



## September 2019 - Issue SW32

### 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:

Compass Processing cut off date for 1 <sup>st</sup> Oct pay date (192006)	19/09/2019
Compass Processing cut off date for 1 <sup>st</sup> Nov pay date (192007)	22/10/2019

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## Items for all practices/providers

- **National Dental Contract Management Service: Mid-year and Year-end 2019/20**

Following a successful pilot phase, NHS Dental Services will be providing the National Dental Contract Management Service which is being rolled out to include all NHS Dental Contract Providers in England from the mid-year point of 2019-20. The reason for doing this is to enable the development of a single operating model across England for Mid-year and Year-end reconciliation which will provide consistency for providers and allow the area team to have a greater focus on dental commissioning.

### What does this mean for providers?

#### Mid-year

- NHS Dental Services will be managing the Mid-year process.
- Providers will receive communication from NHS Dental Services asking you to confirm the email address you would like to receive confidential contract information. This should be a secure [nhs.net](mailto:nhs.net) email address – if you do not have one please arrange this as soon as possible via the [NHSmial dentistry portal](#).
- You will receive a letter by post advising you of your Mid-year 2019/20 position (4th week in October). All future correspondence will be emailed to you and/or uploaded directly onto Compass.
- For contracts delivering less than 30% of their contracted activity at Mid-year, 'activity actuals' up to 30th September will also be included in the Mid-year report.
- Contracts considered underdelivering will be asked to complete an action plan and offered the opportunity to arrange a discussion (face to face or by telephone) with the area team.
- The area team will review all action plans agreed by NHS Dental Services and, if approved by the area team, providers will be notified and advised that your contract will be reviewed again after the December schedule.
- Failure to return an action plan or deliver against data-driven benchmarks (contract delivery, Vital Signs) at December's schedule (for those under review) could result in a withholding of payment to your contract.

#### Year-end

- NHS Dental Services will be managing the Year-end process.
- NHS Dental Services will upload your Year-end report onto Compass and notify you by email (in the third week of July).
- Area teams will send breach notices for any contracts delivering under 96%.
- Clawback will be administered by NHS Dental Services and will routinely be via three instalments of deductions from September's to November's scheduled payments.
- Force majeure/exceptional events – as per the Policy Book for Primary Dental Services, you should notify the area team as soon as possible, and always before 31st March, of any force majeure/exceptional events in order for dental relief to be considered.

The area team will still be involved in the Mid-year and Year-end processes and will be responsible for providing details for any contacts/contractual arrangements which sit outside of the normal UDA/UOA activity delivery.

If you have any queries regarding the National Dental Contract Management Service, please contact Sarah McFarlane at [england.swdental@nhs.net](mailto:england.swdental@nhs.net) or tel: 011382 48977



- **Suspected Head and Neck Cancer Referrals - ensure correct referral route**  
Please ensure you use the correct forms to refer any suspected Head and Neck Cancer patients and you send them to the correct email address/fax, as indicated on the relevant forms. Some Trusts have reported to us that not all forms are being sent direct to them which could cause undue delay for the patient. Forms are available at:  
<https://www.england.nhs.uk/south/info-professional/dental/dcis/forms/>.

- **Free 3 hour CPD Complaints Handling Training 29 and 30 October – [book now](#)**  
NHS England and NHS Improvement invite practice staff to free CPD Complaints Handling Training, to gain an understanding of professional complaints handling, be able to select the appropriate management techniques and implement the relevant strategies. This verifiable CPD activity meets GDC development outcome A.

Two sessions (9.30am and 2.00pm) are taking place on consecutive days at Plymouth on 29<sup>th</sup> October, and in Taunton on 30<sup>th</sup> October. Full details are on the adverts attached to this bulletin email. The workshops are extremely popular, and places are limited and available on a first come, first served basis by emailing [england.complaints-training@nhs.net](mailto:england.complaints-training@nhs.net) with the details of the session you wish to attend, your practice name, role in the practice and GDC registration number where relevant.

- **Southwest Interpretation and Translation service contract award BNSSG/DCIOS**  
Following a robust procurement process, NHS England & NHS Improvement and CCGs wish to announce that Language Empire will be providing translation and interpretation services for general practices, pharmacists, optometrists and dentists in BNSSG, Somerset, Devon, Cornwall and Isles of Scilly (DCIOS). The service will start from 1 October 2019 and will replace previous contracts which had been commissioned prior to delegated commissioning of medical services.

The new provider will undertake the following services:  
interpretation - spoken word NOT including British Sign Language (BSL);  
translation - written word or braille transcription.

NHSEI and CCGs will be working with the new provider to ensure the smooth mobilisation of the service. The new provider will be in touch with primary care colleagues shortly to introduce themselves and confirm working arrangements.

