

# DENTAL NEWSLETTER

For NHS Dental Practices in BaNES, Gloucester, Swindon and Wiltshire

Date: July 2019

Issue: 8

If there is anything you think would be useful to share in a future newsletter, please do let us know by emailing us at [england.bgswh-dental@nhs.net](mailto:england.bgswh-dental@nhs.net)

## Important Information for Practice Managers



### Dental Webpage

#### Dental Webpage

We now have a Dental Webpage which can be accessed through the link below.

<https://www.england.nhs.uk/south/info-professional/dental/bgswh/>

This is currently work in progress, so will be improved and added to in due course. Hopefully it contains information which will be useful to you.

We welcome any suggestions or feedback regarding this webpage, please email [england.bgswh-dental@nhs.net](mailto:england.bgswh-dental@nhs.net) if there is anything you feel that needs amending or have suggestions for useful content you would like to see included.



### NHS England Patient Contact Centre

#### Patient concerns / complaints

In recent weeks we have had a number of calls to the commissioning team at NHSE from patients who have been directed to us by the practice. Can we remind practices if you are unable to resolve concerns / complaints locally then patient should be provided with details of NHSE contact centre to record a concern or complaint.

#### NHS England Contact Centre

Tel: 0300 311 22 33  
Email: [England.contactus@nhs.net](mailto:England.contactus@nhs.net)  
Address: NHS England  
PO Box 16738  
Redditch  
B97 9PT

**NHS Long Term Plan**

[www.longtermplan.nhs.uk](http://www.longtermplan.nhs.uk)

#NHSLongTermPlan





**Commissioning Standards**

**Commissioning Standards**

The Office of the Chief Dental Officer, NHS England and NHS Improvement have produced a commissioning standard for restorative dentistry in England. The Standards will support NHS England in commissioning consistent patient-centred restorative dental care services.

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.

Commissioners will need to work closely with local restorative dentistry Managed Clinical Networks (MCNs), Consultants in Dental Public Health and Local Dental Networks (LDNs) or dental system leadership teams. Together they will be responsible for delivering the best place-based patient journey possible that meets the needs of diverse local patient population groups and works towards reducing inequalities in access to treatment and outcomes while achieving the nationally expected standards of care provision.

To download a copy of this standard go to <https://www.england.nhs.uk/primary-care/dentistry/dentistry-publications/#standards>



**End Of Year**

**End Of Year**

As you may already be aware the dental team with support from the DSD followed the national Single Operating Model (SOM) for Mid Year contract management. The DSD will also be supporting the team with end of year processing.

Once end of year figures have been validated we will be sharing achievement and under delivery at a high level. Our aim will be to mutually agree rebasing where contracts have a history of under delivery, providing the opportunity to re-procure dental services.



**Dental Contract Reform.**




**Dental Contract Reform**

Please see attached link to July 2019 DCR Newsletter for your information:



DCR News Issue 10  
.pdf



 <p><b>Gloucestershire Community Dental Service</b></p>	<p><b><u>Gloucestershire CDS</u></b></p> <p>Gloucestershire Community Dental Service website successfully went live on 11<sup>th</sup> July 2019 <a href="https://www.gloscommunitydental.nhs.uk/">https://www.gloscommunitydental.nhs.uk/</a></p> <p>This now means that both the GPs and the public have access to the latest information about the Community Dental Service. Please encourage patients and their carers to use the site and direct GPs and other healthcare professional to the referral information/forms.</p> <p><b>Springbank Dental Service</b></p> <p>The Springbank service is no longer restricted to accepting patients from GL51 and now accepts patients from any location. The service is provided from: Springway Community Resource Centre, Springbank Way Cheltenham GL51 0LG</p>
 <p><b>Gloucestershire Referrals Central Booking Office</b></p>	<p><b><u>Gloucestershire Referrals Central Booking Office</u></b></p> <p>The booking office for Gloucestershire referrals has now changed from Victoria Warehouse to <b>Central booking office</b> 8 Pullman Court, Great Western Road, GL1 3ND</p> <p><a href="https://www.gloshospitals.nhs.uk/documents/2329/GHT_Head_and_Neck_Cancer_Referral.doc">https://www.gloshospitals.nhs.uk/documents/2329/GHT_Head_and_Neck_Cancer_Referral.doc</a></p>
 <p><b>Practice Visits</b></p>	<p><b><u>Practice Assurance</u></b></p> <p>The team is contacting practices to arrange our new practice assurance visits to improve communication and understanding between commissioners and contractors. No preparation is required.</p>





**New Practices**

**New practices now open in BGSW**

Two new practices have recently opened in the BGSW Area. Their details are as follows:

Chelsea Road Dental Practice opened 20<sup>th</sup> June 2019 in Bath.

Address:  
Chelsea Road Dental Practice  
11 Chelsea Road  
Bath  
BA1 3DU

Tel: 01225 461799

Dumbledore Dental Care Ltd opened in Westbury on 9<sup>th</sup> July 2019.

Address:  
Westbury Downs Dental Care  
22-24 High Street  
Westbury  
Wiltshire  
BA13 3BW

01373 762727

