



August 2019 - Issue SW31

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.

Key Upcoming Deadlines:

Deadline to submit responses to Health and Social Care Committee Inquiry into Dentistry Services	13/09/2019
Compass Processing cut-off date for schedule 192006 (1 Oct pay date)	19/09/2019

Contents

- [Items for all practices/providers](#)
 - Restorative Referral Forms Update – new South West forms now live
 - Book now for CPD session 02/10/2019 - Informed Consent and Pathways for Care of Vulnerable People: Setting the National Context
 - NHS Resolution Primary Care Event 10/09/2019 - Keeping your patients and workforce safe
 - Fissure Sealants Guidance
 - BSA spotlight – Examination and courses of treatment
- [Items for practices in Bristol, North Somerset, Somerset and South Glos only](#)
 - Somerset Public Health – Positive about breastfeeding; free Oral Health e-learning; JSNA
- [Items for practices in Devon, Cornwall and Isles of Scilly only](#)
 - Revised Oral Surgery 2 week wait referral form – fax discontinued for NDDH
- [Updates from the SW Local Dental Network \(LDN\) and Managed Clinical Networks \(MCNs\)](#)
 - Oral Surgery MCN – introduction from Chris Bell
- [Updates from general dentistry](#)
 - Dental Care and Diabetes Commissioning Guide published
- [Updates from primary care and other bodies](#)
 - Health & Social Care Inquiry into Dental Services – submit responses by 13 September
- [Guidance for common queries](#)
- [SW Dental Commissioning Team contact information](#)



Items for all practices/providers

- **Restorative Referral Forms Update – new South West forms now live**

Following on from the announcement in the May bulletin, we are now in a position to roll out the new suite of Restorative Referral forms for the South West region. These have been approved by the Restorative MCN and the LDCs. We have also successfully piloted them in Somerset over the last 6 months and have received feedback from both the referring GDPs and Consultants accepting the referrals.

The forms can now be used across the whole region: Cornwall, Devon, Bristol, Somerset, North Somerset and South Gloucestershire. The forms are available on the [NHS England website](#) and are attached to this bulletin email, along with guidance notes for reference.

It is important that all sections of the relevant referral form are completed in full as failure to complete sections may lead to the form being returned and a delay in treatment/advice for you your patient.

All referring dentists will need to send completed forms via an [NHS.net](#) email address, which will help when sending clinical photographs and dental radiographs. If you do not already have a NHS.net email address, please go to <https://portal.nhs.net/Registration#/dentistry> to apply.

If you have any comments please email the Chair of the MCN Matthew.jerreat@tst.nhs.uk or Primary Care Support Lead Sarah.mcfarlane1@nhs.net.

- **[Book now](#) for CPD session 02/10/2019 - Informed Consent and Pathways for Care of Vulnerable People: Setting the National Context. 1.30-5pm Sandy Park, Exeter.**

The Special Care & Paediatrics MCN are holding their Annual General Meeting on 2nd October and, with Health Education England, have organised an open afternoon CPD session from 1.30pm. Please book early to secure a place.

Wed 2 Oct 2019, from 13:30 till 17:00 with 3:00 hours CPD

<https://www.maxcourse.co.uk/swdentalpg/guestCourseListCourseDetails.asp?cKey=2673>
£45.00 dentists; £25.00 other members of the dental team

We have all encountered challenging situations in practice concerning the care and management of our vulnerable patients including gaining informed consent. Janet Clarke, Formerly Deputy Chief Dental Officer will give insight into the national context, NHS Long Term Plan and Commissioning Standard for Vulnerable People and John Makin, Head of the DDU will cover informed consent for those individuals who lack capacity, and the pitfalls surrounding this issue. This course will form part of the requirements for the recommended topic of Legal and Ethical issues

- **NHS Resolution Primary Care Event 10/09/2019 - Keeping your patients and workforce safe. 10.00am - 12.45pm, Bridgwater & Taunton College, Taunton**

Registration is now live for a South West Primary Care Learning event, focussed around developing a robust and appropriate risk and quality governance framework in primary care organisations. Dental providers are invited and encouraged to attend.

