



## October 2019 - Issue SW33

### 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 cascade.

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 schedule 192008 2 <sup>nd</sup> Dec pay date	20/11/2019
Compass Processing cut off date schedule 192009 2 <sup>nd</sup> Jan pay date	16/12/2019

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## Items for all practices/providers

- **DDRB Uplift 2019 confirmed as 2.42%**

The DDRB Uplift for England has been confirmed as 2.42% on contract value. The DDRB uplift will be applied to all GDS and PDS contracts back dated to 1 April 2019 in time for the October schedules which will be paid 1st November 2019.

Following the November pay date and uplift applied, it is a good time to review performer NPE/NPEE estimations to ensure these are correct, as the values held impact any SFE/authorised leave payments (maternity, sick pay etc). Guidance on working out NPE/NPEE can be found on the BSA website [here](#) and [how to change on Compass here](#).

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- **Raising a concern to NHS England & NHS Improvement**

Dental practices can raise concerns about patient safety or inappropriate activity in their workplace with us, anonymously if preferred, in circumstances where a direct approach to their employer is not favoured, suitable or appropriate. Please view the following links for information on possible circumstances and routes available, should you need raise something in order to carry out your duty of protecting the safety of patients:

[Raising a concern](#) | [Whistleblowing](#)

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- **Practice opening arrangements for Christmas 2019 and new year period**

NHS England & NHS Improvement will shortly be contacting all practices to request information on opening over the Christmas and new year period. Please respond upon receipt. This is to ensure there are suitable arrangements for patients. If the practice is planning to be open for less than your contracted opening hours, you should as a minimum ensure:

- Buddying arrangement with another practice, which must be an **NHS contracted dental surgery**, who will provide emergency appointments on your behalf. (Please ensure these arrangements have been discussed and agreed with the buddy practice in advance)

or

- A dedicated emergency mobile phone number may be used for patients to access emergency care and/or advice during normal contracted surgery hours.

The letter will outline expectations and obligations of your contract, but a reminder that a practice must not state that it will be closed with no alternative arrangements put in place, it must not redirect patients to the out of hours (OOH) service during contracted hours, nor refer patients to NHS 111. To do so would be considered a breach of its contract.

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- **Performer number reminder for dentists in regards to claims**

A general reminder that claims for treatment by dentists must only be submitted using the performer number of the dentist who has completed the UDA/UOA activity, who must be on the performers list and added to the contract on [Compass](#).

A dentist who is not included on the Dental Performers List is unable to perform any primary dental services (even if the claims are submitted by a third party), as this would breach Performer List Regulation 31(1) which states: (1) 'A dental practitioner may not perform any primary dental services unless that dental practitioner is included in the dental performers list'. This is regardless of what title they use or who submits the claim.



A dentist can only undertake work for which a claim is submitted (by any party) if they are on the performers list, and any dental work for which an NHS claim is submitted would be considered to be “primary dental services”.

NHS England and NHS Improvement can remove a dentist from the Performers List if they have not performed any primary dental services within the preceding 12 months.

Performer list forms and FAQs are available on the [Primary Care Support England \(PCSE\) website](#).

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- **NHS Complaints training 29 & 30 October – last free places available**

There is just still time to book for the free complaints handling workshops previously advertised. These 3 hour CPD session run by NHS England and NHS Improvement are being held in:

- Plymouth 29 October 2019 (9.30am and 2.00pm sessions)
- Taunton 30 October 2019 (9.30am and 2.00pm sessions)

Please view the adverts attached to this bulletin email and sign up asap by emailing [england.complaints-training@nhs.net](mailto:england.complaints-training@nhs.net) with your details and which session you wish to book to attend.

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- **Recent CAS Alerts issued – *please ensure you receive these directly***

03/10/2019 - [Class 4 Drug Alert, For Information / Action, Pharnaswiss Ceska Republika S.R.O \(An Affiliate Of Bausch And Lomb Uk Limited\), Emerade 150 Micrograms Solution For Injection In Pre-Filled Syringe; Emerade 300 Microgram Solution](#)

19/09/2019 – [Zebra Printer Power Supply Units \(Psu'S\): Fire Risk - Product Recall](#)

17/09/2019 – [The Introduction Of National Patient Safety Alerts](#)

If you haven't received these alerts direct from the Central Alerting System (CAS) and are not aware whether you are on the distribution list and/or you need to be added, please contact the CSU at [alerts.scwcsu@nhs.net](mailto:alerts.scwcsu@nhs.net) with the email address to receive future alerts. A representative/generic account needs to be added for all primary care sites.

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- **Book now for EU Exit Webinar 28 October**

As part of EU exit preparations, NHS England and NHS Improvement has hosting a series of webinars to help Data Protection Officers (DPOs) or those with data protection responsibility with their preparations. These webinars have proved popular, so additional webinars have been arranged and the next one is Monday 28 October at 2:30 pm.

[Please register here using an NHSmail address](#).

