mirror from the mothers check-up to do the sons check-up.

#### Learning points:

- Ensure whole team up to date with cross infection control procedures;
- Dentist to reflect on incident and how to prevent reoccurrence;
- Ensure instrument swap over only takes place when nurse present and instruments always to be un-pouched in front of the patient;
- Serious incidents to be reported to the Practice Manager immediately.



## Interpretation and Translation Services – Somerset Case Study



To ensure patients do not face barriers when seeking dental treatment, interpretation and translation services play a vital part in improving the experience of patients when accessing professionals/practices.

In Somerset, Capita provide translation, telephone interpreting and face to face interpreting services and provider Rodericks Dental, have provided some valuable feedback on the benefits of accessing these at two of their practices in the area:

“We are very pleased to be able to use the capita translation services to provide our patients with the additional service, patients are extremely happy with the translation service we offer and also how swift it is to book translation services, it makes it very smooth for the clinical team when discussing treatment plans and explaining procedure. We have only had positive experience from using the service. I always book via telephone and it takes less than ten minutes, they always follow booking with a confirmation email... very effective.”

### **North Petherton Practice**

“We have found the translation services to be user friendly and easy to use. So far, we have mainly used this service to book Sign Language translators to come to the practice which has worked very well. Any translators who have visited the practice have been professional and very reliable throughout. We would certainly recommend the service to any other practice, it really does help to support us in working in our patients best interests.” **Yeovil Practice**

Thank you to the Practice Managers at Rodericks Dental for sharing their experiences. We encourage all practices to make appropriate use of interpretation and translation services, details of which can be found on the [Information for professionals section of the NHS England website](#). Some services such as Capita in Somerset require a pin code which can be obtained by contacting [england.swdental@nhs.net](mailto:england.swdental@nhs.net). A poster with more details specifically about the **Capita services in Somerset** is attached to this bulletin email.

## Discontinuation of FP17/FP17O paper submissions

As you may be aware, from 1st May 2019, new courses of dental treatment will only be accepted by electronic submission. In light of this compulsory change, practices still using paper processes will have two options:

- Purchase a practice management system from one of the current suppliers of these systems.
- or;
- Alternatively use the Online form that the NHSBSA has developed free of charge within the Compass system. This is a direct replacement for the paper form and is built on functionality you will already be familiar with when correcting forms.

NHS Dental Services will be writing to practices with further information about the online form (this will include a starter pack to help you with the initial process).

NHS England are also in the process of contacting practices to identify which of the above options practices intend to use, and when this will be implemented.

## Welcome to Tessa Fielding – Contract Manager



NHS England is pleased to welcome Tessa Fielding as Contract Manager for the South West (South) local dental team.

Tessa was most recently the Dental Services Manager at Plymouth Community Dental Services with Livewell SouthWest, and brings with her a wealth of dental knowledge and experience. Updated contact information for Tessa and the dental team can be found at the end of this bulletin.



## 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.

## NHS England Dental Team Contacts (South West)

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| <b>First Point of Contact: -</b><br><a href="mailto:england.swdental@nhs.net">england.swdental@nhs.net</a>                                                                                                                                                                                                                                                                                                                                            | <b>TAUNTON OFFICE:</b><br>South West House, Blackbrook Park Avenue,<br>Taunton, Somerset, TA1 2PX                                                                                                                                                                                                                                                                                                    |
| <b>DCIOS – SALTASH OFFICE</b><br>Peninsula House, Kingsmill Rd,<br>Tamar View Industrial Estate, Saltash,<br>Cornwall, PL12 6LE                                                                                                                                                                                                                                                                                                                       | <b>BNSSSG – BRISTOL OFFICE:</b><br>3rd Floor, South Plaza, Marlborough St,<br>Bristol, BS1 3NX                                                                                                                                                                                                                                                                                                       |
| <ul style="list-style-type: none"> <li>➤ <b>Tessa Fielding – Contract Manager</b><br/>0113 8253342 or 07860 180400 (Saltash)</li> <li>➤ <b>James Warren – Assistant Contract Manager</b><br/>0113 8247466 or 07920 283420 (Taunton)</li> <li>➤ <b>Lynn Combes – Primary Care Support</b><br/>0113 8248970 or 07467 689372 (St Austell)</li> <li>➤ <b>Sarah McFarlane – Primary Care Support</b><br/>0113 8248799 or 07900 220697 (Saltash)</li> </ul> | <ul style="list-style-type: none"> <li>➤ <b>Debbie Freeman – Primary Care Support</b><br/>0113 8253591 or 07825 421800 (Bristol)</li> <li>➤ <b>Maxine Quantrill – Primary Care Support</b><br/>07824 451261 (Bristol)</li> <li>➤ <b>Rhea Boland – Senior Administrator</b><br/>0113 8255122 (Bristol)</li> <li>➤ <b>Stephen Bennett-Troake – Admin Support</b><br/>0113 8253039 (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).