We have removed British Sign Language (BSL) from the new contract as we did not secure sufficient assurance on the quality of this element of the service. This decision also reflected feedback from engagement with patients and stakeholders ahead of the assessment of bids. We intend to procure this service separately from the current process.

We have contacted current BSL providers with the intention to continue their service for another year whilst we procure this service separately, excluding Devon where the CCG have made other arrangements for medical services. Pharmacy, optometry and dental practices in Devon will continue to be commissioned by NHSEI until the second procurement is completed. Further information on how to access the new services will be communicated separately once confirmed.

- **NHS Dental Services - In the spotlight article 4: Urgent Care and Appropriate Claiming**

[Please click here to view the latest spotlight article](#) on the Dental Services website, highlighting appropriate claiming for urgent care.

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

- **Taunton and Somerset Hospital - Dento-Alveolar triage referral guidance**  
Please read the letter for attention of referring practices and referral guidance attached to this bulletin, regarding Dento-Alveolar triage referrals to Taunton and Somerset Hospital.  
The guidance has been reviewed and the hospital requests appropriate and correct referral to avoid delay for patients.

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

- **Central Waiting List for NHS Patients – help ensure fair access in Devon & Cornwall**  
The Dental Helpline manage a central waiting list for patients waiting for a place at a practice in Devon and Cornwall. If you have capacity to take on new NHS patients, please contact the helpline to request a list of patients. We encourage all practices to use the centrally managed waiting list rather than keeping their own waiting list in-house in order to ensure fair access to all patients waiting to access NHS Dental Services.

The helpline can be contacted on: 03330 063 300 or [accessdentalhelpline@nhs.net](mailto:accessdentalhelpline@nhs.net)

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

- **Oral Surgery MCN Symposium - 7th November 2019**  
The Oral Surgery MCN chaired by Chris Bell, is holding a symposium on 7<sup>th</sup> November in Taunton, to bring together colleagues from NHS SW, the Managed Clinical Network and Tier 2 and 3a providers from across the South West to agree a Quality Assurance Programme based on the patient journey. [Further details are on maxcourse.co.uk](http://maxcourse.co.uk).

The event is by invitation only to: MCN Committee Members, NHS England/CCG Commissioners and Senior Managers, Health Education England, Clinical Tier 2 and 3 providers of oral surgery in the South West, Tier 3 Oral Medicine providers, Oral Surgery and hospital managers, Triaging clinicians from DRSS and Kernow, Southwest Regional Oral Surgery Special Registrars, LDC Reps.

If you are interested in attending this event, and have not received an invitation - please contact Chris Bell at [Chris.Bell@bristol.ac.uk](mailto:Chris.Bell@bristol.ac.uk)

- **Special Care and Paediatrics MCN AGM and CPD Event – 2<sup>nd</sup> October 2019**  
The Special Care and Paediatrics MCN will be holding their first AGM meeting on Wednesday 2 October from 10.00 – 13.00. This is a fantastic opportunity for any staff working in this area or dental teams with a keen interest in this field to find out more about the work of the MCN. The event will be held at Sandy Park Conference Centre, Sandy Park Way, Exeter, EX2 7NN (<https://www.sandypark.co.uk/>).

There is also a CPD event running in the afternoon from 13.30 – 17.00, titled Informed Consent and Pathways for Care of Vulnerable People: Setting the National Context.

The subject is Medico-legal/ethics. Care and management of vulnerable people in primary care dentistry can have many challenges including gaining informed consent. Janet Clarke, Formerly Deputy Chief Dental Officer will give insight into the national context, NHS Long Term Plan and Commissioning Standards 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.



The MCN is delighted to be working in partnership with Health Education England to combine the two events. If you wish to attend then you must book your place by clicking the following link: -

<https://www.maxcourse.co.uk/swdentalpg/guestCourseListCourseDetails.asp?cKey=2673>

The course is priced at £45.00 for the afternoon session (subject to discounts). If you are a member of the Special Care and Paediatrics MCN, and you intend to stay for the afternoon CPD session you still need to book through MaxCourse. Please also confirm attendance with Debbie Freeman ([debbie.freeman@nhs.net](mailto:debbie.freeman@nhs.net)) if you have not already done so.

Please share this invitation as widely as possible within your networks.

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### Updates from general dentistry

- None

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### Updates from primary care and other bodies

- **Postgraduate Dental Programmes at Peninsula Dental School**

Please refer to the summary attached to this bulletin, detailing the four current programmes offered: MSc Restorative Dentistry; MSc Minor Oral Surgery; MSc Periodontology; and the FGDP Articulation route. The summary includes details of how to apply.

- **EU Exit Guidance**

No new guidance has been issued. Attached is the guidance from April which remains current.

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## 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](mailto:nhsbsa.dentalservices@nhsbsa.nhs.uk) or the helpdesk telephone **0300 330 1348**.

### • 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.

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## 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