It will be an opportunity to hear from Ian Biggs, Regional Director of Primary Care and Public Health NHS England South West, and the event will include insight into Primary Care Appeals, Safety and Learning, Practitioner Performance Advice, and Claims Management. For full information please see the flyer attached to this bulletin email, please book as soon as possible at <http://bit.ly/primarycareevent>.



- **Fissure Sealants Guidance**

Delivering Better Oral Health¹ guidelines include to “Fissure seal permanent molars with resin sealant” for prevention of caries in children aged from 7 years and young adults giving concern to their dentist (e.g. those with obvious current active caries, those with ortho appliances, dry mouth, other predisposing factors, those with special needs). The strength of evidence is Grade 1, meaning there is strong evidence from at least one systematic review of multiple well-designed randomised control trial/s.

A fissure sealant is a Band 1 item. As with any Band 1 claim, an examination and an assessment of the patients oral health, and completion of the planned treatment (that the patient is willing to undergo) is a requirement^{2, 3}.

References:

1. Delivering better oral health: an evidence-based toolkit for prevention. Third edition. Published March 2017. PHE gateway number: 2016224
2. NHS BSA, Ask-us. https://contactcentreservices.nhsbsa.nhs.uk/selfnhsukokb/AskUs_Dental/en-gb/10625/treatment-band-queries/48732/what-band-of-treatment-is-a-fissure-sealant-or-a-sealant-restoration
3. The National Health Service (Dental Charges) Regulations 2005, Schedule 1, Band 1 Charges.Registration

Nathan Brown, Clinical Adviser, Provider Assurance (Dental Services), NHSBSA.

- **BSA in the spotlight article – Examination and courses of treatment**

As mentioned in the last bulletin, NHSBSA dental services are publishing a series of short ‘In the spotlight’ articles intended to raise awareness of appropriate claiming.

The first article published focussed on clarifying ‘[A course of treatment and examination](#)’.

To view all other articles as well as guidance on contract related processes, please visit and bookmark <https://www.nhsbsa.nhs.uk/nhs-dental-services>.

[Back to top](#)

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

- **Focus on Somerset Public Health:**

Positive about Breastfeeding



Public Health at Somerset County Council have been encouraging engagement with the South West Positive about breastfeeding campaign, designed to ‘Empower Parents, Enable Breastfeeding’ and increase access to timely, accessible information and digital support.

The resource enables everyone (individuals, settings, organisations) to play their role in providing an environment supporting every baby to have the best start in life and develop close and loving relationships. Please sign up to the Somerset Positive about Breastfeeding scheme at <https://www.healthysomerset.co.uk/breastfeeding/>

FREE eLearning in Oral Health Improvement

<https://somerset.learningpool.com/course/search.php?search=Oral+Health>

This informative resource is available to help enable families to act preventatively and protect theirs and others oral health (children/elders requiring support). The eLearning can be completed by families as well as professionals supporting the wider agenda. For families with children requiring emergency treatments and/or extraction, this resource is supportive of the necessary steps required to prevent further need.

Somerset: Our County - Joint Strategic Needs Assessment (JSNA) 2019 focussing on Data Integration published



The new JSNA for Somerset has been published by Somerset's Health and Wellbeing Board and is available here www.somersetintelligence.org.uk/jsna

This year's focus is on the need to unify data between services to improve the delivery of health and social care for people in Somerset. The production of this JSNA runs alongside a new Business Intelligence Strategy, co-ordinated by Somerset's Clinical Commissioning Group.

Trudi Grant, Director of Public Health at Somerset County Council, said, "Joining up information about people and places is an essential part of joining up services so that they can be properly 'person-centred' or 'place-based'. It happens already between agencies in Somerset, however, the difficulty is this is often unplanned, and not done in either a timely manner nor with the appropriate level of precision.

"So, we have a bit of a different JSNA this year. It's certainly a very welcome first step toward a Somerset system that will join up relevant and necessary information held by organisations such as social care, health and the voluntary sector, to the ultimate benefit of the whole population of Somerset."

