

Dental Bulletin

March 2019 - Issue SW26

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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.

Latest SW dental referral forms update

Key referral forms are currently available to download from the [NHS England website - Dental Referral Guidance and Forms page](#). Please ensure you are using the most recent forms and guidance to assist in making appropriate referrals. Recent updates/additions include:

- [Oral Surgery Referral Guidelines for GDPs Jan 2019](#)
- [Oral Medicine Referral Guidelines for GDPs Jan 2019](#)
- [Suspected Head and Neck Cancer Referral Form 2 Week Wait – Devon and Torbay \(v2 Jan 2019\)](#)
- [NHS England South \(South West\) Referral Form Request for Assessment of Patients with Additional Needs \(Plymouth and UHB\)](#)
- [Plymouth Community Dental Services Special Care Referral Criteria](#)
- [University Hospital Bristol Special Care Referral Criteria](#)
- [Plymouth Community Dental Services – Paediatric XGA Referral Form 2019](#)
- [Torbay & South Devon Special Care Referral Criteria](#)
- [Northern Devon Referral Form \(including Exeter, Eastern and Mid Devon\) - for Assessment of patients with Additional Needs](#) (see page 4 of this bulletin for more information)

BNSSG Dental Helpline Launch

NHS England South West are pleased to announce that as of 02 April 2019, they will have a dental helpline provider operating in the Bristol, North Somerset and South Gloucestershire area.

The new provider of this helpline is Access Dental Ltd, a subsidiary of Devon Doctors Ltd. Access Dental Ltd have a long history of working with NHS England and currently operate helpline services in the Devon and Cornwall area.

It is intended that NHS111 remains the single point of access for patients who have an urgent medical problem. There will be an Interactive Voice Response (IVR) facility which the patient should choose if their call relates to a dental problem. The call would then be routed through to the dental helpline and the patient triaged using a dental algorithm by a call handler. Escalation for clinical advice from a dental registrant would be sought as required.

The helpline will be supported by several dental practices across the BNSSG geography who are willing to see urgent patients. These urgent care slots will be monitored on a regular basis to ensure that the geographical distribution across the area is appropriate and to ensure that we have sufficient provision to meet patient demand.

The benefits of having a helpline in the area are: -

- Consistent service across the South West
- Easily accessible service that meets the patient need
- Patients can obtain appropriate advice or an urgent appointment the following day depending on the complexity of their issue
- Patients will be easily transferred through the system to the most appropriate responder
- Evening/Weekend and Bank Holiday out of hours clinics will still be operational
- GPs urgent slots can be easily monitored to measure impact
- Helpline will support the wider urgent care system.

We see this as a real opportunity for improved patient outcomes. We very much look forward to working with Access Dental Ltd, alongside colleagues across both the dental profession and the wider urgent care system.

If you have any questions about the above, please contact Debbie Freeman on 0113 825 3591.

Devon and Cornwall Dental Helpline

The Dental Helpline manages the waiting list for patients waiting to see an NHS dentist for routine care across Devon and Cornwall.

If you have capacity to take on new patients, please contact the helpline direct to arrange for a list of patients to be allocated to you: **03330 063300** or email accessdentalhelpline@nhs.net.

A centrally managed waiting list ensures a fair system for patients so that those who have been waiting the longest are allocated first to available spaces at practices.

Any feedback on this system is always helpful, please direct them to: england.swdental@nhs.net

Who to contact at NHS England South West dental team

To ensure enquiries are directed appropriately and responded to when individuals are away, please email all queries to our dental team inbox at england.swdental@nhs.net where possible. This is accessed daily by the whole team. All Compass related queries e.g. CAF forms for authorisation (adding/removing/amending performers) should be sent to this address, not to individuals.

If you are a provider and need to speak to someone about aspects of your contract or issues arising, you should contact to your **Primary Care Support Lead** in the first instance:

For contracts in CORNWALL: Lynn Combes | 0113 8248970 or 07467 689372

For contracts in DEVON: Sarah McFarlane | 0113 8248799 or 07900 220697

For contracts in BRISTOL, SOMERSET: Debbie Freeman | 0113 8253591 or 07825 421800

For contracts in NTH SOMERSET, STH GLOS: Maxine Quantrill | 07824 451261

Queries may be escalated to the Dental Contract Manager/Asst. Contract Manager if necessary.

If your query is urgent and you cannot reach your Primary Care Support Lead, please call **011382 53039** and we will assist in directing you to an appropriate team member or signpost as necessary. Full contact details are shown on the last page of these bulletins and are also listed on the [NHS England Website – Information for Professionals in South West](#).

