

Dental Bulletin – December 2018

This bulletin has been sent to the main contact we hold for your practice. Please share with your colleagues.

In this bulletin, you will find updates on:

[Important update: National Performers List Change Notifications \(NPL2 and 3s\)](#)
[Christmas and New Year CitySprint deliveries](#)
[Round-up of dental service changes and improvements in 2018](#)
[Looking ahead to 2019: Latest on transformation](#)
[PCSE National Engagement Team Restructure](#)
[Contacting PCSE](#)

Important update: National Performers List Change Notifications (NPL2 and 3s)

It is a regulatory requirement for dental performers to notify NHS England of any changes to the details held about them on the National Performers List. Guidance on how to do this can be found on the [Performers List page](#) of the PCSE website.

PCSE is responsible for processing the following changes to the National Performers List:

- Change of personal details (name and contact details)
- Change of local area team
- Change of practice *
- Withdrawal from the National Performers List

*Change of practice

With regards to practice changes, PCSE does not process employment updates for dental performers; this needs to be managed by the employer (i.e. the dental practice) via Compass.

Whilst it is a regulatory requirement for performers to also notify PCSE of a practice change, there isn't currently a simple means of recording this type of change on existing systems.

As part of the [service transformation programme](#), dental performers will be able to login to PCSE Online to notify of a change rather than complete an NPL2 or 3 form. When the new service is live, all practice changes can be updated directly on PCSE Online.

NHS England has therefore agreed that dental performers are not required to notify PCSE of a change to practice at this point in time. The requirement will be re-introduced once the new Performers List service has been rolled out.

There is more information about the transformation of this service provided [later on in this bulletin](#). Reminders about this will be shared closer to the launch of the new online service.

Supplies

Christmas and New Year CitySprint deliveries

There will be no supplies deliveries during week commencing 24 December

Your last CitySprint visit in 2018 will happen as usual during week commencing 17 December.

During the week commencing 31 December, deliveries will take place as follows:

If your usual delivery day for week commencing 31 December would be:	Your delivery day for this week will be:
Tuesday 1 January	Wednesday 2 January
Wednesday 2 January	Thursday 3 January
Thursday 3 January	Friday 4 January
Friday 4 January	Monday 7 January

Deliveries will return to your normal day of the week from the week commencing 7 January.

Please also note that print supplier Xerox have informed us that they will not be processing any personalised prescription pads from 14 December until the New Year. Any personalised orders placed after 13 December will be ordered, but will not be shipped into our service centres by Xerox until 2 January.

Please take this information into account when ordering supplies for this period.

If an urgent order of supplies is required during the Christmas period, requests can be fulfilled on non-bank holiday days.

Round-up of dental service changes and improvements in 2018

As we approach the end of 2018, PCSE wanted to take the opportunity to look back at the improvements made to our services to dentists over the past year and look forward to plans for 2019.

This year we have seen improvements in the time taken to process performer change requests, and all 2018 dental applications to join the National Performers List were processed within agreed timescales where full and accurate information was provided.

Improvements have also been made in the training provided, and information given to our call centre agents, to ensure they can respond to your queries efficiently – currently, around 79% of all calls are resolved at first contact.

We have also been building better relationships with suppliers to monitor progress when stocks are low or unavailable, so we are able to keep customers up to date on stock availability.

We hope you agree improvements have been seen right across the service. We are looking to further enhance what we do through our transformation programme in 2019.

Looking forward to 2019: Latest on transformation

In 2019, as part of the service transformation programme, PCSE Online will provide dental applicants to the Performers List with a new, simple way of submitting and tracking applications. Performers will also submit all change notifications electronically via PCSE Online.

PCSE Online will guide users through the application and change processes, checking information provided in real time, and highlighting any missing information which may currently lead to an application or change being returned for being incomplete, creating delays in the process.

Applications and change requests will also be trackable online, so applicants and performers will be able to see what stage their request is at 24 hours a day, making the processes much more transparent.

The process of transforming the Performer List service has involved extensive testing and engagement with stakeholders and end users. This has provided PCSE with feedback to make a number of improvements prior to launching the new services which will help to ensure the experience for users using the new processes will be as smooth as possible.

We're currently building and planning in some final enhancements which have been suggested by our stakeholders. Once the system is tested, we'll be in touch to let you know when it's ready to use and how to gain access.

PCSE National Engagement Team Restructure

Following a review of our stakeholder engagement strategy and feedback from stakeholders, PCSE has made some changes to the structure and focus of the National Engagement Team.

What's new?

The team will:

- ✓ Change focus, with teams aligned to customer groups: dentists, pharmacies, GPs, opticians, or the screening community, rather than being aligned to regions
- ✓ Focus on building closer relationships with national and regional stakeholder groups, including the British Dental Association, Local Dental Committees and NHS England local teams. We'll work with these stakeholder groups to help ensure our communications and service updates reach as broad an audience as possible
- ✓ Take a consistent approach to finding and attending national and local events, to provide updates on PCSE services and gather your feedback.

Further information about the engagement team can be found [here](#).

Contacting PCSE

Whilst the engagement team are here to attend meetings and events, please continue to contact PCSE with queries by either:

- Calling the PCSE Customer Support Centre on 0333 014 2884 (open from 8:00-17:00, Monday to Friday), or
- [Clicking here](#) to send us an enquiry via our online form.

Your query can then be properly logged, tracked and get to the right team as quickly as possible.

If you need to follow up on a query, please quote the case reference number to help us quickly identify it.

You can also try our online help for answers to the most [frequently asked questions](#) from our customers.

Best Wishes,

Primary Care Support England.