

DENTAL NEWSLETTER



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

Date: September 2019





Issue: 10

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.bgs-w-dental@nhs.net

Actions Required

 <p>Mid Year</p>	<p><u>Mid-Year</u></p> <p>The Mid-Year review has now commenced, and your Mid-Year position will be available to view in Compass on 30th September 2019. NHS BSA aim to issue outcome letters by 23rd October 2019. The letters will state mid year achievement for your practice along with any other actions required to be taken.</p> <p>Providers who did not achieve their required contracted activity for the 1819 will have activity carried forward on Compass in line with their contract. This activity must be completed prior to delivering your 1920 activity and does not count towards the mid-year review for the current year.</p> <p>Contracts delivering under 30 per cent as of the 30 September 2019 will be asked to complete an action plan demonstrating how the UDAs and/or UOAs will be delivered and return to NHS DS within the given time frame.</p> <p>Contractors who have delivered more than 30 per cent are encouraged to review your claim submission in order to avoid any over or under delivery at year end.</p> <p>Full requirements will be included in the letters published on 23rd October</p>
 <p>Practice NHS Website Page</p>	<p><u>Updating your practice NHS Website page</u></p> <p>Please log in to your NHS Website page (formerly NHS Choices) to update your opening hours and other important information for patients. NHS.uk is often the first point of contact for patients in searching for an NHS dentist and recent random search uncovered basic information that was incorrect. This is extremely important as we move into winter</p> <p>If you're having difficulties logging in, please remember contractors have their own password-controlled access. https://www.nhs.uk/Personalisation/Login.aspx If you have forgotten your password this webpage has a password reset function.</p> <p>If you have any queries, please contact the NHS Website Helpdesk (thechoicesteam@nhschoices.nhs.uk)</p>



Important Information for Practice Managers	
 <p>Language and Interpretation</p>	<p><u>Language and Interpretation Services</u></p> <p>We have recently received a number of enquiries from practices regarding Language and Interpretation Services. DA Languages have been the provider for language and interpretation service since 1st April 2019. DA Languages are an award-winning provider of language services to over 100 Local Authorities & NHS bodies across the UK. Working with thousands of qualified linguists, they cover over 450 languages and dialects and provide us with the use of their innovative booking portal, DA Link, which was created based on over 20 years' experience working in the languages industry.</p> <p>All contractors should have now received their welcome pack with details on how to access and use the service. If you have not yet received this information, please let us know by emailing england.bgs-w-dental@nhs.net and we will ensure that this information is sent without further delay.</p>
 <p>Winter Planning</p>	<p><u>Winter Planning</u></p> <p>It may seem a bit early to be thinking about the Christmas period, however Christmas is just over 3 months away. As we approach the winter period, and the pressures this brings to the healthcare community we will shortly be writing to confirm your practice contractual/agreed opening hours. If you're intending to make alternative arrangements with other practices, you'll need to share the details with NHS England</p> <p>Opening hours are included in winter packs and are used by urgent care providers to ensure patients are directed appropriately for urgent dental care.</p>
 <p>CAF</p>	<p><u>COMPASS Authorisation Form (CAF)</u></p> <p>When making changes to COMPASS which require authorisation by BGSW Dental Team, please remember to submit a CAF form to england.bgs-w-dental@nhs.net to allow us to review and authorise which will help prevent delays.</p>
 <p>Friends and Family Test</p>	<p><u>Revised guidance for the Friends and Family Test</u></p> <p>We have published revised guidance to improve the Friends and Family Test (FFT) as a tool for enabling continuous improvement in healthcare services. The changes take effect from 1 April 2020 and include a replacement FFT question, something many of you told us you wanted during nine months of consultations with commissioners, providers and the public.</p> <p>https://www.england.nhs.uk/fft/fft-guidance/revised-fft-guidance/</p> <p>https://www.england.nhs.uk/fft/friends-and-family-test-development-project-2018-19/</p>





Contact Details

Contact details for Performer List queries:

Generic email: Pcse.performerlists@nhs.net
Phone: 0333 014 2884
Web: pcse.england.nhs.uk/
PO Box: Primary Care Support England, PO Box 350, Darlington, DL1 9QN

Contact details for assistance with COMPASS, contact Dental Services Division:

Phone: 0300 330 1348

NHS England Contact Centre (Patient Enquiries):

Phone: 0300 311 22 33
Email: England.contactus@nhs.net
PO Box: NHS England, PO Box 16738, Redditch, B97 9PT



Reference Library and Useful Links.

Dental Policy Book (the guidance used by NHS England to manage your contract):
[NHS England » Policy Book for Primary Dental Services](#)

Link to CQC Website - <https://cqc.org.uk/>

Link to GDC Website - <https://www.gdc-uk.org/>

Link to BDA Website - <https://bda.org/>

Links to documents or websites.

This newsletter refers readers to other websites and documents. Where possible we try to find the original source of documents and print the full website address so that if the link fails to work then readers can copy and paste the web address into their browser and proceed from there. Occasionally it is difficult to find the original source website for the document, in which case we will use a reputable alternative. We will only mail pdf copies of documents with the newsletter if it is unavoidable, because they make the emails large, sometimes blocking email inboxes.