Compass 'close-down' details for year end 2018/19 announced

NHS BSA have announced the timelines for end of year 2018/19 processing, roll over to 2019/20 and the Annual Reconciliation (ARR) process. The cut-off for changes in Compass has been brought forward to 18/03/2019 (the processing date for FP17 submission remains at 20/03/2019). If you are responsible for Compass amendments at your organisation/practice, please note the following:

- **Outstanding amendments must be authorised by 18th March** – if you have made changes but haven't advised to NHS England with a CAF form correctly, to authorise in sufficient time prior to 18th March, the changes 'amended and awaiting approval' will be auto-rejected. See page 4 of this newsletter for guidance.
- **Contract amend unavailable** - the ability to create or amend contracts will be removed from **18:00 on 18 March to 02 April 2019 inclusive**, to allow for end of year process to be made correctly. You will need to hold any performer additions/changes until available again from 2 April – NHS England cannot process any on your behalf.
- **ARR 2018/19** - the ARR process for 2018/19 will commence on 02 April 2019. There are still a large number of performers on contracts with zero NPE/NPEE. To enable these performers to declare their earnings on the ARR the BSA will populate their earnings with 0.01p on the ARR declaration. At the end of the year the NPE/NPEE for all performers will roll over to the following year (pro-rated as appropriate) unless a new value has already been entered. Once in the ARR period, 2018/19 NPE/NPEE changes should not be made as the ARR overwrites anything held and should be amended through ARR.

Guidance on completing the 2018/19 ARR process will be available on the [BSA website](#).

Avoid Compass rejections/delays – please send matching CAF forms

There are still a number of changes made by providers on Compass, that sit unauthorised or are rejected, because a fully completed CAF form hasn't been sent to NHS England, to match the information entered on Compass. The form is required both for audit purposes and to check for keying or action errors which could impact performer payments and contributions.

The latest version is always available from the [NHS BSA website](#). It is a single Microsoft Excel form with two tabs – Tab1 is the authorisation form part where you list all performers changed and tick all relevant check boxes that apply. Tab 2 is where you list your current performers NPE/NPEE figures and indicate any changes made in the submission.

Once you have submitted changes on Compass, please send the completed CAF form to england.swdental@nhs.net so that we are aware and can authorise them. Step-by-step guidance on making performer changes is available on the BSA website, and below are links to assist providers:

- [Removing performers](#)
- [Adding performers](#)
- [Add/Amend NPE/NPEE](#)

Please ensure performer NPE is kept as up to date as possible on Compass, as any SFE applications (maternity/paternity/long term sickness) will be calculated using the NPE amount held at time of processing.

Special Care - Northern Devon referral form and radiograph tips

As mentioned on page one, a number of referral forms have been updated including the [Northern Devon Referral Form \(including Exeter, Eastern and Mid Devon\) - for Assessment of patients with Additional Needs](#), which should be used to refer all child and adult patients who need assessment for treatment under their Special Care Dental Service (including treatment both under general anaesthesia and via conscious methods).

Special care referrals for the Devon Salaried Service should be sent securely from an nhs.net email account to ndht.sds-referral@nhs.net, attaching the following documents:

- The completed [referral form](#)
- Fully labelled digital radiographs*
- All relevant scanned documents (e.g. FP17 form, letters from specialists such as orthodontists, medical history form if submitting practice's own MH form).

*If your practice software does not generate fully-labelled digital copies of radiographs, the trust has provided a simple guide for how to send these - please see '**How to send a digital radiograph file by e-mail**' document, which is attached to the bulletin email, along with a copy of the new form for reference.

Please note that Devon referrals for Primary Care Oral Surgery should not be sent using this form, but be submitted using the existing [Oral Surgery referral form 1](#), to the DRSS.

Information provided by Daniel Knibb, Lead Dentist, Salaried Dental Service, Northern Devon Healthcare NHS Trust. www.healthyteethdevon.nhs.uk

NHS England South Orthodontic Procurement Update

An update was emailed to providers in February to inform about the re-procurement of Orthodontic services in the South of England, including areas of the South West of England, which is due to mobilise on the 1 April 2019.

For reference the update is attached to this bulletin email, which includes details of the successful bidders for the lots in Cornwall, Devon and Somerset, along with a geographic plan of what is covered in each. This indicates who to refer to from 1st April depending on your location.

Until the 1 April 2019 please continue to refer to your existing providers who in turn will manage their waiting lists.

Post of Oral Surgery Clinical Triage Southwest of England

Expressions of Interest are invited for the post of Oral Surgery Clinical Triage South West.

Based in Newton Abbot the successful applicant will be required to carry out triage of referrals received via the referral management centre and signpost accordingly to providers on the approved list. Working days can be flexible but commitment would be not less than one four hour session per week.

Person specification:

- Ideally be on the GDC Oral Surgery Register and be currently active in the delivery of oral surgery at tier 2 or 3 levels
- Colleagues with a recognised interest in Oral Surgery / DwSI's in primary care may also be considered
- Providing oral surgery services under a hospital NHS Contract / NHS primary care or NHS salaried services contract
- Be up to date with current referral guidance via relevant CPD / triage calibration or equivalent
- Be familiar with local service providers and clinical services available
- Have evidence of appropriate indemnity that also covers triage (clinical activity now requires agreed specification with most indemnity providers).

Salary

Payment of £275 per four hour session.

