



## July 2019 - Issue SW30

### 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:

<a href="#">Annual Renewal for Dental Care Professionals GDC registration</a>	31 July 2019
<a href="#">Compass Processing</a> cut off date for schedule 192005	20 August 2019

### Contents

- [Items for all practices/providers](#)
  - End of year contract position letters
  - Dental PAG Bites July 2019 – Learning from Dental Performance Advisory Group meeting
  - Inlays and Onlays guidance for appropriate claiming
  - Latest alerts from Central Alerting System (CAS)
  - New Compass video tutorials on NHS Dental Services website
  - Why your practice may not appear on the NHS.UK website
  - New South West dental team member Dawn Tope
- [Items for practices in Bristol, North Somerset, Somerset and South Glos only](#)
  - None
- [Items for practices in Devon, Cornwall and Isles of Scilly only](#)
  - Devon & Cornwall dental helpline – asking for patient's preferred treatment areas
- [Updates from the SW Local Dental Network \(LDN\) and Managed Clinical Networks \(MCNs\)](#)
  - None
- [Updates from general dentistry](#)
  - OCDO – new commissioning standards for Restorative & Urgent Care services published
- [Updates from primary care and other bodies](#)
  - CQC – Summer Dental Update inc. Oral Health in Care Homes report published
  - EU Exit Guidance
- [Guidance for common queries](#)
- [SW Dental Commissioning Team contact information](#) [revised]



## Items for all practices/providers

- **End of year contract position letters**

Before the end of July, providers should have received letters by email confirming year-end contract delivery position for 2018/19, in accordance with National Health Service (General Dental Services Contracts) Regulations 2005, using data provided to us by NHS Dental Services. The letters will include details of any remedial action that may be required if under or over performance applies.

- **Dental PAG Bites Issue 2 - July 2019**

Please read the latest learning (attached to this bulletin email) from Dental Performance Advisory Group meeting, where concerns raised about dentists are reviewed, including information from serious incidents, SEAs and complaints. This issue includes:

- Appropriate claiming for mouthguards
- Variations in dental prescribing patterns
- Who can support me with a dental complaint?

- **Inlays and Onlays guidance for appropriate claiming**

NHS Dental Services have published an article via the NHSBSA website, to raise awareness and provide guidance regarding appropriate claiming for Inlays and Onlays. Please download the guidance at this page <https://www.nhsbsa.nhs.uk/spotlight-article-2-inlays-and-onlays-guidance>.

- **Latest alerts from Central Alerting System (CAS)**

- **11/7/2019: Class 4 Medicines Defect Information: Emerade 150, 300 and 500 microgram solution for injection in pre-filled syringe (MDR 55-06/18).**  
Alert notifying that Pharmaswiss Česká republika s.r.o. (an affiliate of Bausch & Lomb UK Limited) has informed us of a risk of Emerade product failing to deliver a dose of adrenaline from the syringe due to blockage of the needle. Please read the full information at: <https://www.gov.uk/drug-device-alerts/class-4-medicines-defect-information-emerade-150-300-and-500-microgram-solution-for-injection-in-pre-filled-syringe-mdr-55-06-18>
- **24/07/2019: Update Of Guidance On Clearance And Management Of Healthcare Workers Living With A Bloodborne Virus (Bbv)**  
The guidance on restrictions of healthcare workers (HCWs) living with Hepatitis B to perform exposure-prone procedures is being updated to ensure that the management of HCWs living with bloodborne virus is proportionate. This reflects the changing treatment options now available and our understanding of the long-term aspects of living with these infections whilst also ensuring that patient safety is not compromised. [Download CEM\\_CMO\\_2019\\_003.pdf](#)
- **25/07/2019: Update from GOV.UK – Automated external defibrillators: All Telefunken HR1 & FA1 – no valid CE certificate (MDA/2019/027)**  
Manufactured by Defiteq International BV or GGT Holding BV – the safety and performance of these devices cannot be verified and their safe use can no longer be assured. [Automated external defibrillators: All Telefunken HR1 & FA1 – no valid CE certificate \(MDA/2019/027\)](#)

Please remember a representative/generic email needs to be added for all primary care sites for the Central Alerting System (CAS), therefore if you are not aware whether you



are on the distribution list and need to be added, or need to update contact details, please contact the commissioning support unit who manage this at [alerts.scwcsu@nhs.net](mailto:alerts.scwcsu@nhs.net).

- **New Compass video tutorials on NHS Dental Services website**

A series of [YouTube tutorial videos](#) are now available on the NHS Business Services Authority (NHSBSA) website, for the most common tasks in Compass. Currently these cover:

- How to add a performer to a contract
- How to amend performer NPE/NPEE
- How to find your SD86C superannuation statement
- How to find monthly statements as a performer
- How to find monthly statements as a provider
- How to find NHSBSA published reports
- Activity Actuals as a performer
- Activity Actuals as a provider
- Annual reconciliation report process

If you need to refresh how to complete changes, or there is someone new at your business who needs to learn how to do so, please refer to and bookmark the guidance and videos on the website at <https://www.nhsbsa.nhs.uk/compass/guidance-and-tutorials>. NHS England receive regular queries to the local commissioning teams about these common contract processes, so we urge all users to access the videos and online instruction first. This will help avoid delays and lengthy correspondence trails to resolve incorrect/incomplete action.

