

## Dental PAG BITES – Issue 2, July 2019

Bringing you snippets to share learning from the Dental Performance Advisory Group meeting in the SW, where concerns raised about dentists are reviewed, including information from serious incidents, SEAs and complaints.

Appropriate claiming for  
mouthguards

Variations in dental  
prescribing patterns

Who can support me with a  
dental complaint?

## Learning and information to share or remind:

### 1 – Appropriate claiming for mouthguards

Often when completing clinical reviews, there are queries around the appropriate claiming for various mouthguards, for example bite raising appliances and night guards. This type of appliance could be appropriate to either Band 2 or Band 3 treatment, depending on where the appliance is made.

**Band 2** is appropriate if it is a chair-side made appliance and **Band 3** if the appliance is made in a laboratory (supported by evidence of a laboratory docket/prescription). As with any Band 2 or Band 3 claim, an examination and an assessment of the patient's oral health and completion of the planned treatment is a requirement. If clinical records were subsequently reviewed following submission of a claim, then there would be an expectation that the record would include a description of the presenting symptoms, diagnosis, clinical justification for the type of appliance, fitting and adjustment of the appliance, and a review after treatment.

For further information on this matter and other treatment band queries click on the following link:  
[https://contactcentreservices.nhsbsa.nhs.uk/selfnhsukokb/AskUs\\_Dental/en-gb/10625/treatment-band-queries/](https://contactcentreservices.nhsbsa.nhs.uk/selfnhsukokb/AskUs_Dental/en-gb/10625/treatment-band-queries/)

### 2 – Variations in dental prescribing patterns

Recent audits of prescribing practices have shown that prescribing patterns and doses of drugs vary and are sometimes not consistent with the latest BNF prescribing information.

All dental performers are to be reminded to use the latest up-to-date BNF formulary. Also, performers/contract holders are to ensure that their IT systems are up to date with the latest formulary.

Good clear guidance can be found on the Scottish Dental Clinical Effectiveness Programme website at <http://www.sdcep.org.uk/published-guidance/drug-prescribing/> which was recommended by Dental PAG as a useful website for further information.

### 3 – Who can support me with a dental complaint?

Dental PAG have the responsibility to oversee any patient complaints that are received by NHS England. PAG members are mindful of how stressful it can be to be involved with complaints but felt that lack of engagement in the PAG process by performers was due the fact they were not aware of the support that was available to them and that various organisations are able to support the dentist to improve their performance to enable them to remain on the Performers List.

There are different organisations that can support you, the performer, with complaints and incidents with action plans/training/audits/reviews, for example, NHS England, the dental Deaneries, the LDC and your defence organisation. They are all there to support you, so don't forget to make use of them!