Place of work: Bridge House, Brunel Road, Newton Abbot.

Depending upon the individual and contract of employment some posts may have a defined tenure before re application.

Please forward your expression of interest to england.swdental@nhs.net by **25th March 2019**. Interviews will take place shortly after the closing date.

Orthodontic referrals - IOTN app reminder

Part of the criteria for NHS Orthodontic treatment referrals is that patients meet the requirements of the Index of Treatment Need (IOTN) 5, 4 or 3 with an aesthetic component of 6 or above.

The 'Easy IOTN' app is available for download to make life easier in grading of the IOTN at the surgery, available for iPhone and Android:

iPhone: <https://itunes.apple.com/gb/app/easy-iotn/id1144560762?mt=8>

Android: https://play.google.com/store/apps/details?id=com.vincentharding.EasyIOTN&hl=en_GB

EU Falsified Medicines Directive (FMD) Advice Notice

Please read the FMD Advice Notice attached to this bulletin, concerning the safety features regulation which applied from 9th February. Further information is available at

<https://www.gov.uk/guidance/implementing-the-falsified-medicines-directive-safety-features>.

Prescribing audit tool for dentists re-launched

The Faculty of General Dental Practice (FGDP(UK)) and British Dental Association have published an updated version of their antimicrobial prescribing self-audit tool for dentists, which is available at the following link:

<https://www.fgdp.org.uk/antimicrobial-prescribing>

The move coincides with the launch of the government's five-year action plan and 20-year vision for antimicrobial resistance. The tool is intended to help the dental profession play its part by further reducing inappropriate antibiotic prescribing.

Dentists encouraged to support Diabetes Prevention Week 1-7 April

NHS Diabetes Prevention Programme has released a campaign for Diabetes Prevention week 1-7 April 2019 and dental practices are encouraged to get involved. Please see the link below for more information and resources:

<https://campaignresources.phe.gov.uk/resources/campaigns/72/resources/>

You will be aware of the link between periodontal health and diabetes but your teams and patients may be less aware. This is a great opportunity to remind teams and patients that:

- People with diabetes can improve their glycaemic control by ensuring they have healthy gums. This can significantly reduce their HbA1C levels.
- People with poor periodontal health may be at higher risk of diabetes, so they should be encouraged to consider their risk <https://riskscore.diabetes.org.uk/start>

Are you using 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.

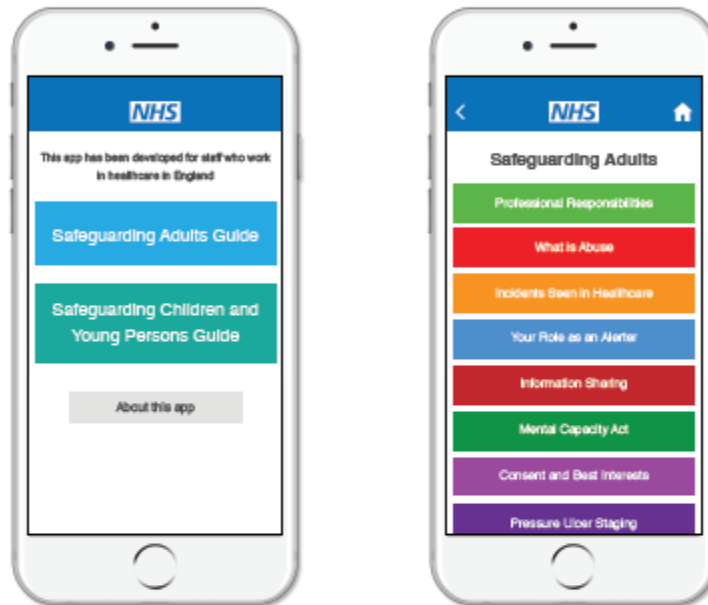
NHS England Dental Team Contacts (South West)

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|---|--|
| First Point of Contact: - england.swdental@nhs.net | TAUNTON OFFICE: South West House, Blackbrook Park Avenue, Taunton, Somerset, TA1 2PX |
| DCIOS – SALTASH OFFICE Peninsula House, Kingsmill Rd, Tamar View Industrial Estate, Saltash, Cornwall, PL12 6LE | BNSSSG – BRISTOL OFFICE: 3rd Floor, South Plaza, Marlborough St, Bristol, BS1 3NX |
| <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) |

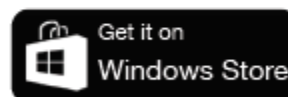
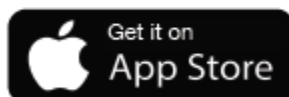
This information can be made available in alternative formats, such as easy read or large print, and may be available in alternative languages, upon request. Please call 0300 311 22 33 or email england.contactus@nhs.net.



NHS Safeguarding Guide App



A resource for healthcare professionals to increase their awareness and understanding of safeguarding requirements



Access on web at:

www.myguideapps.com/nhs_safeguarding

Delivered by **MYGUIDE**