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

- **Maxine Quantrill - Primary Care Support for North Somerset and South Glos dentistry has retired**

Maxine retired at the end of September after 20 years working in the NHS. Her career spans working in a GP practice, the PCG/PCT and more recently NHS England. She covered the breadth of primary care in her time at North Somerset PCT, with a key focus on dental. Her experience of dental contracting has been invaluable since joining NHS England in 2013. Her commitment and passion for the role was undeniable and she built



excellent working relationships with every contractor/provider that she dealt with. We wish her a very happy retirement and every success in her new endeavours. Contractors within the areas Maxine previously covered should contact Debbie Freeman in the interim - please direct queries via [england.swdental@nhs.net](mailto:england.swdental@nhs.net) where possible.

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

- **Plymouth Community Dental Services – adult phobic referral form**  
A new referral form and guidance has been [uploaded to the NHS England & NHS Improvement website](#) specific to referring adult phobic patients to the Plymouth Community Dental Service, to assist in correct signposting of patients. The form is attached for reference along with a related letter to GDPs from the service.

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

- **Introduction by Matthew Jerreat, Chair of Restorative MCN**

“I qualified in dentistry at Bristol University in 1999 and completed my Fellowship in Restorative Dentistry in 2006 (Royal College Surgeons, Edinburgh). I provide management of patients with head and neck cancer and developmental disorders. My specialist interests include multidisciplinary care of patients with orthodontic-restorative needs and the rehabilitation of cancer patients with dental implants.”



“As the Managed Clinical Network chair in Restorative Dentistry for the Southwest we are developing a network across the region to help provide specialist services to all patients and improve quality of care.”

“I have a passion for education. I am clinical lead for the Exeter Education Facility and Associate Professor in Clinical Education in Plymouth University. I am responsible for the implant dentistry modules for the postgraduate cert/diploma/masters in Restorative Dentistry and Periodontology. I am the Training Program Director for Restorative Dentistry in the Southwest and Honorary Secretary of the British Society for Restorative Dentistry both of which allow me to share my enthusiasm for my specialty.”

If you would like to know more about the work of the Restorative MCN and other networks or make contact, please visit the LDN/MCN pages of the [NHS England and NHS Improvement website](#).

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### Health Education England (HEE) upcoming events, courses and resources

- **Advancing Dental Care – Free regional events in December and January**  
[Bristol \(Future Inns Cabot Circus\): 10th December 2019 – book now](#)  
[Plymouth University: 9th January 2020 – book now](#)



Delegates will need to book a place through Maxcourse system – please click links above to go straight to the event details. Both events will be from 6.00 pm for a 6.30 start until 9.00pm with a buffet supper provided. Minimum of 2 hours of enhanced CPD. Suitable for anyone working/ teaching or training in any role in the dental professions or provision of dental services or quality of care provided.

For further information please see [www.hee.nhs.uk/our-work/advancing-dental-care](http://www.hee.nhs.uk/our-work/advancing-dental-care)

- **Script Dental Prescribing Programme**

The Script Dental Prescribing programme is available to purchase as an individual SCRIPT licence for £25 per year (see link below):

<http://www.safeprescriber.org/dentistry-signup/>

- **Antimicrobial Stewardship e-learning resource**

The British Association of Oral Surgeons (BAOS) has launched a new [Antimicrobial Stewardship e-learning resource](#) for oral health professionals to test their knowledge of antibiotic prescribing. It is free to take and consists of three modules of clinical scenario-based quizzes, each of which provides a printable e-certificate of one hour's verified CPD upon successful completion. Feedback is provided along the way, with the aim that by the end of the modules, participants will be able to demonstrate application of the principles of sound antimicrobial stewardship to the clinical scenarios.

[Click here to view more details of HEE online learning and other courses.](#)

[Click here to view, search and book Southwest CPD courses on Maxcourse](#)

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## Updates from general dentistry, primary care and other bodies

- **Childhood Obesity report**

The Chief Medical Officer has published a [report on Childhood Obesity](#). Annexe B covers dental decay.

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- **General Dental Council (GDC) – Reduced Annual Retention Fee announced**

The GDC have announced a reduction of the Annual Retention Fee (ARF), the fee all dental professionals pay each year to remain on the register. Please view below:

<https://www.gdc-uk.org/news-blogs/news/detail/2019/10/03/reduced-arf-announced>

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- **Annual Commissioning stats published**

The annual report has been published on NHS dental activity in England, for 2018/19 (including clinical treatments and dental workforce) and information on the number of patients seen by an NHS dentist. Please view below for information:

<https://digital.nhs.uk/data-and-information/publications/statistical/nhs-dental-statistics/2018-19-annual-report-pas>

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- **South Wales and South West Congenital Heart Disease Network Annual Report 2018/2019 publication – paediatric dental pathways**

The above was published July 2019 and contains information around the development of standards and the design of pathways for paediatric dental services relating to congenital heart disease. The report is attached to this bulletin email for your information.

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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

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](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, NORTH SOMERSET, SOMERSET, SOUTH GLOUCESTERSHIRE: [Debbie Freeman](#) | T. 07825 421800

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. 07540 883200

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

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

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