An Information Governance Panel is being established by Somerset's Health and Wellbeing Board to ensure access to information is appropriate, safeguarded and monitored.

[Back to top](#)

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

- **Suspected Head and Neck Cancer (2 week wait) referrals to North Devon District Hospital (NDDH) – fax discontinued**

Please note Oral Surgery referrals for Suspected Head and Neck Cancer (2 week wait) for NDDH, may only be sent by email now to ndht.cancerbookings@nhs.net as we have been notified the fax number is no longer available.

This has been updated on the referral form [Suspected Head and Neck Cancer Referral Form 2 Week Wait – Devon and Torbay](#) available to download along with other dental referral forms on the [NHS England Information for Professionals website](#).

[Back to top](#)

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

- **Oral Surgery Managed Clinical Network (MCN)**

The Oral Surgery MCN, established in 2016, is based throughout the Southwest to encourage access in localities across the region. The MCN Committee has a mixture of maxillofacial surgeons, oral surgeons, dentists with special interest and a representative from Oral Medicine.

The MCN works closely with NHS England and NHS Improvement, providing clinical advice to support the commissioning of oral surgery and oral medicine services. Since appointment the MCN has been identifying stakeholders, existing clinical resources, types of funding, current level of activity and geographical patient pool and boundaries. This included visiting the four main sites of triage in the Southwest to identify issues and work to refine the patient pathways.

The MCN has been active in assisting NHS England and NHS Improvement in moving to referrals via NHSmail and ultimately towards electronic referral. Registration for a shared practice [nhs.net email account](#) is mandatory to succeed in this. Referral documents are



being amended as these issues are addressed.

Several helpful guidance documents have been produced for referring dentists, available from the [Southwest Local Dental Network website pages](#). We encourage dental colleagues to become familiar with these and the new revised [referral documents](#) to avoid having referrals rejected.

The MCN includes participation from Health Education England who have been very supportive with courses for general practitioners as well as finding support for taught postgraduate oral surgery courses at Bristol Dental Hospital and the Peninsular University.

An annual Symposium is planned for the Autumn of 2019 to bring together all the oral surgery and oral medicine providers in the Southwest into a co-ordinated accountable network. This should allow further investigation into the development of services in the Southwest based on patient need and access.

Details of the committee members and how to contact them if you need advice are available on the Southwest LDN web pages. The committee actively encourages contact to help develop the service and patient access.

Chris Bell
Chair Oral Surgery MCN, Southwest of England

[Back to top](#)

Updates from general dentistry

- **The Office of Chief Dental Officer (OCDO) – Dental Care for People with Diabetes**

The OCDO, and NHS England & NHS Improvement National Diabetes Prevention Programme have produced the commissioning standard: Dental Care for People with Diabetes. This Commissioning Standard will support the local implementation of pathways for patients to enable the benefits of timely and effective periodontal management on oral health and importantly general health to be realised.

People with type 2 and type 1 diabetes need to access effective dental care and local pathways should be developed to support this. This will require local engagement between providers and commissioners of dental services and diabetes services, and the commissioning of dental services with the appropriate skills and competences to deliver the care required. To download a copy of this standard go to:

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

[Back to top](#)

Updates from primary care and other bodies

- **Health and Social Care Committee Inquiry into Dentistry Services**

The House of Commons Health and Social Care Committee is holding an inquiry into dentistry services. The Committee invites written submissions which should be returned by **Friday 13th September 2019**.

Please visit the following link for more information and details of how to submit responses: <https://www.parliament.uk/business/committees/committees-a-z/commons-select/health-and-social-care-committee/news/dentistry-services-inquiry-launch-17-19/>

[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 Dental Services – 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](#). Compass guidance and video tutorials are [also available by clicking here](#). Please use these resources in the first instance before you contact the commissioning team. For specific queries on processing, for example ARR process, FP17 processing, payments or performer pensions contact NHS Dental Services via email: nhsbsa.dentalservices@nhsbsa.nhs.uk or the helpdesk telephone **0300 330 1348**.

• NHS Mail

NHSmail 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 NHSmail 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 NHSmail support team via <https://portal.nhs.net/Help/>, email 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 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 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

