

Dental Bulletin

January 2019 - Issue SW25

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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.

Only use secure NHSmail

We currently evidence a disappointing level of secure NHSmail use across South West dentistry, despite this requirement being [highlighted](#) regularly to practices and providers since August 2018.

All referrals, communication containing patient identifiable information and any communication with NHS England, must be made in future using a [secure NHSmail account](#). All dental practices providing NHS contracts must have at least one NHSmail address - if you need to set up a new account please visit the [NHSmail website](#) for details and join via the [NHSmail portal tool for dentistry](#). **If you have lost access or need help contact dentistadmin@nhs.net or visit <https://portal.nhs.net/Help/>**

You may already have an NHSmail address at the practice, but have not informed us what it is or are not using it, so please advise us by emailing to england.swdental@nhs.net quoting your contract number(s), if you have not already done so. Receipt of emails to NHS England from practices via a non-NHSmail address will be reviewed ongoing, with follow up by a Primary Care Support Lead.

Keeping Compass up to date

As a provider it is your responsibility to notify us of any changes that affect your contract.

Examples of such changes are the practice's contact details, practice manager changes, Compass user information, performer changes (new starters and leavers), Net Pensionable Earnings or equivalent (NPE/NPEE) changes.

In respect of NPE, it is particularly important to ensure that this is kept up to date as this has an impact for performers if they wish to claim statutory benefits such as maternity/paternity pay. It can also have an impact on claims for Death in Service benefit.

As we approach 18/19 financial year end, now is a good time to review your performer details on Compass and update any information. Once you submit the changes on Compass, notify us of the performer changes by sending your CAF form to england.swdental@nhs.net. The current form has the Authorisation Form on tab 1 and the pension allocations on tab 2 which must both be completed, matching the Compass changes, otherwise may be rejected.

The current CAF form in use and related guidance can be found at the NHSBSA dental services site: <https://www.nhsbsa.nhs.uk/compass/compass-help-and-guidance>

Here are some direct 'how to' links to some of the most common performer changes:

- [Adding a performer when they start](#)
- [Removing a performer when they leave](#)
- [Changing the NPE/NPEE estimation of earnings](#)

All of these should be done in a timely manner to avoid bulk amounts of revision, queries and backdated payment adjustments that may impact performers or claim processing. The more accurate your records are prior to year end the less issues you will have to correct urgently, such as exceeding pensionable ceiling amounts, so please ensure Compass is up to date.

Performers List updates – remember to advise changes

In order to work as a dentist in NHS primary care services it is necessary to be included on the National Performers List (NPL). Once on the NPL a performer is required to notify NHS England of any change requiring amendment to the information recorded in a performer list as set out in Regulation 19 (1) in the National Health Service (Performers Lists) (England) Regulations 2013.

Information on how to apply to the NPL and how to keep NHS England informed of changes is contained at <https://pcse.england.nhs.uk/services/performers-lists/>

If you have any other queries relating to the performers list please direct them to england.southwestperformerslist@nhs.net.

The performers list processes are due to change to an improved online service during 2019 and [further information](#) will be sent out to performers and practices in due course.

Dental Performance Advisory Group (PAG) 'bites'

Please read the latest edition of Dental PAG Bites attached to this bulletin email. The PAG meetings are where concerns raised about dentists are reviewed, including information from serious incidents, SEAs and complaints.

Key learning is highlighted in this bitesize format and in this issue read about:

- Record keeping: If it's not documented there's no evidence that it happened!
- Accidental injection of Sodium Hypochlorite instead of LA
- The requirement to inform NHSE if your performance or conduct has been criticised during an inquest

Breastfeeding and dental health – message from Public Health England

Public Health England has published [a statement on breastfeeding and dental health](#). This includes the current evidence and core messaging for dental teams and healthcare professionals and features a new infographic. The key messages include:

- dental teams should continue to support and encourage mothers to breastfeed
- not being breastfed is associated with an increased risk of infectious morbidity (for example gastroenteritis, respiratory infections, middle-ear infections)
- breastfeeding up to 12 months of age is associated with a decreased risk of tooth decay
- exclusive breastfeeding is recommended for around the first 6 months of life – complementary foods should be introduced from around 6 months of age alongside continued breastfeeding
- the prevalence of breastfeeding in UK is low, with 34% of mothers still breastfeeding their child at 6 months and only 1% exclusively breastfeeding.

Added Value for Oral Healthcare - ADVOCATE

The ADVOCATE research project ([Added Value for Oral Healthcare](#)) has developed two questionnaires to explore dentists' attitudes towards delivering preventive advice and treatment in their daily practice and understand dentist's preferences for delivering prevention.

