



## June 2019 - Issue SW29

### About this bulletin

To minimise the number of emails sent to practices across the South West, NHS England is using this monthly bulletin as its main method of communication with Dental Practices. The bulletin contains important information, which might include requests for information and deadlines, as well as notifications relating to dental contracts or learning. The bulletin is intended to be read by dental contractors, practice managers, dentists and any key staff within practices, so please forward.

Copies of previous editions of the Dental bulletin, referral forms and links to helpful websites and resources can be found on our website - <https://www.england.nhs.uk/south/info-professional/dental>. If you have any questions or wish to provide feedback, please contact [england.swdental@nhs.net](mailto:england.swdental@nhs.net).

### Key Upcoming Deadlines:

Compass Deadline for completion of 2018/19 <a href="#">ARR report</a>	3 July 2019 (revised)
Compass Processing cut off date for 1 <sup>st</sup> August pay schedule	22 July 2019
National Honours deadline for nominations	26 July 2019

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## Items for all practices/providers

- **Urgent Treatment under Band 1 Charge (Band 4) reminder**

If you provide an urgent course of treatment to patients under a band 1 charge for 1.2 UDAs (Band 4), the following is included in that course of treatment, as necessary:

- a) examination, assessment and advice
- b) radiographic examination and radiological report
- c) dressing of teeth and palliative treatment
- d) pulpectomy or vital pulpotomy
- e) re-implantation of a luxated or subluxated permanent tooth following trauma including any necessary endodontic treatment
- f) repair and refixing of inlays and crowns
- g) refixing a bridge
- h) temporary bridges
- i) extraction of not more than 2 teeth
- j) provision of post-operative care including treatment of infected sockets
- k) adjustment and alteration of dentures or orthodontic appliances
- l) urgent treatment for acute conditions of the gingivae or oral mucosa, including treatment for pericoronitis or for ulcers and herpetic lesions, and any necessary oral hygiene instruction in connection with such treatment
- m) treatment of sensitive cementum or dentine
- n) incising an abscess
- o) other treatment immediately necessary as a result of trauma
- p) not more than 1 permanent filling in amalgam, composite resin, synthetic resin, glass ionomer, compomers, silicate or silico-phosphate including acid etch retention

For further information on the NHS (Dental Charges) Regulations 2005, please go to:

<https://www.legislation.gov.uk/ukdsi/2005/0110736400/contents>

- **Registration for Occupational Health services from Heales Medical**

Heales Medical are contracted to provide the occupational health service to NHS Dentists and GPs. One element of the service they provide, is Needlestick Injury (NSI) advice and support (T. 03333 449 006), but you must register to access the service. Please ensure you have signed up in advance, not at the time of incident or urgent query when you need advice quickly. To register for the service [please click here to visit the Heales registration portal](#) – you will need your Organisation Data Service ([ODS](#)) code, which is your practice location code usually prefixed by a 'V'.

- **Orthodontic update**

Following on from the successful procurement we are pleased to say that across our geography all orthodontic providers, old and new, are accepting new patient referrals.

We are really pleased to be able to offer our patients a wide choice of location with access to both primary and secondary care providers. With the addition of new locations we would ask that you discuss the choice of location with your patient and are clear about the location you wish your patient to be seen in.



Waiting times should be considered when making a referral and NHS England will soon be in a position to share waiting times with you across our geography, which will help inform the referral discussion with your patient.

- **NHSmail – sign up required for all practices**

All e-communication between NHS contractors and service providers, commissioners or other NHS bodies should be taking place using a secure NHSmail account (@nhs.net), not 3rd party/private emails such as Hotmail, Yahoo, or company accounts. NHS mail is the recognised safe, secure and resilient method to communicate sensitive NHS patient and business information.

It is recognised that some individual practitioners or staff may be using their own specific NHSmail accounts (and this is preferable to private emails), but these do not provide continuity for practices as could, for example, lead to delays in making referrals if that person leaves the practice taking their NHS email with them. Many dental practices in England have now signed up to a practice NHSmail account, and all dental practices in the South West need to be responsive to this. Thank you to those who have already done so and have informed us of the NHSmail address for their practice(s).

If you have not, please apply now via the [NHSmail registration portal](#) (we do not have a local registration route available for the Southwest so please follow the Registration Portal route). Specific dentistry guidance is on the following link:

<https://s3-eu-west-1.amazonaws.com/comms-mat/Training-Materials/Guidance/HowtoCompletheNHSmailDentistryRegistrationPortal.pdf>

If you encounter any difficulties with obtaining your NHS email or need support with an existing account, please email [dentistadmin@nhs.net](mailto:dentistadmin@nhs.net). Accounts must be accessed and checked regularly. Alternative self service support can be found at <https://support.nhs.net/>.