- **Why your practice may not appear on the NHS.UK website**

The NHSBSA provide data to NHS Digital on a monthly basis; this data includes V codes which identify dental treatment locations, which are then used to create [Organisation Data Service](#) (ODS) codes. These are used by the [NHS.UK](#) (formerly NHS Choices) website to allow practices to be listed. This data is sourced from the contract data held within the Compass system.

If you've checked your Compass account and your data is correct then it may be that one of the following applies to your contract:

- Closed contracts don't appear in the data
- No FP17s have been submitted from the treatment location that you wish to show on the website and therefore, won't appear in the data (NB. check your software is using the correct location code)
- A full month hasn't elapsed since the contract opened

Contracts that regularly close and reopen may appear and disappear from the data, due to the time lag in the data being available.

We're unable to manually add contracts to the data set as this is an automated process, which is reliant on the data being correct within Compass. Between the submission of a FP17/FP17O and the practice appearing on the website can take a couple of months depending on timing.



- **New South West dental team member Dawn Tope**



Welcome to Dawn Tope who has joined the primary care commissioning admin team at NHS England and NHS Improvement, and is providing additional support to the South West Dental team.

Dawn will be primarily focussing around supporting the team's work with the Local Dental Network and Managed Clinical Networks and is based at Saltash. With a background in primary care and GP settings, we are pleased to have Dawn assisting with our priorities.

[Back to top](#)

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

- None

[Back to top](#)

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

- **Devon & Cornwall dental helpline – asking for patient's preferred treatment areas**

In a bid to improve access to NHS Dental Services for all patients, the waiting list team are now asking patients to confirm their preferred area or town/s, rather than a specific practice, when being added to the waiting list. We hope that this will help to reduce the amount of time that people are waiting on the list by avoiding lengthy waits for practices which rarely take on new patients from the waiting list.



Please remember to direct any queries from prospective NHS patients to the Dental Helpline on **03330 063 300**.

The poster attached to this email can also be displayed in your practice to signpost patients.

[Back to top](#)

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

- None

[Back to top](#)

### Updates from general dentistry

- **Office of Chief Dental Officer (OCDO) – new commissioning standards published**

Two new commissioning standards documents have been published for Restorative and Urgent Care services.

- **Restorative Dentistry services** [Download a copy by clicking here](#)

This guide aims to offer a standardised framework for the local commissioning of specialist and specialised restorative dentistry services. It is intended to be used by commissioners to ensure that they are improving access to care, based on patient needs, with demonstrable high-value health outcomes experienced by patients.

- **Urgent Dental Care services** [Download a copy by clicking here](#)

The standard will support NHS England in commissioning consistent patient-centred urgent dental care services. It has been developed with patient and public input to



ensure that includes the aspects of urgent care that are important to patients - for example travelling times, location of service and the environment where the service is delivered.

View the full suite of publications at:

<https://www.england.nhs.uk/primary-care/dentistry/dentistry-publications/#standards>

[Back to top](#)

## Updates from primary care and other bodies

- **CQC – Summer Dental Update inc. Oral Health in Care Homes report published**  
The Care Quality Commission have just published the summer update for providers of dental care services. If you are not already signed up to receive the update directly, you can [view this online](#).



This edition highlights the publication of their report [Smiling Matters: oral health in care homes](#).

The key findings include:

- Nearly half (47%) of care homes were not providing any staff training to support people's daily oral healthcare
- 17% of care homes visited said they did not assess people's oral health on admission
- The majority (52%) of the care homes visited had no policy to promote and protect people's oral health
- 73% of residents' care plans we reviewed only partly covered or did not cover oral health at all - homes looking after people with dementia being the most likely to have no plan in place.

Please [visit the CQC website to download the full or summary reports](#) and read their recommendations.

- **EU Exit**  
The specific guidance for primary care contractors was published in April and is available at: <https://www.england.nhs.uk/publication/preparing-for-the-possibility-of-a-no-deal-eu-exit-for-primary-care-contractors/>.

The cross government planning assumptions remain in place and all guidance remains valid. Response preparations will be updated as planning assumptions change.

[Back to top](#)



## 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**. Compass guidance and video tutorials are [also available by clicking here](#).

- **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.

[Back to top](#)

## 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 authorising changes submitted (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. 07467 689372

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

For contracts in BRISTOL, SOMERSET: [Debbie Freeman](#) | T. 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:

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

The team is also supported by:

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

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

**Dawn Tope** (Admin Support) | T. 07730 380468