Please could you spare 10-15 minutes per questionnaire to help share UK dentist's attitudes and preferences towards prevention. The links to the two questionnaires are below:

Questionnaire on attitudes towards prevention: <https://online.ssisurveys.com/wix/p4520851.aspx>

Questionnaire on preferences for prevention: https://evangelos-zormpas-advocate-project.shinyapps.io/dental_questionnaires/

If you have any questions or would like any more information please contact Heather Leggett: h.leggett@leeds.ac.uk.

Smoking cessation advice and training

The National Centre for Smoking Cessation and Training have adapted very brief advice on smoking for the dental setting, in partnership with Public Health England and MD Diagnostics.

Andy McEwen, Chief Executive of National Centre for Smoking Cessation and Training says: 'Addressing tobacco use with patients should be a priority for all members of the dental team and will result in improved oral health and outcomes for patients. It is important for dental professionals to be aware of simple techniques for motivating your patients who smoke to quit and informing them of the availability of evidence-based treatments such as quit smoking medications and behavioural support.'

The [dental VBA guidance document is available by clicking here](#) and covers:

- establishing smoking status (ASK)
- advising on the best way of quitting (ADVISE)
- responding appropriately to the patients' decision (ACT)
- use of CO monitors to compliment the delivery of VBA

Stop smoking services are available across the region to assist people who are looking for support, for example Smokefreelife Somerset (SFLS) which is provided by Somerset County Council. Information on the Somerset service is attached to this bulletin email, but others can be found by searching online or via trusts.

Standards in Dentistry second edition

A comprehensive collection detailing guidance and standards for primary dental care has been published by the Faculty of General Dental Practice (FGDP[UK]) in its second edition of [Standards in Dentistry](#). This second edition of the publication was carried out by a team at Peninsula Dental School by Ewen McColl, David Moles, Christopher Tredwin, Robert Witton and Lorna Burns, and its publication follows consultation with a wide range of national dental bodies.



This publication for general dental practitioners and their teams is a guide to personal or practice-based quality assessment and sets out specific standards covering many areas including consultation and diagnosis, paediatric dentistry, orthodontics, management of acute pain, periodontics, endodontics, removable partial dentures, complete dentures, minor oral surgery, implant dentistry, management of dental trauma, direct, coronal and root surface restorations, and indirect coronal restorations.

It also summarises almost 70 standard and guideline publications by the Faculty and 30 other organisations encompassing emergency dental care, examination and record-keeping, infection prevention and control, medical emergencies, medications management, oral health, pathology, patient information, practice management, prevention, radiography, restorative dentistry, risk management and communication, sedation, special care dentistry and staff training.

Free 3 hour CPD Complaints Handling workshop in Exeter

NHS England's Experience, Participation, and Equalities team, invite you to dental training on a first come first served basis in Exeter on 13 March between 9:30-12:30 (morning session) and 14:00-17:00 (afternoon session).

More detail is in the advert attached to this bulletin but it covers:

- What triggers complaints and how to prevent them
- How your practice and NHS England fit into the overall complaints process
- How to manage and respond to a complaint effectively

To book a place, please contact england.complaints-training@nhs.net with details of the session you wish to attend, your practice name, role in the practice and GDC registration number where relevant.

Take part in oral and dental health research

From Professor David R Moles (Peninsula Dental School):

'In 2017 the National Institute for Health (NIHR) Clinical Research Network (CRN) Oral and Dental Health Specialty Group in collaboration with the Dental Schools Council and Public Health England, launched an initiative to identify unanswered questions relating to oral and dental health research from a patient, public and clinical perspective. Following a workshop held on the 12th December 2018, the [Top 10 research priorities for Oral and Dental Research](#) were announced. These priorities are now becoming the focus for funding agencies and researchers.

If we are to answer these questions, we will need to have a network of dental professionals to carry out the research so NIHR CRN Oral and Dental Specialty Group is [conducting a survey](#) to:

1. Identify Dentists and Dental Care Professionals interested in taking part in research
2. Describe their practice characteristics and readiness to take part

I would therefore be grateful if you could complete this [short survey](#) to help understand the workforce currently available to develop and deliver oral and dental health research and how we can strengthen this. Even if you are not interested in taking part in research, please just answer the first three questions so that we can gain a sense of the proportion of colleagues who are interested. If you have any questions about the survey or have problems accessing the link to the form please contact Shamaila Anwar (NHR Specialty Cluster Manager for Oral and Dental Health) at crnoraldental@nihr.ac.uk. The [survey](#) will close on the 28th Feb 2019.

This initiative has been strongly endorsed by the Chief Dental Officers of the four UK home nations, the Faculty of General Dental Practitioners, Dental Schools Council and the British Society for Oral and Dental Research.'

OCDO – Dental Profession Nominations for 2020 honours

A letter from the Office of the Chief Dental Officer is attached to this bulletin regarding the Dental Profession Nominations for New Year 2020, along with DHSC guidance on completing the form and some tips on drafting the citation. Nominations should be with the OCDO by **1st March 2019**.

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 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 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/. 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)

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

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.