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### Items for practices in Bristol, North Somerset, Somerset and South Glos only

- None

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### Items for practices in Devon, Cornwall and Isles of Scilly only

- **Devon Referrals – message from DRSS about clarity on referral forms.**

Devon Referral Support Services (DRSS) is a referral management centre with offices in both Newton Abbot and Plymouth. The team at Newton Abbot deal with all the Dental Referrals across Devon and East Cornwall. On average we process around 1200 referrals per month which are split between Primary and Secondary Care Providers across the localities.

We have a dedicated team who are experienced in dealing with the Dental Referrals and we work closely with a team of Dental triagers who come in to DRSS on a rota basis to triage the referrals. We pride ourselves on the time frame that it takes for us to receive the referral, triage and forward on to the relevant provider.



The majority of the referrals that we deal with are delivered to us by post and mostly hand written. It would be very much appreciated if the referral forms could be electronically typed but understand that this is not always possible, but we would ask that the referral is clear with legible handwriting in all cases.

Please can you start using the new referral form [[Form 1: Adult – Oral & Maxillofacial Surgery Referral Form – DCIOS](#)]. This form (V2 3/19) is the most up to date, and includes all 2ww contact details, and has everything on the form that the providers require. The process would be greatly enhanced if the form is completed in full, ensuring the patients referral is processed as efficiently as possible. This form is attached for reference and available on the [NHS England website](#).

If you have any queries or would like to contact the team please use the following email :- [D-CCG.DRSS-Admin@nhs.net](mailto:D-CCG.DRSS-Admin@nhs.net).

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## Updates from the SW Local Dental Network (LDN) & Managed Clinical Networks (MCNs)

- **Special Care & Paediatric MCN - South West roll out of Primary Care Dental Service Referral Form**

We are pleased to announce the forthcoming roll out of a new Primary Care Dental Service Referral Form for the South West. This has been approved by the Special Care and Paediatric MCN. We have been successfully piloting the forms in Bristol and Plymouth over the past year. The anticipated start date for roll out across Cornwall, Devon, Bristol, Somerset, North Somerset and South Gloucester is the 1st July 2019.

The form will be available on the [NHS England website](#), along with the acceptance criteria for each individual services across the South West. Information about where to send the form will also be detailed on there.

It is important that all sections of the form are completed in full. If the referral does not meet the Primary Care Dental Service criteria or if the form is not legible or completed fully, the form may be returned to you and may result in a delay in your patient being seen. Although some services are still only accepting paper referrals, we will be moving towards electronic submission in the future; we therefore urge you that if you do not already have an NHS.net email address, please go to <https://portal.nhs.net/Registration#/dentistry> to apply.

For any comments please email the Chair of the MCN [tony.brooke@uhbristol.nhs.uk](mailto:tony.brooke@uhbristol.nhs.uk) [Tony.Brooke@UHBristol.nhs.uk](mailto:Tony.Brooke@UHBristol.nhs.uk) or Primary Care Support Lead [debbie.freeman@nhs.net](mailto:debbie.freeman@nhs.net).

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## Updates from general dentistry

- **OCDO – Dental Profession Nominations for 2020 National Honours**

Please find attached to this bulletin email, a letter from Sara Hurley (Chief Dental Officer – England) regarding nominations from the dental profession for national honours. Also attached is guidance from DHSC and the latest honours form.

The OCDO encourage representation in the honours from across the broad spectrum of



the oral health community. Citations need to be with the [Office of the Chief Dental Officer](#) no later than close of play **26th July 2019**.

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## Updates from primary care and other bodies

- **Medical Directorate SW - Obtaining stock, or prescribing schedule 2 or 3 Controlled Drugs Privately?**

From 30 November 2015, amendments to the Misuse of Drugs Regulations 2001 introduced the mandatory use of a new [FP10CDF CD Requisition Form](#) (the mandatory form) for obtaining stock of schedule 2 and 3 controlled drugs. Please note that in order for Dentists to use this form to obtain controlled drugs, they need to have been issued with a Prescriber Identification Number (PIN). The issue of these numbers is handled by the NHS England Controlled Drugs Accountable Officer, who can be contacted at [england.southwestcontrolleddrugs@nhs.net](mailto:england.southwestcontrolleddrugs@nhs.net).

