



November 2019 - Issue SW34

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.

Key Upcoming Deadlines:

Compass Processing cut off date for 02/01/2020 pay date	16 th December 2019
Submission of November 2019 FFT Data for publication	17 th December 2019

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Items for all practices/providers

- **South West Special Care Dentistry and Paediatric Dentistry Stakeholder Engagement Events**

There are still places available if you would like to attend one of the two stakeholder engagement events in the South West. At these events there will be the opportunity to ask questions captured via www.slido.com event code is #J257. Questions can be asked at any time (even prior to the events) and all responses will be sent out to everyone during the week commencing 9th December 2019. Please ensure that you have registered to receive information to ensure that you are included in these communications. Details of these events are as follows:

Wednesday 4th December 2019 9:30 – 13:30 Mercure Exeter Rougemont Hotel

Friday 6th December 2019 9:30 – 13:30 Holiday Inn Bristol Filton

If you would like to attend/be included on communication list, please email scwcsu.procurement@nhs.net.

- **Dental PAG Pieces – shared learning**

The latest 'Dental PAG Pieces' bulletin is attached to share learning from South West Dental Performance Advisory Group meeting. This edition covers:

- Missing a 'foreign object' during a dental procedure?
- Removal of an incorrect tooth? This is a never event!
- Nearly time to renew your GDC registration

- **Read the latest NHSBSA Provider Bulletin**

NHSBSA send a provider bulletin to participants held on Compass – please ensure your participant contact information is up to date so you receive relevant contract information from NHS Dental Services. [Bulletins can be viewed via their website here](#).

The latest [November edition](#) includes:

- Post ARR process is now open in Compass
- [New Twitter account](#)
- Compass Authorisation Form (CAF) – England only
- Linked provider/performer accounts
- eDEN update
- Online FP17s awaiting authorisation in Compass
- Mid-year review 2019/20
- In the spotlight – Children's dentistry
- BDIA Dental Showcase at Birmingham NEC

- **Winter opening hours assurance – breach of contract**

In October we contacted all practices to request completion (by 8/11) of a return sheet detailing in-hour arrangements for provision and opening hours over the coming holiday period. This is to ensure there are suitable alternative arrangements being made for



patients as necessary, should you be open for less than your contracted opening hours. Thank you to all the practices that responded to the request to date.

There are still a number of practices who have not responded - it is now assumed that those practices will be open as usual for patients during normal contracted hours. A practice must not be closed without *appropriate* alternative arrangements put in place, as detailed in previous bulletins and the related emails sent.

To advise us of your alternative arrangements now or if you have changes, please send your completed spreadsheet to england.swdental@nhs.net as soon as possible.

- **Submission of Friends and Family Test (FFT) Data**

FFT gives patients the opportunity to let us know what they think about the services they use, and NHS England & NHS Improvement uses that feedback to improve services.

Data should be submitted by the twelfth working day (inclusive) following the month end, via [Compass](#) / [NHS Dental Services website](#) for publication. Timetables for completion of the FFT for each monthly publication can be [viewed here](#).

Should you miss a submission deadline, the data collected will not be incorporated in the national publication for that month, however, in exceptional circumstances, providers can decide to include the missing figures in the next monthly submission. That way all of responses are reflected in the published data and we get a clearer picture of the total number of times patients are using the FFT to provide feedback.

As such, please combine the missing figures with the figures collected for the next reporting month and submit them together as one submission. If you have already submitted data for the current reporting month, please note that Compass allows you to resubmit data (provided the submission deadline has not yet passed) – NHS Dental Services will take the latest data received when it comes to publication.

For more guidance on FFT please [search the NHS Dental Services website](#).

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

- **Bristol Dental Hospital (UHB) – Oral Surgery Referral Forms Updated**

Please note the suite of oral surgery referral forms for UHB have been updated on the [NHS England website](#), covering General Oral Surgery; Oral Medicine; Apical Surgery; Third Molar; General Maxillofacial referrals. The amended forms reflect where email is now the designated method of referral, and the notes regarding two week wait referrals have been updated, with correct direction to the appropriate forms for suspected head and neck cancer referrals.

A covering letter from Chris Bell (Chair of the Oral Surgery Managed Clinical Network) is attached to this bulletin email, containing more details about referring correctly.

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



- **None**

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

- **Orthodontic MCN – Retainers Questions and Answers**

The Orthodontic MCN, have produced a question and answer document for learning, following GDP enquiries about the rules surrounding retention of orthodontic treatment. Please see the document attached to this bulletin email.

With thanks to Joe McGill (Orthodontic MCN Chair) and NHS Business Services authority for review.

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

- **Advancing Dental Care**

Would you like to have the opportunity to give your opinions on the future of dentistry and education for the dental team? Health Education England (HEE) invites all members of the dental team to contribute to an evening of information and discussion and would love to hear your views at one of our Advancing Dental Care Workshops.

HEE supports high quality education and training for the development of skills, values and knowledge for ALL members of the dental professional team. Our aim is to support the dental workforce in providing high quality safe patient care at the right time and in the right place. This includes training for the Dental Core Trainees, Specialist Trainees and Dental Foundation Trainees, as well as lifelong learning opportunities (CPD) for dentists and DCPs. Please book onto one of our free evenings:

Advancing Dental Care Workshop (SW19-12-10-1)

Future Inn Hotel, Bristol, Tuesday 10 December 2019, 18:00 to 21:30 with buffet

<https://www.maxcourse.co.uk/swdentalpg/guestCourseListCourseDetails.asp?cKey=2891>

Advancing Dental Care Workshop (SW20-01-09-1)

Rolle Building, University of Plymouth, Plymouth Thursday 9 January 2020, 18:00 to 21:30 with buffet

<https://www.maxcourse.co.uk/swdentalpg/guestCourseListCourseDetails.asp?cKey=2892>

There is also an exciting opportunity for dentists and DCP's who have an interest in getting involved in research to find out more about how this is possible when working in dental practice.

Encouraging Clinical Research in the Primary Dental Care Setting (SW20-02-11-1)

Future Inn Hotel, Bristol Tuesday 11 February 2020, 18:00 to 21:00 with buffet

<https://www.maxcourse.co.uk/swdentalpg/guestCourseListCourseDetails.asp?cKey=2890>

[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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- **Government announces access to Mental Health Support for Dentists**

In October the government announced that all NHS doctors and dentists in England now have access to a comprehensive mental health service through NHS Practitioner Health.

Dentists can get confidential advice and support, in person or over the phone, if they've faced a stressful incident at work or feel they are struggling with their mental health. Staff can access support 24/7 through a dedicated phoneline and a crisis text service available through the night.

How to contact NHS Practitioner Health

To sign up, call 0300 0303 300 or email prac.health@nhs.net.

The line is open Monday to Friday 8am to 8pm and Saturday 8am to 2pm.

Text NHSPH to 85258 for the out-of-hours crisis text service.

[Click here to read more information about the launch of this service.](#)

- **Office of Chief Dental Officer (OCDO) – Record Keeping Standards published**

The OCDO have announced publication by NHS England and NHS Improvement of the document Dental Record Keeping Standards: a consensus approach. This can be accessed by clicking on the following link: <https://www.england.nhs.uk/publication/dental-record-keeping-standards-a-consensus-approach/>

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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 or the helpdesk telephone **0300 330 1348**. Get tips and news via Twitter [@NHSDental](#).

• 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.

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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 for continuity.

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

