



April 2019 - Issue SW27

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- Patient Safety Incident Management System development – opportunity to contribute

## 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 - <https://www.england.nhs.uk/south/info-professional/dental>. If you have any questions or wish to provide feedback, please contact your dental team.

## Orthodontic providers in Cornwall, Devon and Somerset – Patient Leaflet

Following on from the successful procurement we are pleased to say that the contracts all became active on 1st April 2019 and we are delighted to provide with you with the names and address of our orthodontic providers. Please see the document ‘SW Orthodontics Patient Leaflet’ attached to this bulletin email.

We are really pleased to be able to offer our patients a wider choice of location. Please take some time to consider the list of providers attached to this email and location of clinics. Some practices have remained the same and there are some new locations.

With the addition of new “spoke” clinics we would want you to be clear about the address to send your patient’s referral and would ask that you use the specific addresses listed on the attached document. Please always consider patient choice of location when referring.

We would like to ask that you download the attached document and laminate for display in your waiting room or practice information pack and provide the patient with the full details.

## **Provision of a Supervised Toothbrushing Pilot for Devon Procurement now live on In-tend – DEADLINE 8<sup>th</sup> May 2019**

NHS England South West seeks expressions of interest from providers who have the capability and capacity to deliver a Supervised Tooth Brushing service for Devon to children who attend nursery (aged 3-4 years) in the final year before starting school and reception classes (aged 4-5 years), in the 50% most deprived areas (LSOAs) in Devon.

The procurement is split into three lots so as to provide maximum flexibility to both the Commissioner and Bidders, these are:

- Lot 1 - 'TQ' Postcode Schools & Nurseries
- Lot 2 - 'EX' & 'TA' Postcode Schools & Nurseries
- Lot 3 - 'PL' Postcode Schools & Nurseries

The tender has now been issued on In-Tend (e-tendering portal) and advertised on Contracts Finder. Direct links are provided below where you will be able to view full details, costings and objectives of the pilot:

In-Tend:

<https://in-tendhost.co.uk/scwcsu/asp/Home>

Contracts Finder:

<https://in-tendhost.co.uk/scwcsu/asp/ProjectManage/932>

## **Annual Reconciliation Report 2018/19 – Action Required by 30 June.**

The Annual Reconciliation Report (ARR) for 2018/19 is now available. All Providers and Performers are required by law to confirm net earnings for the 2018/19 financial year by **30 June 2019**.

It's important that this is completed because your net earnings are used to calculate your entitlement to statutory payments, such as sickness, as well as to keep accurate pension records. This is in accordance with the Statement of Financial Entitlements and is a requirement under the NHS Pension Scheme Regulations. You therefore have both a statutory obligation and a contractual requirement to declare your NPE or NPEE.

Providers need to confirm the figures for each performer working on their contract using the 'ARR Contract Selection' screen. Once the provider has accepted the figures, an email is sent to the performer to notify them that they need to log into their Compass account and either accept or reject the figure their provider has declared.

If a performer rejects the figure declared, they're required to provide a reason for the rejection which will be sent to the provider to review. This process will repeat until both the performer and the provider accept a figure.

Guidance on how to complete the ARR declaration is on the [NHS Dental Services website](#).

## **New Safeguarding in General Dental Practice Toolkit published**

Safeguarding in general dental practice: A toolkit for dental teams was published last week by Public Health England and can be found at:

<https://www.gov.uk/government/publications/safeguarding-in-general-dental-practice>.

As safeguarding children, young people and adults at risk becomes a great emphasis on all our work with patients. Public Health England (PHE) have published this guidance document to support dental providers in navigating some of the safeguarding challenges in providing care.

The PHE guidance is supported by NHS England and NHS Improvement and we would encourage dentist practices to utilise the document to help develop systems and processes for safeguarding and to support staff with a very helpful grab guide for on the spot questions regarding safeguarding concerns.

The PHE safeguarding guidance does not remove or replace the requirements of the Intercollegiate documents for both children and adults, please see the latest published version on the links below:

### **Adult Safeguarding: Roles and Competencies for Health Care Staff (2018)**

<https://www.rcn.org.uk/professional-development/publications/pub-007069>

### **Safeguarding Children and Young People: Roles and competencies for healthcare staff (2019)**

<https://www.rcn.org.uk/professional-development/publications/007-366>

Both these documents set out the required training and education standards essential for dentists and support staff within the practices. All dental providers are required to follow these standards as the CQC will monitor training against these levels.

Elearning training can be found free of charge on the [Skills for Health webpage](#) - this website will support dental staff in matching to the required criteria within both the child and adult intercollegiate documents.

Face to face training, which is also necessary for your professional practice can be found at your Local Authority Safeguarding Children training website, use an internet search engine and have a look.

Adult safeguarding face to face training is a little harder to find, NHS England and NHS Improvement will notify you of any available face to face training in this area later in the year. In the interim please ensure you use the Skills for Health elearning as priority.

If you have any questions about this please email [england.swdental@nhs.net](mailto:england.swdental@nhs.net).

## **Central Alerting System (CAS) requirement**

Work has been undertaken to update the distribution lists for the Central Alerting System (CAS) alerts which are sent to relevant practices as necessary. These include safety alerts, drug alerts, Medical Device Alerts issued on behalf of the Medicines and Healthcare products Regulatory Agency, the National Patient Safety Agency, and the Department of Health as well as information received from contractors and service providers in the form of patient / fraud alerts or missing / stolen prescription details. The CSU manage this service for NHS England.

A representative/generic account needs to be added for all primary care sites, therefore if you are not aware whether you are on the distribution list and need to be added, please contact the CSU at [alerts.scwcsu@nhs.net](mailto:alerts.scwcsu@nhs.net).

If you have any questions, please do not hesitate to contact the CAS Liaison Officer for NHS England – [Sarah.appleby2@nhs.net](mailto:Sarah.appleby2@nhs.net)

## **Free IRMER course in Exeter, Devon on 3rd July 2019**

Devon LDC are holding a free IRMER course (Ionising Radiation (Medical Exposure) Regulations 2017) on 3rd July 2019 at Sandy Park, Exeter.

5.5 hours CPD with speaker Eric Whaites - Free to levy payers in Devon or £40 for non-levy payers. Please book tickets through the Devon LDC website [devonldc.org](http://devonldc.org).

## **Patient Safety Incident Management System development – invitation to contribute from Priya Chohan**

Priya Chohan (Oral Surgery Leadership Fellow, based at Northamptonshire NHS Foundation Trust) has been working in conjunction with the Central Midlands Local Dental Network and invites you to take part in a survey which forms one aspect of a project, focussing on the topic of patient safety incidents in dentistry.

This survey is designed to gain an understanding of your awareness and opinions regarding patient safety incidents. It will be distributed to dentists nationally, and your responses are crucial to current research being undertaken in this field.

The survey responses will be used to contribute to the development of the new Patient Safety Incident Management System (PSIMS), which will enable all healthcare professionals, including dentists, to record patient safety incidents and promote learning from them. It will be used to optimise shared learning and ultimately drive positive change within the profession, by creating a 'just culture'.

**For more details and to take part please use the following link:**

**<https://forms.gle/7mKpe7fmLogFiNBM9>**

## Are you using NHS.mail? If not you need to take action...

NHSmail is the designated method of communication used by NHS England to send providers both confidential and business critical information and all practices should hold a shared nhs.net mail account. 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**. 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.



## 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).