

# Special Bulletin

Dental Special Bulletin December 2018 - Issue SW 24a

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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.

## GDP Facilities Scoping Exercise – please respond about your practice

As a current provider of NHS dental services, NHS England is asking you to complete a survey **by 31<sup>st</sup> January 2019**, to understand the type of facilities you have within your practice.

This information will be added to the practice information we hold within the Directory of Services (DoS), which is the database used by NHS111/Dental Helpline.

The results of the survey will also be shared with the Managed Clinical Networks (MCNs) to help understand what facilities there are to support patients with additional needs.

**[Please click here to complete the survey now:](https://www.engage.england.nhs.uk/survey/gdp-facilities-scoping-exercise/)**

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## **Suspected Head & Neck Cancer Referrals in BNSSG – please ensure correct referral process used for University Hospitals Bristol (UHB)**

To refer a patient for suspected oral cancer at UHB, please use the referral form titled '**SW Head and Neck Cancer Referral Proforma BNSSG FINAL 04-09-2017**' which is attached to this bulletin email.

Referrals can be made via ERS (preferred method). For dentists without ERS access, please send **securely via NHS.net email** to [ubh-tr.fastrackUHBreferrals@nhs.net](mailto:ubh-tr.fastrackUHBreferrals@nhs.net).

Please ensure the patient understands they will be invited to be seen within two weeks, and that it is important they attend this and don't delay. If a patient has symptoms outside of the mouth e.g. neck lumps, which you think may warrant a cancer referral, please refer these to GP for assessment in the first instance, rather than directly to secondary care. This ensures the optimum pathway for these patients.

Hannah Marder  
Cancer Manager  
University Hospitals Bristol NHS Foundation Trust

## **The EU Settlement Scheme – update from Department of Health & Social Care**

Through the EU Settlement Scheme, which will launch in early 2019, EU nationals will be able to register for settled status if they have been here for five years, or pre-settled status if they have been here for less than five years. The process to register is simple and largely digital, and will cost £65 per adult and £32.50 per child. I am aware that some employers are planning to meet this cost, and this is something that you may wish to consider.

To test the system prior to wider launch, the Home Office has opened it up to health and care staff for a period of three weeks initially, until Friday, 21 December 2018. NHS Employers recently wrote to HR directors in the NHS, and members of the Cavendish Coalition, with full details of the scheme and an update on plans to further test it in the healthcare sector. My officials have also conducted webinars for organisations in the health and social care sectors to explain, in detail, the process for registering for the EU Settlement Scheme. Organisations have also been provided with an online toolkit to help promote the scheme to the EU nationals in their workforce.

There is no obligation for EU nationals to register early; however, **it is an opportunity for many to get this certainty earlier, and I would strongly encourage you to publicise this to your health and care staff who are EU nationals.**

Extract of letter 7/12/2018, from Rt Hon Matt Hancock MP,  
Secretary for Health & Social Care

## EpiPen stocks update

In our October special bulletin email (SW23a) we included advice around the Supply Disruption Alert on EpiPen® and EpiPen Junior®, and advising of the need to renew stock of adrenaline ampoules in your anaphylaxis kits for use, as opposed to holding EpiPens or other AAls.

Please see attached pharmacy 'Update on Protocol on Dispensing of Adrenaline Auto-Injectors, 150microgram applying from 29th November 2018' for your further information.

## Teething gels for babies and children to be sold in pharmacies only

Parents and caregivers are being advised products containing lidocaine used for teething in babies and children will be sold only in pharmacies from 2019.

[Read the full press release at the Gov.uk website here.](#)

## Care Quality Commission bulletins for primary care and dental services

The CQC publish a [monthly update for primary medical and dental services providers](#) and a specific [update for providers of dental care services](#) (Winter edition just published). Please view these now at the following links and sign up to receive the bulletins directly:

**Monthly primary update:** <https://content.govdelivery.com/accounts/UKCQC/bulletins/21e06ae>

**Dental care services:** <https://content.govdelivery.com/accounts/UKCQC/bulletins/222f85c>

## PCSE news and forthcoming process improvements

Please read the latest Primary Care Support England (PCSE) dental bulletin attached to this email. The bulletin includes important updates on performer change notifications (NPL2 and 3s), and details of forthcoming improvements which will transform the way new performer applications can be submitted and tracked.



## Message from Tessa Fielding

As we reach the end of 2018, the 70<sup>th</sup> year of the NHS and, my first two months in my new role as Contract Manager for dental services in the South West, a thank you to all providers, dental professionals and practice staff for all that you do to provide NHS patients with the high level of quality treatment they need.

Myself and all the dental team at NHS England are looking forward to working with providers and stakeholders as we move into 2019. Your support and engagement in shaping our services, to address the challenges of provision across our patch, and in finding innovative ways to meet public needs, will continue to be essential.

Best wishes,  
Tessa Fielding, Dental Contract Manager (SW), NHS England

## Have you got your NHS.net email address?

NHSmail is the designated method of communication used by NHS England to send providers both confidential and business critical information. If you have recently changed your primary contact email address or any others we may hold, please notify [england.swdental@nhs.net](mailto:england.swdental@nhs.net) quoting your contract number and the new details. Apply for an NHS mail account via the NHS mail portal at <https://portal.nhs.net/Registration#/dentistry>. NHS mail accounts must be accessed regularly to avoid being suspended – if you need support with your NHS mail account contact the NHSmail support team via <https://portal.nhs.net/Help/>, email [dentistadmin@nhs.net](mailto:dentistadmin@nhs.net) or call **0333 200 1133**.



## General queries: Have you checked the NHSBSA 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)

<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> 3rd Floor, South Plaza, Marlborough St, Bristol, BS1 3NX
<ul style="list-style-type: none"><li>➤ <b>Tessa Fielding – Contract Manager</b> 0113 8253342 or 07860 180400 (Saltash)</li><li>➤ <b>James Warren – Assistant Contract Manager</b> 0113 8247466 or 07920 283420 (Taunton)</li><li>➤ <b>Lynn Combes – Primary Care Support</b> 0113 8248970 or 07467 689372 (St Austell)</li><li>➤ <b>Sarah McFarlane – Primary Care Support</b> 0113 8248799 or 07900 220697 (Saltash)</li></ul>	<ul style="list-style-type: none"><li>➤ <b>Debbie Freeman – Primary Care Support</b> 0113 8253591 or 07825 421800 (Bristol)</li><li>➤ <b>Maxine Quantrill – Primary Care Support</b> 07824 451261 (Bristol)</li><li>➤ <b>Rhea Boland – Senior Administrator</b> 0113 8255122 (Bristol)</li><li>➤ <b>Stephen Bennett-Troake – Admin Support</b> 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).