Note also that in England, prescribers can now only order Schedule 2 or 3 CDs privately on pink private prescription form FP10PCD, and these must bear a PIN that has been allocated to a Dentist by the NHS England Controlled Drugs Accountable Officer. Personalised FP10PCDNC forms bearing the PIN are available from PCSE. Non-personalised forms intended for computer printing (FP10PCDSS) are also available, but these must have the PIN printed on them before they are dispensed. Additionally we would strongly recommend that the dental practice's standard rubber stamp is printed on the main body of the form to ensure that pharmacy staff can contact the Dentist if necessary.

If you need a PIN to obtain, or privately prescribe schedule 2 and 3 controlled drugs, please do contact [england.southwestcontrolleddrugs@nhs.net](mailto:england.southwestcontrolleddrugs@nhs.net). If you would like to know which controlled drugs are in which schedule, please visit this website: <https://www.gov.uk/government/publications/controlled-drugs-list--2/list-of-most-commonly-encountered-drugs-currently-controlled-under-the-misuse-of-drugs-legislation>.

Thank you

Jon Hayhurst, Head of Pharmacy, Controlled Drugs Accountable Officer, and Medicines Safety Officer (BNSSG, Cornwall & Isles of Scilly, Devon, Dorset, and Somerset)  
Medical Directorate, NHS England & NHS Improvement (South West)

- **CQC – Mythbusters and tips for Dentists**

The CQC publishes a number of 'mythbuster' articles on the CQC website along with guidance for practices, written by John Milne, a practising dentist in West Yorkshire and the Care Quality Commission's Senior National Dental Adviser.

The articles cover a wide range of topics including drugs and equipment for a medical emergency, dental care records, decontamination and much more that can help ensure services to patients are safe, effective, caring, responsive and well-led.

Please take a look at the articles at <https://www.cqc.org.uk/guidance-providers/dentists/mythbusters-tips-dentists#safe>.

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## Guidance for common queries

Please check the full list of useful links for dental professionals on our website at <https://www.england.nhs.uk/south/info-professional/dental/dcis/links/>

- **NHS Business Services Authority – 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, can be easily resolved [by accessing the NHS BSA Knowledge Base](#). Please use this in the first instance before you contact one of the team.

For queries on processing, for example ARR process, FP17 processing, payments or performer pensions contact NHS Dental Services via email: [nhsbsa.dentalservices@nhsbsa.nhs.uk](mailto:nhsbsa.dentalservices@nhsbsa.nhs.uk) or telephone **0300 330 1348**.

- **NHS Mail**

NHSmal is the designated secure method to communicate confidential and business critical information. All practices should hold a shared nhs.net mail account and can be set up via the NHSmal portal <https://portal.nhs.net/Registration#/dentistry>. Accounts must be accessed regularly to avoid being suspended – if you need support with your NHS mail account contact the NHSmal 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 email or contact details we may hold, please notify [england.swdental@nhs.net](mailto:england.swdental@nhs.net) quoting your contract number and the new details.

- **National Performers List**

Primary Care Support England (PCSE) manage the performers list on behalf of NHS England.

If you require any further information on the Performers List Policies and Procedures, please click on the following link: <https://www.england.nhs.uk/commissioning/primary-care/primary-care-comm/performer-list-policies-procedures/>. Please ensure all changes to name, address, status or practice, are notified to PCSE by completing an NPL3 change notification form. This is in addition to any contract changes required on Compass for new starters/leavers.

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## SW Dental Commissioning Team contact information

Please direct all queries to our dental team inbox at [england.swdental@nhs.net](mailto:england.swdental@nhs.net) where possible. 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 need to speak to someone about aspects of your contract or issues arising, please contact your **Primary Care Support Lead** in the first instance:

**For contracts in CORNWALL, IOS:** [Lynn Combes](#) | T. 0113 8248970 or 07467 689372

**For contracts in DEVON:** [Sarah McFarlane](#) | T. 0113 8248799 or 07900 220697

**For contracts in BRISTOL, SOMERSET:** [Debbie Freeman](#) | T. 0113 8253591 or 07825 421800

**For contracts in NORTH SOMERSET, SOUTH GLOS:** [Maxine Quantrill](#) | T. 07824 451261

If your query is urgent and you cannot reach your Primary Care Support Lead, please call **0113 82 53039** and we will direct you to the most appropriate team member. Alternatively you can contact the Dental Contract Manager/Assistant Contract Manager as follows:

[Tess Fielding](#) (Contract Manager – Dental Services) | T. 0113 8253342 or 07860 180400

[James Warren](#) (Assistant Contract Manager – Dental Services) | T. 0113 8247466 or 07920 283420

The team is also supported by:

**Rhea Boland** (Senior Administrator) | T. 0113 8255122

**Stephen Bennett-Troake** (Admin Support) | T. 0113 8253039

